

**RECIPIENT RIGHTS ADVISORY COMMITTEE (RRAC)**

**June 2021 STATUS REPORT**

Reporting Period: April and May 2021

Submitted by Kelsey Newsome, LMSW, Recipient Rights Director

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**April & May 2021 Allegations**

Abuse II – Exploitation	3
Abuse III	1
Neglect I	1
Neglect II	5
Neglect III	4
Mental Health Services Suited to Condition	8
Safe Treatment Environment	1
Sanitary/Humane Treatment Environment	1
Dignity & Respect	9
Informed Consent	1
Disclosure of Confidential Information	2
Freedom of Movement	1
Family Dignity & Respect	1
Protection of Personal Property	1
No Right Involved	1
Out of Jurisdiction	3
<b>Total Allegations</b>	<b>43</b>

**Number of Incident Report Follow Ups completed in April & May 2021:**

14 – 2 of these then opened for investigation

**Cumulative Timeliness Report:**

	No Right Involved/ Out of Jurisdiction (Acknowledgement Letter Only)	≤ 30 days	≤ 60 days	≤ 90 days	> 90 days	Total
Previously Closed Allegations	15	0	0	35	4	54
April & May Closed Allegations	4	0	0	29	4	37
Open Allegations	0	23	15	9	20	67
<b>Total</b>						<b>158</b>

**Progress Updates on Annual Report Goals/Recommendations:**

Goal/Recommendation	February 2021 Update
ACCMHS ORR will review the surveys completed by Recipient Rights Training (Face to Face) participants during FY 19 and FY 20. ACCMHS ORR will update the in person curriculum to include interactive and multi-media components, relevant suggestions from past participants, and any necessary updates per communications from MDHHS ORR (Memos, guidance documents, etc.). An updated curriculum will be completed and implemented by the end of the 2021 Fiscal Year.	<ul style="list-style-type: none"> <li>• Review of Surveys Completed</li> <li>• Recipient Rights Training Curriculum updated during MDHHS ORR Assessment Preparation</li> <li>• ORR Team met to begin review and revision of curriculum</li> </ul>
ACCMHS ORR will update the bi-monthly status report provided to RRAC to include metrics that give RRAC a more accurate picture of the complete functioning of the Office, rather than a snapshot limited to a two month period of time. ACCMHS ORR will begin using a new template for this report in February 2021 and will maintain an open dialogue with RRAC about helpful metrics.	<ul style="list-style-type: none"> <li>• New template in use including cumulative timeliness report and IR follow up data.</li> </ul>
ACCMHS ORR will meet with ACCMHS Quality Improvement and Corporate Compliance at least quarterly to review shared areas of concern and strategies for prevention of rights violations. Because 3 months of the 2021 Fiscal year have already elapsed at the time of this report, ACCMHS ORR aims to complete 3 of these quarterly meetings by the end of the 2021 Fiscal Year.	<ul style="list-style-type: none"> <li>• 3 meeting have occurred so far</li> <li>• Reoccurring meeting scheduled 4<sup>th</sup> Wednesday of the month – may decrease frequency once established.</li> </ul>
ACCMHS ORR Director will add annual report goals to ORR Team Meeting agendas and RRAC status reports to increase the level of accountability and ensure completion within the 2021 Fiscal Year.	<ul style="list-style-type: none"> <li>• Goals have been included on both ORR Team Meeting Agenda and RRAC Status Report Template. These templates have been in use since January and February 2021 respectively.</li> </ul>
ACCMHS ORR and RRAC recommend that ACCMHS hire and maintain a staffing of at minimum two full time Recipient Rights Officers and one full time Recipient Rights Director. ACCMHS ORR and RRAC also recommend that ACCMHS continue to monitor the clerical support of ACCMHS ORR and continue to provide this support.	<ul style="list-style-type: none"> <li>• Charles Redman started in February 2021</li> <li>• Clerical support continues to be provided.</li> </ul>