

AGENDA

BAY ARENAC BEHAVIORAL HEALTH BOARD OF DIRECTORS RECIPIENT RIGHTS ADVISORY & APPEALS COMMITTEE MEETING

Monday, August 10, 2026 at 5:00 pm

Room 225, Behavioral Health Center, 201 Mulholland Street, Bay City, MI 48708

Committee Members:	Present	Excused	Absent	Committee Members	Present	Excused	Absent	Others Present:
Patrick McFarland, Ex Off, Ch	_____	_____	_____	Carole O'Brien	_____	_____	_____	BABH: Jackie Kish, Chris Pinter, and
Sally Mrozinski, V Ch	_____	_____	_____	Justin Peters	_____	_____	_____	Sara McRae
Robert Bowers	_____	_____	_____	Laurie Van Wert	_____	_____	_____	
Richard Byrne	_____	_____	_____	Robert Pawlak, Ex Off	_____	_____	_____	
Kathy Niemiec	_____	_____	_____					Legend: M-Motion; S-Support; MA-
								Motion Adopted; AB-Abstained

	Agenda Item	Discussion	Motion/Action
1.	Call To Order & Roll Call		
2.	Public Input (Maximum of 5 Minutes)		
3.	Unfinished Business 3.1) None		
4.	New Business 4.1) Executive Summary of Complaints through July 31, 2026 4.2) Policy Training: a) Freedom of Movement, 03-03-11 b) Statutory Establishment, 03-01-01 4.3) Upcoming Site Reviews 4.4) Recent Recipient Rights Site Reviews Summary		4.1) No action necessary 4.2) No action necessary 4.3) No action necessary 4.4) No action necessary

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BAY ARENAC BEHAVIORAL HEALTH

BOARD OF DIRECTORS

RECIPIENT RIGHTS ADVISORY & APPEALS COMMITTEE

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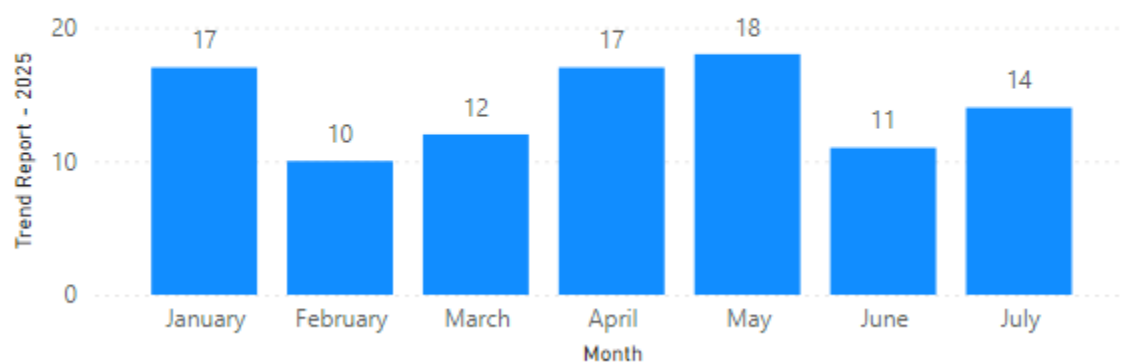
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	4.5) Regular September Meeting Rescheduled to Tuesday, September 8, 2026 due to Labor Day 4.6) The 33 rd Annual Recipient Rights Conference is Wednesday – Friday, September 16 – 18, 2026 at Crystal Mountain Resort 4.7) Schedule a Mock Appeal		4.5) No action necessary 4.6) No action necessary 4.7) No action necessary
5.	Adjournment	M -	S - pm MA

Recipient Rights Advisory Committee, August 2026 Executive Summary

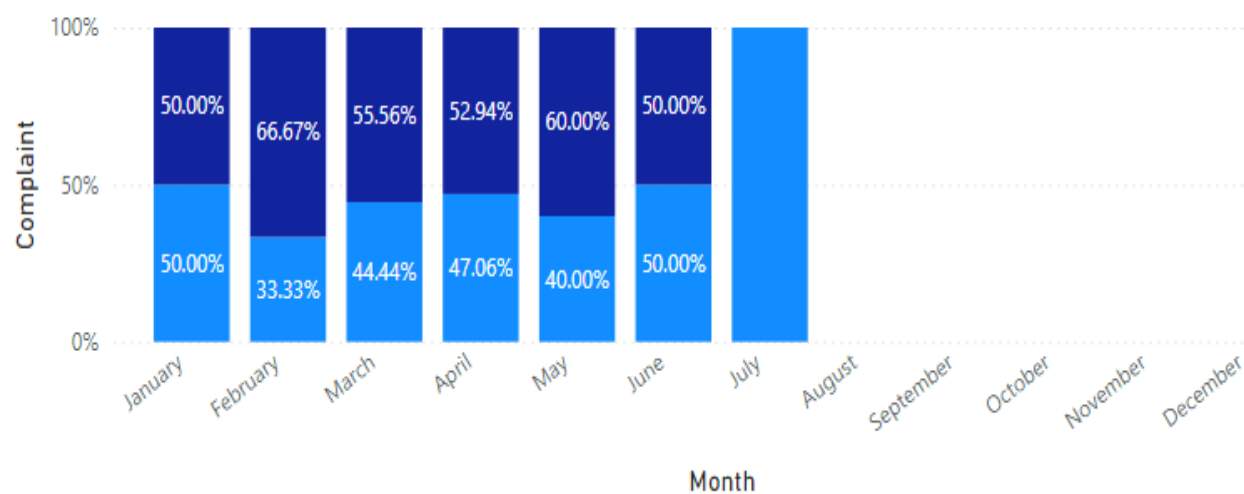
Overall Summary of the Office of Recipient Rights (ORR) Complaints:

of Complaints



Substantiation Rate

Substantiated - Provider ● Not Substantiated ● Substantiated



Trend Report by Allegation - Substantiated

Substantiated - Provider	May	June	July	Total
☐ Pending	12	9	12	33
Dignity and Respect	1	4	4	9
Neglect Class III	4	2	2	8
Mental Health Services Suited to Condition	2	2	2	6
Abuse Class II Unreasonable Force	1	1	1	3
Abuse Class III		2	1	3
Abuse Class II Exploitation		1	1	2
Abuse Class II Nonaccidental Act	1		1	2
No Right Involved	1		1	2
Abuse Class I			1	1
Choice of Physician or Mental Health Professional		1		1
Disclosure of Confidential Information		1		1
Neglect Class I	1			1
Outside ORR Jurisdiction	1			1
Total	12	9	12	33

The above graph illustrates the number of pending complaints at the time of this report.

Average Days to Resolve ORR Complaints



The BABHA ORR's goal is to complete RR complaint investigations within 60 days from receipt of the complaint. Moving forward the RRAC will be kept abreast of the average days to resolve complaints per quarter as we attempt to achieve our goal.

****Note that the graph does not include pending cases currently still under investigation.***

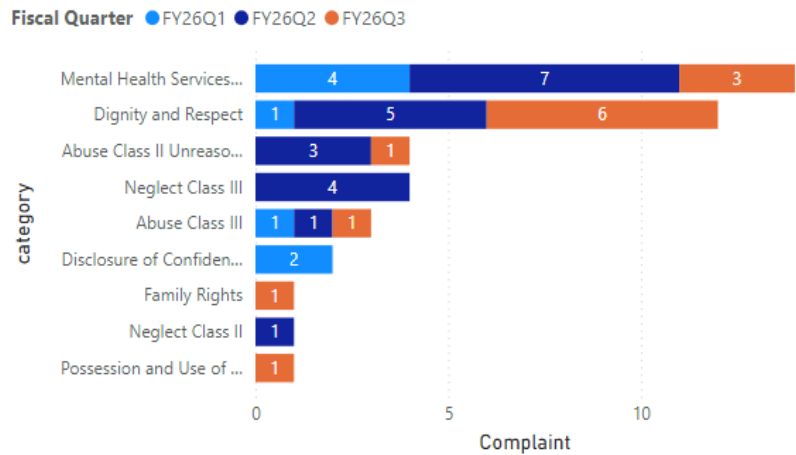
Source of Complaints for May, June

FY26 Allegations

And July:

CMSHP Network Staff	23
Recipients	8
ORR	4
Guardian/Family	3
Anonymous	2
Other Agency/Community	2

Trend Report by Allegation - Substantiated



Fiscal Year Comparison of Complaints from 2022-2026:

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY26	11	6	7	17	10	12	17	18	11	14		
FY25	21	8	11	16	7	8	17	12	11	16	13	20
FY24	18	11	11	13	13	12	16	19	16	15	18	13
FY23	17	23	9	24	19	16	11	13	17	18	14	8
FY22	12	7	7	8	8	10	9	16	8	16	16	16
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY26 % Sub	54.5%	50%	0%	50%	67%	56%	53%	60%	50%	- %	%	%

- FY22 the ORR received 133 complaints.
- FY23 the ORR received 190 complaints.
- FY24 the ORR received 177 complaints.
- FY25 the ORR received 158 complaints.
- FY26 the ORR has received 99 complaints

Report of Remedial Action for Substantiated Complaints:

Complaint ID	Rcv Date	Inv. Report Sent Date	Allegation Type	Remedial Action 1	Remedial Action 2	Remedial Action 3	Remedial Action 4
1970	5/4/2026	7/31/26	Abuse II Unreasonable Force				
1973	5/4/2026	7/23/26	Family Rights				
1987	5/21/2026	7/13/26	Mental Health Services Suited to Condition	Suspension	Written Reprimand		

The matrix displays the substantiated complaints with the date that each complaint was received, resolved, and the date the Summary Report was issued. It is important to note that all complaints were resolved within the 90-calendar day requirement established by the Michigan Mental Health Code. The Mental Health Code dictates that the Responsible Mental Health Agency (RMHA) takes remedial action to correct and prevent reoccurrence of substantiated Recipient Rights Complaints. In addition, if the violation of Abuse or Neglect is substantiated then the RMHA must take fair disciplinary action as well. The matrix above lists the substantiated complaint allegation type and all of the remedial action utilized by the RMHA. The Office of Recipient Rights can only call for disciplinary action as required in the Mental Health Code. The Office cannot dictate the level of disciplinary action as the RMHA determines this action.

Additional Activities by the Office of Recipient Rights:

Training by Recipient Rights Office for Staff:

Number of Training Sessions	Number of People Attending	Number of Hours
May 3	45	8
June 5	63	12
July 4	35	6

Training by Recipient Rights Officer for Consumers previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
May 0	0	0
June 0	0	0
July 0	0	0

Training received by the Recipient Rights Office:

6/5/2026 Dr. Lister RR training by Jackie Kish

6/25/26 Rose Home AFC training on Services Suited to Condition and Dignity & Respect by Angela Wend

7/15/26 & 7/16/26	ORR Basics RR Part I-Lansing	Aubree
7/21/26	DEAF Comm Advocacy Network Training	Jackie
7/28/26	Dr. Jill RR training	Jackie

Completed Site Visits:

5/1/26	GLRC/Superior Care
	New Dimensions
	Fitzhugh
5/5/26	Hope Network-Harbor House and Bay House
5/7/26	BHS-Bangor, Brookwood and Jean Rd
5/8/26	BHS-Kasemeyer, Mason & Georgetown
5/15/26	Beacon Specialized Living- The Lodge & Ypsilanti
	Listening Ear-Rose Home
5/21/26	A Global Homecare
	Better Living-Wingate
5/28/26	Mercy Plus-Gladwin
6/1/26	APS Employment
6/4/26	MCSI-SIP, SIAP Intensive, SIAP Transitional, Madison SIP, Midland Manor, Main office
6/10/26	MCSI-Knight Rd, Nebobish, Parker
6/12/26	MCSI-Beechwood, Candlestick, Fisher

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POLICIES AND PROCEDURES MANUAL

Chapter: 3	Member Rights and Responsibilities		
Section: 3	Rights of Consumers		
Topic: 11	Freedom of Movement		
Page: 1 of 4	Supersedes Date: Pol: 7-15-99 Proc: 7-28-98	Approval Date: Pol: 3-30-11 Proc: 6-15-09	<i>Board Chairperson Signature</i> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) that the freedom of movement of a recipient shall not be restricted more than is necessary to provide mental health services to the recipient, to prevent injury to the recipient, staff or others, or to prevent substantial property damage, except that security precautions may be taken appropriate to the condition and circumstances of a recipient admitted by order of a criminal court or transferred as a sentence-serving convict from a penal institution.

Purpose

This policy and procedure are established to ensure that the freedom of movement of a recipient is not restricted more than is necessary.

Education Applies to:

- ☒ All BABHA Staff
- ☐ Selected BABHA Staff, as follows:
- ☒ All Contracted Providers: ☐ Policy Only ☒ Policy and Procedure
- ☐ Selected Contracted Providers, as follows:
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- ☐ BABHA's (Affiliates): ☐ Policy Only ☐ Policy and Procedure
- ☐ Other:

Definitions

N/A

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Procedure

- A. Recipients shall be entitled to access areas designated for recreational, vocational, and social activities where age, sex, physical illness/handicap, or maintenance of security is appropriate for access.
- B. Recipients shall be treated in the least restrictive environment suitable to their individual plan of service. A recipient will not be transferred to a more restrictive setting unless justified by individual need and documented in the case record.
- C. Any limitations on freedom of movement shall be clinically justified on a time-limited basis and entered into the recipient's case records. The limitation shall be reviewed on a routine basis to determine if the limitation is still necessary. Any restrictions on freedom of movement of a recipient shall be removed when the circumstances that justified its adoption cease to exist. Substantial limitations shall be reported to the guardian/parent of a minor child and the court during any hearing process. Any limitation regarding freedom of movement may be appealed to the Recipient Rights Office.
- D. The residential agency shall provide for a rational and fair manner in which a recipient, parent, or guardian may request leaves and appeal denial of requests. If dissatisfied, recipients may seek assistance from the Recipient Rights Office.
- E. Individual Plans of Service for recipients involved with the legal or criminal justice system will identify any security precaution necessary to ensure safety to comply with an existing court order.
- F. Recipients of residential services are not to be transferred to settings that increase restraints on personal liberty unless the resident has committed an act or acts that, if committed by a person criminally responsible for his/her conduct, would constitute homicide or felonious assault or is so dangerous that the resident's presence in the current residential setting is a danger to the safety of other residents, employees, the community or self. If a resident is transferred to a more restrictive setting, the resident

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may file a Recipient Rights complaint, and the Recipient Rights Officer will conduct an investigation in accordance with applicable policy and procedures.

- G. A residential recipient may request transfer to a setting of the same or lesser restrictiveness. Whenever possible, such requests shall be granted unless such a transfer would be inconsistent with an alternative treatment order issued by a probate court, or incompatible with the treatment needs and treatment plan for the consumer. A consumer or guardian may appeal the denial of such a request to Director of Integrated Services or his/her designee.

Attachments

N/A

Related Forms

N/A

Related Materials

N/A

References/Legal Authority

Michigan Mental Health Code 330.1712, 744, 752

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL/REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
Sara Heydens	Linda Maze	06/15/09	Changes	Administrative Rule changes/grammatical.
Sara Heydens	Linda Maze	03/30/11	Changes	Policy statement changed to address appropriate security precautions.
		12/31/12	No changes	Triennial Review
M. Prusi	C. Pinter	6/27/16	Changes	Triennial Review-changed “resident” to “recipient”. No change to Policy or Procedure.
M. Prusi	C. Pinter	12/13/18	Changes	Title change only. No change to Policy or Procedure.
Melissa Prusi	Christopher Pinter	06/10/2019	Revisions	Triennial and annual review. Minor revisions.
Melissa Prusi	Christopher Pinter	09/10/2020	No changes	Annual review
Melissa Prusi	Christopher Pinter	06/23/2021	No changes	Triennial review
Melissa Prusi	Christopher Pinter	12/19/2024	No changes	Triennial review
Jackie Kish	Christopher Pinter	1/21/26	No changes	MDHHS 2025 standards review

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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) that in addition to the rights, benefits, and privileges guaranteed by other provisions of the law, the Constitution of 1963, and the Constitution of the United States, a recipient of Mental Health Services shall have his/her rights guaranteed by P.A. 258, 1974, Chapter 7 and 7A, which provides a system for determining whether, in fact, violations have occurred; and shall ensure that firm and fair disciplinary and appropriate remedial action is taken in the event of a violation. BABHA shall establish procedures to address the complaint process and the appeal process.

The Chief Executive Officer (CEO) will ensure that BABHA has written policies and procedures for the operations of the rights system on file with the Michigan Department of Health and Human Services (MDHHS) – Office of Recipient Rights (ORR). Education and training in Recipient Rights policies and procedures are provided to its Recipient Rights Advisory Committee and its Appeals Committee.

Further, it is the policy of BABHA that the Recipient Rights Officer shall report to and serve as a consultant to the CEO for matters pertaining to Recipient Rights.

And, further, it is the policy of BABHA that the Recipient Rights Officer shall take necessary actions to assure a uniform process of implementing Recipient Rights protection to recipients of services from directly provided as well as contractually provided services to recipients. This shall include, at a minimum, annual site visits, with site visit checklists, to each service delivery site (direct or contracted), assurance that all persons receiving services outside of BABHA's catchment area are provided the same level of Recipient Rights protection and services, and that contracts for services with provider agencies contain Michigan Mental Health Code (MMHC) protected Recipient Rights assurances.

BABHA and the Recipient Rights Advisory Committee shall approve an annual budget that assures adequate provision of Recipient Rights services to BABHA's recipients.

The Officer of Recipient Rights with authority from BABHA and the CEO shall intervene as necessary to protect recipient rights within the Community Mental Health Services Program (CMHSP) system.

Furthermore, it is the policy of BABHA that:

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- A. The complainants, staff or the ORR, and any staff acting on behalf of a recipient, shall be protected from harassment or retaliation resulting from recipient rights activities.
- B. Appropriate disciplinary action shall be taken in accordance with agency policy and procedure if there is evidence of harassment or retaliation.

Purpose

This policy and procedure is established to ensure that the rights of all recipients are protected.

Education Applies to

- ☒ All BABHA Staff
- ☐ Selected BABHA Staff, as follows:
- ☒ All Contracted Providers: ☐ Policy Only ☒ Policy and Procedure
- ☐ Selected Contracted Providers, as follows:
 - ☐ Policy Only ☐ Policy and Procedure
- ☐ BABHA's (Affiliates): ☐ Policy Only ☐ Policy and Procedure

Definitions

Harassment: Words, gestures, or actions which threaten an individual; unreasonably interfere with an individual's work performance; or create an intimidating, hostile, or offensive work environment.

Retaliation: Unjustified negative actions taken against an individual. Examples include but are not limited to discharge; deterioration in performance evaluations; changes in job classification, job responsibilities, compensation, benefits, classification, compensation, benefits, location, number of hours assigned, or specific shift assigned.

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Procedure

In the performance of its duties, the ORR shall provide for the safeguarding of code-protected rights in a manner that does not violate employee rights. The ORR will be protected from pressures that could interfere with the impartial, even-handed, and thorough performance of its duties. Upon receipt of substantiated violation reports, the CEO will implement the appropriate personnel action.

The CEO shall select a director of the rights office who has the education, training and experience to fulfill the responsibilities of the office.

The CEO shall ensure adequate Recipient Rights coverage. In the absence of the Recipient Rights Officer, the CEO may request aid from another CEO in the affiliation for a Rights Officer to serve in the Rights Officer's absence as outlined in the Letter of Agreement for Reciprocal Aid among offices of Recipient Rights.

Each provider under contract with BABHA will follow the written policies and procedures established by BABHA that are consistent with Chapter 7 of the MMHC, and are designed to protect recipients from, and prevent repletion of, violation rights guaranteed by Chapter 7 and 7A.

It shall be responsibility of the Recipient Rights Office to receive reports of and investigate complaints in accordance with requirements of Chapter 7A, P.A. 2258, alleged or suspected violations of rights guaranteed by Chapter 7, P.A. 258, 1974; act to resolve disputes relating to apparent violations; act on behalf of recipients of mental health services to resolve alleged complaints; and safeguard the rights guaranteed in a timely manner.

BABHA's Rights Officer shall:

1. Provide or coordinate the protection of recipient rights for all directly operated or contracted services.
2. Ensure that recipients, parent(s) with legal custody of a minor, and guardians or other legal representatives have access to summaries of the rights guaranteed by Chapter 7 and 7A of the MMHC, in a language they can understand, at the time services are first requested and periodically during the time services are provided. The receipt shall be

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documented in the case record. The Recipient Rights system shall be verbally explained. If the recipient is unable to read or understand the material, every effort shall be made to assist in that explanation, and this will be noted in the case record, including the name of the person who provided the explanation.

3. Ensure that all recipients, guardians, parents or other concerned parties have ready access to rights complaint forms. The name, address, and phone number of the Rights Officer shall be conspicuously posted in all service sites.
4. Investigate complaints of rights violations with assistance from other staff when necessary. BABHA employees and contract staff shall cooperate in investigations as needed.
5. Ensure that those reports of alleged or suspected rights violations that did not warrant investigation are recorded in accordance with Chapter 7A.
6. Maintain a record system for all reports of apparent or suspected rights violation received and secure storage of all investigative documents and evidence. All complaints shall be logged in upon receipt.
7. Make an independent determination of whether each allegation is substantiated or not substantiated and recommend to the CEO appropriate remedial action when an allegation is substantiated. The preponderance of evidence standard shall be used in making this determination.
8. Assure that appropriate remedial action to a complaint is implemented timely and that complaints and their dispositions are recorded on appropriate complaint forms.
9. Inform complainants of substantiated violations of the action taken in a manner that does not violate employee rights.
10. Review incident reports to determine if they involve possible rights violation.
11. Assure that when the complainant is neither the recipient nor guardian that written consent be obtained from the recipient prior to the disclosure of confidential information.

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12. Inform the complainant when an allegation is outside of the agency jurisdiction and assist the recipient in contacting the appropriate agency.
13. Assure that records compiled in the course of investigating alleged violations are maintained independent of client case records and subject to all applicable confidentiality safeguards. All investigative documents and evidence shall be secured.
14. Act as a consultant to the CEO and staff to assure compliance in rights matters and shall be subordinate only to the CEO.
15. Ensure that all rights complainants, rights staff, and other advocates shall not be harassed or retaliated against due to the investigation or determination of a rights complaint. Any actions construed to be harassment or retaliation shall be reported immediately to the CEO and appropriate disciplinary action shall be taken.
16. Ensure that all BABHA sites and contracted service sites, where BABHA has responsibility to provide recipient rights services, are visited on site with the frequency necessary for protection of rights but in no case less than annually. Ensure unimpeded access to all programs and services operated by or under contract to BABHA and all staff employed by or under contract and all evidence necessary to conduct a thorough investigation or to fulfill its monitoring function.
 - a. Recipients will be protected from rights violations while they are receiving services under the contract.
 - b. Policies and procedures require employee cooperation in recipient rights investigations.
17. Participate in development and review of policy and procedure pertinent to rights of recipients.
18. Assure that both staff and recipients are aware of their due process rights, specifically:
 - a. The nature of the complaint/investigation
 - b. The opportunity to provide evidence on their behalf
 - c. Their ability to secure outside legal or law enforcement assistance, if desired

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19. Ensure that all individuals employed by, or a contract agency of, BABHA shall receive a training related to recipient rights protection before, or within 30 days after being employed.
20. Review the Recipient Rights policies and the rights system of each provider under contract with BABHA to ensure that the rights protection system is in compliance with the MMHC and is of uniformly high standards.
21. Review and comment as needed on all CMHSP and contract provider policies impacting on rights of recipients.
22. Attend Behavior Treatment Committee meetings, Performance Improvement Committee meetings, executive staff meetings, Board meetings, and individual case meetings when rights related matters are discussed.
23. Semi-annually provide summary complaint data consistent with the required annual report together with a summary of remedial action taken on substantiated complaints by category to MDHHS and to the Recipient Rights Advisory Committee on the effectiveness of the rights system.
24. Report to the CEO and the Recipient Rights Advisory Committee on the effectiveness of the rights system.

Should a complainant wish to appeal a decision made by the ORR, they shall follow appeals procedures of BABHA.

It will be the policy of this agency, stated in an appropriate policy manual section, that all services are available to handicapped and nonhandicapped individuals on the same basis. This agency will provide services in handicapped accessible locations. Any individual who alleges a violation of Section 540 and grievances related to the Americans with Disabilities Act may file a complaint with BABHA's Rights Officer.

The CEO shall submit to the Board of the CMHSP and the MDHHS an annual report prepared by the Recipient Rights office on the current status of recipient rights in the CMHSP and a review of the operations of the rights office.

- a. The report is to be submitted no later than 12/30, unless an extension has been granted by MDHHS, of each year for the preceding fiscal year. The report shall include, at a

BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY

POLICIES AND PROCEDURES MANUAL

Chapter: 3	Member Rights and Responsibilities		
Section: 1	Recipient Rights Systems		
Topic: 1	Statutory Establishment		
Page: 7 of 8	Supersedes Date: Pol: 9-20-01,6-18-98 Proc: 6-27-16, 6-15-09, 3-11-08, 8-1-06, 6-3-02, 5-21-02, 7-28-98	Approval Date: Pol: 6-3-02 Proc: 2-18-2021	
			<i>Board Chairperson Signature</i>
			<i>Chief Executive Officer Signature</i>
Note: Unless this document has an original signature, this copy is uncontrolled and valid on this date only: 7/28/2026. For controlled copy, view Agency Manuals - Medworxx on the BABHA Intranet site.			

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minimum, all of the following: summary data by category including complaints received, number of reports filed, number of reports investigated by provider, number of substantiated violations by category and provider, training received by staff of the rights office, training provided by rights office to contract providers, desired outcomes established for the rights officer and progress toward these outcomes, and recommendations to the CMHSP Board.

Retaliation and Harassment:

Complainants, rights office staff, and any staff acting on behalf of a recipient shall be protected from harassment of retaliation resulting from recipient rights activities. Appropriate remedial action will be taken to resolve violations of rights.

Attachments

Letter of Agreement for Reciprocal Aid among Offices of Recipient Rights

Related Forms

N/A

Related Materials

N/A

References/Legal Authority

- A. Act 258, of the Public Acts of 1974, as amended (Mental Health Code) Section 755
- B. Act 469 of the Public Acts of 1980 (Whistleblowers Protection Act)

BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
Sara Heyden Linda Maze	Robert Blackford	3/11/08	Revision	Revisions/Additions are due to changes Administrative Rules/corrected Grammatical errors
Vicki Atkinson	Linda Maze	6/15/09		
Linda	Robert Blackford	12/31/12	Revision	Triennial Review/minor grammatical changes
Melissa Prusi	Christopher Pinter	6/27/16	Revision	Triennial Review-minor changes to reflect agency name changes
Melissa Prusi	Christopher Pinter	07/01/2019	Revision	Annual and triennial review. Minor formatting changes
Melissa Prusi	Christopher Pinter	08/01/2020	Revision	Remove mediation from RR process
Melissa Prusi	C. Pinter	10/1/2021	No changes	Triennial review-no changes
Melissa Prusi	Christopher Pinter	09/27/2024	No Changes	Triennial review
Jackie Kish	Christopher Pinter	2/3/2026	Revision	Update to current practice



Recipient Rights Advisory & Appeals Committee

August 2026

Upcoming Site Reviews:

August 21, 2026

Noble Pathway Pediatric Therapy (ABA Provider)- Bay City

September 11, 2026

Pal's Place Specialized Residential- Flint

Montclair Specialized Residential- Flint

Keith Specialized Residential- Flint

Hope Network-

Harbor House- Located on West side of Bay City, this single-story brick ranch home with large, open living area, handicap accessible throughout. Nice décor throughout, bright, cheerful and personalized. Large outdoor patio area for seating with nicely manicured backyard. Staff were attentive, and all required paperwork and postings were available and updated.

Bay House- Located on the East side of Bay City, this large two-story brick home is an older residence with many updates throughout. The rooms were personalized and minimally furnished, while still including all essential items. The home was neat, tidy, and had a comfortable, home-like feel. Staff were accommodating, and all required posters and brochures were updated and displayed. Although the home is located on a busy street, the location allows residents to easily access and navigate the community.

Bay Human Services-

Bangor, Brookwood, Jean, Kasemeyer Homes- Located on West side of Bay City.

Mason Home- Located East side of Bay City.

Georgetown- Located in Auburn.

All of these homes have identical layouts and are single-story brick ranch-style residences with spacious, open-concept living areas that are handicap accessible throughout. The kitchen, dining, and living room areas flow well together, creating an open, welcoming, and unobstructed environment. Hallways are wide, and bathrooms are large enough to accommodate wheelchairs. The rooms were bright, personalized, and well maintained, with some updates completed throughout, including fresh paint. Staff were accommodating and eager to ensure all necessary items were available. All required posters and booklets were updated and displayed.

Beacon-

The Lodge-Stanton (Teams meeting) Large campus like setting; licensed for 12 (males only)

Ypsilanti-(Teams meeting).

Due to the location of these homes and because an in-person Recipient Rights site visit had previously been completed, this contact was conducted via Teams. Staff were accommodating throughout the review. Updated materials were mailed in advance and were available at the time of the visit. A video tour was provided, and the homes appeared well maintained and spacious. The recipient's rooms were personalized to their preferences and appeared appropriate. Updated paperwork, books, and brochures were sent via UPS (mail) prior to Teams meeting.

A Global Homecare-Located in Kalamazoo. This out-of-county two-story older home, is in a well-established neighborhood. Furnishings and décor were minimal, but adequate to meet the needs of the residents. Bedrooms were individualized and included some personal touches. All required documentation and postings were made current and readily available.

Better Living Wingate- Located in Kentwood, this out-of-county residential placement is a two-story home situated in a subdivision at the end of a cul-de-sac and in close proximity to neighboring homes. The exterior of the home had limited landscaping, and the overall appearance did not appear to be consistent with the standards of the surrounding neighborhood. A large back deck was available for residents to sit outside; however, it needed updates. The interior of the home was clean, updated, and well maintained. At the time of the site visit, one resident was living in the home, with plans to add three additional residents. Relevant posters, books, and paperwork were provided.

Listening Ear (was Valley Residential)-

Rose Home-Located in Auburn.

This was previously a Bay Human Services home; therefore, the layout is identical to other homes listed above. Staff were engaging and asked appropriate questions. Home was bright, clean, and well maintained. Residents' rooms were personalized and welcoming. Updated books, posters and paperwork were provided.

APS Employment Services (CLS Provider)-Saginaw

The office environment was clean, bright, and professional, with a welcoming lobby and conference space. Staff were engaged, knowledgeable, and experienced. All records were securely maintained, and required posters, brochures, and documents were current and prominently displayed.

Mercy Plus (ABA Provider)- Located in Gladwin. The office environment was clean, bright, and professional, with a welcoming lobby. The center had several therapy rooms as well as a large indoor space for play. They also had an outdoor area that was fenced and included playground style equipment. Staff were engaged, knowledgeable, and experienced. All records were securely maintained, and required posters, brochures, and documents were current and prominently displayed.

Michigan Community Services (MCSI)- Main office is in downtown Bay City. All required paperwork and brochures were available and already updated.

MCSI CLS arrangements-Huntington SIP, SIAP-Essexville, Madison SIP-Bay City, Midland Manor-Bay City. These are private living arrangements where staff provide support with daily living skills and community integration. Staffing hours vary based on individual needs, ranging

from a few hours per day to 24-hour support. All necessary paperwork, brochures, and booklets were updated.

MCSI Specialized Residential-

Knight Rd, Nebobish and Parker Homes- Located in Essexville.

Beechwood, Candlestick, Fisher Homes -Located on West side of Bay City

All of these homes have similar layouts and are single-story, ranch-style residences with open-concept common areas that provide a comfortable, home-like atmosphere. The living, dining, and kitchen areas were spacious and arranged in a way that allowed residents and staff to interact easily throughout the day. The homes were clean, welcoming, and personalized, with residents actively involved in choosing and displaying decorations throughout the shared living spaces and bedrooms. Many residents shared rooms with one other individual, and the bedrooms appeared to include personal belongings and décor that reflected individual preferences. Most homes had garden areas in the backyard, along with outdoor seating spaces where residents could spend time outside. One home also included a wheelchair-accessible swing. Staff were engaging, attentive, and actively involved in residents' daily care, support, and overall well-being.

Fitzhugh Home- Located on the East side of Bay City. This two-story home is an older residence and somewhat dated in appearance; however, it was clean, orderly, and maintained in a manner that supported a comfortable living environment. Due to the structure of the home, including multiple stairs, narrow doorways, and narrow hallways, it is not handicapped accessible and may present challenges for individuals with mobility needs. Staff appeared nurturing, attentive, and committed to providing a good standard of care. They were engaged during the visit, receptive to feedback, and openly asked questions to ensure they were meeting expectations and supporting residents appropriately. All required paperwork, postings, and related materials were available, organized, and up to date.

New Dimensions (CLS/Vocational Provider)- Main office is located in Essexville. This site offers community-based services as well as job coaching/employment skills training. It also has designated areas available for decompression if recipients need additional support and/or personal care when out in the community. Updated posters and brochures were available in the main lobby.

August 2026

BABHA Board of Directors

August 2026							September 2026						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jul 26	27	28	29	30	31	Aug 1
2	3	4	5 5:00pm Special Facilities & Safety Committee	6 5:00pm Corporate Compliance Committee	7	8
9	10 5:00pm Recipient Rights Advisory & Appeals Committee	11	12 5:00pm Finance Committee	13 5:00pm Program Committee	14	15
16	17 5:00pm Audit Committee	18	19	20 5:00pm REGULAR BOARD MEETING (Arenac Center, 1000 W. Cedar Street,	21	22
23	24	25	26	27	28	29
30	31	Sep 1	2	3	4	5

September 2026

BABHA Board of Directors

September 2026							October 2026						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
6	7	1	2	3	4	5	4	5	6	7	1	2	3
13	14	8	9	10	11	12	11	12	13	14	15	16	17
20	21	15	16	17	18	19	18	19	20	21	22	23	24
27	28	22	23	24	25	26	25	26	27	28	29	30	31

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Aug 30	31	Sep 1	2 5:00pm Special Personnel & Compensation Committee	3 5:00pm Facilities & Safety Committee	4	5
6	7 Labor Day/BABH Offices Closed	8 5:00pm Recipient Rights Advisory & Appeals Committee	9 5:00pm Finance Committee	10 5:00pm Program Committee	11	12
13	14 5:00pm Audit Committee	15	16	17 5:00pm REGULAR BOARD MEETING	18	19
20	21	22	23	24	25	26
27	28	29	30	Oct 1	2	3

October 2026**BABHA Board
of Directors**

October 2026						
Su	Mo	Tu	We	Th	Fr	Sa
4	5	6	7	1	2	3
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November 2026						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Sep 27	28	29	30	Oct 1 5:00pm Personnel & Compensation Committee	2	3
4	5 5:00pm Recipient Rights Advisory & Appeals Committee	6	7 5:00pm Finance Committee	8 5:00pm Program Committee	9	10
11	12 5:00pm Audit Committee	13	14	15 5:00pm REGULAR BOARD MEETING	16	17
18	19	20	21	22	23	24
25	26 CMHA Fall Conference (Grand Traverse Resort)	27 CMHA Fall Conference (Grand Traverse Resort)	28	29	30	31