

AGENDA

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

Monday, October 5, 2026 at 5:00 pm
Room 225, Behavioral Health Center, 201 Mulholland Street, Bay City, MI 48708

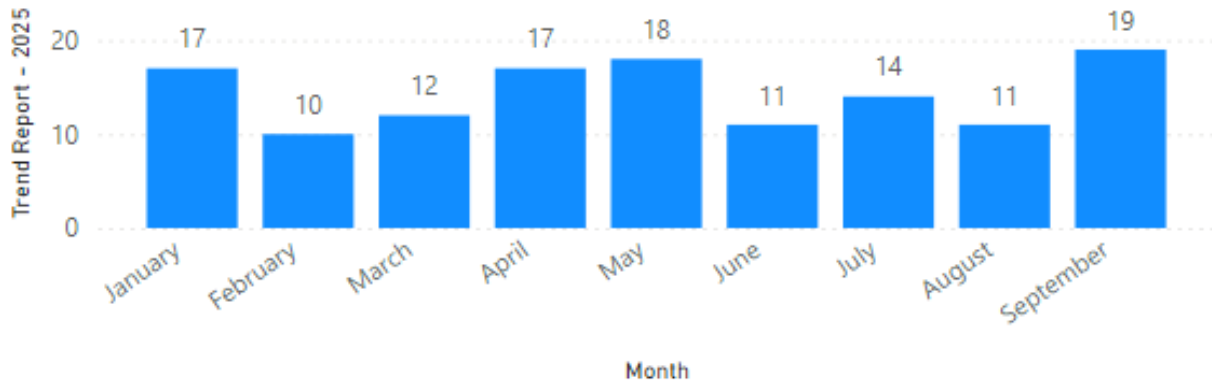
Committee Members:	Present	Excused	Absent	Committee Members	Present	Excused	Absent	Others Present:
Patrick McFarland, Ex Off, Ch	_____	_____	_____	Carole O'Brien	_____	_____	_____	BABH: Jackie Kish, Chris Pinter, and Sara McRae
Sally Mrozinski, V Ch	_____	_____	_____	Justin Peters	_____	_____	_____	
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 September 30, 2026 4.2) Policy Training: Right to Access, 03-03-07 4.3) Upcoming Site Reviews 4.4) Recent Recipient Rights Site Reviews Summary 4.5) Recipient Rights Conference Report		4.1) No action necessary 4.2) No action necessary 4.3) No action necessary 4.4) No action necessary 4.5) No action necessary
5.	Adjournment	M - S -	pm MA

Recipient Rights Advisory Committee, October 2026 Executive Summary

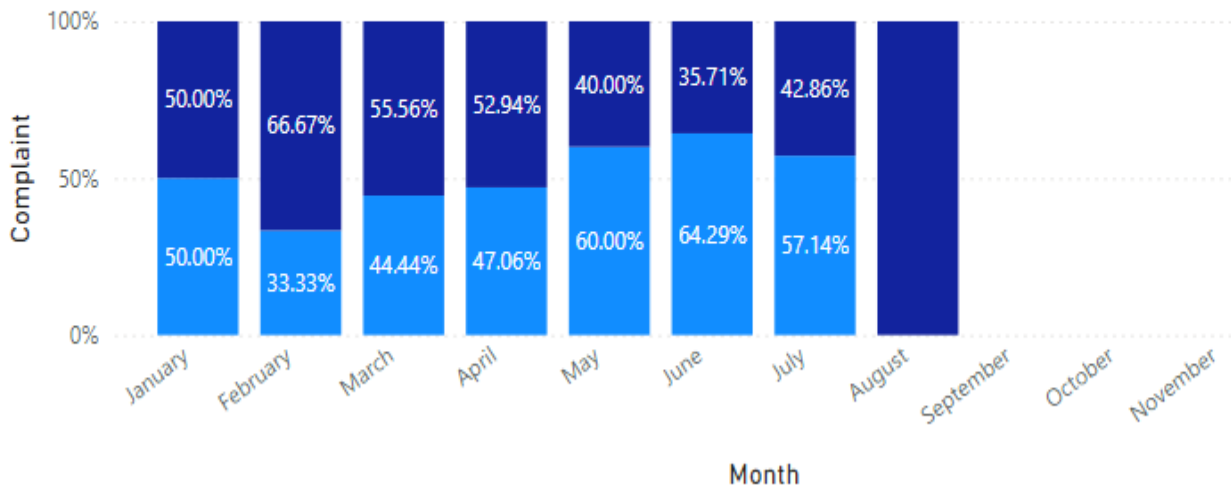
Overall Summary of the Office of Recipient Rights (ORR) Complaints:

of Complaints



Substantiation Rate

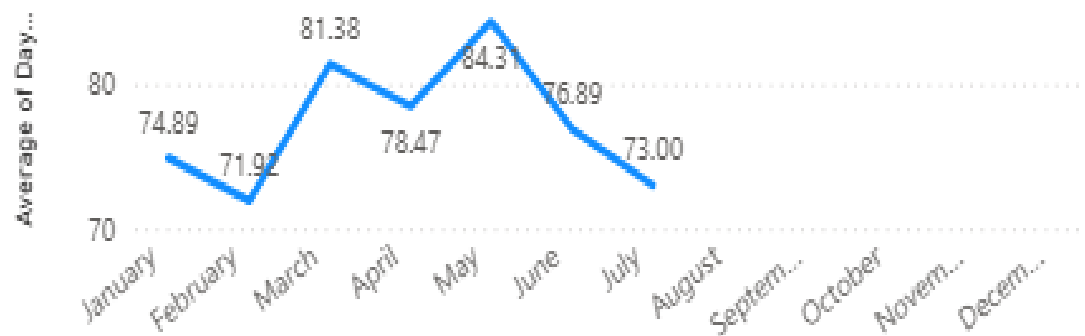
Substantiated - Provider ● Not Substantiated ● Substantiated



Substantiated - Provider	January	February	March	April	May	June	July	August	September	Total
☒ Substantiated	8	8	5	9	6	5	3	1		45
☐ Pending					2		6	9	15	32
Possession and Use of Personal Property								1	1	2
Outside ORR Jurisdiction					1					1
No Right Involved					1		1	1		3
Neglect Class III							1	2	6	9
Mental Health Services Suited to Condition								1	1	2
Disclosure of Confidential Information								1		1
Dignity and Respect							2	2	5	9
Abuse Class III							1		1	2
Abuse Class II Unreasonable Force							1	2	2	5
Abuse Class II Exploitation								1	3	4
Abuse Class I							1			1
☒ Not Substantiated	8	4	4	8	9	9	4			46
☐ N/A	1		3	2	1				3	10
Outside ORR Jurisdiction									1	1
No Right Involved	1		3	2	1				2	9
☒			1		1		1	1	1	5
Total	17	10	12	17	18	11	14	11	19	129

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

Average Days to Resolve ORR Complaints



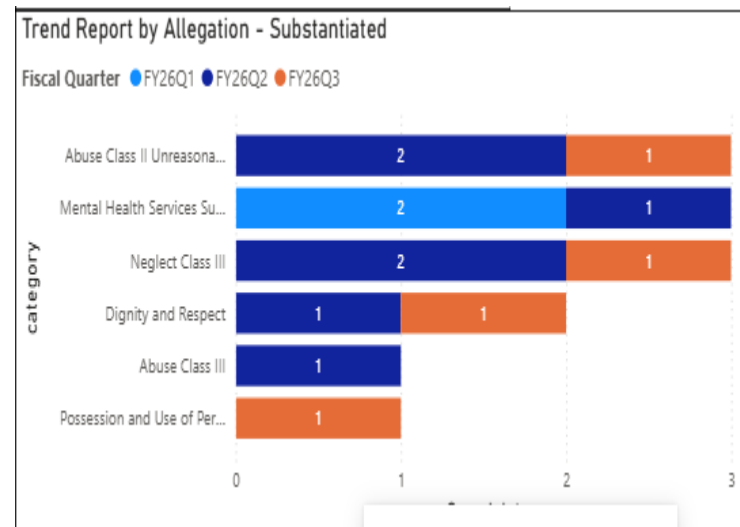
The BABHA ORR's goal is to complete RR complaint investigations within 60 days from receipt of the complaint. Moving forward the RRAC will be kept abreast of the average days to resolve complaints per quarter as we attempt to achieve our goal.

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

Source of Complaints for August and Sept.

CMSHP Network Staff	21
Recipients	3
ORR	0
Guardian/Family	0
Anonymous	1
Other Agency/Community	0

FY26 Allegations:



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	11	19
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%	35%	36%	23%	10 %	-%

- 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 129 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
2005	6/22/2026	9/17/26	Disclosure of Confidential Information	Employment Termination			
2003	6/19/2026	9/17/26	Abuse Class II Exploitation Abuse Clase III Dignity and Respect	Employment Termination			

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
August 3	50	8
September 3	32	8

Training by Recipient Rights Officer for Consumers previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
August 0	0	0
September 0	0	0

Training received by the Recipient Rights Office:

8/11/26 – 8/13/26 ORR Basic Part 2 Training Aubree Haranda

9/16/2026 to 9/18/26 Recipient Rights Conference-Crystal Mountain, MI

Kevin Motyka, Bridget Hayes, Angela Wend and Jackie Kish

Completed Site Visits:

8/21/26 Noble Pathway Pediatric Therapy

9/3/26 Pals Place

9/11/26 Montclair Specialized Res

Keith Specialized Res

Hickory Hollow Specialized Res

9/25/26 Arnold Center

9/29/26 Autism & Neurodiversity Services

BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY

POLICIES AND PROCEDURES MANUAL

Chapter: 3	Member Rights and Responsibilities		
Section: 3	Rights of Consumers		
Topic: 7	Right to Access		
Page: 1 of 3	Supersedes Date: Pol: 7-15-99 Proc: 6-3-02, 7-28-98	Approval Date: Pol: 6-3-02 Proc: 7-2-08	<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: 10/4/2026. For controlled copy, view Agency Manuals - Medworxx on the BABHA Intranet site.		

DO NOT WRITE IN SHADED AREA ABOVE

Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) that recipients of service shall have the right to entertainment material, information, and news. Recipients shall not be prevented from obtaining/reading/viewing/listening to material at their own expense.

Purpose

This policy and procedure are established to ensure that recipients have the right to obtain entertainment materials, information, and news.

Education Applies to

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BAY ARENAC
BEHAVIORAL HEALTH
- ☒ 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

N/A

Procedure

- I. Recipients of service shall have the right to entertainment material, information, and news. The recipient shall not be prevented from obtaining, using, reading, viewing, or listening to material at his/her own expense for reasons of, or similar to, censorship. A provider may limit access to entertainment materials, information, or news only if such a limitation is specifically approved in the resident's individualized plan of service. A provider shall document each instance when a limitation is imposed in the resident's record. The limitation must be reviewed on a routine basis to determine if the reason for

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the limitation still exists. Any limitation/restriction is to be removed when it is no longer clinically justified.

Minors may not have access over the objection of parent/guardian if access is against state law.

- A. Access to material may only be restricted if said material may represent a risk to the recipients or others or if said material is in violation of state law.
- B. Should the consumer object to restriction/limitation, he/she may appeal this restriction/limitation through complaint investigation and resolution policy and procedure.
- C. In the case where a minor's parent or guardian has objected to material, the client services manager, as part of the annual Person-Centered Planning team process, may discuss/persuade the withdrawal of the objection, should the minor request this. Should the objection continue, the minor may not have access to the material pursuant to objection of parent/guardian.
- D. At least annually a consumer in a residential setting shall be polled by the assigned worker regarding his/her interest in a daily newspaper.
- E. Restrictions to access in a living unit must be posted in the living unit's rules. These rules should be promulgated in accordance with this Right to Access Policy.

Attachments

N/A

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Related Forms

N/A

Related Materials

N/A

References/Legal Authority

Michigan Mental Health Code 330.1752. (AR 7139)



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
Linda Maze	Robert Blackford	7/2/08	Revision	Incorporated a portion of the information from now deleted BABHA Policy and Procedure - C03-S03-T08 - Pornographic Literature
		12/31/12	No Changes	Triennial Review
Melissa Prusi	Christopher Pinter	6/27/16	Revision	Triennial Review-word change from consumer to recipient
Melissa Prusi	Christopher Pinter	06/20/2019	Revision	Triennial and annual review – minor changes
Melissa Prusi	Christopher Pinter	08/04/2020	No changes	Annual review
Melissa Prusi	Christopher Pinter	06/23/2021	No changes	Triennial review
Melissa Prusi	Christopher Pinter	12/19/2024	Revision	Triennial review – 2024 MDHHS Standards-added the word persuaded to section C in procedure
Jackie Kish	Christopher Pinter	1/21/26	No changes	2025 MDHHS standards.



Recipient Rights Advisory & Appeals Committee

October 2026

Site Reviews:

October 1, 2026

Liberty Living- Jefferson House and Jefferson North

October 2, 2026

Liberty Living-Independence, Liberty and Wilson Homes

October 5, 2026

McLaren Bay Region

October 7, 2026

Flourish Therapy

Bay City Crisis Residential Unit

Hope Network-Bay Valley Home

October 19, 2026

Mercy Plus-Standish

November 2026

Site Reviews:

November 5, 2026

Spectrum Autism Center

GameChanger Therapy Center

Centria - Bay City

November 17, 2026

Autism +

Assistance to Independence Home Care Svcs

Saginaw Psychological

August and September 2026

Noble Pathway Pediatric Therapy Services- ABA provider located on the west side of Bay City within a large professional office building that houses a variety of other businesses and service providers. The provider currently serves a relatively small client population. The facility includes multiple spacious rooms. The environment reflects a traditional professional office setting rather than a typical clinic-style ABA atmosphere. There is no dedicated outdoor play area, but the site includes a large open room that can accommodate recreational and therapeutic activities. All required Recipient Rights and Customer Service materials were readily available and accessible during the site visit.

Pals Place- Residential AFC Provider, located in Burton. Ranch style home that was a duplex that has been converted to a single residence. Staff were responsive and welcoming. The home was decorated seasonally with durable, comfortable furnishings. Had a large sensory room with swings, mats, etc. Individual rooms were also personalized to residents likes and taste; provided a family-like setting. No health and safety issues noted. All required posters and brochures were available and easy to locate.

Montclair Specialized Residential- AFC provider in Flint. Brick style ranch home in mature neighborhood with well-manicured exterior. Interior was updated and furnishings were modified to prevent damage, i.e. TV enclosed etc. Living room and dining area contained only essential furniture with little decorative items. However, the individual rooms were personalized. All posters, brochures, and necessary paperwork were easily accessible. Responsive staff and higher staff ratio noted.

Keith Specialized Residential- AFC Provider in Flint. Newly remodeled brick, ranch style home on a large lot in subdivision. The inside of the home was clean and well-maintained with higher-end upgrades. Resident's rooms were personalized and neat. All posters, brochures, and necessary paperwork were located in the main living area. Staff were all directly involved in care and higher staff ratio noted.

Hickory Hollow Specialized Residential- AFC provider, located in Flint. Newer, contemporary style ranch home in mature neighborhood with well-manicured exterior, on a large lot at the end of a cul-de-sac. The interior was updated, and furnishings were modified to prevent damage, i.e. TV enclosed etc. The inside of the home was clean and well-maintained and consisted of an open concept. The residents' rooms were personalized and neat. All posters, brochures, and necessary paperwork were updated and easy to locate. Staff were all directly involved in care and higher staff ratio was noted.

Arnold Center- Community Living Support provider in Midland. Large, sprawling building. Many different programs and services offered in one setting, including ABA and vocational services. Very organized, clean and bright atmosphere. All required posters and brochures were available and easy to locate.

Autism and Neurodiversity Services- Autism provider, however only doing outpatient therapy and evaluations at this time due to staff credentialing issues. Only 1 BABH consumer currently, but open to referrals. Smaller office setting with a more relaxed atmosphere. All brochures and required posters were available in the lobby and prominently posted.