

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
3111 Electric Avenue
Port Huron, Michigan 48060

GROUP MEETING: Recipient Rights Advisory Committee

SUBJECT: Regular Meeting

PLACE: St. Clair County Community Mental Health Authority

DATE: February 25, 2025

TIME: 12:00 pm

PRESIDING: Nancy Thomson, Chairperson

PRESENT: Julie Jowett-Lee, Lori Ames, Nancy Thomson, Paula Jowett, and Rosella Mirabelli

ABSENT: Dawn Davey

STAFF PRESENT: Sandy O'Neill, Jocelyn Henderson, Marissa George, Tracy Duncan, Ashley Brennan and Jennifer Hampton

I. CALL TO ORDER

The meeting was called to order at 12:04 pm by Chairperson Thomson.

II. AGENDA CHANGES

There were no agenda changes.

III. CITIZENS WISHING TO ADDRESS THE COMMITTEE

There were no citizens wishing to address the Committee.

IV. APPROVAL OF MINUTES

The minutes of the November 19, 2024, Recipient Rights Advisory Committee meeting was reviewed by the Committee. Ms. Mirabelli made a motion to approve the minutes as written. Ms. Ames seconded. MOTION CARRIED.

V. PRIMARY BUSINESS ITEMS

A. Administrative Function

i. Triennial Assessment:

Ms. O'Neill shared the acceptance letter from MDHHS dated January 21, 2025, regarding the completed Assessment from May of 2024.

B. Complaint Resolution Function

i. Aggregate Complaint Data Report:

The Committee reviewed and discussed the SCCCMHA Aggregate Data Report. The time-period covered by the report was 10/1/2024 – 12/31/2024. During this time-period there were:

- 54 New Complaints
- 66 New Allegations
- 29 Not Substantiated Allegations
- 02 No Right Involved Allegations
- 01 Outside Provider Jurisdiction
- 00 Pending Allegations
- 34 Substantiated Allegations

Ms. O'Neill stated that there is an increase in complaints, possible due to staff training.

There was a general discussion among the Committee regarding complaints. Ms. O'Neill stated the ORR met all their goals and ORR Team are doing fabulous with the number of complaints received.

C. Monitoring Function

i. Incident Reporting:

1. FY2025 – Summary Data Report

The Committee reviewed and discussed the FY2025 Incident Report Summary Data Report. Mrs. Henderson reported that increase of 62 reports from Q1 of last year, and increase in codes (350), 136 physical /100 verbal

aggression in Q1 from last year. Increase possibly due to more reporting of incident reports.

2. FY24/FY25 – Comparison Report

Ms. O’Neill presented the Committee with a Comparison Report showing data from FY2024 and FY2025. The Committee reviewed and discussed the Comparison Report.

ii. *Parent/Guardian Monitoring Program:*

The data has been requested by Data Management Department, and those surveys will be mailed soon after the data is received.

iii. *Site Visits:*

Site visits are being completed. Ms. Henderson discussed new program sites and a total of 42 sites have been completed, as of February 28th, 2025.

D. Prevention/Education Function

i. *Rights Champion Newsletter:*

Ms. O’Neill stated the newsletter will go out by the end of the week.

ii. *Training for RRAC Membership:*

1. Treatment by Spiritual Means, #05-003-0015**

2. Family Planning and Health Information, #05-003-0020**

The committee discussed reviewing policies briefly if changes to those policies were made.

VI. OTHER BUSINESS ITEMS

A. RRAC Membership Reappointment Letter and Committee Member Form

Handed out to be filled out and returned.

B. “Rights Champion” Recognition

1. New process for the “Rights Champion” Recognition.

New ideas of handing out gifts/treat to be delivered to their home or staff meeting. Ms. O’Neill suggested by going to the homes the ORR Staff can have a positive presence and recipients of the awards will be honored in a timelier fashion. The committee discussed supervisors playing a bigger role in

nominating staff for Rights Champion. As well as Case Managers and Clinicians discussing with parents and guardians their ability to nominate any staff that works with their individual. The committee agreed to the new process for the Right Champion Recognition.

C. ORR- Staffing (Handout)

Ms. O'Neill presented the committee with a new staff position within the office of Recipient Rights. Due to the overflow of complaints, Ms. Deb Johnson approved the request to hire a clerical support that would take over site visits and incident reports from Ms. Henderson. The committee approved the additional staff request from Ms. O'Neill.

D. RRAC Meeting Dates for 2025

Please note: All meetings take place at 12:00pm at the SCCCMHA-Administration Building.

- i. May 20, 2025*
- ii. August 26, 2025*
- iii. November 18, 2025*

VII. ADJURNMENT:

With no further business to discuss, Chairperson Thomson adjourned the meeting at 12:59 PM.

Respectfully submitted,

Jennifer Hampton