

# Rights Champion NEWSLETTER

A publication of St. Clair County Community  
Mental Health's Office of Recipient Rights



## New Year, New Process!

The Office of Recipient Rights recently made some changes to the Rights Champion recognition process. "Rights Champions" awards will be presented to award recipients each month at their workplace. Information about each award recipient will be showcased in this monthly newsletter.

### Inside This Newsletter

- Rights Champions for July through December 2024
- Our newest Rights Champions:
  - Char Snuggs
  - Ryan Gladfelter
  - Marcina Wheelihan



### REMINDERS:

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Recipient Rights e-mail:  
[RecipientRights@scccmh.org](mailto:RecipientRights@scccmh.org)



**St. Clair County  
Community Mental Health**  
*Providing Opportunities for Health, Wellness, & Connection*

Issue 1, Volume 9; March 2025

# ABUSE: CLASS III

## Michigan Administrative Code Rule 330.7001

**Definition—Abuse: Class III:** The use of language or other means of communication by an employee, volunteer, or agent of a provider to degrade, threaten, or sexually harass a recipient.

- **Threaten** means to utter intentions of injury or punishment against an individual.
- **Degrade** means to cause people to feel that they or other people are worthless; to degrade, demean, humiliate, shame, or disgrace.
- **Sexual Harassment** means sexual advances to a recipient, requests for sexual favors from a recipient, or other conduct or communication of a sexual nature toward a recipient.



- Using your middle finger towards a recipient
- Teasing, making fun of, or calling a recipient a name
- Using swear words at or yelling at a recipient
- Texting sexual requests to a recipient
- Withholding an outing or personal property if the recipient does not do what staff wants them to do
- A recipient spits in staff's face and staff spits back
- Calling a recipient a "baby"

**If you suspect a recipient is being abused or neglected by an employee/volunteer, you must immediately report your concern to the Office of Recipient Rights.**

Recipient Rights complaint forms are available at every service site and on the SCCCMHA website:

[www.scccmh.org](http://www.scccmh.org).



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# Rights Champion Award Recipients

On January 14, 2025, the following staff members were honored at the Rights Champion Luncheon held at St. Clair County Community Mental Health:

*July*

**Heidi Macchi**  
**IMPACT**

*October*

**Danielle Ledesma**  
**Innovative Housing  
Development Corporation (IHDC)**

*August*

**Oakleaf Group Home Staff**  
**Blue Water Developmental Housing**

*November*

**Heather King**  
**IMPACT**



*September*

**Riley Richards**  
**SCCCMHA**



*December*

**Heather Lane**  
**IHDC**



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**Char Snuggs**

**Supervisor**

**Ponderosa Group Home**

**“Since Char came, we have seen a team effort to care for (loved one). She is very good at communicating with us. Great home!”**

**How long have you worked to provide support to our most vulnerable citizens?**

I gained employment with IHDC in September of 1997. I became a Supervisor Assistant in 2000 and have been the supervisor of Ponderosa since January of 2020.

**Why did you choose this line of work?**

I had a very close friend who was and still is employed with IHDC and she suggested I apply. She stated I was always willing to help others when needed.

**What is the most rewarding part of your job?**

There are many. Helping the residents with things they need my assistance with and receiving the appreciation from them. They are so grateful. The relationships I have formed with guardians and physicians, day program staff, and various CMH staff seem to be very trusted in my opinion. I feel as if they truly listen to me when I am advocating for the residents’ care, which helps tremendously. Watching the staff that have worked at the group home be open to all the changes I have implemented; they are all on board and seem to be willing to help the residents in the various ways we have decided is best.

**What are your hobbies outside of work?**

Bicycling, spending time with family, shopping or antiques, traveling the mitten with my Hubby - what we call “three day getaways!” Jigsaw puzzles are a fave also.





Picture circa 2009

## **Ryan Gladfelter:** Program Supervisor - SCCCMHA

**“Ryan has helped my family in so many ways. He has went above and beyond when it comes to my son. He is always at every med review, every meeting, to help improve my son’s life. I truly don’t know where we would be right now if Ryan hadn’t come into our lives.”**

**“I am really impressed with not only his clinical skills, but his knowledge of the individuals he works with, their staff, and the homes they reside in. HE is out in the homes frequently both to see people and to meet with staff and provide role modeling. His responses to clinical questions are always thorough.”**

### **How long have you worked to provide support to our most vulnerable citizens?**

I’ve been working in the field of social work for about 12 years and have been working with Individuals with developmental disabilities at CMH for just over 7 years now.

**Why did you choose this line of work?** Mental health has always been something important to me. Growing up with both physical and mental health concerns, the physical concerns were never something I felt I had to be ashamed of or feel as though I had to diminish or hide, unlike the mental health concerns I faced. It’s important to me to help reduce the stigma that goes along with mental health issues in our society and treat them just as we would any other health concern; providing the attention and care needed for those of us with these concerns to have successful and meaningful lives, whatever that might mean on an individual basis. Plus, I love to talk and this line of work forces me to practice my listening skills instead.

**What is the most rewarding part of your job?** Being able to see the individuals I work with make progress in the goals they set for themselves, proving to themselves and others that despite the extra set of barriers they may have to overcome, they’re able to feel included and have a sense of purpose within their community alongside those important to them. That, and feeling like the most popular person in the world when I get to meet with the individuals I work with in their homes or at the programs they attend during the day. As much as it is part of my job to make the individuals I work with feel valued and important, I get a lot of this in return from those I have the opportunity to work with.

**What are your hobbies outside of work?** My hobbies outside of work including pretending I’m good at bass guitar while singing pop-punk hits from the 2000s, listening to audiobooks because I can’t attend to my brain’s constant need for multitasking while reading a physical book, and playing video games with my kids (something that my son tells me I’m “cracked” at, which apparently means I’m “exceptionally skilled.”)





## **Marcina Wheelihan**

Group Home Supervisor  
Stonybrook

**“Marcina has been amazing at Stonybrook for many years. She runs an excellent home. She is kind organized and genuine. Makes sure my (family member) is well taken care of for sure.”**

**How long have you worked to provide support to our most vulnerable citizens?**

Eight years.

**Why did you choose this line of work?**

I choose this field because it gives me the opportunity to help others and grow personally and professionally.



**What is the most rewarding part of your job?**

The most rewarding part is the positive impact on resident's lives, helping them achieve hopes and dreams with independence and with a great team.

**What are your hobbies outside of work?**

Chumming with my dog, Zeus, hiking, beach walking, and when at home, relaxing hobbies like reading, gaming, movies, and cleaning.



## COMPLAINT RESOLUTION SYSTEM

Per SCCCMHA policy, employees/volunteers are required to report recipient rights complaints to the Office of Recipient Rights within 24-hours of any known or suspected recipient rights violations. Please note: Complaints can always be filed anonymously.

### How to File a Recipient Rights Complaint:

- 1) **Mail a completed Recipient Rights Complaint Form to:**  
Office of Recipient Rights  
3111 Electric Avenue  
Port Huron, MI 48060
- 2) **Fax a completed Recipient Rights Complaint Form to:**  
Attn: Office of Recipient Rights 810-966-3393
- 3) **Call the Office of Recipient Rights at:**  
(810) 985-8900, or email at  
[RecipientRights@scccmh.org](mailto:RecipientRights@scccmh.org)
- 4) **Visit the Office of Recipient Rights**  
and report your complaint in-person (address in #1)

## Contact the Office of Recipient Rights

If you have questions about Incident Reports, ORR Background Checks, Site Visits, or need assistance filing a complaint, please contact a staff member of the Office of Recipient Rights. We are here to support you!

- |                                      |                       |
|--------------------------------------|-----------------------|
| ① <b>Sandy O'Neill, Director:</b>    | <b>(810) 966-3356</b> |
| ① <b>Marissa George, Advisor:</b>    | <b>(810) 966-3547</b> |
| ① <b>Tracy Duncan, Advisor:</b>      | <b>(810) 276-4423</b> |
| ① <b>Jocelyn Henderson, Advisor:</b> | <b>(810) 966-3516</b> |
| ① <b>Jennifer Hampton, Secretary</b> | <b>(810) 966-2589</b> |

## SCCCMH Board of Directors

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- Chairperson: Nancy Thomson
- Vice-Chairperson: Julie Jowett-Lee
- Secretary/Treasurer: Martha Partipilo

### GENERAL MEMBERSHIP:

- Lori Ames
- Dawn Davey
- Anthony Essian
- Rosella Mirabelli
- Ken Nicholl
- Edwin Priemer
- Kyle Schieweck
- Jessica Totty
- Emily Vinckier-Pierce

## SCCCMH Recipient Rights Advisory Committee

### OFFICERS:

- Chairperson: Nancy Thomson
- Vice-Chairperson: Lori Ames

### GENERAL MEMBERSHIP:

- Dawn Davey
- Paula Jowett
- Julie Jowett-Lee
- Rosella Mirabelli
- Jo Ann Wilton

## SCCCMH Leadership Team

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