

Rights Champion

NEWSLETTER

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

Congratulations to the newest Rights Champions:

Shelly Bailes

**Community
Enterprises**

Kathy Ward

**Community
Enterprises**

Brandi Troy

**Innovative
Housing**

☀️ Look inside for more information about our newest Champions ☀️

Special shout out to the 2024 Champion Nominees:

Jacklyn Russell - IMPACT

Donna Heck - IMPACT

Tricia Gapshes - SCCCMH

Nicole Quaine - SCCCMH

Katie Smith - SCCCMH

Victor Polito - SCCCMH



Kathy Davis - BWDH

Kathryn Baker - BWDH

Emily Larose - Innovative

Oak Street Staff - Innovative

Diamond Sheffer - Innovative

Jonathon Levi Harper - Innovative

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POSTER
ON PAGE 2**

Need to file a complaint?

Please fill out a complaint form and mail, drop off, or email (encrypted) to the Rights Office. You can find forms at your service site or online at scccmh.org.

Contact the ORR at:
RecipientRights@scccmh.org



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

Issue 9, Volume 2, May 2025

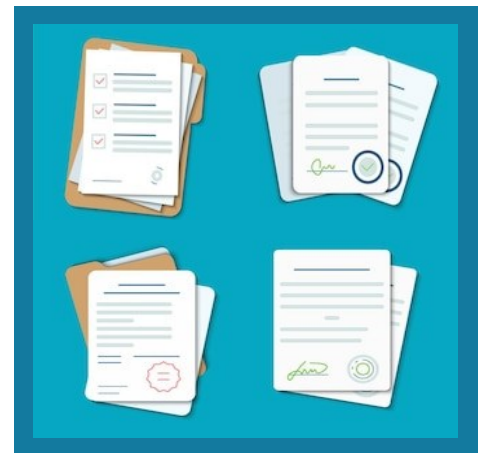
MENTAL HEALTH SERVICES SUITED TO CONDITION

MCL 330.1708

A recipient shall receive mental health services suited to his or her condition.

Examples of Services Suited to Condition Violations :

- Failure to follow de-escalation techniques outlined in an Individual Plan of Service (IPOS).
- Noncompliance with service provision as written in an IPOS.
- Staff's failure to keep residents' updated Medication sheets.
- Staff not following direction given by Supervisor.
- Staff running personal errands while providing services to a recipient.
- Denying a resident food when they request it.
- A recipient's disruption in services due to staff being on their personal cell phone.
- Sleeping on shift (for awake shifts).
- Failure to notify a guardian of a reportable incident.
- Medication Errors due to staff not following medication training
- Failure to provide personal care to a resident.



How do I prevent a Service Suited to Condition Substantiation?

Follow laws, rules, policies, guidelines, written directives, procedures, and Individual Plans of Service!



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“These two gals have worked and advocated for individuals with disabilities for years. They show up for work five days a week, and work some nights for extra events, dances, and fund raisers, with a smile on their faces and their dancing shoes on! They never stop; they give endlessly of themselves! They are both beautiful people, inside and out. They truly love their jobs and the people they service!”



Kathy Ward:
Community Enterprises

Shelly Bailes:
Community Enterprises

Job Title and

Coordinator at Community Center

Supervisor at Community Center

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

20 years

36 years

What is the most rewarding part of your job?

Seeing the smiles on the
consumer's faces

Knowing that I make a difference
in someone's life

What are your hobbies outside of work?

Being with my family and friends

Being with family, camping, reading,
arts and crafts



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Brandi Troy :

Supervisor at Mayfield Group Home



"She keeps me updated on the Recipient's progress and is easy to work with."

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

I have worked in our community since 1996 as a nurse. I made the decision to leave nursing and started at Innovative Housing in 2021 as a Supervisor at Mayfield. I absolutely love working with our residents.

What is the most rewarding part of your job?

There are so many rewarding moments here that make me smile. Helping people makes me feel good about myself, I think that is why I became a nurse to begin with. We are making a positive difference in our residents' lives. I adore talking and listening to them, watching them get excited about different activities, even the small stuff. I grew up close with my cousin who is special, she is still to this day in program here in St. Clair County so naturally I hold our individuals close to my heart. I have so many memories of doing her hair and helping her get ready for dances and of course May Ball. Now I get to do that here and I love every minute of it. I cannot say enough good about leadership at Innovative Housing. I am grateful to work with such dedicated, strong, smart women, everyone is truly amazing here.

What are your hobbies outside of work?

Spending time with family and friends. We love our weekends boating in the summer. Watching the Lions and Tigers games. Golf occasionally... still working on my swing!



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) **Email at RecipientRights@scccmh.org or** call the Office of Recipient Rights at: (810) 985-8900, or
- 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 Sandy O'Neill, Director: | (810) 966-3356 |
| ① Marissa George, Advisor: | (810) 966-3547 |
| ① Tracy Duncan, Advisor: | (810) 276-4423 |
| ① Jocelyn Henderson, Advisor: | (810) 966-3516 |
| ① Sandy Home, Technician: | (810) 966-3710 |

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