

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: August 26, 2025

TIME: 12:02 pm

PRESIDING: Nancy Thomson, Chairperson

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

ABSENT: Dawn Davey and Jo Ann Wilton

STAFF PRESENT: Jocelyn Henderson, Marissa George, Sandy O'Neill, Tracy Duncan, and Sandy Horne

I. CALL TO ORDER

The meeting was called to order at 12:02 pm by Chairperson Thomson.

II. AGENDA CHANGES

None.

III. CITIZENS WISHING TO ADDRESS THE COMMITTEE

There were no citizens wishing to address the Committee.

IV. APPROVAL OF MINUTES

The minutes from the May 20, 2025, Recipient Rights Advisory Committee meeting were reviewed by the Committee. Ms. Mirabelli made a motion to approve the minutes as written. Ms. Ames seconded. MOTION CARRIED.

V. INTRODUCTION

Ms. O'Neill introduced our newest RRAC member, Dr. Katherine Albrecht.

VI. PRIMARY BUSINESS ITEMS

A. Administrative Function

i. MDHHS Semi-Annual Report:

The Semi-Annual Report was submitted to MDHHS, via email, on June 16, 2025. There was a copy included in the packets for the Committee to look over.

ii. MDHHS Annual Report:

The MDHHS Annual report is due to the State by December 30, 2025. Ms. O'Neill is hoping to have the report submitted early to have it available at the December Board meeting.

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 4/1/2025 – 6/30/2025. During this time-period there were:

- 78 New Complaints
- 92 New Allegations
- 35 Not Substantiated Allegations
- 01 No Right Involved Allegations
- 03 Outside Provider Jurisdiction
- 10 Pending Allegations
- 43 Substantiated Allegations

Committee discussion included factors regarding the uptick in complaints, thoughts on mediation during staff meetings, supervisors checking in with staff more often about possible problems, staff on staff issues not being a Recipient Rights issue, and trainings being adjusted due to the findings of the Aggregate Data Report. Additionally, The Committee has serious concerns about the number of staff verses the increase in complaints. They feel additional staffing is needed and would like these concerns brought to the SCCCMHA Board. In the meantime, the Committee suggests possible overtime for current staff. They have also asked for (and received, via email) an average staff to complaint ratio and are wondering how soon there could be someone ready, after hiring and required trainings? Ms. Jowett-Lee complimented the ORR on what a good job they are doing.

C. Monitoring Function

i. Incident Reporting:

1. FY2025 Q3 – Summary Data Report

The Committee reviewed and discussed the FY2025 Q3 Incident Report Data Report with Ms. Henderson and Ms. Horne answering questions presented. The Committee asked if it was possible for the report to show how many different consumers were involved in each behavior. It was stated that is probably not a possibility.

ii. Site Visits:

Ms. Horne relayed that site visits are completed for the Fiscal Year but that could change if there are any new placements before the end of September. She reported there were no issues with any of the homes visited.

D. Prevention/Education Function

i. Rights Champion Newsletter/July 2025/Photographs:

Ms. O'Neill talked about the Rights Champion Newsletter for July 2025. It was sent to the Committee via email, and there were also hard copies available at the meeting. Ms. Henderson continues to do a great job putting the Newsletter together and the next one is expected to be out around the end of September.

ii. Training for RRAC Membership:

1. Board Policy #05-001-0016, Sentinel Events, Critical Incidents, and Risk Events

Ms. O'Neill provided training regarding the standards and procedures outlined in the policy. This training provided additional information to the Committee on receiving, reviewing and reporting sentinel events, critical events, and risk events to improve the overall systems of care.

2. Board Policy #05-001-0010, Death Reporting

Ms. O'Neill provided training regarding the standards and procedures outlined in the policy. This training provided additional information to the Committee on ensuring reviews are conducted on reported deaths and to meet the necessary reporting requirements to Region 10 PIHP and/or MDHHS.

VII. OTHER BUSINESS ITEMS

A. Rights Champion Newsletter: Volume 3, Issue 9 – July Champions:

- Angie Rivet – Blue Water Developmental Housing
- Jeanette Grove – SCCCMHA
- Denise Ellery – IMPACT

Instead of blankets, the ORR is now handing out a lunch cooler and snacks to all winners. We have received good feedback regarding the newsletter and send Kudos to Jocelyn for a job well done. Right now, we have enough nominations however, when the pool gets low, the ORR will send out an email asking for more. It was noted that every contract agency receives the newsletter. Ms. Mirabelli asked if the newsletter could be sent out with surveys so all parents are aware they can nominate people. Ms. O'Neill said that was possible.

B. “Right’s Champion” Recognition

- Volume 3, Issue 10 is anticipated to be out around the end of September.
- All September winners were family nominations.

C. ORR Staff

Due to the increase in complaints, the ORR is keeping an eye on the need for an additional investigator. The Committee reiterated they would like this issue brought before the Board.

D. Michigan Community Mental Health Associations Recipient Rights Conference

The Conference this year is September 15-19, 2025, and located at the Kalamazoo Radisson Hotel. As of now there are four CMH staff and one Committee member attending. Please let Ms. O'Neill know if there is anyone else interested in attending.

E. Tentative RRAC Meeting Dates for 2024

November 18, 2025 – 12:00 pm at SCCCMHA – Administrative Building

F. Announcements

- Ms. Thomson stated she feels the ORR is doing well.
- There was further discussion on the Conference in September.
- It was stated that other CMH’S are going through the same increases as us and the ORR is grateful for the continued support it receives from all parties.
- The Committee talked about what their role would be if they were contacted by someone involved in a complaint.
- There was discussion on who is allowed to attend an Appeal.
- Ms. Ames noted that she will not be in attendance for our November meeting.

VIII. ADJOURNMENT

With no further business to discuss, Chairperson Thomson adjourned the meeting at 12:50 pm.

Respectfully submitted,

Sandy Horne
ORR Administrative Tech.

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