

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: May 19, 2026
TIME: 12:00 pm
PRESIDING: Nancy Thomson, Chairperson

PRESENT: Dawn Davey, Julie Jowett-Lee, Lori Ames, Nancy Thomson, Paula Jowett, Roger Beedon, and Rosella Mirabelli
ABSENT: JoAnn Wilton
STAFF PRESENT: Cassie Taylor, Jocelyn Henderson, Marissa George, Sandy Horne, Sandy O'Neill, and Tracy Duncan
STAFF ABSENT: None

I. CALL TO ORDER

The meeting was called to order at 12:00 pm by Chairperson Thomson.

II. AGENDA CHANGES

Ms. O'Neill added "survey comments" to the agenda under Monitoring Function.

III. CITIZENS WISHING TO ADDRESS THE COMMITTEE

There were no citizens wishing to address the Committee.

IV. APPROVAL OF MINUTES

The minutes from the February 24, 2026, Recipient Rights Advisory Committee meeting were reviewed by the Committee. Ms. Davey made a motion to approve the minutes as written. Ms. Mirabelli seconded. MOTION CARRIED.

V. PRIMARY BUSINESS ITEMS

A. Administrative Function:

1. *MDHHS Semi-Annual Report*

The MDHHS Semi-Annual Report is due to the State by June 30, 2026. This report will be lengthy, and Ms. O'Neill plans to start it soon.

B. Complaint Resolution Function:

1. *Aggregate Complaint Data Report*

The Committee reviewed and discussed the SCCCMHA Aggregate Data Report. The time-period covered by the report was 1/1/2026 – 3/31/2026. During this time-period there were:

- 72 New Complaints
- 85 New Allegations
- 48 Not Substantiated Allegations
- 03 No Right Involved Allegations
- 01 Outside Provider Jurisdiction
- 00 Pending Allegations
- 33 Substantiated Allegations

Ms. O'Neill reviewed the report with the Committee. There was general discussion regarding complaints, completion timeframes and completion percentages.

Ms. O'Neill stated that complaints are up across the board, and we have seen a couple of retaliation complaints. We are not the only county with overall increases as other counties are reporting similar results.

Ms. O'Neill shared we are receiving, on average, one complaint per day. She is starting to attend staff meetings to go over what is an actual recipient rights complaint versus possibly, a corporate compliance issue.

C. Monitoring Function:

1. *Incident Reporting*

FY2026 Q2 – Summary Data Report:

The Committee reviewed and discussed the FY2026 Q2 Incident Report Summary Data Report. Ms. Horne touched on some categories with significant increases. The Committee asked questions, and had comments, about categories that caught their attention.

2. *Parent/Guardian Monitoring Program*

Ms. O'Neill relayed that 63 surveys were returned this year with a participation rate of 48%. Most of the comments were favorable and the few that were not, have been followed up on by the Recipient Rights department. Ms. O'Neill stated that

supervisors of the homes, represented on the survey, will receive an email with every comment included, favorable or not.

The ORR also received a few Rights Champion nominations, along with feedback from this survey.

3. *Site Visits:*

Ms. Horne stated site visits are on track with no concerns to report. She noted there are two new sites that she has just been made aware of and will be visiting them within 30 days of placement.

4. *Staff/Contract Agencies Survey Results*

Ms. O'Neill shared with the Committee the Recipient Rights department results from the Staff/Contract Agencies survey. This survey was sent to all staff and contract agencies. Ms. O'Neill stated she is proud of her team and pleased with all the positive comments. She did review, with the Committee, the couple negative comments as well. Some Committee members commented they appreciate Ms. O'Neill sharing the results with them and thought the comments were very nice. Chairperson Thomson thinks it would be a good idea to share these results with the board.

D. Prevention/Education Function:

1. *Rights Champion Newsletter:*

The next issue is expected June 2026.

2. *Training for RRAC Membership:*

1. Board Policy #05-001-0030, Advance Directives

Ms. O'Neill provided training regarding the standards and procedures outlined in the policy. This training provided additional information to the Committee on ensuring recipients/recipient's guardians are provided information about their right to formulate advance directives to allow them to express their wishes regarding future medical care and to designate someone to make decisions on their behalf if they become unable to do so themselves, ensuring their preferences are respected.

2. 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.

VI. OTHER BUSINESS ITEMS

A. Rights Champion Newsletter: March Champions:

1. Dayna Landschoot – Innovative - Mayfield
2. Shelly Tucker-Chapman – Innovative- Hopps/Liberty

B. “Rights Champion” Recognition:

1. 2025 Rights Champion of the year, Denise Ellery – IMPACT was honored at the annual Awards Banquet on May 14, 2026.

C. RRAC Meeting Dates for 2026:

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

1. August 25, 2026
2. November 17, 2026

D. Announcements:

Ms. O’Neill let the Committee know the Recipient Rights Conference is September 16th – 18th this year at Crystal Mountain. Ms. O’Neill will need to know as soon as possible, but for sure by the end of July, if any Committee members are interested in going.

Ms. O’Neill announced the new, larger sized, Recipient Rights booklets have arrived. She had some available to whomever wanted to look them over.

Ms. Davey pointed out that Committee member, Ms. Ames, received the Karen Cole award.

Ms. Jowett pointed out that the future RRAC meeting dates on the agenda were incorrect. This error was corrected during discussion and is correct in these meeting minutes (RRAC Meeting Dates for 2026).

VII. ADJOURNMENT

With no further business to discuss, Chairperson Thomson adjourned the meeting at 12:36pm.

Respectfully submitted,

Sandy Horne
ORR Administrative Tech.