

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

OFFICE OF RECIPIENT RIGHTS - FISCAL YEAR 2023 ANNUAL REPORT

REPORTING PERIOD:	October 1, 2022 - September 30, 2023
NUMBER OF INDIVIDUALS SERVED:	6,359 (unduplicated count)
FULL-TIME EMPLOYEES (ORR):	3.07

COMPLAINT DATA

Total Complaints Received:	147
Allegations:	207 (No Right Involved = 1; Outside Provider Jurisdiction = 2)
Investigations:	204
Investigations Substantiated:	89
Substantiation Rate:	43%
Total Appeals Received:	2
Appeals Accepted:	2
Appeal Outcomes:	The findings and outcomes were upheld by the Appeals Committee (2)

ALLEGATIONS BY CATEGORY

CATEGORY	RECEIVED	INVESTIGATED	SUBSTANTIATED
Abuse: Class II - Emotional Harm	3	3	2
Abuse: Class II - Exploitation	4	4	2
Abuse: Class II - Unreasonable Force	16	16	3
Abuse: Class III	17	17	9
Communications (Mail)	1	1	0
Dignity and Respect	63	63	27
Disclosure of Confidential Information	15	15	8
Family Rights	4	4	1
Fingerprints, Photographs, Audiorecordings...	1	1	0
Freedom of Movement	1	1	0
Mental Health Services Suited to Condition	50	50	25
Neglect: Class II	1	1	0
Neglect: Class III	20	20	10
Personal Property – Possession and Use	1	1	1
Retaliation/Harassment	2	2	0
Safe, Sanitary Humane Treatment Environment	3	3	1
Sexual Abuse	2	2	0

COMPLAINT RESOLUTION SYSTEM - REMEDIAL ACTION

ALLEGATION CATEGORY	SERVICE TYPE	ACTION ONE	ACTION TWO
Abuse: Class II - Emotional Harm	Other	Employment Termination	
Abuse: Class II - Emotional Harm	Residential MI & DD	Written Reprimand	
Abuse: Class II - Exploitation	Other	Employment Termination	
Abuse: Class II - Exploitation	Residential MI & DD	Employment Termination	
Abuse: Class II - Unreasonable Force	Residential DD	Employment Termination	
Abuse: Class II - Unreasonable Force	Residential MI & DD	Written Reprimand	Training
Abuse: Class II - Unreasonable Force	Other	Employment Termination	
Abuse: Class III	Other	Written Reprimand	
Abuse: Class III	Residential MI & DD	Written Reprimand	Demotion
Abuse: Class III	Residential MI & DD		
Abuse: Class III	Residential MI & DD	Employment Termination	
Abuse: Class III	Residential MI & DD	Written Reprimand	Training
Abuse: Class III	Other	Other	Verbal Counseling
Abuse: Class III	Residential MI & DD		
Abuse: Class III	Residential MI & DD	Written Counseling	
Abuse: Class III	Residential MI & DD	Employee Left Agency	
Dignity and Respect	Other		Written Reprimand
Dignity and Respect	Residential MI & DD	Written Reprimand	
Dignity and Respect	Residential MI & DD	Written Reprimand	Training
Dignity and Respect	Residential MI & DD	Verbal Counseling	Verbal Counseling
Dignity and Respect	Residential MI & DD		Verbal Counseling
Dignity and Respect	Residential MI & DD	Suspension	Training
Dignity and Respect	Residential MI & DD	Training	
Dignity and Respect	Other	Verbal Counseling	
Dignity and Respect	Clubhouse/Drop-in Center	Written Reprimand	
Dignity and Respect	Residential DD	Employment Termination	
Dignity and Respect	Residential MI & DD	Employment Termination	
Dignity and Respect	Residential MI & DD	Employee Left Agency	
Dignity and Respect	Residential MI & DD	Employee Left Agency	
Dignity and Respect	Residential MI & DD	Employee Left Agency	
Dignity and Respect	Residential MI & DD	Employee Left Agency	
Dignity and Respect	Case Management	Written Reprimand	Training

ALLEGATION CATEGORY	SERVICE TYPE	ACTION ONE	ACTION TWO
Dignity and Respect	Residential MI & DD	Employment Termination	
Dignity and Respect	Residential MI & DD	Written Reprimand	
Dignity and Respect	Residential MI & DD	Written Reprimand	
Dignity and Respect	Residential MI & DD	Training	Written Counseling
Dignity and Respect	Residential MI & DD	Written Reprimand	
Dignity and Respect	Residential MI & DD	Verbal Counseling	Training
Dignity and Respect	Residential MI & DD	Written Reprimand	Training
Dignity and Respect	Residential DD	Staff Transfer	Suspension
Dignity and Respect	Residential MI & DD	Training	Written Reprimand
Dignity and Respect	Day Program DD	Written Reprimand	
Dignity and Respect	Residential MI & DD	Employee Left Agency	
Disclosure of Confidential Information	Other	Employment Termination	
Disclosure of Confidential Information	Other	Written Reprimand	
Disclosure of Confidential Information	Residential MI & DD	Written Reprimand	
Disclosure of Confidential Information	Other	Employment Termination	
Disclosure of Confidential Information	Residential MI & DD	Employee Left Agency	
Disclosure of Confidential Information	Other	Verbal Counseling	Training
Disclosure of Confidential Information	Outpatient	Written Counseling	
Disclosure of Confidential Information	Residential	Written Reprimand	
Family Rights	Case Management	Written Reprimand	Training
Services Suited to Condition	Other	Written Reprimand	Other
Services Suited to Condition	Outpatient	Written Reprimand	Training
Services Suited to Condition	Outpatient	Written Reprimand	Training
Services Suited to Condition	Other	Verbal Counseling	
Services Suited to Condition	Residential MI & DD	Employee Left Agency	Written Reprimand
Services Suited to Condition	Residential MI & DD	Employment Termination	Training
Services Suited to Condition	Residential MI & DD	Suspension	Training
Services Suited to Condition	Residential MI & DD	Written Reprimand	
Services Suited to Condition	Residential MI & DD	Written Reprimand	
Services Suited to Condition	Residential MI & DD	Employee Left Agency	
Services Suited to Condition	Residential MI & DD	Other	
Services Suited to Condition	Other	Written Reprimand	
Services Suited to Condition	Residential MI & DD	Employment Termination	
Services Suited to Condition	Day Program DD	Written Reprimand	

ALLEGATION CATEGORY	SERVICE TYPE	ACTION ONE	ACTION TWO
Services Suited to Condition	Residential DD	Written Reprimand	
Services Suited to Condition	Other	Written Reprimand	Training
Services Suited to Condition	Residential MI & DD	Written Reprimand	Training
Services Suited to Condition	Residential MI & DD	Written Reprimand	
Services Suited to Condition	Residential DD	Staff Transfer	Suspension
Services Suited to Condition	Day Program DD	Employment Termination	
Services Suited to Condition	Residential MI & DD	Written Reprimand	
Services Suited to Condition	Residential DD	Employee Left Agency	
Services Suited to Condition	Residential MI & DD	Written Reprimand	
Services Suited to Condition	Other	Verbal Counseling	
Services Suited to Condition	Residential MI & DD	Employee Left Agency	
Neglect: Class III	Outpatient	Written Reprimand	
Neglect: Class III	Residential DD	Written Reprimand	
Neglect: Class III	Residential MI	Written Reprimand	Training
Neglect: Class III	Residential MI & DD	Written Reprimand	
Neglect: Class III	Outpatient	Written Reprimand	
Neglect: Class III	Other	Written Reprimand	
Neglect: Class III	Residential MI & DD	Employment Termination	
Neglect: Class III	Other	Employee Left Agency	
Neglect: Class III	Day Program DD	Written Reprimand	
Neglect: Class III	Residential MI & DD	Employee Left Agency	
Personal Property – Possession and Use	Other	Written Reprimand	Other
Safe, Sanitary, Humane Treatment Environment	Residential MI & DD	Written Reprimand	Training

OFFICE OF RECIPIENT RIGHTS - TRAINING DATA

TRAINING PROVIDED BY SCCCMHA-ORR

TRAINING NAME	METHOD	SCCCMHA STAFF	CONTRACT AGENCY STAFF	TOTAL STAFF TRAINED
Recipient Rights New-Hire Training	Face-to-Face	31	164	195
Recipient Rights New-Hire Training	Virtual	24	238	262
Recipient Rights Refresher Training	Computer	459	897	1356
TOTAL STAFF TRAINED (all categories):				1813

TRAINING RECEIVED BY SCCCMHA-ORR EMPLOYEES (Recipient Rights CEUs Only)

STAFF NAME	I - OPERATIONS	II - LEGAL FOUNDATIONS	III - LEADERSHIP	IV - AUGMENTED TRAINING
Telly Delor	8.25	0	6	3
Tracy Duncan	5.75	1.5	5	1.5
Marissa George	3.75	0	6	3
Sandy O'Neill	8.25	1.5	6	11.75
TOTAL HOURS EARNED (all categories):				71.25

OFFICE OF RECIPIENT RIGHTS - GOALS

FISCAL YEAR 2023 - GOALS

NUMBER	GOAL	STATUS
1	The Office of Recipient Rights will strive to complete Reports of Investigative Findings within 60 days of receipt of complaints 80% of the time.	ONGOING
2	The Office of Recipient Rights will work to develop a statewide registry to capture data (date of violation, category, and name of staff member) specific to substantiated allegations of Abuse (Class I and II) and Neglect (Class I and II). This registry would be accessible to all Offices of Recipient Rights in the State of Michigan.	ONGOING
3	The Office of Recipient Rights will ensure New-Hire Recipient Rights Training is provided face-to-face 50% of the time. With two trainings provided each month, one of the two trainings will be provided in-person each month.	ACCOMPLISHED
4	The Office of Recipient Rights will create a certificate to recognize the service sites that receive full compliance on their annual site visit.	ONGOING
5	The Office of Recipient Rights will create posters and videos to supplement its current training materials.	ONGOING

FISCAL YEAR 2024 - GOALS

NUMBER	GOAL
1	The Office of Recipient Rights will strive to complete Reports of Investigative Findings within 60 days of receipt of complaints 80% of the time.
2	The Office of Recipient Rights will advocate for the development of a statewide registry to capture data (date of violation, category, and name of staff member/volunteer) specific to substantiated allegations of Abuse: Class I, Abuse: Class II, Neglect: Class I, and Neglect: Class II. This registry would be accessible to all Offices of Recipient Rights in the State of Michigan.
3	The Office of Recipient Rights will collaborate with the Community Relations Team to develop a Public Service Announcement and Community Column that will share information about the Rights Protection System with the public.
4	The Office of Recipient Rights will create a certificate to recognize the service sites that receive full compliance on their annual site visit and zero substantiated recipient rights complaints during the fiscal year.
5	Due to the number of substantiated violations in the category of Dignity & Respect during fiscal year 2023, the Office of Recipient Rights will create posters supporting the treatment of individuals served with Dignity & Respect that will be posted at every service location operated by SCCCMHA and its provider network. In addition, the Office of Recipient Rights will prepare materials to be shared with recipients that provides a comprehensive overview of the Rights Protection System.

RECOMMENDATIONS TO THE GOVERNING BOARD

1	The Board of Directors continues to designate adequate funding for the operation of the Office of Recipient Rights, to include funding for staffing at a minimum of the equivalent of 3.07 full-time employees through March 2024 (Telly Delor - 60%; Tracy Duncan - 40%; Marissa George - 60%; Sandy Horne [clerical support] - 47%; and Sandy O'Neill - 100%) and the equivalent of 3.47 full-time employees starting April 1, 2024 (Sandy O'Neill - 100%; Jocelyn Henderson - 100%; Marissa George - 60%; Tracy Duncan - 40%; and Sandy Horne [clerical] - 47%) as well as adequate funding for complaint resolution, monitoring, prevention, and training activities.
2	The Board of Directors supports the designation of three separate offices for the operations of the Office of Recipient Rights to ensure each investigator has full access to a private office to conduct confidential meetings/interviews, when space becomes available through the Electric Avenue Building redesign.
3	The Board of Directors to advocate for the development of a statewide registry to capture the names of the employees/volunteers with substantiated recipient rights violations in the categories of Abuse (I and II) and Neglect (I and II). This registry would be accessible to all Offices of Recipient Rights in the State of Michigan.
4	The Board of Directors to designate funding for an outreach/education campaign targeting individuals receiving services to ensure they are aware of the components of the Rights Protection System.