



# Northern Lakes Community Mental Health Authority

Recipient Rights Advisory  
Committee

October 2, 2025



Administrative Office, 105 Hall Street, Suite A, Traverse City, MI 49684

**NORTHERN LAKES COMMUNITY MENTAL HEALTH AUTHORITY  
RECIPIENT RIGHTS ADVISORY COMMITTEE  
AGENDA**

**DATE:** October 2, 2025

**TIME:** 1:30 p.m.

**PLACE:** Northern Lakes Community Mental Health Authority  
105 Hall St. Traverse Cit, MI 49684 & Remote Virtual Meeting  
1 810-258-9588, ID 428 396 776#

<b>TIME</b>	<b>ID#</b>	<b>ITEM</b>
1:30 p.m.		Call to Order/Roll Call Conflict of Interest Declaration Review/Approve Agenda
1:35 p.m.	1	Receive and Review August 7, 2025, Meeting Minutes
1:40 p.m.	2	Public Comment <i>(May be limited to three minutes by the Chairperson)</i>
1:45 p.m.	3	Recipient Rights Director's Report
1:55 p.m.	4	Appeals Refresher Training
2:40 p.m.	5	Recommendations for Annual Report
2:55 p.m.	6	Public Comment/Meeting Comments
3:00 p.m.	7	Adjourn

Next Meeting Agenda – December 4, 2025, Cadillac, Michigan

**NOTICE:** If any person with a disability needs accommodations, please call the Quality & Compliance office at 231-942-7372 three days prior to the posted meeting date.



Administrative Office, 105 Hall Street, Suite A, Traverse City, MI 49684

## Recipient Rights Advisory Committee Meeting Minutes

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August 7, 2025

1:30 PM

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The RRAC meeting is held at Northern Lakes Community Mental Health Authority: 527 Cobb St. Cadillac MI. The meeting is also virtual.

### **Attendance:**

**Recipient Rights Advisory Committee Members Present**, Rose Denny, Al Cambridge, Chuck Corwin

**Virtual:** Breana Demaray, Rudy Wright, Lynn Pope, Greg McMorrow

**Absent:**

**Others Present:** Brian Newcomb, Director of Recipient Rights; Curtis Cummins, Interim CEO and Medical Director; Erica Smith, Recipient Rights Advisor; Lisa Jones, Recipient Rights Advisor; Mark Draeger, Recipient Rights Advisor, Stacy Maiville; Executive Administrator

Al Cambridge called the meeting to order at 1:30 p.m.

**Conflict of Interest Declaration:** None stated.

**Review and Approve Agenda:** Approved

### **Receive and Review June 5, 2025, Meeting Minutes:**

The minutes were reviewed and included in the packet.

<b>MOTION:</b>	<b>Approved</b>
<b>RESULT:</b>	<b>ADOPTED [UNANIMOUS]</b>

**Public Comment:** None.

**Required Protections:** No required protections are needed at this time.

### **Recipient Rights Director's Report:**

Brian Newcomb, the Director of Recipient Rights, reviewed the Recipient Rights Report with the committee. He gave an update on the recipient rights department and recent development. There have been cross references to review site visits of the past. Mr. Newcomb's report included an overview of the number of complaints, investigations, complaints source numbers, provider report, and 5-year trends. When the report was submitted, there were 48 investigations open, and the department remains in compliance.

**Site Visit Training:**

The Office of Recipient Rights presented a training regarding site visits. The training reviewed the timeline of a site visit, what their office monitors, and who they visit, and what the review tool looks like. It was expressed that site visits are an essential part of recipient rights.

**Restrictions & Limitations:**

The Office of Recipient Rights team gave a presentation regarding restrictions and limitations. The PowerPoint presentation included language from the Mental Health Code 330.1744. Section 744(1) states that the “freedom of movement of a recipient shall not be restricted more than necessary to provide mental health services to prevent injury to the individual or others”. The presentation reviewed regulations regarding services suited to condition, freedom of expression, freedom of movement, property and financial rights, privacy, the BTC policy 106.1004, and frequently asked questions.

**Next Meeting:** October 2, 2025 – Traverse City

The meeting adjourned at 3:30 p.m.

Respectfully Submitted,

Stacy Maiville  
Executive Administrator

Office of Recipient Rights Director's Report  
September 2025

Dates represented	10/01/22-09/23/23	10/1/23-09/23/24	10/1/24-09/23/25
Complaints	430	526	417
OJ, No Right Inv.	67	117	79
Interventions	16	48	51
Investigations	349	364	287
Investigations Comp	349	364	253
Investigations open	0	0	34
Inv > 90 days	0	0	0
Inv < 90 days	348/348(100%)	363/363(100%)	253/253(100%)
Summary Report Avg	353/353(100%)	367/367(100%)	252/252(100%)
NLCMHA staff alleg.	87	132	106
NLCMHA Staff W/I 1 yr	25	23	25

**Complaint Source**

Complaint Source	Count
Anonymous	20
Community/General Public	12
Guardian/Family	19
ORR	99
Recipient	58
Staff	209
<b>Total</b>	<b>417</b>

**5 Year Trends**

	Abuse I & II	Abuse III	Neglect I & II	Neglect III	Services Suited to Condition	Total
FY2021	23	32	17	80	74	<b>226</b>
FY2022	44	46	25	152	151	<b>418</b>
FY2023	39	17	21	144	2	<b>223</b>
FY2024	29	26	4	98	0	<b>157</b>
FY2025	31	10	10	82	0	<b>133</b>

**Complaints Per Provider:**

**October 1, 2024- September 23, 2025**

See attached chart.

**Notes: None.**

Respectfully submitted,

Brian Newcomb, Director of Recipient Rights

September RRAC Provider Report: October 1, 2024- September 23, 2025

<b>Program</b>	<b>Substantiated</b>	<b>Pending</b>	<b>Not Substantiated</b>	<b>NA</b>
Access	0	0	1	0
Beacon Home at Washburn	8	1	2	0
Beacon Home at Woodland	2	0	2	0
Elmwood AFC	16	4	3	0
Frances Specialized Residential	1	0	0	0
Hope Network Gardner Home	1	0	1	0
Hope Network Neo Breton	0	1	0	0
Hope Network Neo Rockford	3	0	1	0
J. Cole Enterprises, LLC	0	0	0	1
Lake Shore AFC, LLC	1	0	0	0
Montclair Specialized Residential Services	1	0	1	0
R.O.O.C., Inc.	1	0	0	0
Seasons of Life AFC Home, LLC	0	0	5	0
Spectrum Freedom Residence	1	0	0	0
Spectrum Skyway Home	0	0	1	0
Wright Street AFC Home	6	1	1	0
AuSable In Home Care, LLC	1	0	0	0
Beacon Home at Trolley Center	3	0	1	0
Beacon Specialized Living Services, Inc.	2	0	0	0
Benton AFC	0	0	1	0
Brightside Living - Whispering Oaks	0	0	2	0
Cedar Valley AFC	12	0	1	0
Club Cadillac	0	0	1	0
Great lakes Center for Autism	1	1	0	0
Hickory Hill AFC LLC	0	0	4	1
Hope Network Neo Birdsong	1	1	2	0
Hope Network Neo Grandville	0	1	0	0
Hope Network Neo Wyoming	4	0	0	0
Hope Network Rivervalley 1	1	0	2	0
IDD Children's Case Management	0	1	2	0
Jones Lake AFC Home	5	0	0	0

Mama T's AFC	2	0	0	0
Outpatient Services	0	0	1	1
Packard Specialized Residential	1	0	1	0
Psychiatric Services	0	0	0	1
Real Life Living Services	0	0	3	0
Safehaus	1	0	2	0
Serenity AFC	0	0	4	0
Shepler's AFC Home	0	1	0	0
TC Office/Grand Traverse County	9	0	4	0
Beacon Silverview	7	0	0	1
ComForCare	0	1	5	1
Compassionate Care Home Health Services, Inc.	1	1	1	0
Danes AFC	4	1	1	0
Grand Traverse Industries, Inc.	0	0	1	0
Grayling Office/Crawford County	0	0	2	0
Hickory Hollow Specialized Residential LLC	0	1	2	0
Hope Network Westlake VIII	3	0	0	0
IDD Adult Case Management	10	1	8	0
Magnolia Care AFC West	1	0	0	0
MI Independent Living, LLC	1	1	5	0
MIA Case Management	4	1	1	0
Mid-Michigan Specialized Residential	1	0	1	0
Oakridge Specialized Residential	1	0	0	0
Pearl Street Home	5	1	2	1
Peer Support	0	1	1	0
Shur Care AFC Home, LLC	0	0	1	0
Specialized Personal Recovery Services, LLC	1	0	0	0
Summerfield AFC	3	0	0	0
TLK AFC Home, Inc.	0	0	1	0
Assertive Community Treatment	3	2	2	3
Beacon Anchor Point North	2	0	2	0
Beacon at Ossineke	0	0	1	0
Beacon Fife Lake	3	0	0	0

Beacon Home at Cogswell	3	1	2	0
Beacon Home At Ludington	7	4	4	1
Beacon Mission Point	8	5	3	0
Beacon Wave Crest	2	0	0	0
Brightside Living - Lake Shore	1	1	1	1
Cadillac Office/Wexford County	2	1	1	0
Crisis Services	2	0	0	1
Evergreen Home	0	0	1	0
Grand Traverse Mental Health Crisis and Access Center	1	1	1	0
Heart and Soul Living LLC	4	1	3	0
Hillcrest AFC	1	0	5	0
Hope Network Neo Bristol	5	0	1	0
Hope Network West Michigan - Cadillac Center	1	0	0	0
Lake Shore AFC	1	0	1	0
Lincoln House LC	1	0	3	0
MI Independent Living SIP - Northland	1	0	0	0
Northern Lakes CMH Authority	43	4	27	0
Ohana AFC	2	0	1	0
Seneca Place Home	15	2	2	0
Spectrum Community Services SIP - Bremmer	6	1	1	0
Spectrum Community Services SIP - Kentucky	3	0	0	0
Westwood Specialized Residential	0	4	0	0
Woodland AFC Home	1	1	0	0
Wright's AFC Home, LLC	1	0	2	2



## Recommendations to the Governing Board

*The Office of Recipient Rights and Recipient Rights Advisory Committee Recommends:*
