



Community
MENTAL HEALTH
CLINTON • EATON • INGHAM

Dear Provider,

We first would like to thank you for your ongoing hard work during this unprecedented time. Many of you may be wondering how required training will be completed given the closure of CMHA-CEI's Training Unit and the cancellation of upcoming in-person Recipient Rights Orientation classes.

Please see the below details and contact your Quality Advisor or email qcsrr-qa@ceicmh.org if you have any questions.

For Recipient Rights Orientation training that is required within 30-days of hire:

- Due to the restrictions regarding gathering of large groups, the Foster Center has closed until further notice and CMHA-CEI is canceling all face-to-face Recipient Right's classes.
 - In lieu of face-to-face Recipient Rights training, all providers must use the paper-based Recipient Rights Refresher training and test to satisfy the 30-day requirement.
 - [Click here to download the Recipient Rights Refresher training.](#)
 - [Click here to download the Recipient Right Refresher test.](#)
 - Upon notification from CMHA-CEI of face-to-face Recipient Right's training resuming, you will have 90-days to send staff persons who completed the paper-based training to an in-person class.
 - All providers are to continue reporting new hire information in the monthly email request. The date of Recipient Rights Orientation will now be the date they took the substituted Recipient Rights Refresher test (which still should be within 30 days of hire).
 - Please scan and email the Recipient Rights Refresher tests that need to be graded to your Quality Advisor or to qcsrr-qa@ceicmh.org.
 - If scanning isn't a possibility, please fax tests that need to be graded to 517-346-8420.
 - You will be notified if a staff member needs to retake any tests. Please ensure you are using the one page answer sheet for the test. [Click here to download the one page answer sheet.](#)
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For all training other than Recipient Rights:

- If the training that is needed is classroom based, please note in the employee's file that it could not be completed due to COVID-19 restrictions. Once the training unit is back open (tentative date of April 6th, 2020), you will need to ensure your staff are trained as soon as possible.
 - If the training is paper based, continue to complete the training as required.
 - Please scan and email the tests that need to be graded to your Quality Advisor or to qcsrr-qa@ceicmh.org.
 - If scanning isn't a possibility, please fax tests that need to be graded to 517-346-8420.
 - You will be notified if a staff member needs to retake any tests. Please ensure you are using the one page answer sheet for ALL tests. [Click here to download the one page answer sheet.](#)
 - All paper based training is available on our website under [Community Resources then Provider Resources](#).
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Thank you for your ongoing dedication to providing services to CMHA-CEI consumers. Do not hesitate to contact us with questions.

Thank you,

Joyce Tunnard

Director of Quality, Customer Service, and Recipient Rights

Community Mental Health Authority of Clinton, Eaton, Ingham Counties