



CMHA-CEI Policies and Procedure Manual

Title:	3.6.03, Qualifications and Training for Recipient Rights Staff of CMH Network Providers		
Subject:	Recipient Rights		
Section:	Clinical		
Policy: X Procedure: <input type="checkbox"/>	Issued by: Director Quality, Customer Service, and Recipient Rights	Effective Date: 08/31/01	Applies to: X All CMHA-CEI staff X Contract Providers
Page: 1 of 2	Approved by: Board of Directors	Review Date: 1/22/17	<input type="checkbox"/> Other:

I. Purpose:

To establish criteria for the qualification and training of recipient right staff.

II. Policy:

- A. Staff of the Recipient Rights Office shall meet or exceed the qualifications mandated by the Michigan Mental Health Code.
- B. Each CMHA-CEI Network provider shall officially do one of the following:
 - 1. Establish and implement a Recipient Rights Office in compliance with PA 258 of 1974, Michigan’s Mental Health Code, as amended; or
 - 2. Agree to accept the jurisdiction of the CMHA-CEI Recipient Rights Office in all matters pertaining to recipient rights.
- C. The provider with an independent Recipient Rights Office shall ensure that staff of the Office meet or exceed the qualifications and training mandated by the Mental Health Code.
- D. The provider shall appoint a staff person to serve as a rights advisor for each service site.
 - 1. When possible, the rights advisor shall have no direct service responsibilities.
 - 2. The rights advisor shall attend pertinent training provided by the CMHA-CEI Recipient Rights Office.
 - 3. The rights office, advisor and alternate will attend and successfully complete DHHS-ORR Basic Skills Training Programs within 3 months of hire.
 - 4. The officers/advisors and alternates will complete a Recipient Rights training as specified by the MDHHS/CMHSP contact.
 - 5. The officers/advisors and alternates of service providers allowed to establish their own rights system will complete a Recipient Rights training as specified in the MDHHS/CMHSP contract.
 - 6. The Rights Advisor shall be responsible for maintaining adequate supplies of rights materials, available from the CMHA-CEI Recipient Rights Office, for answering questions regarding recipient rights or referring questions to the CMHA-CEI Recipient Rights Office, and for assisting individuals with filing rights complaints on request.

III. **Responsibilities:**

- A. The Director of Quality Customer Service and Recipient Rights is responsible for ensuring that procedures to implement the intent of this policy are developed, reviewed, and revised as necessary.
- B. The CMHA-CEI Network provider shall officially do one of the following:
 - 1. Establish and implement a Recipient Rights Office in compliance with PA 258 of 1974, Michigan’s Mental Health Code, as amended; or
 - 2. Agree to accept the jurisdiction of the CEI CMH Recipient Rights Office in all matters pertaining to recipient rights.

IV. **Definitions:** N/A

V. **Monitoring and Review:**

This policy is reviewed annually by the Director of Quality, Customer Service, and Recipient Rights. It is monitored by accrediting bodies and regulatory agencies as applicable.

VI. **References:**

- A. Michigan Mental Health Code
- B. MDHHS/CMHSP Managed Mental Health Supports and Services Contract Attachment C 6.3.2.3B, RR Training Standards for CMH and Providers Staff TR

VII. **Related Policies and Procedures:** N/A

VIII. **Review Log:**

Review Date	Reviewed By	Changes (if any)
09/25/02	-	-
08/16/03	-	-
08/05/04	-	-
02/01/07	-	-
11/20/07	-	-
05/26/10	-	-
03/10/13	-	-
04/05/14	-	-
01/22/17	QCSRR Director	Updates on II D 4&5, added contract references