

COMMUNITY MENTAL HEALTH	POLICY: <u>3.6.3</u>	Reviewed		
	CLINTON-EATON-INGHAM	Page: <u>1</u> of <u>2</u>	9/25/02	
SUBJECT: Qualifications and Training for Recipient Rights Staff of CMH Network Providers	ISSUED BY: Director, Recipient Rights, Quality, and Customer Service	8/16/03		
		8/05/04		
SCOPE:	APPROVED BY: Board of Directors			
	Effective 8/31/01		Revised	

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 Mental Health Code.
- B. Each CMH 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.
- 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 CEI CMH Recipient Rights Office.
 - 3. The Rights Advisor shall be responsible for maintaining adequate supplies of rights materials, available from the CEI CMH Recipient Rights Office, for answering questions regarding recipient rights or referring questions to the CEI CMH 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 CMH 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. MONITORING:

This policy is reviewed by the Director of Quality Customer Service and Recipient Rights. It is monitored internally by the Recipient Rights Office and the Recipient Rights Advisory Committee. It is monitored externally by the Department of Community Health.