



CMHA-CEI Policies and Procedure Manual

Title:	3.6.23, Services Suited to Condition		
Subject:	RECIPIENT RIGHTS		
Section:	Clinical		
Policy: X Procedure: <input type="checkbox"/>	Issued by: Director Quality, Customer Service, and Recipient Rights (QCSRR)	Effective Date: 08/14/86	Applies to: X All CMHA-CEI staff <input type="checkbox"/> Contract Providers <input type="checkbox"/> Other:
Page: 1 of 2	Approved by: Board of Directors	Review Date: 2/13/17	

I. **Purpose:**

Establish guidelines for services suited to the condition of each individual recipient of mental health services.

II. **Policy:**

- A. Services suited to the condition of each recipient shall be provided in the least restrictive setting that is appropriate and available. Transfer between programs, including residential services, which do not affect the level of service provided, may be made for administrative purposes, if the transfer would not be detrimental to the recipient.
- B. The services to be provided to the recipient shall be determined through the person centered planning process, in partnership with the recipient, and documented in an individualized plan of service.
- C. A recipient's individualized plan of service shall be kept current, and modified when clinically indicated.
- D. A second opinion may be requested by an applicant, empowered guardian, or parent of a minor, if an applicant for services is denied mental health services.
- E. A comprehensive analysis of a recipient's challenging behaviors will be conducted

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 staff person in charge of coordination of the treatment plan is responsible for ensuring that treatment is determined through a person centered planning process, and that treatment is provided as outlined in the plan of service.
- C. Staff of the Access program are responsible for providing notification of the right to a second opinion to applicants for CMHA-CEI Network services, empowered guardians, or parents of minors.

D. Staff of Emergency Services are responsible for providing notification of the right to a second opinion to applicants for hospitalization, empowered guardians, or parents of minors.

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:

MHC 330.1708

VII. Related Policies and Procedures:

N/A

VIII. Review Log:

Review Date	Reviewed By	Changes (if any)
03/16/04	-	-
05/24/05	-	-
02/01/07	-	-
11/20/07	-	-
05/25/10	-	-
02/01/12	-	-
03/10/13	-	-
04/13/14	-	-
02/13/17	QCSRR Director	Updated to new format