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Owner: Kip Kliber: Director, Recipient Rights
Policy Area: Recipient Rights
References:

Qualifications And Training For ORR Staff

POLICY

It is the policy of the Detroit Wayne Mental Health Authority (DWMHA) to ensure that all Recipient Rights staff within the DWMHA and those service providers allowed/required by contract to establish their own rights system meet minimum qualifications and have the appropriate training.

PURPOSE

To provide policy direction for the DWMHA and those service providers allowed/required by contract to establish their own rights system to ensure that recipient rights staff have appropriate qualifications and training.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWMHA Staff, Contractual Staff, MCPN Staff, Network Providers.
2. This policy serves the following populations: Adults, Children, I/DD, SMI/SEI, SED, Autism
3. This policy impacts the following contracts/service lines: MI-HEALTH LINK, Medicaid, Autism, Grants, General Fund

KEYWORDS

None

STANDARDS

1. The Director of the DWMHA's Office of Recipient Rights (ORR) shall have the education, training, and experience to fulfill the responsibilities of the position as defined in the job description.
2. The Director of the DWMHA's Office of Recipient Rights (ORR) shall be appointed by the President/CEO, with the approval of the Recipient Rights Advisory Committee and reports to the President/CEO.
3. Recipient Rights Staff (does not include clerical) employed by the DWMHA shall:
 - a. Attend the MDHHS-ORR training on Basic Skills curriculum within 3 months of hire.
 - b. Complete a Recipient Rights Update training every 3 years during their employment as specified by MDHHS-ORR.

- c. Receive annual training in recipient rights protection.
 - d. Complete 36 contact hours of rights-related education or training (ORR Continuing Education Credits) over a three year period as specified by MDHHS-ORR subsequent to the completion of the Basic Skills requirements, and in every three year period thereafter.
4. The rights officer, advisor and alternate of those service providers allowed/required by contract to establish their own rights system shall:
- a. Attend the MDHHS-ORR training on Basic Skills curriculum within 3 months of hire.
 - b. Complete a Recipient Rights Update training every 3 years during their employment as specified by MDHHS-ORR.
 - c. Receive annual training in recipient rights protection.
 - d. Complete 36 contact hours of rights-related education or training (ORR Continuing Education Credits) over a three year period as specified by MDHHS-ORR subsequent to the completion of the Basic Skills requirements, and in every three year period thereafter.
 - e. Maintain records on training received by its staff.

QUALITY ASSURANCE/IMPROVEMENT

DWMHA shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of MCPNs, their subcontractors, and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWMHA staff, MCPNs, contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended

LEGAL AUTHORITY

1. Michigan Mental Health Code, P.A. 258 of 1974, as amended, MCL 330.1752; 330.1755
2. MDHHS/CMHSP Managed Mental Health Supports and Services Contract

RELATED POLICIES

1. Complaint Resolution

RELATED DEPARTMENTS

1. Recipient Rights

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

Attachments:

No Attachments

Approval Signatures

Approver	Date
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Michele Vasconcellos: Director, Customer Service	08/2017
Eric Doeh	08/2017
Mary Allix	08/2017
Maha Sulaiman [AS]	08/2017
Michael Rangos: Director of Procurement	08/2017
Bessie Tetteh: CIO	08/2017
William Sabado: Chief of Staff	08/2017
Rolf Lowe: Assistant General Counsel/HIPAA Privacy Officer	08/2017
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Kip Kliber: Director, Recipient Rights	08/2017