

**CENTRA WELLNESS NETWORK
PROCEDURE 03.27 SERVICES SUITED TO CONDITIONS**

I. APPLICATION:

Agency Wide.

II. POLICY:

The Centra Wellness Network (CWN) Governing Board shall establish policies with related procedures to ensure clients are offered the rights afforded them pursuant to obligations under the Mental Health Code, Administrative Rules, contractual obligations with the Michigan Department of Health and Human Services (MDHHS), and the Inter-local agreement with Manistee and Benzie Counties, any other state and federal regulations, and pertinent accreditation criteria.

III. DEFINITIONS:

Person Centered Planning:

A process for planning and supporting the individual receiving services that builds upon the individual's capacity to engage in activities that promote community life and that honor the individual's preferences, choices, and abilities. The person-centered planning process involves families, friends, and professionals as the individual desires or requires.

Person Centered Plan:

A written plan that specifies the personal supports or any other supports that are to be developed with and provided for a recipient. It specifies the goal oriented treatment or training services, including rehabilitation or habilitation services that are to be developed with and provided for a consumer

IV. PROCEDURE:

- A. If services are denied to an applicant, his/her guardian, or a minor applicant's parents, will be informed that a second opinion may be requested to determine if the applicant has a serious mental illness, serious emotional disturbance, or a developmental disability, or is experiencing an emergency or urgent situation. The second opinion will be performed within 3 days, excluding Sundays and holidays.
- B. A person-centered planning process will be used to develop a written individual plan of service in partnership with the recipient. This plan will be developed within 7 days of the commencement of services, or, if the recipient is hospitalized, before discharge or release.
- C. The person centered plan will establish meaningful and measurable goals with the recipient. This plan will include assessments of the recipient's need for food, shelter, clothing, health care, employment opportunities where appropriate, educational opportunities where appropriate, legal services, and recreation. The plan will be kept current and will be modified when indicated. The individual in charge of implementing the plan will be designated in the plan.
- D. The person centered plan will identify any restrictions or limitations of the recipient's rights and includes documentation describing attempts to avoid such restrictions as well as what action will be taken as part of the plan to eliminate the need for restrictions in the future.
- E. Appropriate clinical staff for any challenging behaviors of recipients will conduct a functional assessment/analysis. If a Behavior Treatment Plan is written as a result of this assessment, all policies and procedures of the Behavior Treatment Committee will be followed.
- F. If a recipient is not satisfied with his/her individual plan of service, the recipient, guardian, or parent of a minor may request a person-centered planning meeting be convened within 30 days for the purpose of reviewing and revising the plan in order to keep it consistent with the changing goals of the recipient. This request will be directed to the person designated to implement the plan.

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- G. The recipient, guardian, or parent of a minor will decide where the meeting will be held, what time, and invite people of their choosing to attend. No one chosen by the recipient will be excluded from the meeting unless the individual would constitute a substantial risk of physical emotional harm to the recipient or substantial disruption of the planning process. Justification for any exclusion will be documented in the recipients' record.
- H. Recipients will be given a choice of physician or mental health professional to provide services within the limits of available staff.
- I. Recipients may request a second opinion, if the pre-admission screening unit denied hospitalization that:
 - 1. The Executive Director arranges the second opinion to be performed within 3 days; excluding Sunday and holidays.
 - 2. The Executive Director in conjunction with the Medical Director reviews the second opinion if this differs from the opinion of the pre-screening unit.
 - 3. The Executive Director's decision to uphold or reject the findings of the second opinion is confirmed in writing to the requestor; this writing contains the signature of the Executive Director and Medical Director or verification that the decision was made in conjunction with the Medical Director.

V. DISCUSSION OF INTENT:

The intent of this procedure is to ensure that all consumers served by CWN are notified of their right to a second opinion if denied services, that a person centered planning process is used, that proper assessments are completed, any restrictions or limitations to the consumer are documented, and consumers are given a choice of mental health professional to provide service.

Authority and Related Directives Trace	
Federal	CFR 438.102 (A)(ii)(B), 438.224, 42 CFR Subchapter IV, Mental Health Rights and Advocacy, Section 9501. (O) (2) (B)
State	MHC 330.1409, 330.1705, 330.712, 330.1752; AR 330.7199
NMRE	
County	Interlocal Agreement of December 1992 Section IX(j)
CARF	CARF 2016 Behavioral Health, Section 1K.
Other	Board By-Laws, Section 7.E.