CENTRA WELLNESS NETWORK

Board Adopted Procedure			
Procedure	03.26	**Policy Title: 03.00 Enrollee Rights**	
Effective Date: 1/13/2011		**Subject: Recipient Rights Office and Staff**	
Review Cycle:		3 years	
Approval Validation Record			
Action		**Date**	**Board Sec'y Initials**
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Accountability			
Board Committee:		Policy Committee	
Agency Function:		Recipient Rights Office and Staff	
Sunset Review Begins:			
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Review Date:		4/24/2014	
		5/03/2023	

CENTRA WELLNESS NETWORK
PROCEDURE 03.26 RECIPIENT RIGHTS OFFICE AND STAFF

I. PURPOSE STATEMENT:

Centra Wellness Network's (CWN) Governing Body establishes and evaluates policies and related procedures as required by statutory and contractual obligations.
CWN reserves the right in its sole discretion to adopt and implement policies and procedures that ensure a safe, functional and professional workplace that operates with integrity using person-centered focus and planning, trauma informed practices and respect of others, cultural sensitivity and transparency in communication and practice. Organizationally and in practice, CWN is responsive to the needs of clients, community and staff.
Any statements and procedures are subject to review and/or unilateral change, modification, suspension or cancelation in whole or in part of any published/unpublished policies or procedures without notice and without having to give cause, justification, or consideration to any employee. Recognition of these rights and prerogatives of CWN is a term and condition of and maintaining employment.
Policies and Procedures are approved by the Board and/or upon recommendation by the Executive Director or his/her designee.

II. APPLICATION:

Agency Wide.

III. DEFINITIONS:

N/A

IV. POLICY STATEMENT:

The intent of this procedure by CWN to uphold and protect the rights of all consumers of Agency operated and contracted programs as mandated by the Mental Health Code, Administrative Rules, and Department of Community Health policies.

V. PROCEDURES:

A. A CWN Office of Recipient Rights is established and subordinate only to the Executive Director of CWN.
B. Access is available for the Rights Office to agency wide e-mail and voicemail. Voicemail greeting and work schedule shall be updated on a daily basis to provide recipients and staff information with regards as to how to contact the Rights ~~officer~~ Office in the event of an emergency or urgent rights concern. In the event the Rights Office is absent due to illness or on vacation for more than two consecutive days, agency service sites will be alerted and instructed to call the CWN Administrative Office regarding urgent rights matters or questions. Assistance for rights coverage could be obtained in the event of extended absence by contacting a rights officer within the Northern Michigan Regional Entity Affiliation. In the absence of the Rights Office, the Executive Director or his/her designee shall be responsible for receiving all rights complaints.
C. In matters of apparent violations of rights, guaranteed by Chapter 7 of the Mental Health Code, the office shall ensure the following:
    1. Receive reports.
    2. Conduct investigations or interventions.
    3. Act to resolve disputes relating to apparent violations.
    4. Act on behalf of recipients of mental health services to obtain remedy for any apparent violations.
    5. Otherwise endeavor to safeguard these rights.
D. The Office of Recipient Rights will have unimpeded access to all of the following:
    1. All programs and services operated or under contract with CWN.
    2. All staff employed by or under contract with CWN.

3. All staff who are employed by recipients/guardians through self-determination.
4. All evidence necessary to conduct a thorough investigation or to fulfill its monitoring function.

E. The Recipient Rights Office shall:
   1. Be an employee of CWN or under contract to the CWN Board.
   2. Have no direct service responsibilities.
   3. Be subordinate only to CWN Executive Director.
   4. Have the education, training, and experience to fulfill the responsibilities of the office as follows:
      a. A minimum of an undergraduate degree in a related human services field, with a graduate degree in a related human services field preferred.
      b. At least three years of experience providing direct services to recipients of community mental health services.
      c. Training in investigative techniques, received through a recognized professional organization such as the Michigan State Police, preferred.
      d. Required skills including, but not limited to, excellent listening/verbal and written communication, computer and related technology, presentation/training, mediation, and report writing.

F. All recipient rights staff will attend MDHHS-ORR Basic Skills I and II within three (3) months of hire, or as soon as provided by MDHHS.

G. The Office of Recipient rights staff shall receive annual training in recipient rights matters, new laws, policies and procedures, and assure agency and contract agency staff is kept informed of such.

H. Every three (3) years the Recipients Rights Office will complete a Recipient Rights update training as specified by MDHHS-ORR.

I. The Office of Recipient Rights staff will obtain, at minimum, 36 hours of Recipient Rights Continuing Education Credits (CEU's) every 3 years. A minimum of 12 of the 36 hours are approved as either Category I or Category II. Staff must acquire at least 3 continuing education credits each year.

J. Administrative functions of the Office of Recipient Rights is responsible for monitoring the rights protection system throughout the counties to assure all required activities are being performed. This will be accomplished by a minimum of one site visit per year for all directly operated and contracted agencies.

K. The Office of Recipient Rights will organize in-services training for all staff in the Community Mental Health system and ensure all persons who work with recipients are aware of these rights.

L. The Office of Recipient Rights will serve as a resource for educating the public concerning the rights of mental health recipients.

M. The Office of Recipient Rights will ensure that all recipients, parents of a minor, guardians, or other legal representatives have access to summaries of the rights guaranteed by Chapter 7 and 7A of the Mental Health Code and are notified of these rights in an understandable manner, both at the time services are initiated and periodically during the time services are provided to the recipient.

N. The Office of Recipient Rights shall be funded adequately to assure these mandates are accomplished. The funding will be reviewed annually by the Recipient Rights Advisory Committee.

O. When the Executive Director is absent, he/she will designate all recipient rights matters to a qualified staff person to which the Recipient Rights Office will be subordinate.

VI. EXHIBITS:
N/A

VII. REFERENCES:

Authority and Related Directives Trace	
Federal	CFR 438.224, 42 CFR Subchapter IV, Mental Health Rights and Advocacy, Section 9501. (O) (2) (B)
State	MHC 330.1752, 330.1755
NMRE	
County	Interlocal Agreement of December 1992 Section IX(j)
CARF	CARF 2026 Behavioral Health Standards
Other	Board By-Laws