



Current Status: Active

PolicyStat ID: 5260995



Origination:	08/2017
Effective:	12/2019
Last Approved:	12/2019
Last Revised:	12/2019
Next Review:	12/2020
Owner:	<i>Mignon Strong: Deputy Director, Recipient Rights</i>
Policy Area:	<i>Recipient Rights</i>
References:	

Qualifications And Training For ORR Staff

POLICY

It is the policy of the Detroit Wayne Integrated Health Network (DWIHN) to ensure that all Recipient Rights staff within the DWIHN 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 DWIHN 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: DWIHN Staff, Contractual 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

1. Category I Credits: Operations: This category includes programs that support and enhance the fundamental scope of responsibilities and effective work of recipient rights staff. These may be directly related to prevention, complaint resolution, and monitoring and education that support the fundamental scope of a Rights Office's operations
2. Category II Credits: Legal Foundations: This category includes programs that enhance the understanding and application of the Mental Health Code, Administrative Rules, Disability and Human Rights Laws, HIPAA and the MHC, Federal Laws and regulations and any other laws addressing the legal rights of a mental health recipient.
3. Category III Credits: Leadership: This category includes programs that support and enhance the leadership abilities of rights staff.
4. Category IV Credits: Augmented Training: This category includes training sessions that contains

information that would help rights staff have a better understand the people they serve, their disabilities, their families, or training indirectly related to rights but affecting rights. These may include trainings in mental health conditions and disabilities, treatment and support modalities, recovery, and self-determination as long as these topics can be ascertained to have a component that relates to assisting the attendee in the protection of rights.

STANDARDS

1. The Director of the DWIHN'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 DWIHN'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 DWIHN 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. The 36 contact hours obtained must be in rights-related activities and must fall within one or more of the categories identified in the definitions above.
 - f. At least 3 credits must be earned each calendar year.
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. The 36 contact hours obtained must be in rights-related activities and must fall within one or more of the categories identified in the definitions above.
 - f. At least 3 credits must be earned each calendar year.
 - g. Maintain records on training received by its staff.

QUALITY ASSURANCE/IMPROVEMENT

DWVHN 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 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

DWIHN staff, 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:

Approval Signatures

Approver

Date

Dana Lasenby: Chief Clinical Officer

12/2019

Approver	Date

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