



**DETROIT WAYNE INTEGRATED
HEALTH NETWORK**

800-241-4949

www.dwihn.org

ORR New Hire Recipient Rights Training

Updates:

- ❑ *ORR Triennial assessment-01/2024
- ❑ *ORR Trg. info located on the DWIHN website (dwihn.org) and in MHWIN, as well as the FAQ's form has been updated. See under: "Provider tab/ORR training info"
- ❑ *Current NHRRT availability-continues to be about **2 weeks out**; 2 mos. open trgs. at any given time
- ❑ *Register staff for NHRRT during the **onboarding/orientation** process.
- ❑ *NHRRT-available seats: (same) **50/class=600/mo.**
- ❑ *If staff marked "Incomplete" for NHRRT, must contact Trainers at orr.training@dwihn.org to reschedule.
- ❑ *NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ If Providers need to **cancel/reschedule** their staff for NHRRT, notify ORR Trainers at orr.training@dwihn.org.
- ❑ NHRRT conducted **Mon-Wed** each week from **10am-12pm.** Evening NHRRT-2nd Tuesday of the month from **4pm-6pm.** Check MHWIN for available training dates.
- ❑ If your staff experiences any issues with NHRRT, you may contact us via email at: orr.training@dwihn.org no later than **½ hour prior** to the class start time.
- ❑ *NHRRT is held via the Zoom App-**participants need a strong Wi-Fi signal** to participate and be familiar w/chat feature.
- ❑ Participants **must** be present **online, with working cameras, and remain visible** and available to communicate with us **throughout** the course.
- ❑ If your staff are **OBSERVED DRIVING OR OTHERWISE NOT ENGAGED DURING THE TRAINING**, they will be removed from the training and will need to be rescheduled.
- ❑ *NHRRT must be completed **w/in 30 doh** for new staff.
- ❑ *ORR Trainers: Lashanda Neely, Michael Olver, Joyce Wells

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

Updates:

- ▶ *ORR Monitoring- MDHHS Triennial Assessment-01/2024; to assess compliance
- ▶ *New Contracts/Address change-Vendors pls. include notification to ORR Monitoring Mgr. @ spride@dwihn.org
- ▶ *Providers please assure your agency's staff adhere to the MMHC requirements re: NHRRT

Site Review Process:

- ▶ *ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ Review new staff hired since the previous site review-NHRRT must be completed w/i 30 doh
- ▶ *ORR accepts NHRRT obtained from *different* counties w/ evidence provided/verification
- ▶ ORR Reviewer looks for: required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing

- ▶ *Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ *End of site review visit, Site Rep **required** to sign & date page #4 of site review tool

Important Reminders:

- ▶ Provider contact info and staff records should be kept current, as required in MHWIN
- ▶ *New ORR Monitoring Staff
- ▶ *Questions re: ORR Monitoring: esims1@dwihn.org or spride@dwihn.org