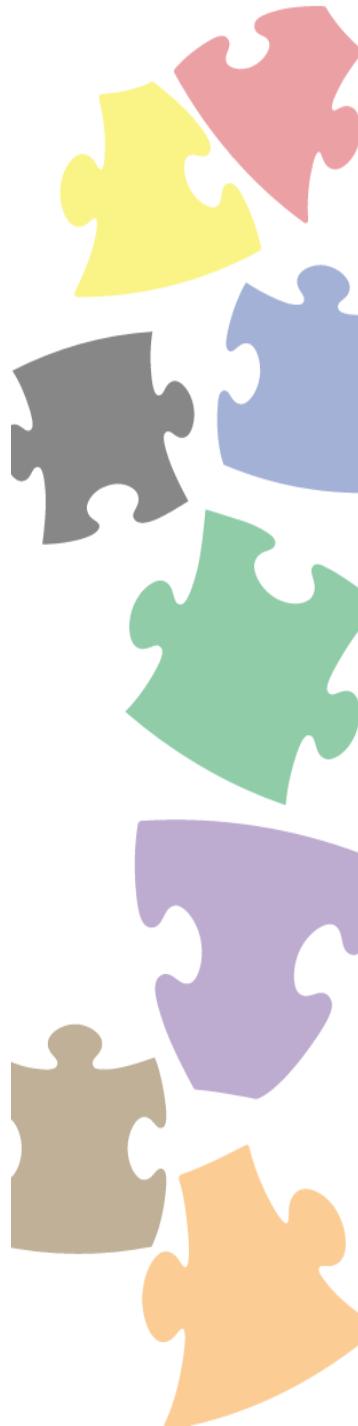




DETROIT WAYNE INTEGRATED HEALTH NETWORK

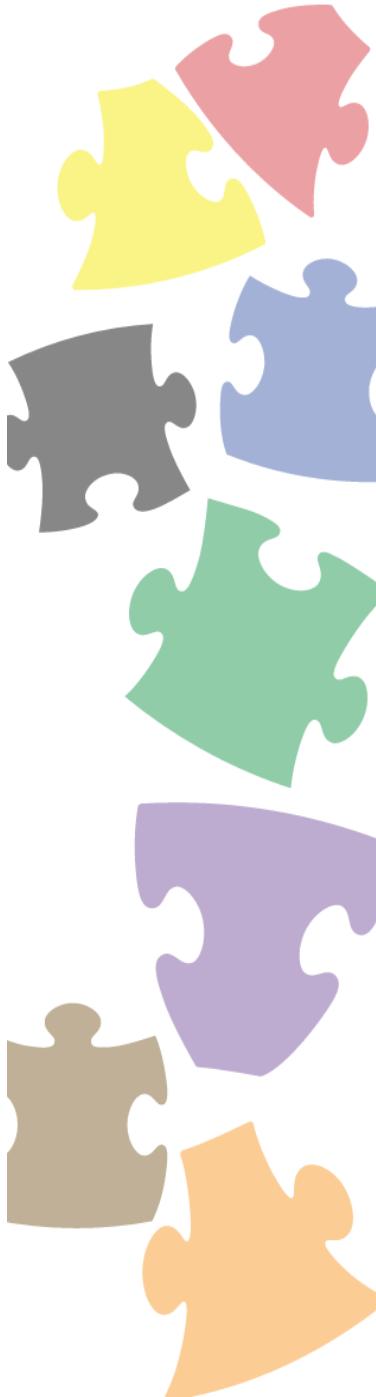
800-241-4949

www.dwihn.org



ORR Training & Monitoring Agenda Provider Meeting

(8/1/2025)



Updates: ORR Training (August 2025)

1. **Effective 7/1/2025**-Training participants will *not* be permitted to sit in their vehicles while attending NHRRT, as trainers lack the ability to ensure those participants are not driving. If you're observed in a vehicle during NHRRT, you will be removed from the training and will have to be rescheduled.
2. **Questions for ORR Training**-Please place in the Q & A.

ORR NHRRT Information for Review:

If new staff report that they previously attended NHRRT, request evidence during the onboarding/orientation process.

NHRRT is held via the Zoom App-participants need a strong Wi-Fi signal & be familiar w/the Chat feature.

Participants must be present online, with working cameras, and remain visible and available to communicate throughout the course. Training participants not allowed into training 5 minutes after the start time.

If your staff are OBSERVED DRIVING, SITTING IN A VEHICLE OR OTHERWISE NOT ENGAGED DURING THE TRAINING, they will be removed from the training and will need to be rescheduled.

Providers, if your staff aren't tech-savvy, please provide assistance when they attend NHRRT, if possible.

An email is sent on morning/evening of trg, to training participant's email address listed in MHWIN. If staff experiences any issues with receiving the NHRRT class email, they may contact ORR trainers at: orr.training@dwihn.org

ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN Newsflash, & on the FAQ's form on DWIHN website @ dwihn.org.

ORR Trainers: orr.training@dwihn.org-LaShanda Neely, Michael Olver, Joyce Wells
ORR Manager: Schakerra Pride



Updates: ORR Monitoring August 2025

1. **ORR 2025 Monitoring Annual Site Visit tools**-Different appearance but same questions as previous ORR site visit tool. **Residential ONLY**- ORR assisting with conducting Specialized Residential HCBS site reviews, which includes additional HCBS-related questions, on the ORR HCBS site visit tool.
2. **ORR Annual Site Visit tool Scores**-Scores are tabulated for each section of the tool. In order to successfully pass the ORR site review visit, the final score for all sections of the tool is required to be 95% or higher. Scores that are less than 95% will require a Corrective Action Plan (CAP).
3. **Questions for ORR Monitoring**-Please place in the Q & A.

ORR Monitoring Information for Review:

ORR Site Review Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged.

DWIHN ORR accepts NHRRT certificates obtained from different counties w/evidence provided & verification of validity, in most cases. (Oakland, Macomb, Washtenaw CMH NHRRT accepted)



During site review ORR Reviewer will check the following:

Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interview staff & members re: rights knowledge and complaint filing-
Please note: Additional questions will be included for HCBS locations.

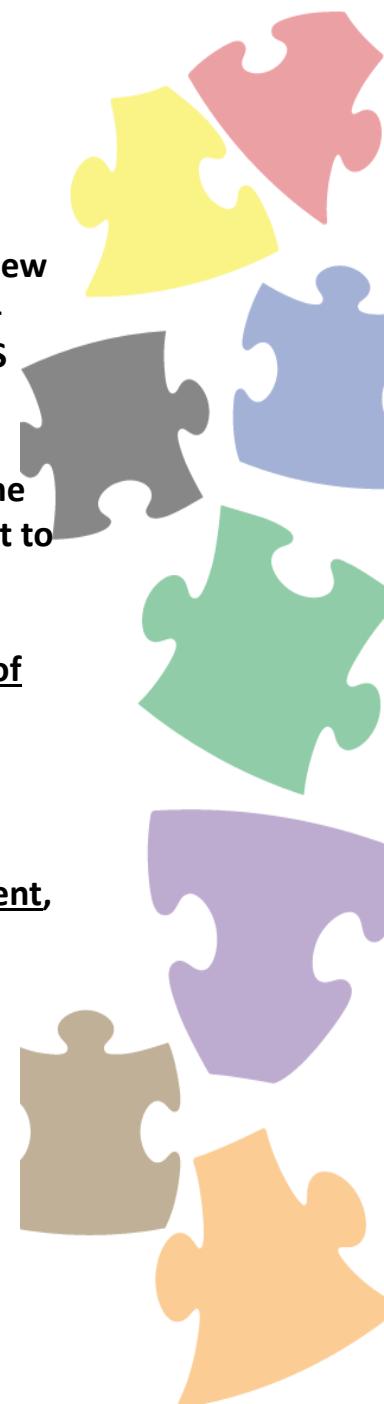
Any violation(s) found requires a Corrective Action Plan. The Provider has 10-business days from the date of the site visit to remedy violation.

End of site review visit, Site Rep is required to sign & date of site review tool.

Important Reminder/Contact Info:

Provider contact info and staff records should be kept current, as required in MHWIN.

Questions re: ORR Monitoring: esims1@dwihn.org, lhudson@dwihn.org ahardrick@dwihn.org or spride@dwihn.org



THANK YOU FOR ATTENDING!

