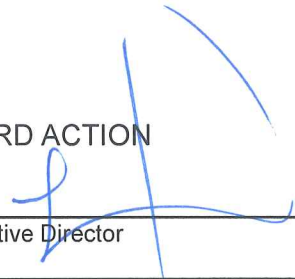



(was MCCMH Policy 9-01-060)

Chapter: **RECIPIENT RIGHTS**  
Title: **QUALIFICATIONS & TRAINING FOR RECIPIENT RIGHTS STAFF**

Prior Approval Date: 1/23/13  
Current Approval Date: 7/25/18

Approved by: BOARD ACTION

  
Executive Director

  
Date

**I. Abstract**

This policy establishes the standards of the Macomb County Community Mental Health (MCCMH) Board's Office of Recipient Rights (ORR) for ensuring that the ORR staff have the qualifications and ongoing training necessary to fulfill the responsibilities of the Office.

**II. Application**

This policy shall apply to directly-operated and contracted network providers of the MCCMH Board.

**III. Policy**

It is the policy of the MCCMH Board that protection of the rights of its recipients shall be fostered by ensuring that qualified individuals employed in the MCCMH ORR receive ongoing training, as set forth in this policy.

**IV. Definitions**

- A. Recipient Rights Director  
An individual employed by the MCCMH Board who is appointed by the MCCMH Executive Director to direct the MCCMH ORR. The Recipient Rights Director supervises, provides and/or coordinates rights services of all providers operated or under contract to the MCCMH Board.
- B. Recipient Rights Advisor/Investigator  
An individual employed by the MCCMH Board who is appointed by the Recipient Rights Director to provide rights services under the direction of the MCCMH Recipient Rights Director.

**V. Standards**

- A. The Recipient Rights Director shall be appointed and subordinate only to the Executive Director of the MCCMH Board. The Recipient Rights Director shall not have direct involvement in the treatment of recipients or in the direct provision of care.
- B. The Recipient Rights Director shall possess, at a minimum, the following qualifications:
  - 1. A Masters degree in the human services field, (Social Work, Psychology) from an accredited college or university.
  - 2. Current State of Michigan licensure or certification as promulgated by the appropriate entity having jurisdictional responsibilities and, as required by MCCMH Board MCO Manual.
  - 3. A demonstrated ability to understand and apply basic principles of psychology, sociology and human relations in working with individuals across the mental health spectrum.
  - 4. Five years work experience in community organization, social work, psychology or other experience dealing with human relations -- preferably as an individual employed as a Recipient Rights Officer and/or Rights Advisor/Investigator in a mental health service delivery system.
  - 5. A demonstrated knowledge and understanding of the Michigan Mental Health Code and other applicable statutes, rules, guidelines, directives involving rights of individuals.
  - 6. Familiarity with the judicial system (District, Probate, Circuit) and with the MCCMH/Michigan Department of Health and Human Services (MDHHS)/private mental health delivery system including not only those operated by or under contact with the MCCMH Board, but those programs provided within Michigan institutions.
  - 7. The ability to work efficiently and skillfully with individuals, committees, organizations while maintaining an impartial/objective attitude in investigations.
  - 8. Effective speaking and writing skills and accurate record keeping skills.
  - 9. The ability to delegate responsibilities and provide supervision for staff of the MCCMH ORR.

C. Recipient Rights Advisor/Investigator

The Recipient Rights Advisor(s)/Investigator(s) employed by the MCCMH Board shall be selected by and report to the Recipient Rights Director of the MCCMH Board. The Recipient Rights Advisor(s)/Investigator(s) shall not have direct involvement in the treatment of recipients or in the direct provision of care.

The Recipient Rights Advisor(s)/Investigator(s) shall possess, at a minimum, the following qualifications:

1. A Bachelor's degree in the human services field, (Social Work, Psychology) from an accredited college or university.
2. Current State of Michigan licensure or certification as promulgated by the appropriate entity having jurisdictional responsibilities and as required by MCCMH MCO Manual.
3. A demonstrated ability to understand and apply basic principles of psychology, sociology and human relations in working with individuals across the mental health spectrum.
4. Two years work experience in community organization, social work, psychology or other experience dealing with human relations -- preferably as an individual employed as a Recipient Rights Officer and/or Rights Advisor/Investigator in a mental health service delivery system.
5. A demonstrated knowledge and understanding of the Michigan Mental Health Code and other applicable statutes, rules, guidelines, directives involving rights of individuals.
6. Familiarity with the judicial system (District, Probate, Circuit) and with the MCCMH/MDCH and private mental health delivery systems including not only those directly operated by or under contact with the MCCMH Board, but those programs provided within Michigan institutions.
7. The ability to work efficiently and skillfully with individuals, committees, organizations while maintaining an impartial/objective attitude in investigations.
8. Effective speaking and writing skills and accurate record keeping skills.
9. The ability to appropriately interpret and follow directives.

D. Training

1. The MCCMH ORR Director and advisors shall attend the MDCH-ORR Basic Skills I and II within 3 months of hire and receive training in the area

of Rights Protection on an annual basis. Rights training shall encompass those provided by MDHHS, the Michigan Association of Community Mental Health Boards, the Recipient Rights Officers of Michigan, and the Michigan Protection and Advocacy Service. Additional training activities shall occur as directed by the MCCMH Executive Director, MCCMH Recipient Rights Advisory Committee and the MCCMH Recipient Rights Director.

2. The MCCMH ORR staff shall seek/maintain qualifications/certifications as promulgated by MDHHS and the MCCMH Board. See Exhibit A for more information.
3. The Rights Officers/Directors and advisors of all MCCMH contract network providers which are required by contract to establish their own rights systems shall attend the MDCH-ORR Basic Skills I and II within 3 months of hire, and shall complete Recipient Rights Update training as specified by the MDCH-ORR every three (3) years during their employment.
4. MCCMH ORR staff and staff of MCCMH network providers which are required by contract shall complete all other contractually required training as mandated by MDHHS.

**VI. Procedures**

- A. None.

**VII. References / Legal Authority**

- A. MCL 330.1755(2)(e)
- B. MDHHS/CMHSP Managed Mental Health Supports and Services Contract FY18 Attachment C6.3.2.3.A, § 6.3.2 Recipient Rights and Grievance/Appeals

**VIII. Exhibits**

- A. MDHHS/CMHSP Managed Mental Health Supports and Services Contract FY18 Attachment C6.3.2.3.A