

Policy and Procedure Manual Saginaw County Community Mental Health Authority		
Subject: Recipient Rights – Qualification Training for Recipient Rights Staff	Chapter: 02 - Customer Service and Recipients Rights	Subject No: 02.02.03
Effective Date: September 8, 1997	Date of Review/Revision: 2/19/03, 1/25/08, 6/29/09, 6/21/10, 2/21/12, 6/13/14, 11/27/16, 6/1/18, 1/8/19, 2/11/20, 2/9/21, 5/10/22, 3/14/23, 3/12/24, 4/8/25, 3/10/26 Supersedes: 06.02.02.00	Approved By: Sandra M. Lindsey, CEO Responsible Director: Kentera Patterson, Officer of Recipient Rights Authored By: Kentera Patterson, Officer of Recipient Rights Additional Reviewers: Judy Sausedo, Supervisor of Recipient Rights
		

Purpose:

The purpose of this policy is to ensure recipient rights staff receive sufficient training in recipient rights protection.

Policy:

It is the policy of Saginaw County Community Mental Health Authority (SCCMHA) that the Recipient Rights Officer and Recipient Rights Investigator/Advisor shall receive ongoing education, training, and experience to fulfill the responsibilities of the office.

Application:

This policy applies to the SCCMHA Office of Recipient Rights (ORR) to protect the Rights of people receiving services from SCCMHA or any of the SCCMHA Service Provider Network.

Standards:

- 1) The SCCMHA Recipient Rights Officer and Investigator/Advisors will each receive training specific to the area of Recipient Rights protection annually.
- 2) The Recipient Rights Officer and Investigator/Advisor will have the education, training, and experience to fulfill the responsibilities of the office. The Recipient Rights Officer and Investigator/Advisor will also be knowledgeable of the service array of SCCMHA and its Provider Network as well as the Michigan Mental Health Code of the State of Michigan.

- 3) The education, training, and experience requirements for the positions of Recipient Rights Officer and Investigator/Advisor are maintained in the job description for both positions.
- 4) The Recipient Rights Officer, and all Recipient Rights staff (excluding clerical staff) shall attend and successfully complete the MDHHS ORR Basic Skills Training Programs within 3 months of hire.
- 5) The Recipient Rights Officer and all Recipient Rights staff (excluding clerical staff) must comply with the requirements specified in the MDHHS Contract Attachment C6.3.2.3A “Continuing Education Requirements for Recipient Rights Staff”.
- 6) Rights Officers, Investigators/Advisors, Alternates for service providers allowed/required by contract to establish their own rights system will each receive 36 hours of training (meeting the MDHHS ORR requirements) specific to the area of Recipient Rights protection every three years. A minimum of twelve of the required 36 hours must be either Category I or II. No more than twelve credits in a 3-year period may be earned though the use of online learning resources.
- 7) The SCCMHA Recipient Rights Officer and Investigators/Advisors will each receive at least 8 hours of training specific to the area of Recipient Rights protection annually.
- 8) The Recipient Rights Officer, Investigator/Advisor, and alternates for hospital settings, where they are allowed to establish their own rights system are required to attend and successfully complete the MDHHS ORR Basic Skills Training Programs within 3 months of hire. It is also required to attend Recipient Rights Update training as specified by the Department.
- 9) Records of the training of the Recipient Rights Officer and Investigator/Advisor will be kept by each Recipient Rights Officer and Investigator/Advisor.

Definitions:

Training specific to the area of Recipient Rights protection: Training acquired from MDHHS ORR, or other venue relating specifically to the Michigan Recipient Rights protection system or other training assisting in investigative techniques.

References:

Michigan Mental Health Code 330.1755 (e)
FY 2025 CMHSP Attachment C6.3.2.3A Continuing Education Requirements for recipient rights staff.

Exhibits:

None

Procedure:

None