Policy and Procedure Manual		
Saginaw County Community Mental Health Authority		
Subject: Recipient Rights	Chapter: 02 -	<b>Subject No:</b> 02.02.04
- Annual Report	Customer Service and	
	Recipient Rights	
<b>Effective Date:</b>	Date of Review/Revision:	Approved By:
September 8, 1997	2/19/03, 1/25/08, 11/27/16,	Sandra M. Lindsey, CEO
	6/1/18, 1/8/19, 2/11/20,	
	2/9/21, 5/10/22	
	Supersedes:	
	06.02.03	Responsible Director:
Saginaw County		Tim Ninemire, Director of
		Customer Services &
		Recipient Rights
COMMUNITY MENTAL HEALTH AUTHORITY		Authored By:
TIEAEIT AUTIONIT		Tim Ninemire
		Additional Reviewers:
		None

# **Purpose:**

The purpose of this Policy is to ensure that the Saginaw County Community Mental Health Authority (SCCMHA) Office of Recipient Rights (ORR) stays in compliance with requirements of the State of Michigan.

## **Policy:**

It is the policy of SCCMHA to complete an annual report in compliance with requirements by the Michigan Mental Health Code and the Michigan Department of Health and Human Services (MDHHS) Office of Recipient Rights (ORR).

## **Application:**

This Policy applies to the SCCMHA ORR.

## **Standards:**

- 1) MDHHS ORR requires an annual report be submitted to their office annually. The required date of the submission is December 30<sup>th</sup> annually.
- 2) It is required the SCCMHA Board review and approve the report.
- 3) A cover letter will be sent with the report and will be signed by the Chief Executive Officer.
- 4) The date of the submission of the Annual Report to MDHHS ORR will also be sent to Mid-State Health Network (MSHN) to ensure the SCCMHA ORR remains

compliant with state standards in the protection of consumers served by the Public Mental Health System.

#### **Definitions:**

None

#### **References:**

Michigan Mental Health Code 330.1755 (6)

## **Exhibits:**

None

#### Procedure:

## **ACTIONS** RESPONSIBLE

- 1) The annual report will be prepared and shall include at a minimum, all of the following:
  - Summary data by category, including complaint received, number of reports filed, and number of reports investigated by SCCMHA ORR
  - b) Number of substantiated rights violations by category and provider
  - c) Remedial action taken on substantiated violations by category and provider
  - d) Training received by staff of the rights office
  - e) Training provided by rights office to SCCMHA staff and members of the provider network
  - f) Desired outcomes established for the rights office and progress toward these outcomes
  - g) Recommendations to the SCCMHA Board
- 2) The completed report will be reviewed and approved.
- 3) An annual Recipient Rights report will be submitted to the MDHHS ORR by December 30<sup>th</sup> of every year.
- 4) The annual report will be received and filed with the minutes of the SCCMHA Board.
- 5) Recommendations from the SCCMHA ORR Committee, which are included in the ORR

1) Recipient Rights Officer

- g) Recipient Rights Advisory Committee
- 2) Chief Executive Officer
- 3) Recipient Rights Advisory Committee and the Chief Executive Officer
- 4) SCCMHA Board of Directors
- 5) SCCMHA Board of Directors

- Annual Report, will be reviewed and acted on as necessary.
- 6) Goals for the upcoming fiscal year will be reviewed and approved.
- 7) A report with a comparison of the last five years of data from the Annual Report will be prepared and submitted to the Recipient Rights Committee for their review.
- 8) The date of the submission of the Annual Report to MDHHS ORR will also be sent to Mid-State Health Network (MSHN) to ensure the SCCMHA ORR remains compliant with state standards in the protection of consumers served by the Public Mental Health System

- 6) SCCMHA Board of Directors
- 7) Recipient Rights Officer
- 8) Recipient Rights Officer