

Policy and Procedure Manual Saginaw County Community Mental Health Authority		
Subject: Recipient Rights - Annual Report	Chapter: 02 - Customer Service and Re- cipient Rights	Subject No: 02.02.04
Effective Date: September 8, 1997	Date of Review/Revision: 2/19/03, 1/25/08, 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	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
	Supersedes: 06.02.03	
		

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 the 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) ORR.

Application:

This policy applies to SCCMHA ORR.

Standards:

- 1) MDHHS ORR requires an annual report to be submitted to their office annually. The required date of the submission is December 30th annually.
- 2) It is required that the SCCMHA Board review and approve the report.
- 3) The Chief Executive Officer will attest to the accuracy of the report and sign the report in the attestation section
- 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 recipients 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 the following: a) Summary data by category, including complaints 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 the 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 Recipient Rights Advisory Committee.	1) Recipient Rights Officer
2) The completed report will be reviewed and approved.	2) Chief Executive Officer
3) An annual Recipient Rights report will be submitted to the MDHHS ORR by December 30 th of every year.	3) Recipient Rights Advisory Committee and the Chief Executive Officer
4) The annual report will be received and filed with the minutes of the SCCMHA Board.	4) SCCMHA Board of Directors

5) Recommendations from the SCCMHA ORR Committee, which are included in the ORR Annual Report, will be reviewed, and acted on, as necessary.	5) SCCMHA Board of Directors
6) Goals for the upcoming fiscal year will be reviewed and approved.	6) SCCMHA Board of Directors
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.	7) Recipient Rights Officer
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 recipients served by the Public Mental Health System.	8) Recipient Rights Officer