
Title	Northern Lakes CMHA Policies
Part 106	Supports and Services – NLCMHA Provided and Contract
Subpart J	Mental Health Code Protected Recipient Rights
Policy No.	106.1030
Subject	Facilitating Access to Community Supports & Services (RR)

Applicability

Policy applies to all Northern Lakes CMHA activities, operations and sites and to all workforce members except members of the governing body. Policy also applies to any Network Provider and its employees, volunteers, or agents that has elected to adopt and adhere to Northern Lakes CMHA policies and procedures pertaining to Recipient Rights under the terms of its Participating Provider Agreement.

Policy

Northern Lakes CMHA and its contracted providers shall provide recipients and their legal representatives written and oral information about external resources (persons, agencies, or organizations) that may be available to assist them in meeting the recipient's needs, in achieving full inclusion in the community, and exercising full citizenship. This will occur at all points during the course of service delivery – in written materials made available at service sites and at screening, intake and orientation, in the person-centered planning process, and during discharge planning.

Possible resources may include:

1. Self-Help and Support Groups
2. Advocacy Groups
3. Public Legal Services or Private Legal Counsel
4. Patient Advocates
5. Guardians and Conservators
6. Representative Payees
7. Consumer run programs
8. Educational or Vocational Programs or Opportunities
9. Employment Opportunities
10. Recreational Opportunities
11. Public Transportation
12. Housing Resources
13. Financial Assistance
14. Physical Health Care

15. Family Planning
16. Law Enforcement
17. Public and Private Complaint Mechanisms

Recipients shall in no way be prevented from obtaining or contacting persons, agencies or other organizations that may be available to meet their needs. Any allowable limitations on the communication rights of a resident of a specialized residential setting shall be implemented only in accordance with Policy 106.1305 Communication Rights.

Customer Services will maintain information on the availability of agencies, organizations, advocacy groups or other resources that may be of assistance to recipients in exercising their rights as citizens or in making complaints about public or private services.

Procedures

None.

Adoption Date: May 23, 2006

Review Dates:

June 8, 2009
May 14, 2010
March 27, 2012
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Revision Dates:

August 31, 2010
March 27, 2018