
Title	Northern Lakes CMH Policies
Part 105	Recipient Rights Protection System
Subpart A	Recipient Rights Protection System
Policy No.	105.110
Subject	Qualifications and Training of Workforce Members of the Office of Recipient Rights

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 have 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

Workforce members of the Northern Lakes CMHA Office of Recipient Rights shall be qualified and receive sufficient training pursuant to Section 755 of the Michigan Mental Health Code and Section 6.3.2 of the Michigan Department of Health and Human Services (MDHHS)/Community Mental Health Services Program (CMHSP) Managed Mental Health Supports and Services Contract.

STANDARDS:

1. Qualifications of the Director of the Office

The Director of the Office of Recipient Rights shall have the education, training, and experience to fulfill the responsibilities of the office as follows:

- a. Minimally possess a bachelor's degree in a human service, social science, health care management, or public administration field, or a law degree.
- b. Minimally, have one-year professional experience in investigation or advocacy within a private or public human services agency, preferably as a Recipient Rights Officer or Advisor in the public mental health system or another area of disability rights.
- c. Have expert knowledge of relevant disability law, rules and regulations, and a demonstrated commitment to the promotion and protection of the civil and treatment rights of recipients.

- d. Minimally, have one year experience in personnel management or the ability to effectively supervise workforce members and manage a team.
- e. Possess excellent forensic interviewing skills and be able to impartially and efficiently obtain, analyze, and describe relevant facts, and correctly apply statute, rules, regulations, policies, procedures, and standards of care.
- f. Have ability to develop and implement long-term projects and plans and evaluate work accomplishments and produce management reports.
- g. Demonstrate effective interpersonal relationship skills and be able to establish and maintain such relationships with recipients, parents of minor recipients, guardians, the Recipient Rights Advisory Committee, the Board of Directors, workforce members, other agencies and the general public.
- h. Have computer skills and the ability to manage and implement agency documentation systems.
- i. Be able to express thoughts in a clear and understandable manner, and have the ability to present facts and recommendations clearly and in simple language and communicate effectively both orally and in writing.
- j. Have a home telephone, possess a valid Michigan driver's license throughout employment and have a good driving record with reliable transportation. Be able to be flexible working evenings and weekends as necessary.

2. **Training:**

The Director of the Office of Recipient Rights and any workforce members of the office designated with the authority to conduct a recipient rights investigation shall receive the following training:

- a. Within the first three months of employment attend and successfully complete the Basic Skills Training Programs offered by MDHHS's Office of Recipient Rights.
- b. Receive annual training thereafter in recipient rights protection.
- c. Every three (3) years complete a Recipient Rights Officers Update Training as specified by MDHHS.

Procedures

None.

Adoption Date: May 23, 2006

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