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

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### **Applicability**

Policy applies to all NLCMHA activities, operations and sites and to all Employees 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 NLCMHA policies and procedures pertaining to Recipient Rights under the terms of its Participating Provider Agreement.

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### **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

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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 106.1005 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.

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## Procedures

None.

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**Adoption Date:** May 23, 2006

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June 8, 2009  
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April 17, 2015  
July 13, 2021 PK

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