

AGENDA

BAY ARENAC BEHAVIORAL HEALTH BOARD OF DIRECTORS RECIPIENT RIGHTS ADVISORY & APPEALS COMMITTEE MEETING

Monday, January 6, 2024 at 5:00 pm

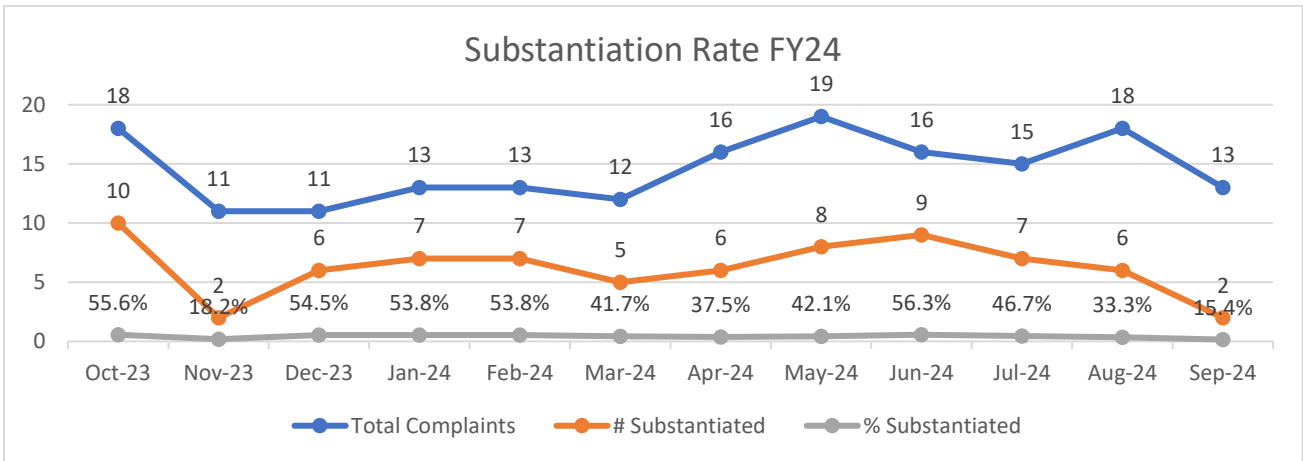
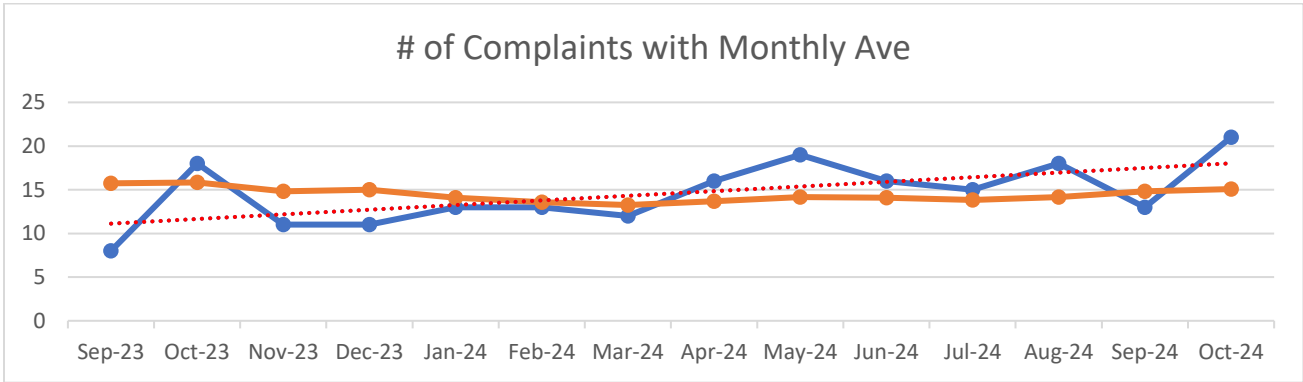
Room 225, Behavioral Health Center, 201 Mulholland Street, Bay City, MI 48708

Committee Members:	Present	Excused	Absent	Committee Members	Present	Excused	Absent	Others Present:
Patrick McFarland, Ch	_____	_____	_____	Vacancy	_____	_____	_____	BABH: Melissa Prusi, Chris Pinter, and Sara McRae
Sally Mrozinski, V Ch	_____	_____	_____	Laurie Van Wert	_____	_____	_____	
Robert Bowers	_____	_____	_____	Robert Pawlak, Ex Off	_____	_____	_____	
Kathy Niemiec	_____	_____	_____	Richard Byrne, Ex Off	_____	_____	_____	
Justin Peters	_____	_____	_____					Legend: M-Motion; S-Support; MA-Motion Adopted; AB-Abstained

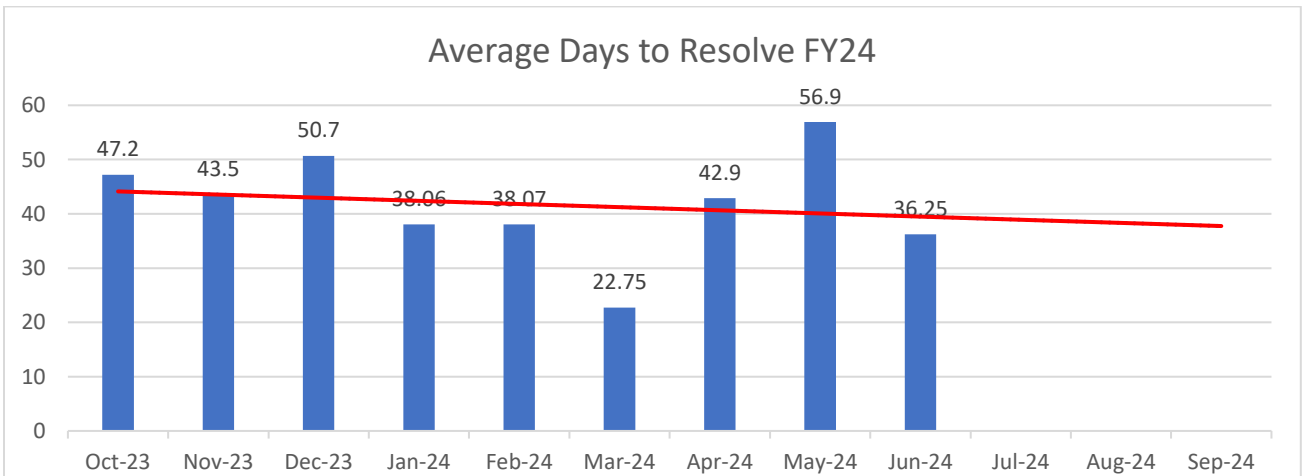
	Agenda Item	Discussion	Motion/Action
1.	Call To Order & Roll Call		
2.	Public Input (Maximum of 3 Minutes)		
3.	Unfinished Business 3.1) None		
4.	New Business 4.1) Executive Summary of Complaints from October through December of 2024 4.2) Policy Training: Training-Qualifications, 03-01-02 4.3) Investigation Scenarios 4.4) Upcoming Site Visits 4.5) Comparable Community Mental Health Service Program (CMHSP) Recipient Rights Budget Information		4.1) No action necessary 4.2) No action necessary 4.3) No action necessary 4.4) No action necessary 4.5) No action necessary
5.	Adjournment	M -	S - pm MA

Recipient Rights Advisory and Appeals Committee
Executive Summary of Complaints through October 31, 2024

Overall Summary of the Office of Recipient Rights (ORR) Complaints through October 2024:

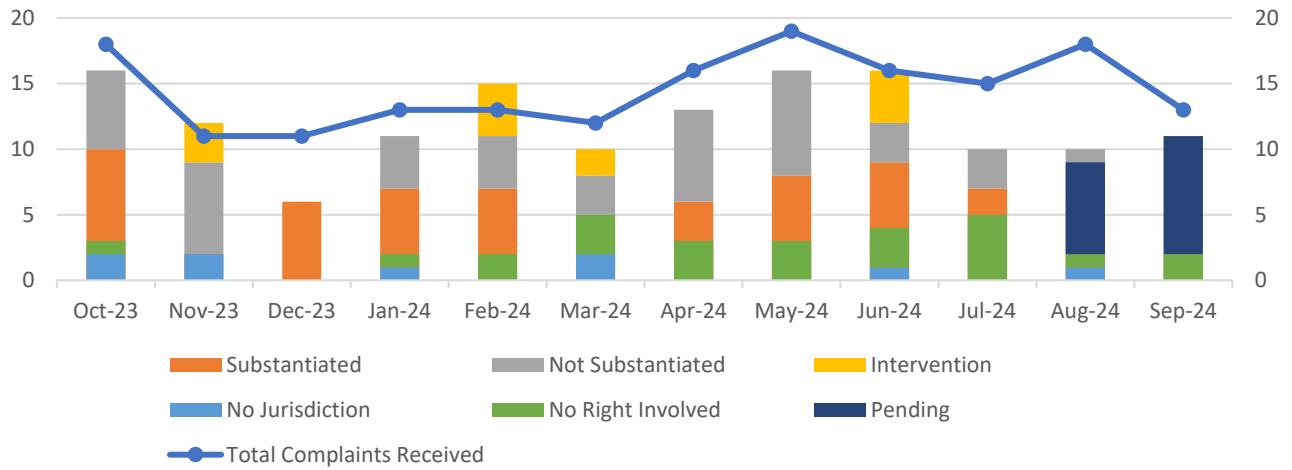


The BABHA ORR completed 190 ORR Complaints for FY23 with an average number of days to resolve the complaints being 57.675 days. The BABHA ORR’s goal is to complete RR complaint investigations within 30 days from receipt of the complaint. Moving forward the RRAC will be kept abreast of the average days to resolve complaints per quarter as we attempt to achieve our goal.

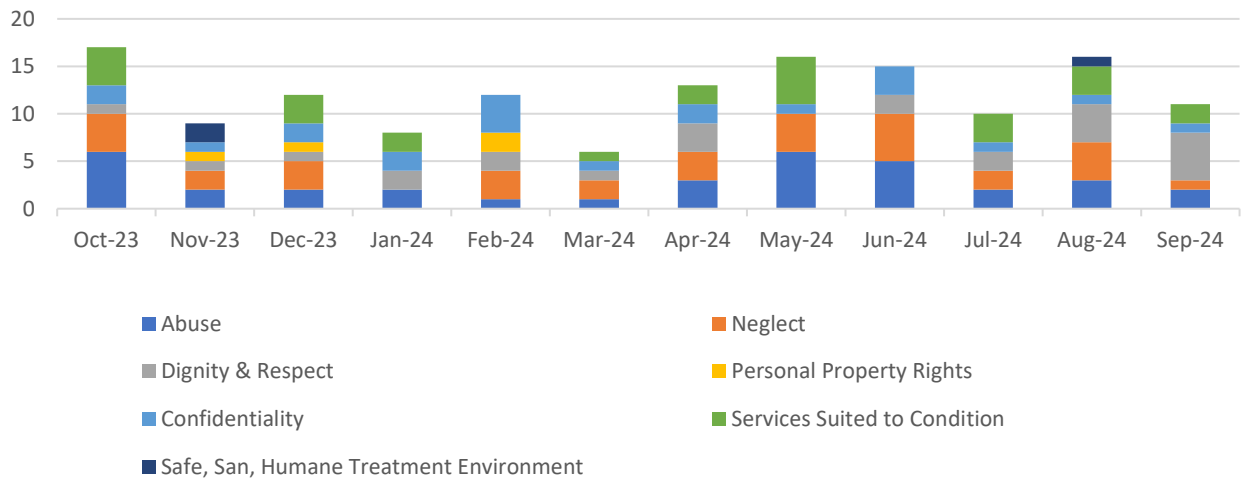


Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
18	11	11	13	13	12	16	19	16	15	18	13

Complaint Trend by Resolution FY24

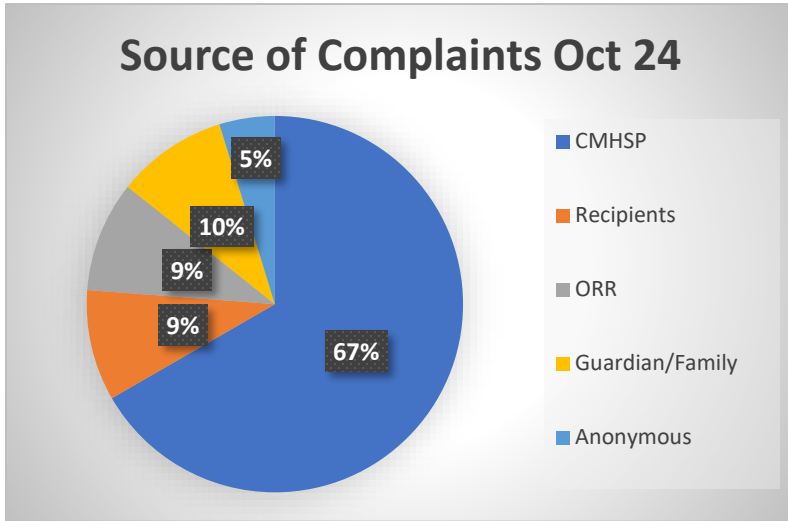


Trend Report by Allegation - Top 7 FY24



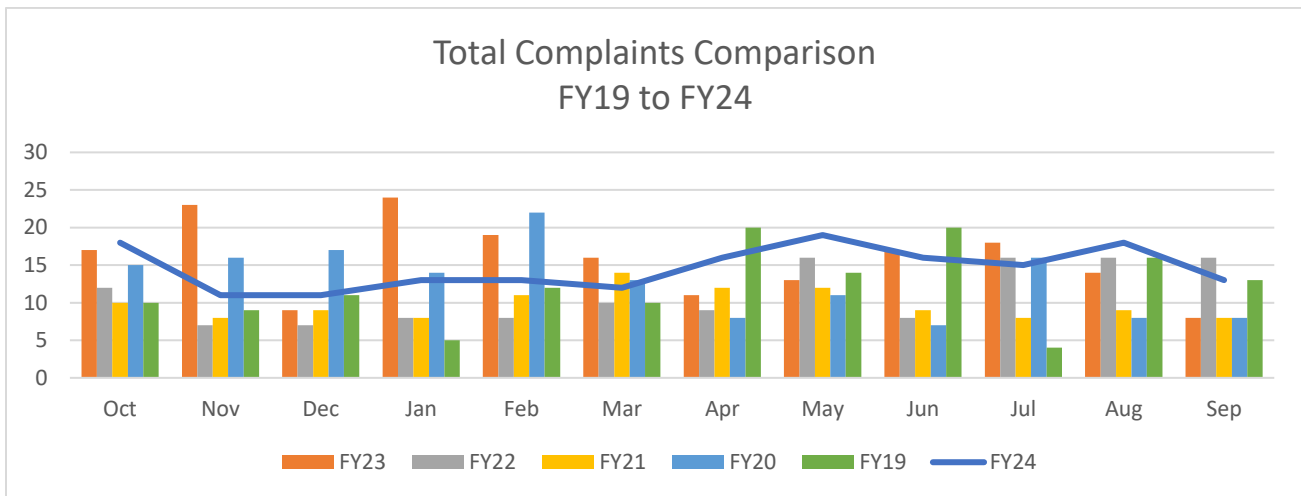
Trend Report by Allegation Top 7	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Abuse	6	2	2	2	1	1	3	6	5	2	3	2
Neglect	4	2	3	0	3	2	3	4	5	2	4	1
Dignity & Respect	1	1	1	2	2	1	3	0	2	2	4	5
Personal Property	0	1	1	0	2	0	0	0	0	0	0	0
Confidentiality	2	1	2	2	4	1	2	1	3	1	1	1
Svcs Suited to Cond	4	0	3	2	0	1	2	5	5	3	3	2
Safe, San, Humane Tx	0	2	0	0	0	0	0	0	0	0	1	0

Source of Complaints:



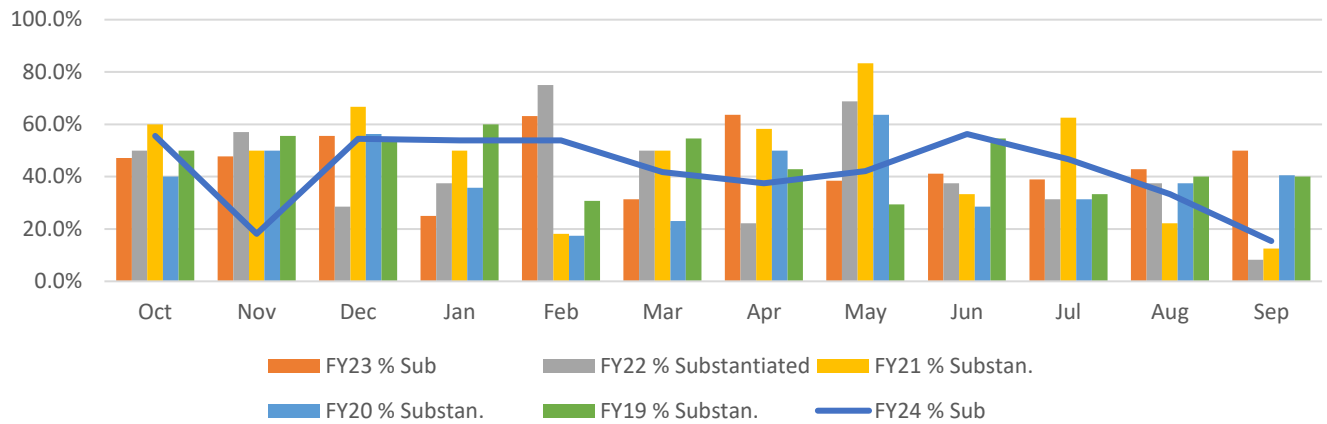
CMSHP Network Staff	14
Recipients	2
ORR	2
Guardian/Family	2
Anonymous	1
Other Agency/Community	0

Comparison of Complaints for FY98 to FY24 (DRAFT):



Total Comp	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY24	18	11	11	13	13	12	16	19	16	15	18	13
FY23	17	23	9	24	19	16	11	13	17	18	14	8
FY22	12	7	7	8	8	10	9	16	8	16	16	16
FY21	10	8	9	8	11	14	12	12	9	8	9	8
FY20	15	16	17	14	22	13	8	11	7	16	8	8
FY19	10	9	11	5	12	10	20	14	20	4	16	13

Substantiation Rate Comparison FY19 to FY24



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY24 % Sub	55.6%	18.2%	54.5%	53.8%	53.8%	41.7%	37.5%	42.1%	56.3%	46.7%	33.3%	15.4%
FY23 % Sub	47.1%	47.8%	55.6%	25.0%	63.2%	31.3%	63.6%	38.5%	41.2%	38.9%	42.9%	50.0%
FY22 % Sub	50.0%	57.1%	28.60%	37.5%	75.0%	50.0%	22.2%	68.8%	37.5%	31.3%	37.5%	8.0%
FY21 % Sub	60.0%	50.0%	66.7%	50.0%	18.2%	50.0%	58.3%	83.3%	33.3%	62.5%	22.2%	13.0%
FY20 % Sub	40.0%	50.0%	56.3%	35.7%	17.4%	23.1%	50.0%	63.6%	28.6%	31.3%	37.5%	40.5%
FY19 % Sub	50.0%	55.6%	54.6%	60.0%	30.8%	54.6%	42.9%	29.4%	54.6%	33.3%	40.0%	40.0%

When comparing FY18 with FY19, FY20, FY21, FY22 and FY23 there were significant differences in the number of complaints received in the following months:

- In April 2018 BABHA’s ORR received twenty complaints whereas in April 2019 seven complaints were received.
- In June 2018 BABHA’s ORR received twenty complaints whereas in June 2019 eleven complaints were received.
- In July 2018 BABHA’s ORR received four complaints whereas in July 2019 fifteen complaints were received.
- FY20’s total number of complaints is higher for the first quarter than the first quarter for FY19, and FY18.
- COVID-19 significantly reduced the number of RR complaints reported to BABHA’s ORR. (Starting March 2020 through FY22.)

- FY23 complaints are trending above FY22 and FY21:
 - FY21 October 2020 through September 2021 the ORR received 118 complaints.
 - FY22 October 2021 through September 2022 the ORR received 133 complaints.
 - FY23 October 2022 through September 2023 the ORR received 190 complaints.
 - FY24 October 2023 through September 2024 the ORR received 177 complaints.

Report of Remedial Action for Substantiated Complaints for June 2024:

ID	Rcv Date	Inv. Report Sent Date	Allegation Type	Remedial Action 1	Remedial Action 2	Remedial Action 3
1652	6/26/2024	9/24/2024	Neglect, Class III	Written Reprimand		
1651	6/27/2024	7/16/2024	Mental Health Services Suited to Condition (Includes Chapter 4 Violations)	Training		
1650	6/25/2024	7/26/2024	Disclosure of Confidential Information	Training		
1649	6/26/2024	9/16/2024	Neglect, Class III	Employment Termination		
1648	6/19/2024	7/16/2024	Neglect, Class III; Disclosure of Confidential Information	Written Reprimand	Training	
1647	6/19/2024	7/15/2024	Disclosure of Confidential Information	Training		
1644	6/17/2024	6/21/2024	Abuse, Class II - Nonaccidental act	Written Reprimand	Suspension	Employment Termination
1643	6/13/2024	6/21/2024	Neglect, Class III	Employment Termination		
1638	6/3/2024	8/27/2024	Neglect, Class III	Written Reprimand	Written Reprimand	Training

The matrix displays the substantiated complaints with the date that each complaint was received, resolved, and the date the Summary Report was issued. It is important to note that all complaints were resolved within the 90-calendar day requirement established by the Michigan Mental Health Code. The Mental Health Code dictates that the Responsible Mental Health Agency (RMHA) takes remedial action to correct and prevent reoccurrence of substantiated Recipient Rights Complaints. In addition, if the violation of Abuse or Neglect is substantiated then the RMHA must take fair disciplinary action as well. The matrix above lists the substantiated complaint allegation type and all of the remedial action utilized by the RMHA. The Office of Recipient Rights can only call for disciplinary action as required in the Mental Health Code. The Office cannot dictate the level of disciplinary action as the RMHA determines this action.

Additional Activities by the Office of Recipient Rights:

Training by Recipient Rights Officer for Staff previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
5	63	10

Training by Recipient Rights Officer for Consumers previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
1	3	1

10/02/2024 – Melissa trained the BABHA CAC on several policies

Training received by the Recipient Rights Office:

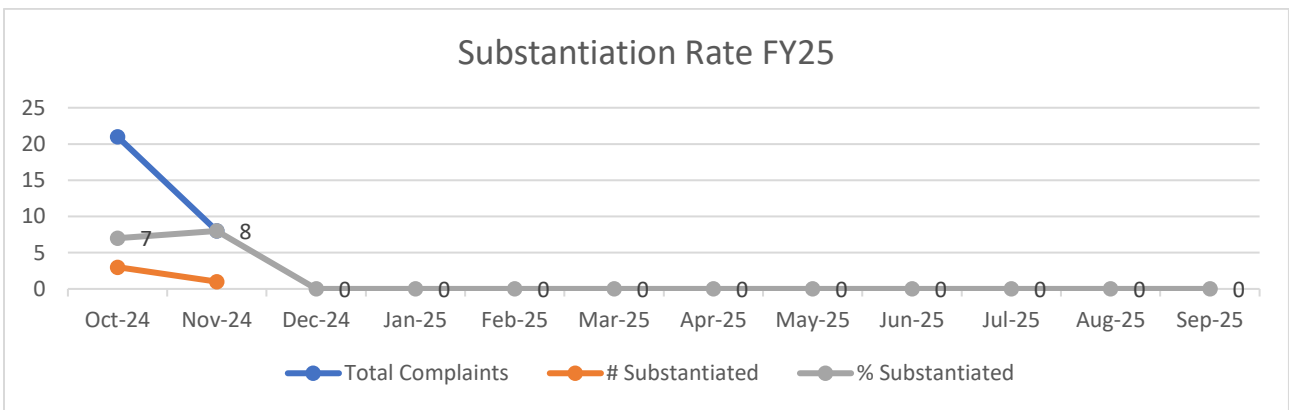
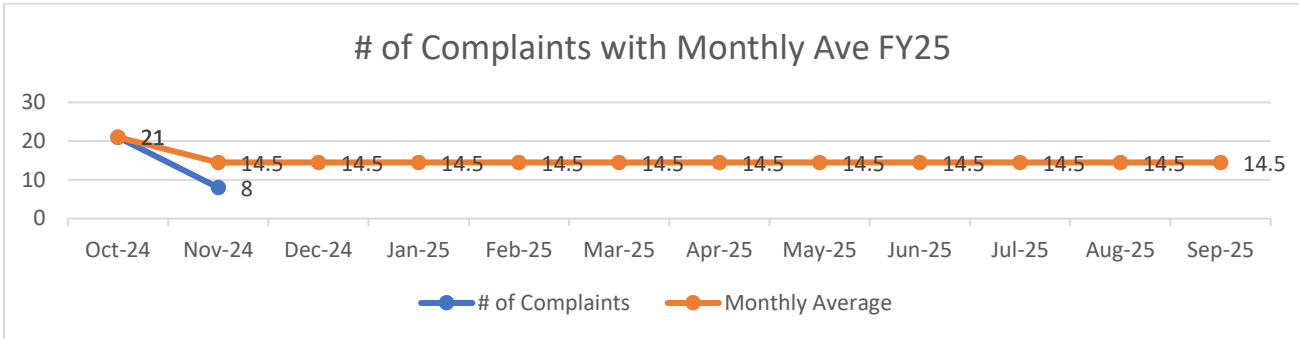
None

Site Visits:

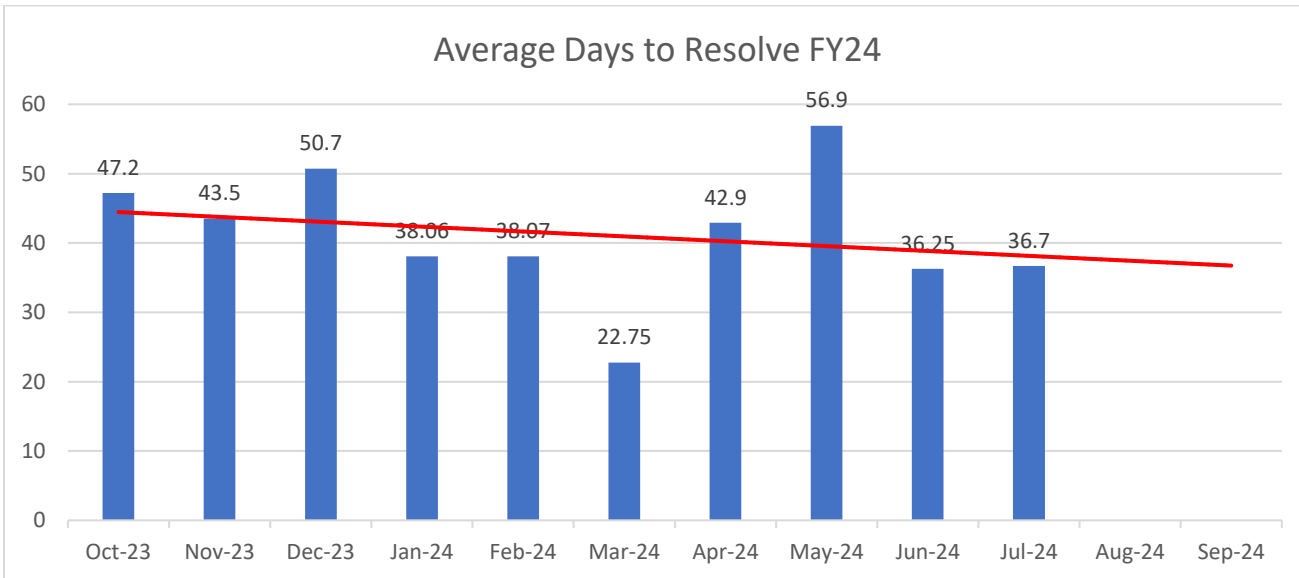
10/1/24	Liberty Living-Wilson, Independence, Jefferson, Jefferson North & Liberty
10/3/24	Autism & Neurodiversity Services
10/9/24	Hope Network-Bay Valley Home
10/10/24	Bay City Crisis Residential Unit
10/10/24	Mid Michigan Specialized Residential
10/11/24	McLaren LPH
10/15/24	Flourish ABA -Bay City
10/17/24	Mercy Plus ABA-Standish
10/24/24	Safehaus

Recipient Rights Advisory and Appeals Committee
Executive Summary of Complaints through November 30, 2024

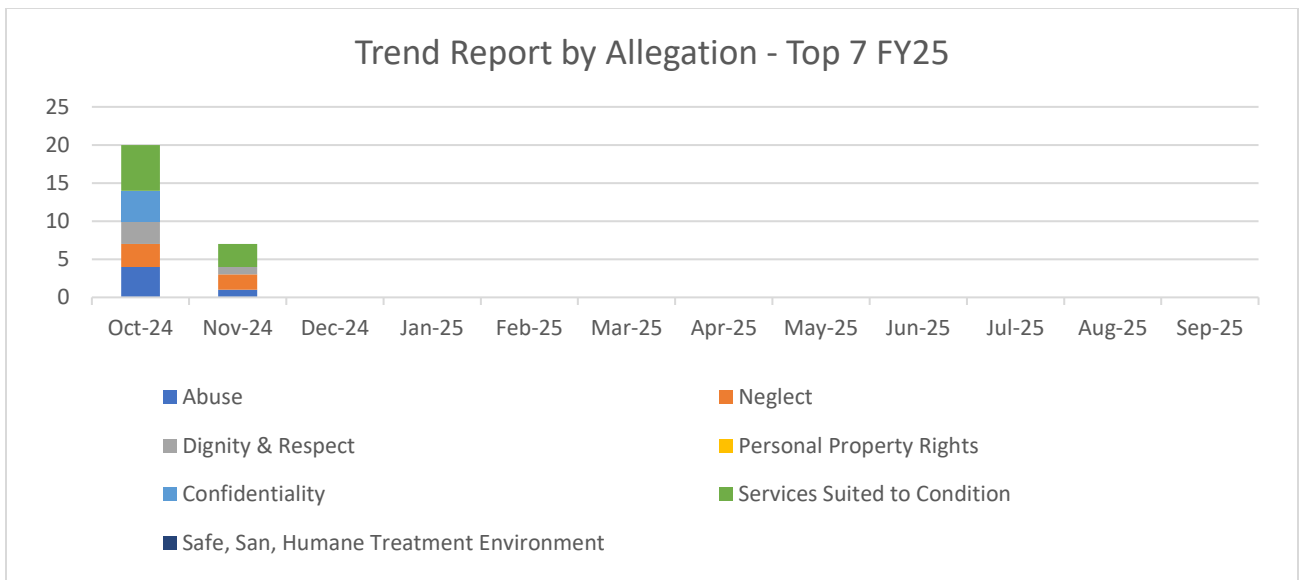
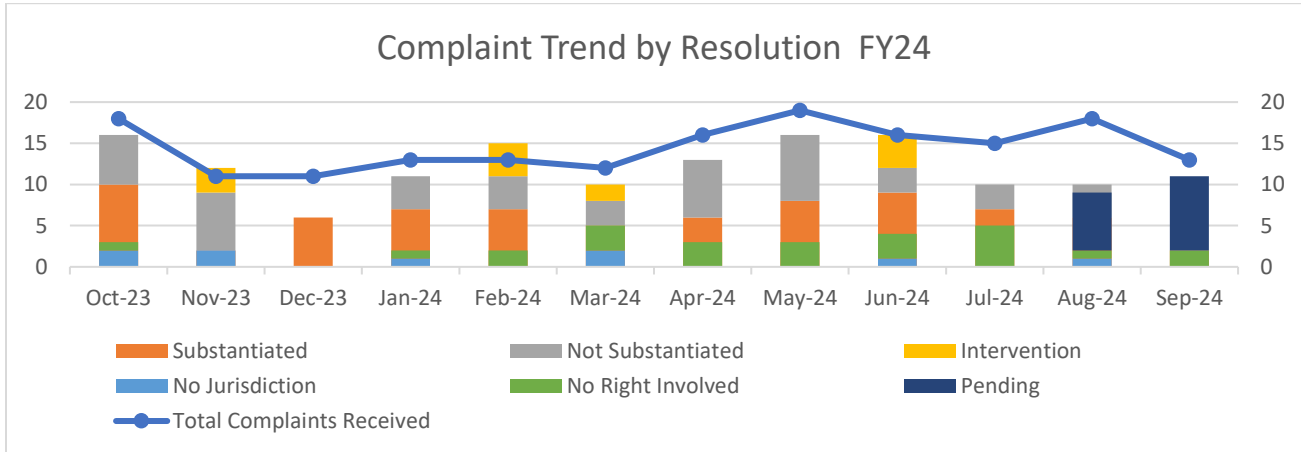
Overall Summary of the Office of Recipient Rights (ORR) Complaints through November 2024:



The BABHA ORR completed 190 ORR Complaints for FY23 with an average number of days to resolve the complaints being 57.675 days. The BABHA ORR's goal is to complete RR complaint investigations within 30 days from receipt of the complaint. Moving forward the RRAC will be kept abreast of the average days to resolve complaints per quarter as we attempt to achieve our goal.

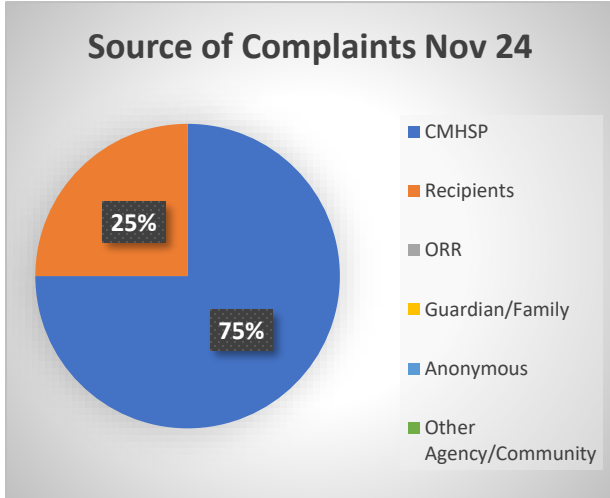


Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
18	11	11	13	13	12	16	19	16	15	18	13



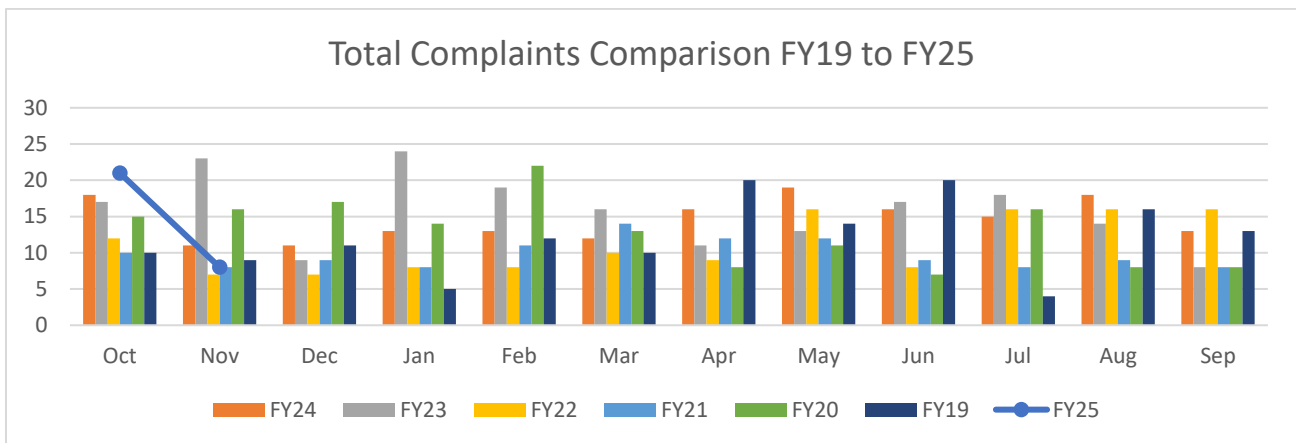
Trend Report by Allegation Top 7	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Abuse	4	1										
Neglect	3	2										
Dignity & Respect	3	1										
Personal Property Rights	0	0										
Confidentiality	4	0										
Services Suited to Condition	6	3										
Safe, San, Humane Treatment Environment	0	0										

Source of Complaints:



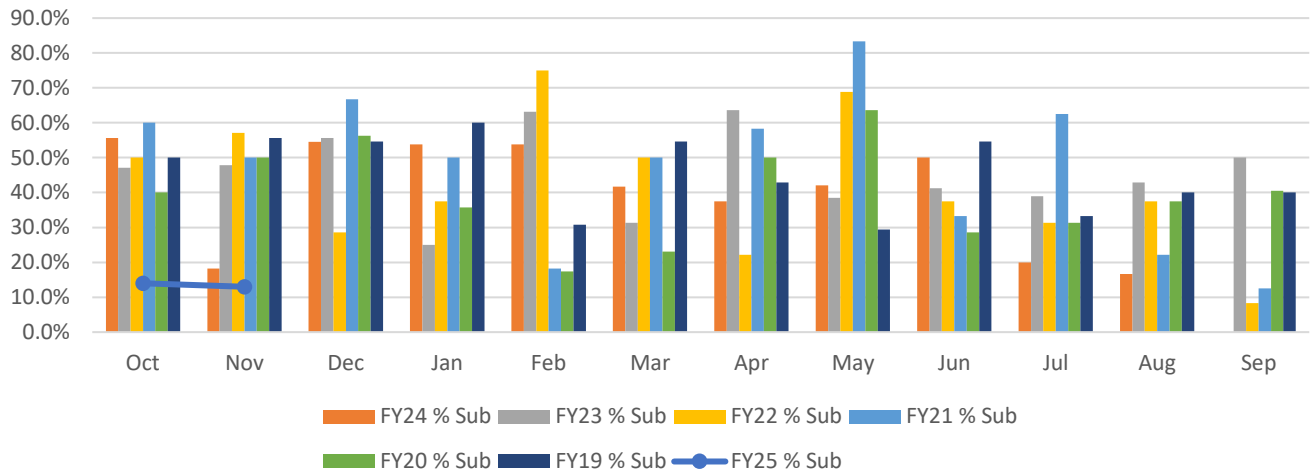
CMSHP Network Staff	14
Recipients	2
ORR	2
Guardian/Family	2
Anonymous	1
Other Agency/Community	0

Comparison of Complaints for FY19 to FY25 (DRAFT):



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY25	21	8										
FY24	18	11	11	13	13	12	16	19	16	15	18	13
FY23	17	23	9	24	19	16	11	13	17	18	14	8
FY22	12	7	7	8	8	10	9	16	8	16	16	16
FY21	10	8	9	8	11	14	12	12	9	8	9	8
FY20	15	16	17	14	22	13	8	11	7	16	8	8
FY19	10	9	11	5	12	10	20	14	20	4	16	13

Substantiation Rate Comparison FY19 to FY25



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY25 % Sub	14.0%	13.0%										
FY24 % Sub	55.6%	18.2%	54.5%	53.8%	53.8%	41.7%	37.5%	42.1%	56.3%	46.7%	55.6%	46.2%
FY23 % Sub	47.1%	47.8%	55.6%	25.0%	63.2%	31.3%	63.6%	38.5%	41.2%	38.9%	42.9%	50.0%
FY22 % Sub	50.0%	57.1%	28.6%	37.5%	75.0%	50.0%	22.2%	68.8%	37.5%	31.3%	37.5%	8.3%
FY21 % Sub	60.0%	50.0%	66.7%	50.0%	18.2%	50.0%	58.3%	83.3%	33.3%	62.5%	22.2%	12.5%
FY20 % Sub	40.0%	50.0%	56.3%	35.7%	17.4%	23.1%	50.0%	63.6%	28.6%	31.3%	37.5%	40.5%
FY19 % Sub	50.0%	55.6%	54.6%	60.0%	30.8%	54.6%	42.9%	29.4%	54.6%	33.3%	40.0%	40.0%

When comparing FY18 with FY19, FY20, FY21, FY22 and FY23 there were significant differences in the number of complaints received in the following months:

- In April 2018 BABHA’s ORR received twenty complaints whereas in April 2019 seven complaints were received.
- In June 2018 BABHA’s ORR received twenty complaints whereas in June 2019 eleven complaints were received.
- In July 2018 BABHA’s ORR received four complaints whereas in July 2019 fifteen complaints were received.
- FY20’s total number of complaints is higher for the first quarter than the first quarter for FY19, and FY18.
- COVID-19 significantly reduced the number of RR complaints reported to BABHA’s ORR. (Starting March 2020 through FY22.)
- FY23 complaints are trending above FY22 and FY21:
 - FY21 October 2020 through September 2021 the ORR received 118 complaints.
 - FY22 October 2021 through September 2022 the ORR received 133 complaints.
 - FY23 October 2022 through September 2023 the ORR received 190 complaints.
 - FY24 October 2023 through September 2024 the ORR received 177 complaints.

Report of Remedial Action for Substantiated Complaints for July 2024:

ID	Rcv Date	Inv. Report	Allegation Type	Remedial Action 1	Remedial Action 2	Remedial Action 3	Remedial Action 4
1669	7/26/2024	10/7/2024	Neglect, Class III	Written Reprimand	Training		
1668	7/25/2024	7/25/2024	Mental Health Services Suited to Condition	Written Counseling	Suspension	Employee left agency but substan	Environmental Repair/Enhancement
1662	7/12/2024	7/22/2024	Mental Health Services Suited to Condition	Written Counseling			
1661	7/10/2024	10/7/2024	Dignity and Respect	Written Reprimand	Employment Termination	Training	
1659	7/9/2024	9/4/2024	Dignity and Respect	Training	Other (include explanation)		
1658	7/3/2024	9/20/2024	Abuse, Class III	Employee left agency but substan			
1657	7/3/2024	9/18/2024	Neglect, Class III	Suspension	Training		

The matrix displays the substantiated complaints with the date that each complaint was received, resolved, and the date the Summary Report was issued. It is important to note that all complaints were resolved within the 90-calendar day requirement established by the Michigan Mental Health Code. The Mental Health Code dictates that the Responsible Mental Health Agency (RMHA) takes remedial action to correct and prevent reoccurrence of substantiated Recipient Rights Complaints. In addition, if the violation of Abuse or Neglect is substantiated then the RMHA must take fair disciplinary action as well. The matrix above lists the substantiated complaint allegation type and all of the remedial action utilized by the RMHA. The Office of Recipient Rights can only call for disciplinary action as required in the Mental Health Code. The Office cannot dictate the level of disciplinary action as the RMHA determines this action.

Additional Activities by the Office of Recipient Rights:

Training by Recipient Rights Officer for Staff previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
2	35	7

Training by Recipient Rights Officer for Consumers previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
3	10	3

- 11/6/2024 Recipient Rights training at OC-Melissa
- 11/20/2024 Bay Consumer Council Meeting-Melissa
- 11/21/2024 Arenac Consumer Council Meeting-Melissa

Training received by the Recipient Rights Office:

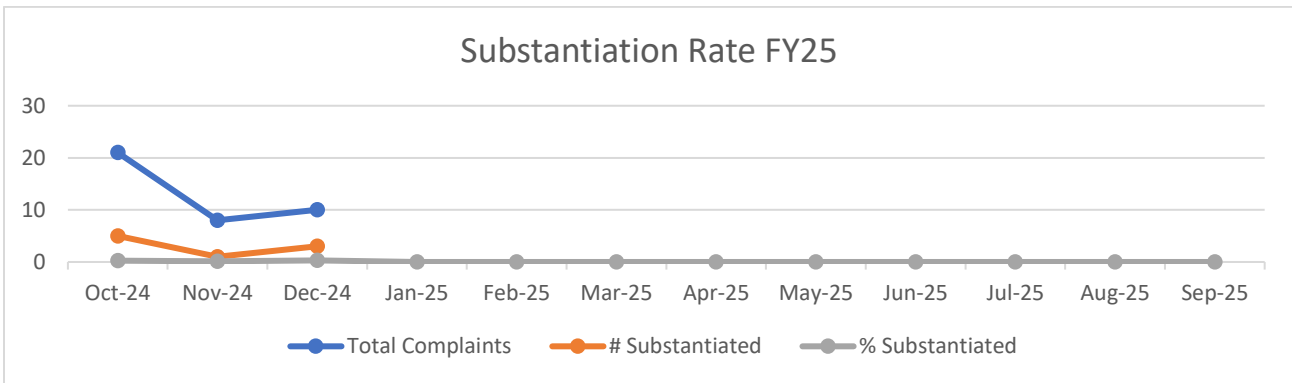
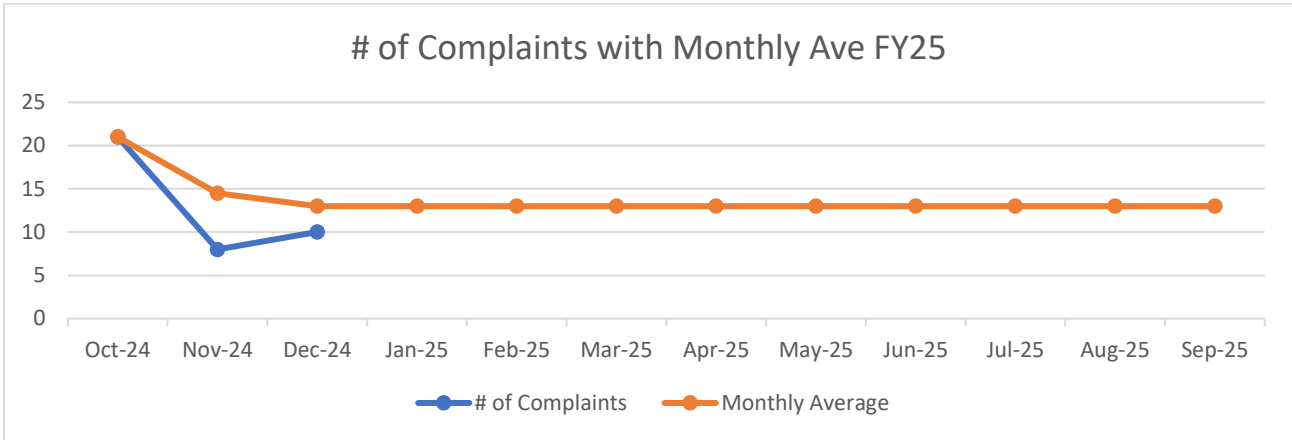
None

Site Visits:

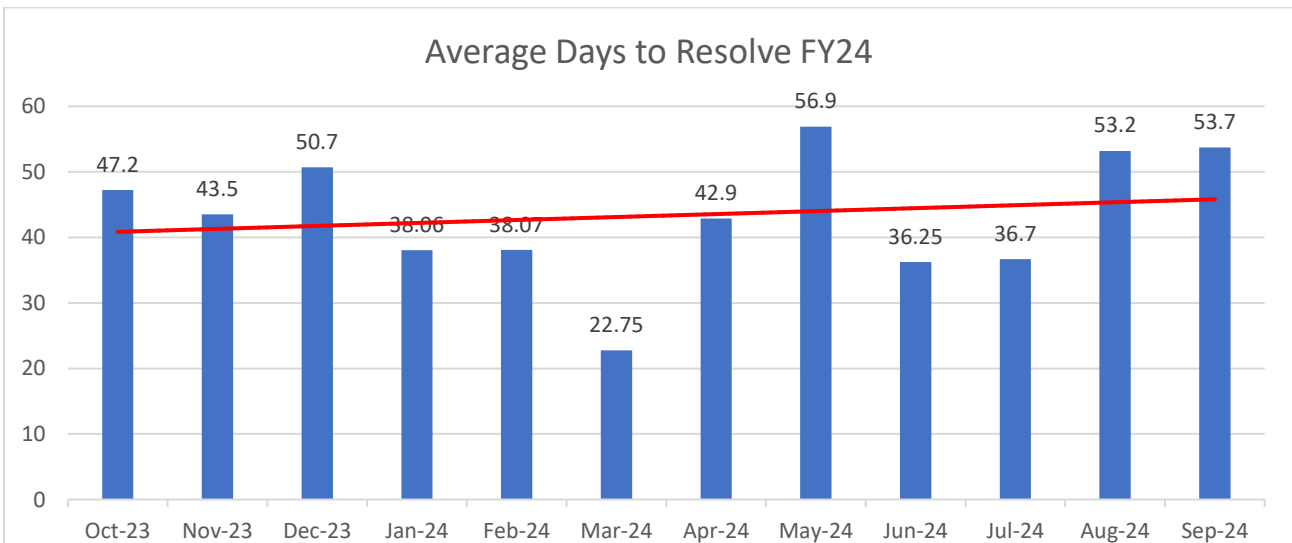
- 11/6/2024 Game Changers Therapy Services-Bay City
- 11/19/2024 Westwood Specialized Residential
- 11/21/2024 Noble Pathway Pediatric Therapy

Recipient Rights Advisory Committee
Executive Summary of Complaints through December 31, 2024

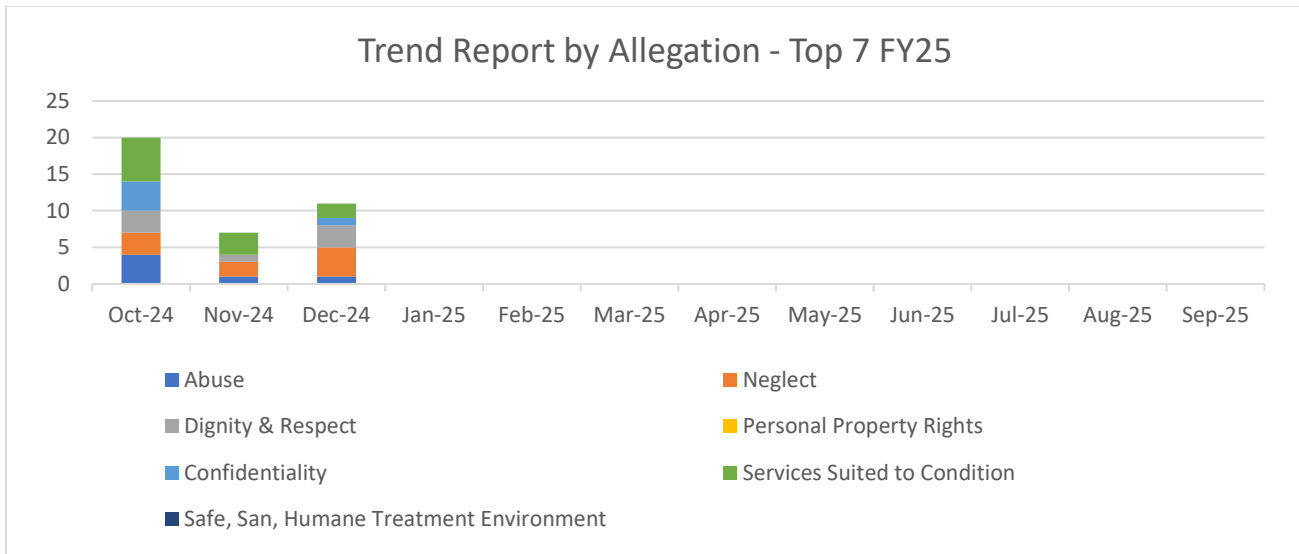
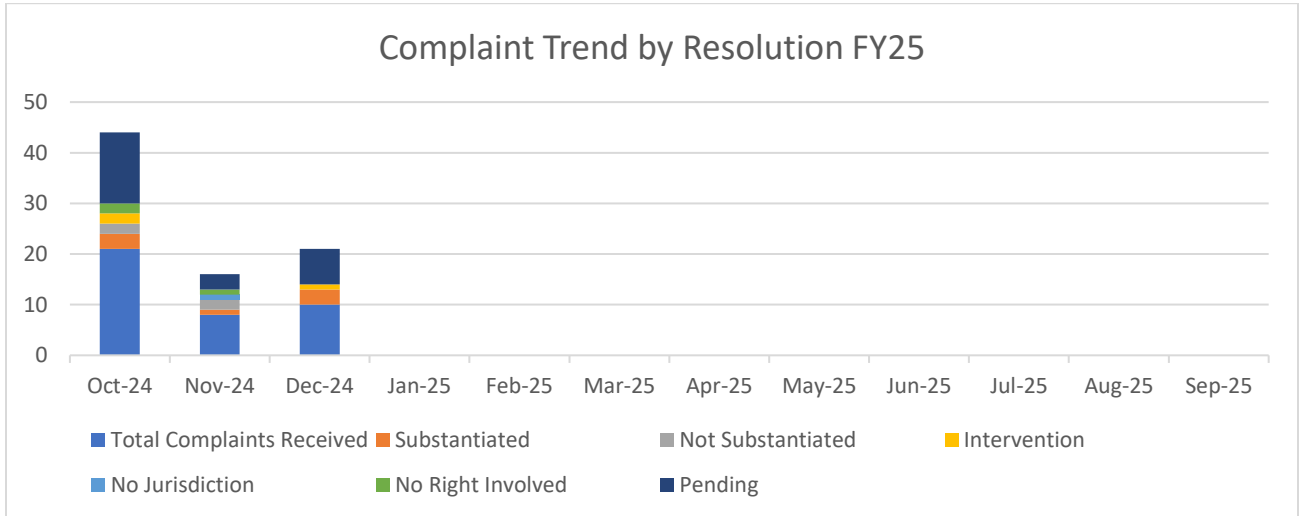
Overall Summary of the Office of Recipient Rights (ORR) Complaints through December 2024:



The BABHA ORR completed 190 ORR Complaints for FY23 with an average number of days to resolve the complaints being 57.675 days. The BABHA ORR’s goal is to complete RR complaint investigations within 30 days from receipt of the complaint. Moving forward the RRAC will be kept abreast of the average days to resolve complaints per quarter as we attempt to achieve our goal.

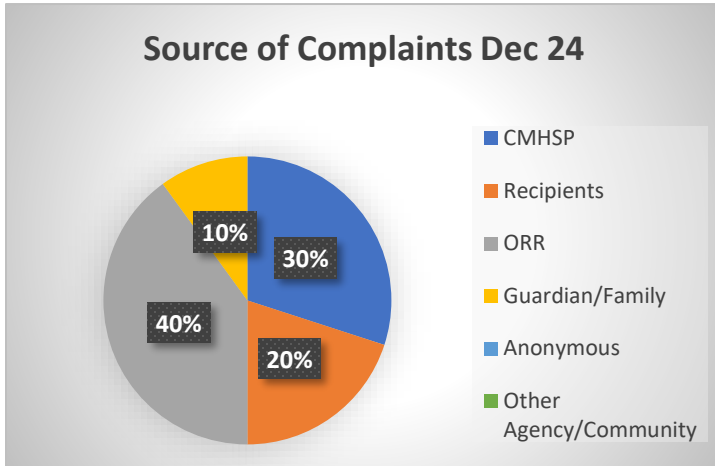


Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
18	11	11	13	13	12	16	19	16	15	18	13



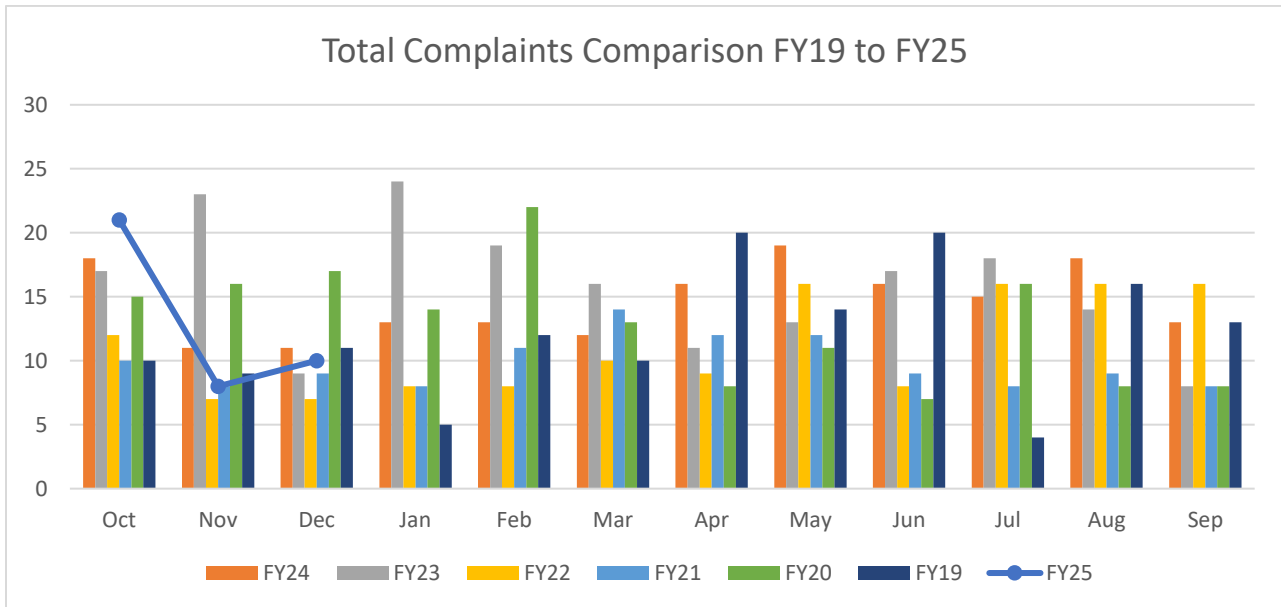
Trend Report by Allegation Top 7	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Abuse	4	1	1									
Neglect	3	2	4									
Dignity & Respect	3	1	3									
Personal Property Rights	0	0	0									
Confidentiality	4	0	1									
Services Suited to Condition	6	3	2									
Safe, San, Humane Treatment Environment	0	0	0									

Source of Complaints:



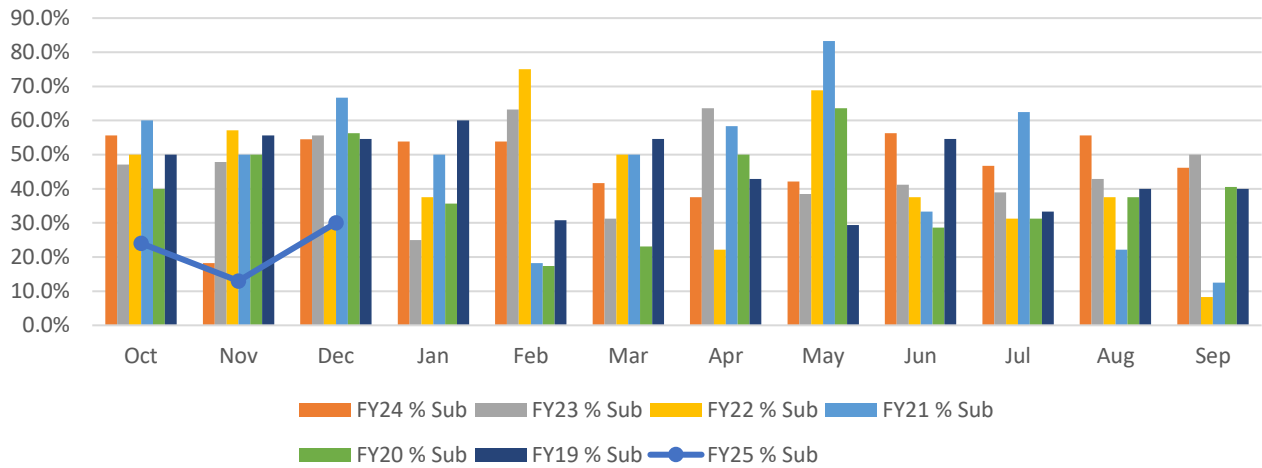
CMSHP Network Staff	3
Recipients	2
ORR	4
Guardian/Family	1
Anonymous	0
Other Agency/Community	0

Comparison of Complaints for FY19 to FY25 (DRAFT):



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY25	21	8	10									
FY24	18	11	11	13	13	12	16	19	16	15	18	13
FY23	17	23	9	24	19	16	11	13	17	18	14	8
FY22	12	7	7	8	8	10	9	16	8	16	16	16
FY21	10	8	9	8	11	14	12	12	9	8	9	8
FY20	15	16	17	14	22	13	8	11	7	16	8	8
FY19	10	9	11	5	12	10	20	14	20	4	16	13

Substantiation Rate Comparison FY19 to FY25



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY25 % Sub	24.0%	13.0%	30.0%									
FY24 % Sub	55.6%	18.2%	54.5%	53.8%	53.8%	41.7%	37.5%	42.1%	56.3%	46.7%	55.6%	46.2%
FY23 % Sub	47.1%	47.8%	55.6%	25.0%	63.2%	31.3%	63.6%	38.5%	41.2%	38.9%	42.9%	50.0%
FY22 % Sub	50.0%	57.1%	28.6%	37.5%	75.0%	50.0%	22.2%	68.8%	37.5%	31.3%	37.5%	8.3%
FY21 % Sub	60.0%	50.0%	66.7%	50.0%	18.2%	50.0%	58.3%	83.3%	33.3%	62.5%	22.2%	12.5%
FY20 % Sub	40.0%	50.0%	56.3%	35.7%	17.4%	23.1%	50.0%	63.6%	28.6%	31.3%	37.5%	40.5%
FY19 % Sub	50.0%	55.6%	54.6%	60.0%	30.8%	54.6%	42.9%	29.4%	54.6%	33.3%	40.0%	40.0%

When comparing FY18 with FY19, FY20, FY21, FY22 and FY23 there were significant differences in the number of complaints received in the following months:

- In April 2018 BABHA’s ORR received twenty complaints whereas in April 2019 seven complaints were received.
- In June 2018 BABHA’s ORR received twenty complaints whereas in June 2019 eleven complaints were received.
- In July 2018 BABHA’s ORR received four complaints whereas in July 2019 fifteen complaints were received.
- FY20’s total number of complaints is higher for the first quarter than the first quarter for FY19, and FY18.
- COVID-19 significantly reduced the number of RR complaints reported to BABHA’s ORR. (Starting March 2020 through FY22.)
- FY23 complaints are trending above FY22 and FY21:
 - FY21 the ORR received 118 complaints.
 - FY22 the ORR received 133 complaints.
 - FY23 the ORR received 190 complaints.
 - FY24 the ORR received 177 complaints.

Report of Remedial Action for Substantiated Complaints for August 2024:

Complaint ID	Rcv Date	Inv. Report Sent Date	Allegation Type	Remedial Action 1	Remedial Action 2	Remedial Action 3	Remedial Action 4
1688	8/30/2024	11/26/2024	Safe, Sanitary Humane Treatment Environment	Written Reprimand	Employment Termination	Employee left agency but substan	
1687	8/29/2024	11/19/2024	Dignity and Respect	Written Reprimand	Suspension	Staff Transfer	Training
1686	8/27/2024	11/13/2024	Dignity and Respect	Employment Termination			
1684	8/26/2024	10/30/2024	Neglect, Class III	Written Reprimand			
1681	8/13/2024	10/25/2024	Neglect, Class II	Written Reprimand	Training		
1679	8/12/2024	8/12/2024	Disclosure of Confidential Information	Training	Written Counseling		
1676	8/5/2024	10/26/2024	Dignity and Respect	Written Reprimand			
1675	8/5/2024	8/22/2024	Abuse, Class II - Exploitation	Training	Employment Termination	Other (include explanation)	
1674	8/5/2024	8/22/2024	Abuse, Class II - Exploitation	Training	Employment Termination	Other (include explanation)	
1671	8/2/2024	10/9/2024	Neglect, Class III	Written Counseling	Staff Transfer		

The matrix displays the substantiated complaints with the date that each complaint was received, resolved, and the date the Summary Report was issued. It is important to note that all complaints were resolved within the 90-calendar day requirement established by the Michigan Mental Health Code. The Mental Health Code dictates that the Responsible Mental Health Agency (RMHA) takes remedial action to correct and prevent reoccurrence of substantiated Recipient Rights Complaints. In addition, if the violation of Abuse or Neglect is substantiated then the RMHA must take fair disciplinary action as well. The matrix above lists the substantiated complaint allegation type and all of the remedial action utilized by the RMHA. The Office of Recipient Rights can only call for disciplinary action as required in the Mental Health Code. The Office cannot dictate the level of disciplinary action as the RMHA determines this action.

Additional Activities by the Office of Recipient Rights:

Training by Recipient Rights Officer for Staff previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
4	27	9.5

Training by Recipient Rights Officer for Consumers previous month:

Number of Training Sessions	Number of People Attending	Number of Hours
0	0	0

Training received by the Recipient Rights Office:

None

Site Visits:

12/19/2024 – Centria

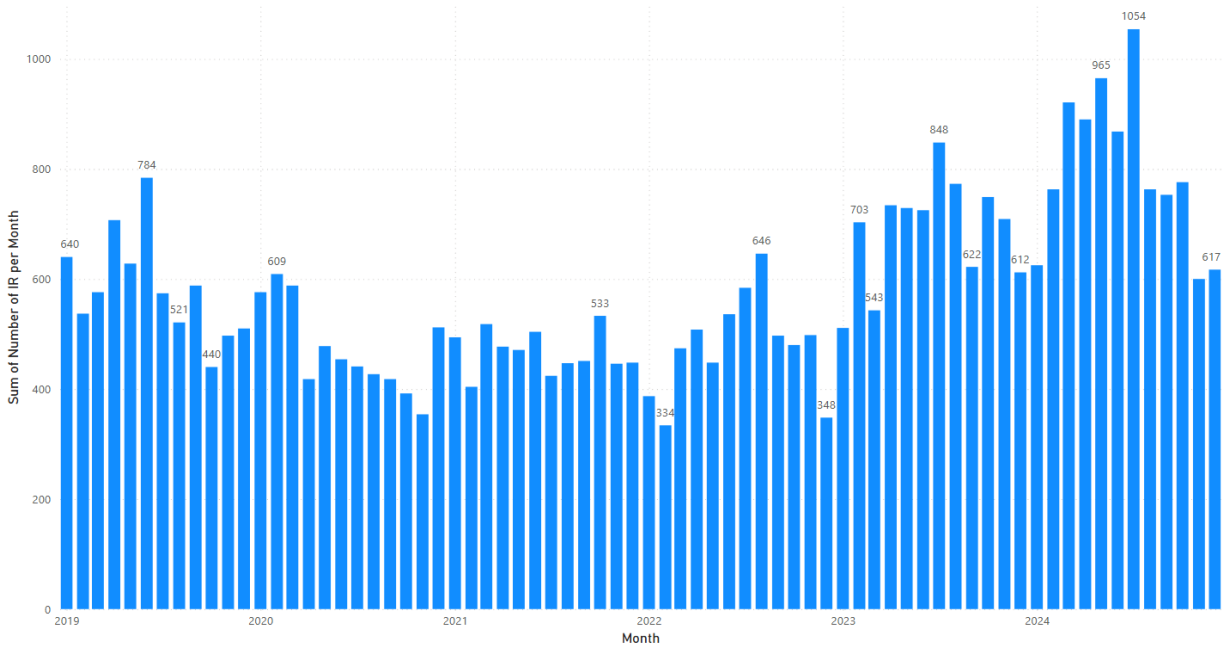
Recipient Rights Advisory and Appeals Committee

Executive Summary of Complaints through December 31, 2024, attachment

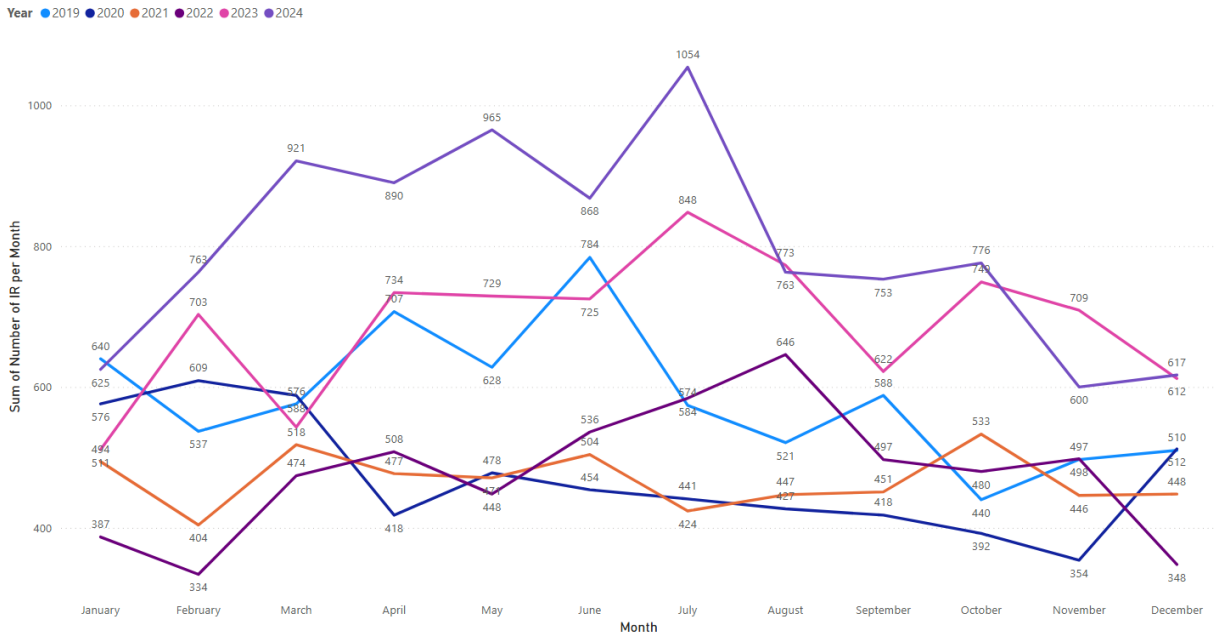
Incident Reports by month 2019 – 2024

Data pulled 12/29/2024

Sum of Number of IR per Month by Month



Sum of Number of IR per Month by Month and Year



**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 3	Member Rights and Responsibilities		
Section: 1	Recipient Rights System		
Topic: 2	Training/Qualification		
Page: 1 of 4	Supersedes Date: Pol: 9-19-03, 9-20-01 6-18-98 Proc: 3-30-11, 3-11-08, 7 3-10-05, 10-21-03, 9-19-03	Approval Date: Pol: 10-16-03 Proc: 1-22-20	<hr/> <i>Board Chairperson Signature</i> <hr/> <hr/> <i>Chief Executive Officer Signature</i>
Note: Unless this document has an original signature, this copy is uncontrolled and valid on this date only: 3/11/2013. For controlled copy, view Agency Manuals - Medworxx on the BABHA Intranet site.			

DO NOT WRITE IN SHADED AREA ABOVE

Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) that the BABHA Recipient Rights Advisory Committee members, Recipient Rights Office staff, other BABHA employees and contract providers are qualified to fulfill their responsibilities to protect the rights of BABHA's recipients of services.

Purpose

This policy and procedure are established to ensure that the Recipient Rights Office staff, Recipient Rights Advisory Committee members and other BABHA employees and contracted provider staff is trained to fulfill their responsibilities to protect the rights of BABHA recipients.

Education Applies to:

- All BABHA Staff
- Selected BABHA Staff, as follows:
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows:
 - Policy Only Policy and Procedure
- BABHA's (Affiliates): Policy Only Policy and Procedure

Definitions

N/A

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 3	Member Rights and Responsibilities		
Section: 1	Recipient Rights System		
Topic: 2	Training/Qualification		
Page: 2 of 4	Supersedes Date: Pol: 9-19-03, 9-20-01 6-18-98 Proc: 3-30-11, 3-11-08, 7 3-10-05, 10-21-03, 9-19-03	Approval Date: Pol: 10-16-03 Proc: 1-22-20	<hr/> <i>Board Chairperson Signature</i> <hr/> <hr/> <i>Chief Executive Officer Signature</i>
Note: Unless this document has an original signature, this copy is uncontrolled and valid on this date only: 3/11/2013. For controlled copy, view Agency Manuals - Medworxx on the BABHA Intranet site.			

DO NOT WRITE IN SHADED AREA ABOVE

Procedure

- A. The BABHA Recipient Rights Advisory Committee membership shall be oriented to the Michigan Department of Health and Human Services (MDHHS) recipient rights requirements and BABHA recipient rights policies and procedures.
- B. The Chief Executive Officer shall ensure that the Rights Office staff will comply with the continuing education requirements identified in the contract attachment.
- C. The BABHA Recipient Rights Appeals Committee membership shall be trained in appeals processes in accord with MDHHS requirements.
- D. The Chief Executive Officer shall attend and successfully complete the Basic Skills Training program within one year of hire.
- E. The Director of the Office of Recipient Rights, Rights Advisors and staff of the Recipient Rights Office shall attend and successfully complete the Basic Skills Training program within 90 days of hire and annual training in recipient rights protection thereafter. Additionally, every three (3) years during their employment, the staff of the Recipient Rights Office, shall complete a Recipient Rights Update training as specified by MDHHS ORR. All staff employed or contracted to provide recipient rights services will complete a minimum of 36 contact hours of education or training over a 3 year period. The 36 contact hours obtained must be in rights-related activities and must fall within one or more of the categories identified by MDHHS. At least 3 credits must be earned each calendar year. A minimum of 12 contact hours must be obtained in programs classified as Category I or II. No more than 12 credits in a 3-year period may be earned through the use of online learning resources.
- F. The Director of the Office of Recipient Rights shall have the education, training and experience necessary to fulfill the responsibilities of the office.
- G. Employed staff persons of the Board and employed staff persons of providers of service contracting with the Board shall be trained, by a person certified to train, in the statutory protection of Recipient Rights within thirty (30) days of hire. A record of this required

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 3	Member Rights and Responsibilities		
Section: 1	Recipient Rights System		
Topic: 2	Training/Qualification		
Page: 3 of 4	Supersedes Date: Pol: 9-19-03, 9-20-01 6-18-98 Proc: 3-30-11, 3-11-08, 7 3-10-05, 10-21-03, 9-19-03	Approval Date: Pol: 10-16-03 Proc: 1-22-20	<hr/> <i>Board Chairperson Signature</i> <hr/> <hr/> <i>Chief Executive Officer Signature</i>
Note: Unless this document has an original signature, this copy is uncontrolled and valid on this date only: 3/11/2013. For controlled copy, view Agency Manuals - Medworxx on the BABHA Intranet site.			

DO NOT WRITE IN SHADED AREA ABOVE

training shall be maintained in a file substantiating the qualifications of employees, both BABHA employed and contract provider employed, and be available for inspection upon authorized request.

- H. Training curriculums used by BABHA and its contracted provider network shall be limited to those sanctioned by the MDHHS.
- I. The BABHA Recipient Rights Office will conduct recipient rights training directly to insure BABHA employees and contract provider staff are familiar with Recipient Rights Office staff and local policy and procedure interpretations. Other training arrangements must be approved in advance by the BABHA Recipient Rights Office.

Attachments

N/A

Related Forms

N/A

Related Materials

N/A

References/Legal Authority

Michigan Mental Health Code 330.1752 and 330.1755

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 3	Member Rights and Responsibilities		
Section: 1	Recipient Rights System		
Topic: 2	Training/Qualification		
Page: 4 of 4	Supersedes Date: Pol: 9-19-03, 9-20-01 6-18-98 Proc: 3-30-11, 3-11-08, 7 3-10-05, 10-21-03, 9-19-03	Approval Date: Pol: 10-16-03 Proc: 1-22-20	<hr/> <i>Board Chairperson Signature</i> <hr/> <i>Chief Executive Officer Signature</i>
Note: Unless this document has an original signature, this copy is uncontrolled and valid on this date only: 3/11/2013. For controlled copy, view Agency Manuals - Medworxx on the BABHA Intranet site.			

DO NOT WRITE IN SHADED AREA ABOVE

SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
Sara Heydens	Robert Blackford	3/11/08	Revision	New training requirements set forth by MDCH-ORR
Linda Maze	Robert Blackford	3/30/11	Revision	Amended to updated MDCH-ORR training requirements
	Robert Blackford	12/31/12		Triennial review-no changes
Melissa Prusi	Christopher Pinter	6/27/16	Revision	Triennial review-minor changes to update state agency name from MDCH to MDHHS
Melissa Prusi	Christopher Pinter	07/01/2019	Revision	Annual and Triennial review minor revisions.
Melissa Prusi	Christopher Pinter	1/22/20	Revision	Added language about continuing education for RR staff
Melissa Prusi	Christopher Pinter	10/1/2021	No changes	Triennial review-no changes
<u>Melissa Prusi</u>	<u>Christopher Pinter</u>	<u>09/27/2024</u>	<u>Updated language</u>	<u>Reflect MDHHS ORR Standards</u>



**Recipient Rights Advisory & Appeals Committee
Site Reviews
January, February, and March 2025**

Site Reviews:

- 01/07/2025 – Paramount ABA Clinic – Bay City
- 01/08/2025 – Encompass ABA Clinic – Auburn
Encompass ABA Clinic – Bay City
- 01/17/2025 – Do-All – Essexville
Touchstone/Opportunity Center – Bay City
- 01/23/2025 – LIST Psychological – Bay City
- 02/05/2025 – Saginaw Psychological Services, Inc. – Bay City