

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
POLICY AND PROCEDURE MANUAL

Section: Recipient Rights
Policy Number: 60
Subject: **Substance Use Disorder - Program
Rights Advisor**

Effective Date: 2/16/09
Last Revision Date: 5/20/16
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Policy

It is the policy of the Shiawassee County Community Mental Health Authority (SCCMHA) to ensure that SCCMHA's Chief Executive Officer and/or SCCMHA's providers designate a Substance Abuse Program Rights Advisor (AR325.14302, Rule 302, 3.2) who provides assistance to recipients with rights issues, questions, complaints; ensures notifications of rights to recipients; maintains an inventory of recipient rights materials, and coordinates with the Coordinating Agency Rights Consultant to ensure protection of recipient's rights under the Department of Health and Human Services Administrative Rules for Substance Abuse Service Programs in Michigan.

Purpose

To establish policy and standards for the position of Substance Abuse Program Rights Advisor for recipients of the mental health and substance abuse rights system of Shiawassee County Community Mental Health Authority

To ensure compliance with the Michigan Department of Health and Human Services Administrative Rules.

Application

This policy applies to all employees, independent contractors, and contract agencies of the Shiawassee County Community Mental Health Authority Board.

Procedure

SCCMHA and each service provider under contract with the Regional Substance Abuse Coordinating Agency is required to appoint a Program Rights Advisor (AR325.14302, Rule 302, 3a). This person shall not be employed in direct treatment care and should be a full time employee (AR325.14302, Rule 302, 3,a, iii). He or she should possess the ability to work well with substance use disorder professionals and recipients to provide substance use disorder recipient rights information to individuals and to assist individuals in filing complaints. The Substance Abuse Program Rights Advisor shall also be trained in Recipient Rights by the coordinating agency (AR325.14302, Rule 302, a, i).

The Substance Abuse Program Rights Advisor shall report to the Chief Executive Officer.

Duties

- A. Substance Abuse Program Rights Advisor shall receive and investigate all recipient rights complaints independent of interference or reprisal from the program administration (AR 325.14302, Rule 302, 3,a,ii).
- B. Ensure that firm, consistent and fair remedial action is taken in the event of a violation of these rules (AR325.14302, Rule 302, 3c).
- C. Forward copies of all formal complaints and the resolutions of all formal investigations and remedial actions to the Coordinating Agency Rights Consultant (AR 325.14302, Rule 302, 3,c).
- D. Communicate directly with the coordinating agency rights consultant when necessary (AR325.14302, Rule 302, 3.a.iii).
- E. Ensures that proper notification of rights is provided to each recipient (AR325.14302, Rule 302, 3c).
- F. Acts as a resource for recipients on rights issues.
- G. Assures that all recipients have ready access to Recipient Rights Complaint forms; assists with forms if necessary.
- H. Assists service provider staff with rights related questions or concerns.
- I. Attends appropriate Recipient Rights training activities or information sessions (AR325.14302, Rule 302, ai).
- J. Assures that copies of appropriate rights posters are in prominent locations in all service provider program/facilities (AR325.14302, Rule 203, 9).

References and Legal Authority

Department of Health and Human Services Administrative Rules 325.14304 -
325.14306

Compliance

External: Michigan Department of Health and Human Services Administrative Rules

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Approved by:


Board Chairperson

9-26-2016
Date


Chief Executive Officer

9/28/16
Date

