



MEMO

TO: Network Providers
FROM: Mark Mishal, Office of Recipient Rights Director
DATE: May 20, 2022
RE: Recipient Rights Training

David Pankotai
Chief Executive
Officer

MCCMH-ORR is continuing to conduct tele-training via GoToMeeting due to COVID-19 concerns. **Please review the ENTIRE MEMO as changes have been made.**

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Please click the link (or copy and paste the link into your browser to register). We are now accepting registration for the following two-hour trainings:

May 24 at 2 PM (EDT):
Registration closes at Noon 5/23 <https://forms.office.com/r/rnzFJcnG2j>

June 2 at 2 PM (EDT):
Registration closes at Noon 6/1 <https://forms.office.com/r/QKRbXhMQEM>

June 7 at 10 AM (EDT):
Registration closes at Noon 6/6 <https://forms.office.com/r/RapSB1hhJ1>

June 15 at 10 AM (EDT):
Registration closes at Noon 6/14 <https://forms.office.com/r/Xxe9QVyeAm>

June 23 at 2 PM (EDT):
Registration closes at Noon 6/22 <https://forms.office.com/r/qNjzzDFQS>

June 29 at 10 AM (EDT):
Registration closes at Noon 6/28 <https://forms.office.com/r/QMVBgVVakw>

Please note the following information before you register:

- You must be hired with the employer you are registering for and have a date of hire.
- You cannot attend a training date that is before your date of hire.
- The following information will be required to register for a training:

Your Legal First and Last name

Company: The company you are taking training for.

***Self Determination Employees** - you need to provide your Fiscal Intermediary as your employer NOT your consumer.

Official Date of Hire: the month, day and year you were hired. This is NOT the date you start working. Please consult your employer if you are unsure what your official hire date is.

Previous Training: If you have taken an in-person recipient rights training since you started with your company then you will need to include your last in-person recipient rights training date and the CMH Recipient Rights Office that provided the training in your request.

Valid email address: Email you wish to have your log in instructions sent to.

Registration requests are no longer being accepted at TeleRightsRegistration@outlook.com email, however, cancellations & questions regarding your registration will be accepted at this email address.

MCCMH MCO Policy 9-140: New employees and independent contractors of MCCMH contract providers shall complete Recipient Rights training within thirty (30) days from the date they begin work for the provider, and a face-to-face refresher training every two years thereafter.



For attendees that are employed with multiple agencies: You will need to submit one registration form per employer. We will need a registration request for each employer as the certificate you are issued is not valid for any other company.

Important Program Information:

- Videos are available to show you how to sign into the GoToMeeting platform and the different functions you will need to use for the training. It is recommended you use a computer to attend the training. You can connect via a computer, laptop or mobile device. Participants cannot access the training without a connected device, calling into the training on a phone line only is not permitted. Mobile devices do require an app, search “GoToMeeting” and download the orange GoToMeeting app icon.

Desktop Computer/Laptop Computer: <https://youtu.be/T6SNbMnS9XQ>

Iphone: <https://youtu.be/7PCziDDYVEI>

Android Phone: <https://youtu.be/ggepMV40qoQ>

Ipad: <https://youtu.be/u7YuvG-l8Hs>

Android Tablet: https://youtu.be/zyjxh3Xmw_4

- Each attendee needs to log into the training individually, One Person per device. Sharing devices is not permitted.
- The training will start promptly at the scheduled start time. It is recommended that you log in early to avoid issues. You may log in up to forty-five minutes prior to the training. If you try to log in after the start time you will not be granted access to the training and will need to re-register for another training date.
- If you are scheduled to work with an individual when you registered for the training, you **MUST** re-schedule for a different time as you cannot be providing services when you attend this training.
- Please submit only **ONE** registration request form for the training date you wish to attend. Please **DO NOT** register for **EVERY** training date. We will review your request for all the required information and then you will receive a confirmation email showing your request has been processed. You are not considered registered until you receive the confirmation email. Please be patient receiving your confirmation email as this is not being done electronically and a human is reviewing and sending this information.
- **PLEASE REVIEW THE CONFIRMATION EMAIL** sent from TeleRightsRegistration@outlook.com as it provides you with all the necessary information relevant to attend the training.
- You must be registered to attend a training; sharing the meeting link is prohibited. Registration closes the day before the scheduled training date at Noon. If you miss the registration deadline you will need to register for a different training.
- **ATTENDEES ARE REQUIRED TO CHAT in during the training for attendance and maintain an active connection to the training for the full two-hour training period. Attendees are required to sign onto the training platform as instructed. Attendees must be able to see, hear, and utilize the chat feature on their devices for the entirety of the training. Attendees who are logged out of the training longer than 10 minutes will not be let back into the training and will need to reschedule to attend another training date. If the above requirements are not followed, Attendees will NOT be issued a certificate of completion.**
- Certificates of completion are mailed directly to the registered employer via US Postal mail. Currently, this process is taking approximately one month. We request you allow this timeframe to pass before inquiring about undelivered certificates.

An email containing the meeting link will be sent to the registered person by 3pm (this is an approximated timeframe) the day before the specified training date. Please review this email as it provides necessary log-in information. Please check your junk email box if you do not receive a response. If you do not receive your email, please contact the organizer indicated in the confirmation email the day BEFORE the scheduled training date.

Current training information is also located at:

<https://www.mccmh.net/training-opportunities/> under “Recipient Rights Training”