



MEMO

TO: Network Providers
FROM: Mark Mishal, Office of Recipient Rights Director
DATE: January 23, 2023
RE: Recipient Rights Training

MCCMH-ORR will continue to conduct tele-training via Zoom. **Please review the ENTIRE MEMO as changes have been made to the program.**

BEGINNING 2023: TRAINING WILL NOW BE 3 HOURS, please note new start/end times:

HOW TO REGISTER:

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.
- If you work for multiple companies, please submit ONE registration request PER COMPANY.
- If you are attending this training for school credit or another reason not associated with employment, please contact TeleRightsRegistration@outlook.com for registration assistance.
- The following information will be **required** to register for a training:

Your Legal First and Last name

Company: The company you are taking the 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 confirmation email and training instructions sent to.

To register, please click the link (or copy and paste the link into your browser). We are now accepting registration for the following three-hour trainings:

All training times are in Eastern Standard Time (EST).

January 25, 2023 Platform will open 9 AM, the training begins at 9:30 AM and Ends 12:30pm

Registration closes at NOON 1/24:

<https://forms.office.com/r/yJu0wM1NGk>

February 2, 2023 Platform will open 1 PM, the training begins at 1:30 PM and Ends 4:30pm

Registration closes at NOON 2/1:

<https://forms.office.com/r/hhnP8BF0us>

February 8, 2023 Platform will open 9 AM, the training begins at 9:30 AM and Ends 12:30pm

Registration closes at NOON 2/7:

<https://forms.office.com/r/vRxR9y84TZ>

February 14, 2023 Platform will open 1 PM, the training begins at 1:30 PM and Ends 4:30pm

Registration closes at NOON 2/13:

<https://forms.office.com/r/6rB6P4kEwc>

February 23, 2023 Platform will open 9 AM, the training begins at 9:30 AM and Ends 12:30pm

Registration closes at NOON 2/22:

<https://forms.office.com/r/H9hjLLqgCx>

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

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.

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.

PLEASE REVIEW THE CONFIRMATION EMAIL sent from TeleRightsRegistration@outlook.com as it provides you with all the necessary information relevant to attend the training.

The confirmation email and the meeting link email both contain the training's organizer should you have any difficulties the day of training. Please follow the directions for assistance as assistance is NOT available by phone.

YOUR MEETING LINK

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. Meeting links will not be sent the day of the training.

TRAINING REQUIREMENTS:

You can connect to the training 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. The training is being held on the Zoom platform.

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 30 minutes prior to the start time. 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.

ATTENDEES ARE REQUIRED TO be on time for the training as late attendees will not be granted access.

Attendees are required to sign onto the training platform as instructed.

Attendees are required to CHAT in during the training for attendance via the chat feature and maintain an active connection to the training for the full three-hour training period.

Attendees will need to 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 allowed to re-enter the training and will need to reschedule to attend another training date.

Attendees are required to keep their cameras and microphones OFF for the duration of the training.

Attendees cannot be driving, attending appointments, running errands, or conducting other activities while in this training.

Attendees are required to respond to organizers.

Attendees are required to address their technical issues immediately.

If the above requirements are not followed, Attendees will NOT be issued a certificate of completion.

Attendance is not completed immediately as it is a lengthy, multistep, and manual process. Certificates of completion are then mailed directly to the registered employer via US Postal mail. This process takes approximately one month. We request you allow this timeframe to pass before inquiring about undelivered certificates.

Current training information is also located at: <https://www.mccmh.net/training-opportunities/>
Under the "Recipient Rights Training" tab

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.

Macomb County Recipient Rights Certificates are valid for the company they are issued to and are non-transferrable to another company.