

Chapter: **RECIPIENT RIGHTS**  
Title: **RECIPIENT RIGHTS TRAINING**

Prior Approval Date: 08/29/2012  
Current Approval Date: 07/14/2025

Proposed by: Traci Smith 07/14/2025  
Chief Executive Officer Date

Approved by: Al Lorenzo 07/14/2025  
County Executive Office Date

## **I. ABSTRACT**

This policy establishes the standards and procedures for the Macomb County Community Mental Health (MCCMH) Office of Recipient Rights (ORR) and for assurance that all employees and independent contractors of its network providers receive Recipient Rights training.

## **II. APPLICATION**

This policy shall apply to all MCCMH directly-operated and contract network providers and Certified Community Behavioral Health Clinics (CCBHC) in Macomb County.

## **III. POLICY**

It is the policy of MCCMH that protection of the rights of recipients of its provider network shall be fostered through the provision of Recipient Rights training to ensure that all persons who work with recipients are aware of Recipient Rights issues and maintain compliance with Recipient Rights' standards and procedures.

## **IV. DEFINITIONS**

None.

## **V. STANDARDS**

- A. All MCCMH employees and independent contractors shall receive Recipient Rights training as a part of MCCMH's New Employee Orientation.
- B. All staff in contract residential homes shall receive Recipient Rights training as a part of the direct care training component offered by MCCMH.
- C. Employees and independent contractors of contract providers shall receive training in Recipient Rights from the MCCMH ORR or another County Community Mental Health Office of Recipient Rights.

- D. Staff of the MCCMH ORR shall receive training in Recipient Rights protection not less than annually. A record of training activities by office staff shall be recorded and maintained.
- E. New employees and independent contractors of MCCMH and its designated collaborating organizations (DCO) shall complete Recipient Rights training within thirty (30) days from the date they begin work at MCCMH or an MCCMH DCO and a face-to-face refresher training annually thereafter.
- F. New employees and independent contractors of MCCMH contract providers (excluding DCOs) shall complete Recipient Rights training within thirty (30) days from the date they begin work at the provider and a face-to-face refresher training every two (2) years thereafter.
- G. The MCCMH ORR shall promulgate/maintain a Recipient Rights training components package and a current training schedule. The schedule shall be available on the MCCMH website under the training section.
- H. Provider supervisory personnel/administrators shall ensure that new employees and independent contractors contact the MCCMH ORR to schedule employee/independent contractor participation in Recipient Rights training within the specified time periods provided in this policy.
- I. Upon successful completion of the Recipients Rights training, the employee/independent contractor shall receive a Recipient Rights Training Certificate from the MCCMH ORR. Copies of the documents shall be provided to the individual's administrative file for annual review by the MCCMH ORR.
- J. Repeat training shall be provided to employees/independent contractors in response to findings/recommendations from Recipient Rights complaint/investigation reports.
- K. The MCCMH ORR shall review administrative records to ensure providers' compliance with this policy during its annual rights advocacy/monitoring assessments.

## **VI. PROCEDURES**

None.

## **VII. REFERENCES / LEGAL AUTHORITY**

- A. MCL 330.1752
- B. MCL 330.1754
- C. MCCMH MCO Policy 3-015, "Contracted Provider Mandatory Training and Workforce Development"
- D. MCCMH MCO Policy 10-007, "Direct Operated Provider and MCCMH Administration Training and Development Program"

## **VIII. EXHIBIT**

None.