


(was MCCMH Policy 7-02-020)

Chapter: **CLINICAL PRACTICE**
Title: **INPUT FROM PERSONS SERVED**

Prior Approval Date: 09/06/02
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Approved by: _____
Executive Director  Date 11/20/12

I. Abstract

This policy establishes the standards of the Macomb County Community Mental Health Board (MCCMH) for obtaining input regarding services from consumers who receive those services. Standards/statements contained within this policy may also be included in other policies and are referenced accordingly.

II. Application

This policy shall apply to directly-operated and contracted network providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board to promote the basic human rights, dignity, health and safety of persons served by MCCMH.

- A. In order to accomplish these broad-based goals, MCCMH shall provide services that are designed to enhance independence, self-sufficiency, self-esteem and quality of life of consumers. Services shall promote recovery for adults with serious mental illness, resiliency of children with serious emotional disturbance, and self-determination for persons with developmental disabilities; and
- B. As an integral part of the delivery of services, the consumer shall be involved in the individual planning, decision making, implementation, and evaluation of the services provided; and
- C. MCCMH shall use a consumer-directed team approach to the delivery of services and provide coordinated, individualized, goal-oriented services toward the consumer's desired outcomes. Individual planning, decision making and implementation of services shall be based on the informed choice of the

consumer following person-centered planning guidelines, and shall include family members, guardians, and/or significant others, as desired by the consumer.

IV. Definitions

- A. None.

V. Standards

- A. Assessment, service planning and service provision shall be provided to each consumer in a manner that is consistent with guidelines for person-centered planning and/or family-centered practice as relevant to the consumer's situation and which includes all planned services and supports in a single integrated plan of service.
- B. MCCMH shall develop and maintain written procedures for the collection, analysis, aggregation and reporting of input from consumers served.
- C. The collection of input from consumers (including family members, guardians and significant others, when appropriate) shall be an ongoing process. The analysis, aggregation and reporting of consumer input shall occur, at a minimum, on an annual basis.
- D. MCCMH shall review and utilize input to identify consumer demand for services. Consumer input shall be utilized to identify services to be developed, expanded and to develop Requests for Proposals for contracted services.
- E. Consumer input shall be utilized for consideration of mechanisms to allow more efficient access to both internally and externally provided services.
- F. MCCMH shall review and utilize input to identify changes necessary in the policy and practices of MCCMH.
- G. Aggregated summary reports of consumer input shall be made available to the MCCMH Board, Executive Director, Division Directors and others as deemed appropriate. Evidence of consumer input in the development, expansion and/or maintenance of services shall be made available to the public via newsletters and other media mechanisms.
- H. Consumer input shall be made available to the MCCMH Board and MCCMH Executive Staff for consideration in making decisions regarding program services and resource/finance utilization whenever possible and, at a minimum, on an annual basis.

VI. Procedures

- A. System Level

1. A Citizens Advisory Council shall be maintained by MCCMH which provides for input from the public, including primary and/or secondary consumers of mental health services, advocacy groups (ARC, AMI, UCP, etc.). A member of the MCCMH Board shall serve as Ex-Officio member of the Citizens Advisory Council to provide a direct link to the MCCMH Board. Input from this body is documented in meeting minutes of the CAC and MCCMH Board.
2. A Substance Abuse Advisory Council shall be maintained by MCCMH which provides for input from the public, including primary and/or secondary consumers of substance abuse services, advisory groups and the general community. Input from this body is documented in meeting minutes of the Council.
3. MCCMH shall serve as the Lead Agency of the Macomb County Human Services Coordinating Body (HSCB), an interdepartmental forum which includes representation from public human service departments across Macomb County. Through HSCB monthly meetings MCCMH may receive input from, and provide information to human services representatives regarding the mental health needs of their consumers. Minutes shall be kept for all HSCB meetings.
4. Pursuant to Board Bylaws, all meetings of the MCCMH Board and its committees shall be open to public participation, including a "Hearing of the Public" on each agenda. Meetings are held on a regular schedule and Meeting Notices are posted a minimum of 7 days prior to the meeting date.
5. MCCMH Customer Service Representatives, Ombudsman, Local Appeal / Local Dispute Resolution Hearings Officer, and Medicaid Fair Hearings Officer shall inform the MCCMH Executive Director and Deputy Director of issues brought to their attention that may require systemic change.

B. Program Level

1. Consumers from each program component shall be surveyed, annually at a minimum, for their level of satisfaction with services provided through MCCMH. As part of this assessment, the consumer shall have an opportunity to have additional contact from MCCMH staff to discuss specific areas of dissatisfaction. Results of consumer satisfaction surveys shall be aggregated, analyzed and reported to the Citizens Advisory Council, Executive Director, Executive Staff and others as deemed appropriate. Results of consumer satisfaction surveys shall be addressed through Program Plans for Performance Improvement.

C. Service Level

1. Procedures and guidelines relevant to person-centered planning, assessment, service planning, and service provision are contained elsewhere in this manual as referenced below and in program manuals and contractor administrative manuals which are maintained at the various service sites and govern the day-to-day practice of these programs and contractors providing services to consumers under the auspices of MCCMH.

VII. References / Legal Authority

- A. MCCMH MCO Policy 2-001, "Person-Centered Practice Planning Guidelines"
- B. MDCH/MCCMH Managed Specialty Supports and Services Contracts, FY 2012/2013

VIII. Exhibits

- A. None.