

To contact ORR

Office: (313) 833-2752

Fax: (313) 833-2043

Can ORR help me file a rights complaint, file an appeal or refer me to other services?

YES. ORR staff serve as advocates for people receiving services through D-WC-CMHA. The ORR can assist you in filing complaints, filing appeals, and understanding all of your protected rights. They can also refer you to other organizations and support groups who can help.

Just call the toll-free hotline.

1 (888) 339-5595

How can I get involved?

The Recipient Rights Advisory Committee (RRAC) – wants you! The RRAC is a standing committee that meets the first Monday of every other month. The public is always welcome. Concerned citizens, recipients, family and friends are needed to volunteer and participate in RRAC functions. Please call (313) 833-2752 for dates, times and the agenda of the next meeting.

MISSION STATEMENT

Office of Recipient Rights

To ensure that recipients of mental health services through Detroit-Wayne County Community Mental Health Agency receive individualized treatment services suited to their condition as identified in their Individualized Plan of Service that is developed in a Person Centered Planning process, and that they receive services in a safe, sanitary and humane environment where they are treated with dignity and respect, free from abuse and neglect.

**DETROIT-WAYNE COUNTY
COMMUNITY MENTAL HEALTH AGENCY**

OFFICE OF RECIPIENT RIGHTS

640 Temple, Suite 210

Detroit, MI 48201

OFFICE: **313-833-2752**

HOTLINE: **1-888-339-5595**

TDD: **1-888-339-5588**

FAX: **313-833-2043**

Detroit-Wayne County
Community Mental Health Agency

Office of Recipient Rights

You Have the Right!



What is the Office of Recipient Rights and what do they do?

The Office of Recipient Rights (ORR) is an office of the Detroit-Wayne County Community Mental Health Agency (D-WCCMHA).

This office takes actions that are appropriate and necessary to safeguard and protect the rights guaranteed to all persons receiving services through the D-WCCMHA and the contracted service provider network as mandated by the Michigan Mental Health Code.

How is the office structured?

The ORR is divided into units with different responsibilities.

Administrative staff oversees the workflow of the entire department.

Training Unit provides trainings for all staff, agents and volunteers of contractors and the service provider network as required by the Michigan Mental Health Code. These trainings include New Hire, Annual update, and other specialized training classes.

Intake Unit receives all incoming Incident Reports and Recipient Rights Complaints for initial review and processing.

Recipient Right Representatives (RRRs) protect the rights of persons receiving services by ensuring each service site under their assignment complies with the mandates of the Michigan Mental Health Code, D-WCCMHA and service provider policies, the Individualized Plan of Service (IPOS) and other established laws and standards of care. RRRs function as advocates who support recipients by educating all interested persons regarding the jurisdiction and functions of the Office of Recipient Rights. They also intervene, if necessary, to ensure a safe, sanitary and humane environment for all recipients and to ensure that all services provided meet the needs of the recipient as defined by the IPOS. When Recipient Rights violations occur or Recipient Rights complaints are filed, the RRR will investigate to determine if a code-protected right has been violated, make recommendations to correct the violation and ensure the completion of remedial actions to prevent a re-occurrence of the issue.

Monitoring Unit completes the mandatory annual review of all D-WCCMHA service sites to ensure the safe, sanitary and humane conditions as mandated in the Michigan Mental Health Code.

Data Analysts ensure the creation of a data base system that records the input from all the Recipient Rights units; Training, Moni-

toring, Intake and Complaint processing, to ensure an accurate view of the patterns and trends occurring in the service system which allows for an appropriate and timely response to issues of concern.

How do I contact the Office of Recipient Rights?

Contact the Office of Recipient Rights to report rights violations, file rights complaints, discuss concerns related to recipient rights, obtain general information related to recipient rights or obtain recipient rights materials.

WALK IN

**Detroit – Wayne County
Community Mental Health Agency**
640 Temple, Suite 210
Detroit, MI 48201

CALL IN

Hotline (Toll Free)
1-888-339-5595

TDD Line (Toll Free)
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