



**Michigan Department of Community Health
Office of Recipient Rights
Education Requirements for Recipient Rights Staff**

A. Basic Requirements

All staff of the Department, a community mental health services program, or a licensed private hospital, employed for the purpose of providing recipient rights services shall attend, and successfully complete, the Basic Skills Training curriculum as determined by the State Office of Recipient Rights, within the first 90 days of employment.

B. Continuing Education

1. All staff employed to provide recipient rights services shall receive education and training oriented toward maintenance, improvement or enhancement of the skills required to perform the functions as rights staff.
2. A minimum of 36 clock hours of education or training shall be required over a three (3) year period subsequent to the completion of the Basic Skills requirements, and in every three (3) year period thereafter.
3. The 36 credit hours obtained must be in rights-related activities and must fall within one or more of the following general areas:

I. ORR Operations

Training sessions directly related to prevention, complaint resolution, and monitoring and education which support the fundamental scope of a Rights Office's operations. Examples include:

- Rights Office Operations Techniques
- Enhancing Investigative Skills
- Inpatient Rights,
- Out-of-catchment rights protection
- Writing effective rights-related contract language
- Site visit training
- Understanding the Mental Code and Administrative Rules

A minimum of 10 hours must be completed in this component.

II. ORR Leadership

Training sessions which enhance the leadership abilities of rights staff:

- Prepaid Inpatient Health Plan (PIHP) and Comprehensive Specialty Services Network (CSSN) issues,
- How to assess your own rights office using Attachments A & B,
- How to "fix" a troubled Rights Office,
- How to establish a rights presence in an organization,

- Understanding rights data and how to use it to trigger systemic organizational changes,
- What goes on in a Failure Mode Event Analysis (FMEA)/Adverse Event Review,
- Working with key individuals in your organization—Customer Services, Contracts Unit, and how it can enhance rights

III. ORR Augmented Training

Training sessions which include information that would help the rights officer/advisor better understand the people we serve, their disabilities, their families, or training indirectly related to rights but affecting rights Examples include:

- Understanding MI/DD/Co-occurring disorders
 - How to protect rights in a dual rights protection system
 - How to communicate with people with disabilities
 - Writing simplification
 - Ethics
 - HIPAA and the MHC
 - Consumers from different cultures (including deaf community)
4. Education and training may be received by attending programs or conferences developed by the Department, other rights-related organizations, organizations that have applied to the Office of Recipient Rights Training Division for approval of their programs, or by information provided by rights staff prior to their attendance at an educational program.
 5. Recipient rights staff should retain documentation of meeting the CEU requirements for a period of four (4) years from the date of attendance. It is suggested that the following information be kept on file:
 - a. The title of the course or program and any identification number assigned to it by the provider. The number of CEU hours completed.
 - b. The provider's name and identifying number.
 - c. Verification of your attendance by the provider.
 - d. The date and location of the course.
 6. Reviews will be conducted by the DCH Office of Recipient Rights at each assessment of a recipient rights program to determine if all rights staff have met the basic and continuing education requirements.

C. Training approval

1. Training that is automatically approved for CE credits:
 - ◆ MDCH ORR training *excluding Basic Skills and Building Blocks*
 - ◆ Sessions at the MDCH ORR Annual Conference, including the Pre-Conference session, *excluding the General Sessions*
 - ◆ Training provided by, or sponsored by, MDCH

2. Training that may be approved for CEU credits, if meeting the criteria above and with the submission of the necessary documents by the applicant:

(i) Sources of potential CEU training

- ◆ RROAM sponsored training
- ◆ CMH/LPH/U sponsored training
- ◆ Training provided by other agencies, entities, or professionals—law enforcement, mental health or physical health professional, accreditation bodies, risk management, corporation counsel/lawyer, etc.
- ◆ Training provided to the Rights Officer/Advisor for their own profession's licensure.
- ◆ Other training in the community at large, including on-line training, if requirements as detailed above are met.

(ii) CEU Documents and Notification

1. To apply for CEU credits for a training, complete the *MDCH ORR Continuing Education Course Summary* form and send by email, mail or FAX to:

MDCH ORR Training Division
18471 Haggerty Road
Northville, MI 48168
FAX: 248-348-9963
Email: MDCH-ORR-Training@michigan.gov

Submit at least 30 calendar days PRIOR TO the training.

2. Verification of attendance. Attendance can be verified any number of ways—a Certificate of Attendance, copy of a training record, copy of a check written to pay for the training, copy of an attendance/sign in sheet, a copy of the training agenda or outline with a self-attestation statement that the applicant did attend the training, etc. Verification of attendance shall be kept on file with the applicant and be readily available for review by MDCH ORR if requested.

3. Applicants will receive notification of approval determination for CEU credits no later than 30 calendar days following receipt of the necessary documents.

Office of Recipient Rights
SAMPLE
Continuing Education
Course Summary

Title	Advanced Interviewing Skills		
<p>Course Description</p> <p>Gives a description of the topics and activities that will be discussed during the course.</p>	<p>This four hour training will provide attendees with an in-depth knowledge of techniques that will improve interviewing skills.</p>		
<p>Course Objectives</p> <p>Lists the teaching goals. As a general guideline, lists one or two objectives per whole hour of instructional time. The objectives serve as the basis for the evaluation.</p>	Description of Learning Objective(s)		Class Time
	1	To increase the ability of attendees to get information from interviewees	2.0
	2	To provide practice on the skills taught in the instructional portion of the seminar	2.0
	3		
	4		
	5		
	6		
Course Outline	See attached.		
Course Presenter(s)	Anthony A Allen, Field Agent, FBI		
<p>Course Content</p> <p>Indicates the topics covered by the course content and activity in accordance with the MMHC and MDCH ORR Standards.</p>	i	X	ORR Operations
	ii		ORR Augmented Training
	iii		ORR Leadership

SAMPLE Course Outline

- I. **Welcome and Introductions**
- II. **Interviewing Skills**
- III. **Interviewing Practice**
- IV. **Outcomes**