

Allegan County CMH Services

SECTION III: DESIRED OUTCOMES FOR THE OFFICE & PROGRESS OF PREVIOUS OUTCOMES

Progress on Outcomes established by the office for FY 19/20. Pick from the drop-down in Outcome and indicate if goal was accomplished, was discontinued, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the FY20/21 goal section below.

- 1 ACCMHS ORR will complete investigations in 80 days or less 80% of the time.

Outcome:

- 2 a. ACCMHS ORR will create a curriculum by the end of the 2019 fiscal year which explains recipient rights and the complaint process to recipients and guardians in a manner consistent with MHC 330.1706, AR 330.7011 which states:
"At the time services are first requested, a provider shall inform a recipient, his or her guardian, or other legal representative or the parent with legal custody of a minor recipient of the recipient's lawful rights in an understandable manner. If a recipient is unable to read or understand the materials provided, a provider shall make a reasonable attempt to assist the recipient in understanding the materials. A note describing the explanation of the materials and who provided the explanation shall be entered in the recipient's record."
b. ACCMHS ORR will create and execute a plan for ongoing implementation of a recipient rights training that meets the standard outlined in goal #2a by the end of the 2020 fiscal year.

Outcome:

- 3 ACCMHS ORR will outline and implement a strategy by the end of the 2019 fiscal year which aims to strengthen the community perception of the ACCMHS rights protection system within the served population including recipients, guardians, providers, and Allegan community members.

Outcome:

- 4

Outcome:

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Outcome:

Outcomes established by the office for FY 20/21:

- 1 ACCMHS ORR will review the surveys completed by Recipient Rights Training (Face to Face) participants during FY 19 and FY 20. ACCMHS ORR will update the in person curriculum to include interactive and multi-media components, relevant suggestions from past participants, and any necessary updates per communications from MDHHS ORR (Memos, guidance documents, etc.). An updated curriculum will be completed and implemented by the end of the 2021 Fiscal Year.

- 2 ACCMHS ORR will update the bi-monthly status report provided to RRAC to include metrics that give RRAC a more accurate picture of the complete functioning of the Office, rather than a snapshot limited to a two month period of time. ACCMHS ORR will begin using a new template for this report in February 2021 and will maintain an open dialogue with RRAC about helpful metrics.

- 3 ACCMHS ORR will meet with ACCMHS Quality Improvement and Corporate Compliance at least quarterly to review shared areas of concern and strategies for prevention of rights violations. Because 3 months of the 2021 Fiscal year have already elapsed at the time of this report, ACCMHS ORR aims to complete 3 of these quarterly meetings by the end of the 2021 Fiscal Year.

- 4 ACCMHS ORR Director will add annual report goals to ORR Team Meeting agendas and RRAC status reports to increase the level of accountability and ensure completion within the 2021 Fiscal Year.

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