

Our Mission:

- Inspire Hope
- Empower People
- Strengthen Communities

Our Core Values:

- We promote equality and personal choice leading towards self-directed lives.
- We use language that promotes dignity and respect for all people.
- We are guided by the goals, needs, and desires of people we serve.
- We promote and protect the rights of people served as they seek to achieve their personal life outcomes.
- We lead with integrity, accountability, and transparency.
- We strengthen our community by identifying needs and implementing innovative solutions.
- We collaborate in shared purpose with individuals served, staff, service providers, and the community.

Our Vision:

OCHN will be a national leader in the delivery of quality integrated physical and mental health supports and services to children and adults with developmental disabilities, mental illnesses and substance use disorders. We respond to our community's needs and empower people to achieve the lives that are important to them.

OCHN does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Free interpreter services are available. If special accommodations are needed to inquire about services, please contact 248-858-1210.

SUICIDE & CRISIS LIFELINE: 988

Toll Free 24 Hours A Day

Non-Emergency Access & Eligibility Includes Substance Use Services

248-464-6363

Monday - Friday 8 a.m. - 8 p.m.

Customer Services

800-341-2003 Toll Free

8 a.m. to 5 p.m.

Office of Recipient Rights

877-744-4878 Toll Free

Video Conference Phone Available

OCHN Administrative Offices

5505 Corporate Dr.

Troy, MI 48098

248-858-1210

www.oaklandchn.org



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This brochure is available in Spanish, Arabic, audio, and large print.

OCHN is funded in part by the Michigan Department of Health and Human Services.



*Developmental Disabilities
Mental Health • Substance Recovery*

Office of RECIPIENT RIGHTS



OFFICE OF RECIPIENT RIGHTS Mission:
In the spirit of equality, liberty, and individual rights, we support and empower people through collaboration, education, and advocacy.

RECIPIENT RIGHTS ADVOCACY SYSTEM

In compliance with the Michigan Mental Health Code, the Office of Recipient Rights (ORR) advocates for recipients, and for applicants of mental health services, by offering recipient rights protection.

PREVENTION – TRAINING AND EDUCATION

The Office of Recipient Rights (ORR) provides rights information and training to recipients of mental health services, their families, staff, advocates, and interested persons from the community. Recipients partner with the ORR in providing a variety of training programs.

The ORR provides code required initial training for all persons employed in the mental health system. An additional required annual update training is available on the website at www.occmha.org.

Each recipient and employee receives a booklet called “Your Rights” that highlight the rights of people when receiving and/or applying for mental health services.

For information on ORR’s volunteer opportunities, visit our website at www.oaklandchn.org select the Recipient Rights link.

MONITORING

The ORR ensures annual monitoring at provider sites for rights compliance where recipients receive mental health services. The ORR offers a volunteer monitor program that partners with recipients, guardians, family members, and other advocates. These are certified monitors who assist the ORR in ensuring “quality of life” issues in service sites.

Additionally, the ORR offers the Peer Rights Allies Volunteer initiative as a means for recipients to receive informal rights education from experienced Peers who also receive mental health services. These Peers are trained and certified in Recipient Rights. They share knowledge that can only be acquired from first hand experiences receiving mental health services. This approach allows recipients to network to promote individual rights in independent living.



PROBLEM SOLVING

Complaint Resolution

Complaint resolution involves the processing and resolution of complaints of potential rights violations according to the Mental Health Code. The process may include: problems of abuse and neglect, confidentiality, dignity and respect, person centered planning, or other rights violations.

Complaint Process

Any person may file a rights complaint if he/she believes there is a violation of a recipient’s rights by utilizing the ORR rights complaint form. For information contact the ORR toll free:

877-RIGHTS-U
877-744-4878

Whenever the ORR determines that a recipient’s rights were violated, the ORR makes recommendations to the provider to correct the violations and to prevent recurrence of the violation.

APPEAL PROCESS

If a recipient, guardian, or the complainant disagrees with the findings of the ORR, the Appeals Process allows the individual to file a written appeal disagreeing with the decision. The appeal is referred to the Recipient Rights Appeals Committee for action.



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