

WCHO PIHP POLICY for the COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN		<i>Policy and Procedure</i> Non-Discrimination In Provision of Service	
Department: Office of Recipient Rights Author: Shane Ray		Local Policy Number (if used)	
Revision Date 2/11/10	Approval Date 4/20/10	Implementation Date 4/20/10	
Archive Information			
Date:			
Reason:			

I. PURPOSE

The purpose of this policy is to establish guidelines that prohibit discrimination in the provision of services.

II. POLICY

It is the policy of the Community Mental Health Partnership of Southeastern Michigan (CMHPSM) that no qualified person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any services or activities of the CMHPSM solely on the basis of race, color, religion, national origin, ancestry, age, gender, height, weight, marital status, sexual orientation, physical or mental disability, political belief, or ability to pay for services.

III. APPLICATION

All recipients while under the care of any WCHO or Comprehensive Specialty Service Network (CSSN) staff, students, volunteers, and/or contractual agencies within the Community Mental Health Partnership of Southeastern Michigan.

IV. DEFINITIONS

Discrimination - The negative treatment, either intentional or unintentional, of a person or group based on the factors specified in Sec. II above.

Disability - A determinable physical or mental characteristic of an individual or a history of the characteristic which may result from disease, injury, congenital condition of birth, or functional disorder which is unrelated to the individual's ability to utilize and benefit from a service.

V. STANDARDS

None

VI. EXHIBITS

None

VII. REFERENCES

Reference:	Check if applies:	Standard Numbers:

Michigan Mental Health Code Act 258 of 1974	X	Sec. 330.1705
The Rehabilitation Act of 1973	X	Sec. 504, P.L. 93-112
The Michigan Handicappers' Civil Rights Act of 1976, P.A. 220, as amended by P.A. 478 of 1990.	X	
The Americans with Disabilities Act (1990)	X	
CMHPSM Grievance and Appeal Policy	X	
CMHPSM Office of Recipient Rights Policy	X	
CMHPSM Customer Services Policy	X	
MDCH Revised Plan for Procurement of Medicaid Specialty Prepaid Health Plans	X	3.1.1.1

VIII. PROCEDURES

WHO	DOES WHAT
Applicant or Recipient of Services	1) Informs any staff if it is believed that services have been denied for a reason which is defined as discriminatory under this policy.
Any staff	1) Contacts the Office of Recipient Rights to report alleged discrimination. 2) Informs the applicant or recipient of services of their right to file a complaint with the Office of Recipient Rights. 3) Informs the applicant or recipient of services of their right to contact Customer Services to file a grievance.
Program Supervisor/Designee	1) After being informed by staff, reviews the complaint and determines, in consultation with her/his Program Administrator, how to resolve the situation.
Applicant or Recipient of Services	1) May direct a request for a second opinion regarding a denial of services to the Director. The Director shall secure the second opinion from a physician, licensed psychologist, registered professional nurse, master's level social worker or master's level psychologist.
Applicant or Recipient of Services	1) May register a complaint with the Office

	of Recipient Rights at any time if the matter has not been satisfactorily resolved.
Office of Recipient Rights	1) When informed of an allegation of discrimination, provides appropriate follow-up in matters concerning any protected right under state or federal law, and decides on proper disposition as indicated in the CMHPSM policy: <u>Office of Recipient Rights</u> .
Customer Services	1) When contacted by an applicant or recipient of services regarding an allegation of discrimination, provides appropriate follow-up and decides on proper disposition as indicated in the CMHPSM policies: <u>Grievance and Appeal</u> and <u>Customer Services</u> .