

WCHO		<i>Policy and Procedure</i>	
Department Customer Services		# of Pages: 3	
Policy Name Client Involvement		Type of Policy: <input type="checkbox"/> WCHO <input type="checkbox"/> Regional <input checked="" type="checkbox"/> Network	
Policy Number 03.001	Effective Date	Revision Date	Approval Date 10/21/04
Administrative/Board of Directors Sign Off			
Administrative Signature:			Date:
Board of Directors Signature:			Date:

I. PURPOSE

To establish a plan which assures and facilitates involvement of clients in the planning of their own services and the planning and development of programs provided by or funded by WCHO.

II. APPLICATION

All WCHO and network staff, students and volunteers.

III. DEFINITIONS

Primary consumer - An individual who has received or is receiving services from WCHO network providers or the equivalent mental health services from private mental health service providers.

Secondary Consumer - A parent, stepparent, spouse, sibling, child, or grandparent of a primary consumer, or an individual upon whom a primary consumer is dependent for at least 50% of his or her financial support.

IV. POLICY

Consumers shall be involved in service planning to ensure that services are designed around the needs of persons served, with responsiveness to client expectations, and that services will assist clients to achieve dignity, independence, and an enhanced quality of life.

Input from clients shall be reviewed and utilized to change policies and practices in efforts to improve service delivery.

V. EXHIBITS

V. PROCEDURES

- A. The WCHO Board shall support and maintain consumer advisory councils that provide advice and consultation to the WCHO Board and staff. Membership of the councils shall include primary and secondary consumers consistent with the by-laws of the group.
- B. Membership and participation of consumers on various WCHO committees shall be encouraged. This includes, but is not limited to standing committees such as: Performance Improvement Committee, Recipient Rights Advisory Committee, Person Centered Planning Implementation Committee, and ad hoc committees that are formed on a time limited basis.
- C. The Board shall hold bi-annual public hearings and quarterly focus groups where recipients, families, providers, and other citizens shall be encouraged to provide observations, identify problem areas, and recommend solutions to problems.
- D. A person-centered process shall be used to develop a written individual plan of services in partnership with each consumer consistent with the WCHO Person Centered Planning Policy.
- E. Individuals shall be informed of their rights and responsibilities as clients of WCHO at the time that they are registered for services and at reasonable intervals thereafter.
- F. Written informed consent shall be obtained from each consumer, parent or guardian as appropriate prior to the provision of services. Consumers shall be given the following information at the time of the request to consent for service participation:
 - 1. A description of services to be provided and their purpose.
 - 2. Risks, benefits, and other consequences reasonably to be expected.
 - 3. Other information needed to make an informed decision.
 - 4. The name of the assigned Supports Coordinator and any other CMH staff that will be working directly with the consumer.
- G. The composition of the WCHO Board shall comply with the requirements of the Michigan Mental Health Code with respect to primary and secondary consumer representation.

VI. EXHIBITS

VII. REFERENCES

- A. Michigan Mental Health Code, Public Act 290 of 1995, sec. 222, 712, 713, 756
- B. WCHO Policy on Office of Recipient Rights,
- C. WCHO Policy on Accessibility
- D. WCHO Policy on Community Involvement
- E. WCHO Policy on Informed Consent
- F. WCHO Policy on Person Centered Planning

VIII. PROCEDURES

None