

- **ORR Trainer Contact Info:** DWIHN ORR Trainers Joyce Wells, LaShanda Neely, and Michael Olver are available at email address: [orr.training@dwihn.org](mailto:orr.training@dwihn.org)
- **Hours of availability:** Monday 7am-5pm, Tuesday-Friday 7am-6pm
- **New Hire Recipient Rights Training (NHRRT):** Takes place via Zoom from 10am-12pm for mornings scheduled and 4-6pm for evening trainings scheduled. Evening trainings are held once per month. Registration is available on MHWIN.
- **Vendors:** To remain in compliance with the Michigan Mental Health Code, employees working in the CMH system **must** take New Hire Recipient Rights Training within 30 days of their hire date. For ORR training purposes, the hire date is the date that the staff begins to provide a Medicaid billable service.
- **MHWIN Staff Record:** Vendors, please ensure accuracy of each employee email address and date of hire prior to registration for NHRRT.
- **NHRRT Link/Instructions:** The NHRRT Zoom link, instructions, quiz, and documents, will be sent to the email address provided in the participant's MHWIN record the morning, or evening for evening training, of their scheduled NHRRT.
- **NHRRT Participation:** All participants must be on camera and fully engaged in the training. If a training participant is observed sleeping, driving, or otherwise engaged, and not focused on the training being presented, that participant will automatically be removed from the training. If a participant is removed from the training, they will need to be re-registered for another training date.
- **NHRRT Completion:** Once the Zoom training ends, quizzes and surveys must be emailed back to [orr.training@dwihn.org](mailto:orr.training@dwihn.org) The quiz must be received by 3pm morning class or 9pm evening class, with a passing score of 80% or greater.
- **Retakes:** Participants are allowed one retake quiz if they do not pass on the first submission. Retakes will only be accepted by 3pm morning class or 9pm evening class.
- **Information regarding marking people as Canceled in MHWIN:** If you need to cancel/remove someone from a training, please do not mark them as canceled in MHWIN; send the trainers an email and we will remove them from the training.
- **Information regarding Incompletes:** If a person is marked as Incomplete in MHWIN, you cannot reregister them for the training. Please send an email to ORR Trainers at [orr.training@dwihn.org](mailto:orr.training@dwihn.org), which includes the person's name, MHWIN number, and requested date to reschedule the training and we will register them.
- **Certificates:** Will be available to Vendors in MHWIN within 3 business days after the NHRRT ends, for participants in this online interactive NHRRT.
- **Reciprocity Statement:** DWIHN ORR accepts New Hire Recipient Rights training certificates, (face to face) and annual online Recipient Rights training certificates from Oakland, Macomb, and Washtenaw County CMH.