



DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org

ORR Recipient Rights Training

Updates:

- ❑ *ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN, & on the FAQ's form-See under: "Provider tab/ORR training info"
- ❑ *NHRRT availability-continues to be about **2 weeks out**; 2 mos. open trgs in MHWIN
- ❑ Recommended: Register staff for NHRRT during the **onboarding/orientation** process-all new staff require NHRRT **w/i 30 DOH**
- ❑ *If new staff report they already took NHRRT, request **evidence during the onboarding/orientation process**
- ❑ NHRRT-available seats: **50/class=600/mo.**
- ❑ If Provider staff marked "Incomplete" for NHRRT, please contact Trainers at orr.training@dwihn.org to reschedule
- ❑ NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ If Providers need to **cancel/reschedule** their staff for NHRRT, notify ORR Trainers at orr.training@dwihn.org, **do not mark them as canceled in MHWIN.**
- ❑ *NHRRT conducted **Mon-Wed** from **10am-12pm**. Evening NHRRT-**2nd Tuesday** of the month from **4pm-6pm**. Check MHWIN for available training dates.
- ❑ If your staff experiences any issues with NHRRT, you may contact us at: orr.training@dwihn.org no later than **½ hour prior** to the class start time.
- ❑ *NHRRT is held via the Zoom App-**participants need a strong Wi-Fi signal** to participate and be familiar w/Chat feature.
- ❑ *Participants **must** be present **online**, with working cameras, and remain **visible** and available to communicate with us **throughout** the course.
- ❑ If your staff are **OBSERVED DRIVING OR OTHERWISE NOT ENGAGED DURING THE TRAINING**, they will be removed from the training and will need to be rescheduled.
- ❑ *When registering staff for NHRRT, please make sure they are not **working** & that they have time set aside to attend the entire training and submit the quiz.
- ❑ *ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

Updates:

- ▶ *New ORR Monitoring Staff-Lawrence Hudson, ORR RRI
- ▶ *New Contracts/Address changes-Request Vendors pls. include notification to ORR Monitoring Mgr. @ spride@dwihn.org
- ▶ Providers please assure your staff adhere to the MMHC requirements re: NHRRT-*Noted* during triennial assessment

Site Review Process:

- ▶ *ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ Review new staff hired since the previous site review-NHRRT must be completed w/i 30 doh
- ▶ *ORR accepts NHRRT obtained from *different* counties w/ evidence provided & verification of validity, in *most* cases

- ▶ *ORR Reviewer looks for during site review request: esims1@dwihn.org or [lhudson@dwihn.org](mailto:ludson@dwihn.org)
- ▶ List: Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing
- ▶ Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ End of site review visit, Site Rep **required to sign & date page #4 of site review tool**

Important Reminders:

- ▶ *Provider contact info and staff records should be kept current, as required in MHWIN
- ▶ *Questions re: ORR Monitoring: esims1@dwihn.org, [lhudson@dwihn.org](mailto:ludson@dwihn.org) or spride@dwihn.org