



Customer Services & Recipient Rights

What is Customer Services?

Every Community Mental Health (CMH) system is required to have a Customer Service Department to help people navigate the public mental health system and to assist with other related issues. In some CMH's the Customer Service Department directs phone calls coming in to the agency and in others their function consists of giving information to callers or assisting those who want to apply for services. They can assist consumers and family members in navigating the public mental health system. They can provide information about the appeals and grievance process, and may serve as an advocate for consumers accessing services within the agency and resources in the community.

Each CMH is required to have a live answer to the Customer Service phone during regular business hours. An automatic phone service can be difficult for some people; Customer Service is designed to make access easier with person to person communication. This department is set in place to assist people with issues that come up in applying for services or in dealing with public mental health services.

What is Recipient Rights?

People receiving services from a CMH have certain rights guaranteed to them by the Michigan Mental Health Code. The Office of Recipient Rights is responsible for completing investigations of suspected rights violations. These rights violations are generally reported to the office by consumers of services or someone close to them. Upon receipt of a complaint, the Rights Officer or Rights Advisor starts an investigation by interviewing all of the people involved with the alleged violations. The person that filed the complaint gets regular updates on the status and results of the investigation. If it is determined that a rights violation has occurred, specific action is taken to make sure this does not happen again.

Every person who receives services from a CMH gets a copy of "Your Rights," a booklet published by the Michigan Association of Community Mental Health Boards. Each CMH purchases these booklets from them. To learn more about the rights protection system, contact the Rights Office within your CMH.

For More Information or Help

If you would like to learn more about Community Mental Health, please refer to your Michigan Community Mental Health Ambassador Handbook or (Name of Person in Your Agency).

