



Contact: Danis Russell, CEO Phone 810-257-3707

FOR IMMEDIATE RELEASE

14-Oct-2010

GCCMH GRAND SLAM!

UNPRECEDENTED FOURTH CONSECUTIVE PERFECT SCORE FOR RECIPIENT RIGHTS AUDIT

Flint, Michigan - Genesee County Community Mental Health's (GCCMH) Recipient Rights Department oversees the rights of recipients of the Genesee County Community Mental Health provider network. The department was recently audited by the Michigan Department of Community Health (MDCH). For an unprecedented fourth time in a row, a perfect 277 out of a possible 277 points was achieved. The office was the first in the state to achieve a perfect score and has now done so for a record fourth time.

MDCH Assessor D'Angela O'Dowd said, "The Genesee County CMH Office of Recipient Rights which includes its Director Cheryl Rousseau, Matt Potts, Andrea Andrykovich, Michelle Salem and Lisa Hutchins work very hard every day of the year to provide rights protection, and it was with great pleasure that (M)DCH was able to award them with a well deserved perfect score for the fourth consecutive assessment year (2001, 2004, 2007, 2010)."

She continues, "Not only has this particular office met all the required standards as outlined by the MHC (Mental Health Code) and the Department, they have gone above and beyond to provide technical assistance to the LPH/U's (Licensed Private Hospitals/Units) that they contract with to ensure that their rights protection systems are also of high quality. In addition, their investigative reports are clear, concise, solid and

- - more - -



Contact: Danis Russell, CEO Phone 810-257-3707

timely. Most impressive about this rights office is, that while they appreciate the award and should pat themselves on the back for a job well-done, I know that they will continue to find ways to improve their own recipient rights system.

The Office of Recipient Rights at Genesee CMH is the role model to look to when striving for an exemplary rights protection system and the desire to set the bar higher."

The Recipient Rights office, located at Genesee County Community Mental Health, engages in complaint resolution, monitors contracted hospitals' Rights mechanisms, and develops contracts and policies to ensure that consumers of GCCMH services are protected at every level. The office of Recipient Rights also provides nearly 200 site assessments and trains every employee in the CMH network of providers on recipient rights.

The office acts much like an impartial judicial system when dealing with complaint resolution and investigations; weighing the evidence, rendering decisions and requesting and monitoring remedial action, if warranted. The office operates at an arm's length away from the CMH system and all of the investigators are independent contractors, not employees.

Danis Russell, Chief Executive Officer of GCCMH remarked, "It is always great to be acknowledged". However he then clarified that he does not believe that a perfect score means the system is perfect. "You can never be perfect when it comes to protecting our consumers. It is the most important thing we do, and we always strive to do a better job. This perfect score does mean that the protection of our consumers is a core value that begins with our Board and is stressed in every part of the Agency. "

#####