



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

MEMORANDUM

DATE: September 28, 2021

TO: Executive Directors of Prepaid Inpatient Health Plans (PIHPs) and
Community Mental Health Services Programs (CMHSPs)

FROM: Raymie Postma, Director *RP*
Office of Recipient Rights

Allen Jansen, Deputy Director *AJ*
Behavioral Health and Developmental Disabilities Administration

SUBJECT: This rescinds the memo titled "Accept Verbal Consent for Services" from
3/20/2020 (attached), thereby returning to the statutory requirement of
consent.

***This does not apply to the 1915 (c) waivers as they are still under the
COVID Appendix K approval tied to the public health emergency.**

Due to the COVID-19 emergency, the Office of Recipient Rights (ORR) and Behavioral Health and Developmental Disabilities Administration (BHDDA) temporarily suspended enforcement of the written consent requirements to ensure that services were not being withheld or limited due to the inability to get a written consent. CMHSP and their contract providers may still make use of alternatives to face to face encounters to obtain written consent, including but not limited to, digital signature, fax, email or picture of signed document sent via text or email. Verbal consent may only be given by the person receiving services and it must be witnessed and documented by an individual other than the individual providing treatment.

MCL 330.1100a Definitions; A to E.

(19) "Consent" means a written agreement executed by a recipient, a minor recipient's parent, a recipient's legal representative with authority to execute a consent, or a full or limited guardian authorized under the estates and protected individuals code, 1998 PA 386, MCL 700.1101 to 700.8206, with the authority to consent, or a verbal agreement of a recipient that is witnessed and documented by an individual other than the individual providing treatment.

If you have further questions, you may contact ORR at MDHHS-
recipientrights@michigan.gov.



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MEMORANDUM

DATE: October 29, 2021

TO: Executive Directors of Prepaid Inpatient Health Plans (PIHPs) and
Community Mental Health Services Programs (CMHSPs)

FROM: Raymie Postma, Director *RP*
Office of Recipient Rights

Jeffery Wieferich, Director *JW*
Bureau of Community Based Services

SUBJECT: Office of Recipient Rights' Authority to Access

There have been questions related to the Office of Recipient Rights' authority to access confidential information of residents of the homes of their contract providers, including names and contact information of residents receiving services from another responsible mental health agency (RMHA). This Memo should be shared with your contracted residential providers.

Public Act 258 of 1974 (Mental Health Code) governs both authorization for disclosure of confidential information and access by an Office of Recipient Rights to confidential information to conduct thorough investigations and to fulfill its monitoring function.

330.1748 Confidentiality. Sec. 748.

(1) Information in the record of a recipient, and other information acquired in the course of providing mental health services to a recipient, shall be kept confidential and is not open to public inspection. The information may be disclosed outside the department, community mental health services program, licensed facility, or contract provider, whichever is the holder of the record, only in the circumstances and under the conditions set forth in this section or section 748a.

(5) Except as otherwise provided in this section or section 748a, when requested, information made confidential by this section shall be disclosed only under 1 or more of the following circumstances:

(d) If necessary in order to comply with another provision of law.

330.1755 Office of Recipient Rights; establishment by community mental health services program and hospital.

(2) Each community mental health services program and each licensed hospital shall ensure all of the following:

(d) The office of recipient rights will have unimpeded access to all of the following:

(i) All programs and services operated by or under contract with the community mental health services program or licensed hospital.

(ii) All staff employed by or under contract with the community mental health services program or licensed hospital.

(iii) All evidence necessary to conduct a thorough investigation or to fulfill its monitoring function.

Based upon the above citations, it is Michigan Department of Health and Human Services-Office of Recipient Rights' interpretation that upon request, the Office of Recipient Rights of the Community Mental Health shall have access to confidential information that it deems necessary to investigate an allegation of a violation of a chapter 7 right or to fulfill its monitoring function regardless of whether the resident(s) are receiving services from another RMHA.



BEHAVIORAL HEALTH MEDIATION SERVICES PROGRAM

How can the Michigan Behavioral Health Mediation Services program help you with your services?

This program ensures you have access to a neutral, independent mediation professional to resolve matters related to your experience with Community Mental Health (CMH) or Prepaid Inpatient Health Plan (PIHP) services. We'll connect you with your local Community Dispute Resolution Program (CDRP) center that can help you resolve your dispute.

How Much Does It Cost?

It's free to all parties receiving mental health services from a CMH or PIHP, and paid for through a Michigan Department of Health and Human Services (MDHHS) grant.

www.mediation-omc.org



OAKLAND
MEDIATION
CENTER



MICHIGAN
COMMUNITY
MEDIATION
ASSOCIATION

»»» What is Mediation?

In mediation, a neutral third party will guide you through a confidential communication, information sharing, and decision-making process. The mediator ensures that all parties have a voice and that there is a power balance at the table. If a settlement is reached, the mediators will work with you to assist you in writing an enforceable agreement that is crafted by the parties. You do not lose any of your due process rights (i.e., local appeal, grievance/complaint, etc.) participating in mediation.

Benefits of Mediation

- It provides a safe space to share concerns.
- It's an impartial process where you have an equal voice.
- It's confidential.

5 Easy Steps to Mediation

- 1** Contact the Oakland Mediation Center at **1-844-3-MEDIATE** (1-844-363-3428) between 9 a.m. – 5 p.m. EST, Monday through Friday. Or email us at behavioralhealth@mediation-omc.org.
- 2** OMC'S Mediation Specialist will confirm your eligibility.
- 3** Then, OMC'S Mediation Specialist will refer the case to your local CDRP center.
- 4** Your CDRP will contact you and the appropriate CMH or PIHP to conduct a formal intake process to understand the issues between the parties.
- 5** Following the intake process, the CDRP will schedule a mediation session within 10 business days.

»»» For over 30 years, the Community Dispute Resolution Program centers have provided conflict resolution and education services that empower community members, families, businesses, courts, and schools to resolve conflict. Oakland Mediation Center is an apolitical, non-profit, volunteer-based Community Dispute Resolution Program (CDRP) center whose volunteers represent and serve the community. OMC is the administrator of the state-wide Behavioral Health Mediation Services Program.



LOGO CONCEPTS

PRESENTATION



Our goal is to create a new visual identity that reflects the name, values, and vision of our organization.



OUR BRAND



CORE BRAND FOUNDATIONS



Hopeful.

Helpful.

Approachable.

The inspiration for LifeWays brand is **hope** and **help** with the **approachability** and **comfort** of a **trusted friend**.

The **clean** fonts and **bright** colors give LifeWays a **happy**, **modern**, and **uplifting spirit**.

The photography and imagery used displays **joy**, **laughter**, **togetherness**, and again, **hope**.



YOU
ARE NOT
ALONE.

RECOVERY
IS
POSSIBLE.

BRAND IDENTITY EXERCISE

Quick Tip!

When reviewing the new logo concepts please keep the following questions in mind:

- Does the new logo encompass **who we are, what we stand for, and how people perceive us?**
- Does the logo option fulfill the **core foundations of our brand?**

Hopeful.

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OUR CURRENT BRAND



Current Logo

Our current logo was designed with a specific purpose in mind. The bar at the bottom **identified us as a CMH**. The state of Michigan with Jackson and Hillsdale counties highlighted was intended to **show who we served**.

The LifeWays name was made due to the original functionality of LifeWays. LifeWays acted as a conduit to mental health treatment contracting out 100% of its services. If you come to us, **we will help you find your way**.



NEW
CONCEPT
01



NEW CONCEPT 01

This concept takes our existing logo but removes the features of it that no longer accurately speak to “who we are” and “who we serve”.

While the font of our existing logo is fun, whimsical, and happy, it could be seen as child like and lend itself well to a kid-oriented organization, like a daycare, or preschool.

Since LifeWays serves a wide audience that includes more than just children it would be good to find another way to make LifeWays feel fun and happy while also embodying professionalism and dignity for our consumers.



LifeWays



NEW
CONCEPT
02

NEW CONCEPT 02

This concept was meant to provide a business/corporate feel.



LifeWays

SECONDARY COLORS

Here is concept two in secondary colors.



LifeWays



LifeWays

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LifeWays

LifeWays

LifeWays

LifeWays

LifeWays

EMBRACING change

FREQUENTLY ASKED QUESTIONS ABOUT CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS

LifeWays

A photograph of a man in a white button-down shirt and glasses, standing in a city street. The image is overlaid with a semi-transparent green filter. The background shows trees, a white car, and a brick building.

NEW
CONCEPT
03

NEW CONCEPT 03

This concept takes a modern look at a positive and forward-thinking idea.

The idea that by coming to LifeWays your story and journey is going to move forward in a positive direction.



LIFEWAYS

SECONDARY COLORS

Here is concept three in secondary colors.



LIFEWAYS

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A photograph of two women standing in a hallway, overlaid with a green gradient. The woman on the left has dark hair and glasses, wearing a dark dress with her hands on her hips. The woman on the right has blonde curly hair, wearing a dark blazer over a light top, with her arms crossed and an ID badge hanging from her neck. The text 'NEW CONCEPT 04' is centered in white, bold, sans-serif font.

NEW
CONCEPT
04

NEW CONCEPT 04

This concept takes provides an easily identifiable, fresh, happy, and dignified feel. Its simplicity lends itself well to many uses.

The lines going through the logo represent the path to recovery and the variety of colors shows the diverse array of people we serve.

The logo for 'Lifeways' is a stylized, multi-colored wordmark. The letters are rendered in a sans-serif font with a modern, rounded feel. Each letter is composed of two overlapping shapes, one in a darker shade and one in a lighter shade of the same color, creating a sense of depth and movement. The colors used include various shades of blue, green, and teal. The letters are arranged in a slightly staggered, overlapping manner, giving the logo a dynamic and interconnected appearance.

Lifeways

SECONDARY COLORS

Here is concept four in secondary colors.



Lifeways



Lifeways

Lifeways

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Lifeways



QUICK REMINDER

Bringing it back to the brand.

If you can say “yes” to both of the following questions about the logo you select, then this exercise was a success.

- Does the new logo encompass **who we are, what we stand for, and how people perceive us?**
- Does the logo option fulfill the **core foundations of our brand?**

Hopeful.

Helpful.

Approachable.

ALL LOGOS



CONCEPT 01



CONCEPT 02



CONCEPT 03



CONCEPT 04

