

**ALCOHOL, DRUG ADDICTION AND MENTAL HEALTH SERVICES
BOARD OF CUYAHOGA COUNTY (ADAMHS BOARD)**

POLICY STATEMENT

SUBJECT: CLIENTS RIGHTS AND GRIEVANCE POLICY

EFFECTIVE DATE: October 25, 2023

PURPOSE

To protect and enhance the rights and dignity of clients applying for or receiving services which are funded in whole or in part by the ADAMHS Board and to provide a mechanism whereby consumers, family members, and concerned individuals can grieve so that allegations of rights violations, abuse, and neglect might be investigated and resolved.

Additionally, the ADAMHS Board has statutory authority to investigate allegations of rights violations, abuse, and neglect with clients receiving services from Ohio Department of Mental Health and Addiction Services (OhioMHAS) licensed/certified providers not funded by the ADAMHS Board.

POLICY

It is the policy of the ADAMHS Board to:

- Affirmatively plan for, assure the protection of, monitor, and fully respond to complaints or grievances concerning rights, granted by statute and/or regulation, of clients applying for or receiving services contracted by the ADAMHS Board.
- Fulfill its statutory obligations, through investigation and referral, regarding the alleged abuse and neglect of persons receiving services from those contracted by the ADAMHS Board.
- Ensure ADAMHS Board compliance with all Federal laws, State laws, and administrative rules and regulations regarding client rights, which include, but are not limited to, confidentiality, access to services, and investigations of alleged rights of violations, abuse, and neglect with clients receiving services from OhioMHAS licensed/certified providers not funded by the ADAMHS Board.


RESPONSIBILITIES

It is the responsibility of the Chief Executive Officer (CEO) to:

- Develop and maintain a written procedure which identifies the process through which allegations of violations of client rights, allegations of breach of confidentiality, allegations of client abuse and neglect, and all related grievances and complaints received within the ADAMHS Board system are handled. See attached Flowchart.
- Annually, or more often if requested by the Directors of the ADAMHS Board, inform the Directors of the activities of the client rights program and make recommendations for action by the ADAMHS Board to assure the protection of client rights.
- Enforce procedures for compliance with confidentiality rules and for reporting abuse, neglect, or discrimination of clients to the ADAMHS Board and monitor as quality measures the ADAMHS Board providers' other abuse reporting requirements under the Code of Federal Regulations, the Ohio Revised Code and Ohio Administrative Code.

Supersedes and retires: Client Rights and Grievance Policy, Effective September 26, 2018


Reference: 42 CFR Part 2, ORC 340.03(A)(2), OAC 5122-26-18, OAC 5122:2-1-02, ORC 5101.61

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J. Robert Fowler, Ph.D.
ADAMHS Board Chair

October 25, 2023

Approval date

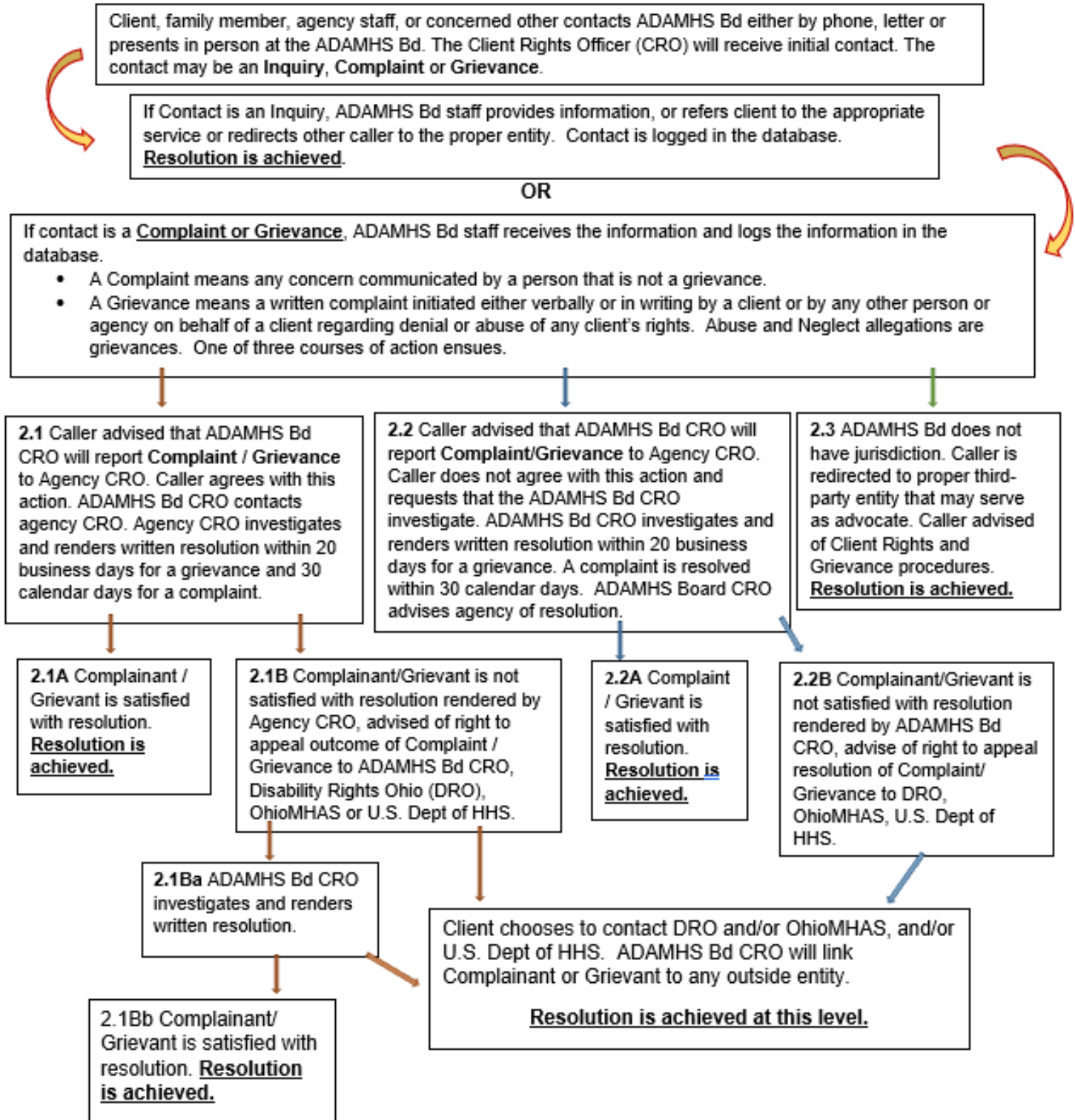
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Scott S. Osiecki
ADAMHS Board Chief Executive Officer

October 2026

Review date

ADAMHS Board – Flowchart for Sequence of Steps for MH and SUD from Initial Contact to Resolution.



It should be noted that to resolve an inquiry, complaint or grievance, CRO might need to receive or make more than one phone call. Quite often, callers need time to vent about a certain issue. Also, it takes time to discover what is at the heart of an issue. Someone filing a grievance on behalf of a client MUST have the client's written permission. CRO is always available to meet with client and service provider to reach a resolution.