

Key of Organization Names and Roles:

Disability Law Center (DLC) – 617-723-8455 <https://www.dlc-ma.org/ask-for-help/>

Committee for Public Counsel Services (CPCS) - <https://www.publiccounsel.net/dir/>

Mental Health Legal Advisors Committee (MHLAC) - 617-338-2345 Intake@mhlac.org

Recovery Learning Community (RLC) - <https://www.mass.gov/info-details/recovery-learning-communities>

Human Rights Officers (HRO)

Assistance That Community Organizations May Provide				
Issue	DLC	CPCS	MHLAC	RLC
Section 12	<p>Advises on rights regarding access to CPCS counsel and emergency hearings.</p> <p>Provides referral to CPCS when necessary and may contact CPCS on behalf of client.</p>	<p>Advises on rights while on section 12(a) and 12(b).</p> <p>Assigns counsel for 12(b) admissions.</p> <p>12(b) assignment can result in “consult” or representation at 12(b) emergency hearing.</p>	<p>Advises on rights while on section 12 (a) and (b).</p> <p>Provides number for CPCS for clients on 12(b).</p> <p>If stuck in the Emergency Room for more than 3 business days, will advise re: complaints and will contact CPCS on behalf of client.</p>	Information and referral.
Conditional Voluntary	<p>Advises on the pros/cons of signing a Conditional Voluntary.</p> <p>Provides information on the 3-day note process and pros/cons of submitting same.</p>	<p>Advises on rights impacted by signing a Conditional Voluntary.</p> <p>Advises on 3 day notice procedure and that counsel will be assigned if 7/8 petition is filed.</p>	<p>Advises client on rights, including pros and cons, when signing a Conditional Voluntary.</p> <p>Advises clients on 3 day notification process.</p>	Information and referral.

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Commitment	<p>Refers client to CPCS attorney after explaining the meaning and process for initial 6-month commitment and any subsequent 1-year commitments.</p> <p>Provides clients with information regarding questions to ask the CPCS attorney, and pros/cons of independent evaluations, etc.</p>	<p>Assigns counsel for all commitments filed with the Court.</p> <p>Receives concerns, complaints or communication issues with assigned counsel.</p>	<p>Refers clients to CPCS, explains the process.</p>	<p>Information and referral.</p>
Human Rights & Abuse/Neglect	<p>Provides advice and advocacy as necessary regarding 6 Fundamental Rights and options for enforcement.</p> <p>May provide advice or referral to the HRO regarding allegations of human rights violations</p> <p>Provides advice and/or advocacy on complaints of abuse and neglect by staff; this may include the filing of DMH complaints or work with the HRO to get complaint filed and resolved.</p> <p>Monitors licensed facilities and units to ensure compliance and to follow any action steps to improve compliance.</p>	<p>Provides information and referrals only.</p>	<p>If an issue of the 6 fundamental rights; advises clients about the regulations; provides written materials; discusses complaint process; may reach out to HRO to provide advocacy; may write DMH complaint.</p> <p>For other hospitalization complaints, advises client on steps to take to address concerns such as contacting HRO, filing complaint; may provide advocacy or write complaint.</p>	<p>Information and referral.</p>

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	Has authority to make a finding of probable cause of abuse and/or neglect, or act upon receipt of a complaint to the system, launches investigations of facilities or units, as the Federally-mandated Protection and Advocacy System for Massachusetts.			
Restraint and Seclusion	Provides advice and possible advocacy around improper restraint and seclusion incidents. May file DMH complaints on behalf of clients or provide advice on doing so. When monitoring licensed facilities or units, makes inquiry for R&S data and records, and data and efforts to reduce or eliminate R&S. May return to monitor and follow-up on plans.	Provides information and referrals only.	Advises clients on restraint and seclusion regulations, including sending pamphlet. Encourages clients to file complaints, may provide advocacy on drafting complaints as well as appeal of complaints. May provide additional advocacy.	Information and referral.
Transfer	When client would like to transfer to another facility, may provide information on the client's options for approaching the issue.	If counsel is already assigned, the assigned attorney can provide advice on transfer. If refusal of transfer results in 7/8 petition, will assign counsel.	Advises client on transfer process, may refer to CPCS as necessary.	Information and referral.

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Medication rights	<p>Provides advice to clients on right to refuse, informed consent, and right to treatment. May advocate for clients regarding any violation of these rights, or refer client to CPCS or Probate attorney if there are issues around court ordered treatment (through Section 8b or Rogers).</p> <p>Within other advocacy, may include advocacy on behalf of clients for changes in medication.</p>	<p>Assigns counsel if an 8B is filed and can provide counsel if review of an existing 8B is sought.</p> <p>Can assign counsel for a 9(b) to challenge existing 8B finding of incompetency in Superior Court.</p>	<p>Provides advice to clients on informed consent, right to refuse, Rogers orders. Refers to CPCS as necessary.</p> <p>Advises on complaint processes, may assist in drafting or appealing complaints.</p> <p>May advocate with providers on medication rights.</p> <p>Referral to CPCS when applicable.</p>	<p>Information and referral.</p>
Discharge Planning	<p>When clients are determined Discharge Ready or there is a question as to readiness, attorneys may get involved to advocate for appropriate discharge planning, including at Treatment Team Meetings.</p> <p>May represent clients on complaints regarding lack of discharge planning (when client is deemed discharge ready but no plan in place for an extended period of time).</p>	<p>If committed, can assign counsel (upon request) for a 9(b) application for discharge to Superior Court.</p>	<p>Advises on whom to contact for support.</p>	<p>May provide individual advocacy and support at meetings.</p> <p>May provide Community Bridging services (support and advocacy around transition back to the community)</p>

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Collateral Issues to Hospitalization	<p>Provides advice and representation on issues collateral to hospitalization when appropriate and when capacity allows, including but not limited to:</p> <p>Employment Discrimination Special Education Medical treatment discrimination Housing discrimination Harassment/ Abuse prevention orders Advice and referrals on other issues that may come up in connection to hospitalization, including issues around a Guardianship Petition (in those cases, may provide advice or assistance with filling out a Request for Counsel Form).</p> <p>Assistance and representation in a limited number of Board of Hearings appeals related to contested transfers, denials of Prior Authorization from MassHealth (meds and DME).</p> <p>May provide limited advice on SSA representative payee issues and information about</p>	<p>Information and referral.</p>	<p>Provides advice and representation on issues collateral to hospitalization including but not limited to: Custody/Parenting time Special Education Medical treatment discrimination Mental Health Treatment in Jails</p> <p>Advocacy for DMH clients to maintain least restrictive settings (e.g. maintain group home, independent living). See website for current priority areas: https://mhlac.org/legal-help/</p> <p>Provides referrals and advice on other matters outside priorities such as DMH eligibility, employment discrimination, housing, social security benefits and criminal.</p> <p>Directs to masslegalhelp.org for variety of information, including the legal resource finder if not a case MHLAC handles.</p>	<p>Provides support and resources on issues collateral to hospitalization including but not limited to: Employment Housing/Housing Rights/Housing Court Alternative Healing Practices</p>

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	<p>temporary institutionalization benefits (SSI). Provides limited advice to medical providers/social workers on SSA related matters (eligibility, post-entitlement issues).</p>		<p>Has extensive online pamphlet library http://www.mhlac.org/Library.htm</p>	
Complaint Process	<p>Advises clients on complaint process. May review of submits complaints to DMH.</p> <p>May contact Human Rights Officer and advocate for HRO to become involved and file complaint.</p> <p>May review complaint decisions and advocate on appeal.</p>	<p>Information and Referrals only</p>	<p>Advises clients on process. May review or submit complaints to DMH.</p>	<p>Information and referral</p> <p>May assist individuals to submit DMH complaints.</p>
Legislative Advocacy	<p>May file bills on behalf of population and/or provide written or oral testimony at the State House on pertinent bills.</p>	<p>May file bills on behalf of population and/or provide written or oral testimony at the State House on pertinent bills.</p>	<p>Files bills with the legislature on various topics: Continuity of Care Mental Health Parity for Disability Insurance Policies Parental Discrimination Student Arrests Language Access</p>	<p>Participation in hearings, offering public comment, and organizing protests around new legislation.</p> <p>Publishing articles, books, films and a monthly newsletter with legislative updates.</p>

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Training	<p>Provides Mental Health trainings throughout the year in different areas of the Commonwealth.</p> <p>Available to train staff and HROs on patient rights as needed and/or requested.</p> <p>Provide technical assistance to staff and other advocates as needed and/or requested.</p>	<p>Provides ongoing training but primarily to attorneys, due to limited training resources.</p>	<p>Trains peers and professionals on a variety of Mental Health topics.</p> <p>Provides technical assistance to attorneys.</p> <p>Recent Past trainings include: Accommodations and the Court Criminal Charges against people with mental health issues in institutional settings Privacy and Pets Student down the Pipeline Substance Abuse and Mental Health Treatment Elders Alternative to the Medical Model</p>	<p>Trains professionals, family members, and individuals with lived experience on a variety of topics including: Hearing Voices Approach Anti-Oppression Trauma Sensitivity Development of Peer Roles Alternatives to Suicide Gender and Sexuality</p>