

TITLE: MHSA Issue Resolution Process

POLICY NO.

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EFFECTIVE DATE: JAN 2016

APPROVAL:

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Policy:

Calaveras County's Behavioral Health Services Division's Mental Health Services has a system for community members and stakeholders to resolve concerns or grievances regarding the activities of the Mental Health Services Act (MHSA).

Mental Health Services is committed to:

- Addressing MHSA-related issues and concerns in an expedient and appropriate manner.
- Providing several avenues to file an issue, complaint or grievance.
- Ensuring assistance is available, if needed, for the community member to file their issue.
- Honoring the Issue Filer's confidentiality.

Types of MHSA Issues to be resolved in this process are:

- Appropriate of use of MHSA funds
- Inconsistency between approved MHSA Plan and implementation
- Calaveras County Community Program Planning Processes
- Access to MHSA Programs

The State requires that the local issue resolution process be exhausted before accessing State entities [including Department of Health Care Services (DHCS), the Mental Health Services Oversight and Accountability Commission (MHSOAC)) or California Mental Health Planning Council (CMHPC)] to seek issue resolution or to file a complaint or grievance. Calaveras County Behavioral Health Services Division's Mental Health Services provides this issue resolution process for filing and resolving issues related to MHSA services, community program planning processes, and consistency between program implementation and approved plans.

Reference:

- 1) CCR, Title 9, Chapter 14, Section 529 (Mental Health Board Composition)
- 2) AB100

Procedure:

This procedure supplements the current beneficiary *Grievance Process* Policy and Procedure, which provides detailed guidelines for filing grievances and appeals regarding services, treatment, and care. This policy provides a process for addressing issues, complaints and grievances about the County's MHSA planning process and subsequent activities.

If any community member or stakeholder (including consumers/family members, providers, or members of the general public) is dissatisfied with any MHSA activity or process, the individual may follow the steps below:

- 1) The MHSA issue and/or grievance is identified.
- 2) MHSA Coordinator/Analyst–The issue and/or grievance, regardless of how it is identified, will be brought to the attention of the current MHSA Coordinator/Analyst for Calaveras County through the following approaches:
 - a. Phone Call
 - b. Email
 - c. Written notification
 - d. In Person Meeting

**The Behavioral Health Director and Patient’s Rights Advocate may be the first point of contact if the individual is not comfortable bringing the issue and/or grievance to the MHSA Coordinator/Analyst.

- 3) BHS Director–The MHSA Coordinator/Analyst will bring the issue and/or grievance to the Calaveras County Health and Human Services Agency (HHSA) Deputy Director/Behavioral Health Services Division (BHS) Mental Health Director to determine appropriate follow-up steps and individuals that need to be involved in the resolution.
- 4) Responsible Division/Unit –The MHSA Coordinator/Analyst and HHSA Deputy Director/BHS Director will meet with the supervisors of the responsible division and unit. This does not automatically assume that the individuals involved acted with intent to cause an issue and/or grievance. The responsible division and unit can refer to where the issue and/or grievance occurred or where the issue and/or grievance can be resolved.
- 5) Patient’s Rights –The Patient’s Rights Advocate may be involved if the issue and/or grievance is under his or her purview.
- 6) MHSA Steering Committee -The MHSA Steering Committee may be involved if the issue and/or grievance involves the Community Planning Process (CPP), larger, big picture MHSA considerations and other matters that the MHSA Steering Committee usually provides advice on to the MHSA Coordinator/Analyst, Mental Health Board and the BHS Director.
- 7) Issue Resolution Meeting –A meeting to resolve the issue will occur. The meeting participants will be determined based off the above mentioned steps.
- 8) Issue Resolved –The issue will be discussed in the above mentioned meeting and a timeline for resolution will be established.
- 9) Report and Documentation –A report of Steps 1 –8 will be created, filed as documentation and reported to appropriate parties.