



LAKE COUNTY BEHAVIORAL HEALTH DEPARTMENT
POLICY AND PROCEDURES

Subject:	MHSA ISSUE RESOLUTION PROCESS
Applicable Programs:	MENTAL HEALTH
Effective Date:	10/09/2017
Revisions:	
Approved by:	Todd Metcalf, Administrator

POLICY

Lake County Behavioral Health Department (LCBH) has developed a system for stakeholders and community members to seek resolution for issues related to the activities of the Mental Health Services Act (MHSA) program. This system follows the grievance process of the client problem resolution process that LCBH currently has in place (refer to the Client Problem Resolution policy, #121, for more information).

The types of concerns to be addressed through this process include issues around the following:

- Local MHSA planning process (e.g., stakeholder involvement, required time frames, etc.)
- Appropriate use of MHSA funds (e.g., non-supplantation)
- Inconsistency between an approved MHSA Plan and actual implementation
- Client access to MHSA programs

LCBH is committed to:

- Providing avenues for clients, family members, providers, community members, and other stakeholders to file an MHSA issue;
- Ensuring that filed issues are addressed in a timely and impartial manner;
- Helping stakeholders to file their issues;
- Maintain the anonymity of individuals who submit issues, upon request; and
- Logging issues received and their resolution.

The State requires that stakeholders exhaust the LCBH Client Problem Resolution Process before seeking resolution through State entities, such as the Mental Health Services Oversight and Accountability Commission (MHSOAC), Department of Health Care Services (DHCS), or California Mental Health Planning Council (CMHPC). For grievances and appeals related to Medi-Cal services and quality of care, refer to the Client Problem Resolution policy (#121).

RATIONALE/JUSTIFICATION

This policy outlines the state requirements around addressing issues related to MHSA activities, including the community planning process and the use of MHSA funding.

Reference: MHP-DHCS Contract.

PROCEDURES

Filing an MHSA Issue

- MHSA Issues must be filed in writing. To improve the filing process, LCBH has developed an Issue Resolution Process (IRP) form (attached), which stakeholders may obtain in the clinic lobby or upon request; a copy is also available online. Stakeholders may also choose to file the issue through a letter or other written means.
- LCBH staff are available to help stakeholders file an MHSA issue form.
 - Example: If a stakeholder approaches the LCBH Receptionist with an issue but he/she does not want to fill out the form, the LCBH Receptionist will aid the stakeholder by completing the form with input from the individual.
- Stakeholders may file an issue at any point or through any avenue within the LCBH system. The written issue may be submitted in person to any LCBH staff member or via mail or fax to the main clinic.
- Stakeholders may choose to remain anonymous when filing an MHSA issue. Contact information is considered optional.

Receipt of a Filed MHSA Issue

1. Upon receipt of an MHSA Issue, LCBH staff will immediately forward the written document to the LCBH designee.
2. The LCBH designee will log the MHSA Issue in the Grievance and Appeals Log within one (1) working day of receipt, noting the name and contact information of the filer (if provided); the date of receipt; and a brief description of the concern.
 - a. MHSA Issues will be noted as such in the Grievance and Appeals Log.
3. Within 3 business days of receipt, the LCBH designee will send written acknowledgement to the filer that LCBH has received the MHSA issue. The acknowledgement will inform the filer that the issue will be addressed within 60 calendar days.
 - If the filer chose to remain anonymous and did not provide contact information, LCBH will note this information in the Log and proceed with the review process.

Investigation of a Filed MHSA Issue

1. The LCBH designee will investigate the filed issue.
2. If necessary, the LCBH designee may convene an issue resolution committee, whose membership will include individuals who represent diverse perspectives (including consumers/family members, community members, and other stakeholders).
 - a. The committee will conduct a review of the issue and may hold interviews or other investigative actions to develop a resolution. In this circumstance, the 60-day time frame for resolution will be extended.
3. The LCBH designee will log this information in the Grievance and Appeals Log, describing the investigation and resolution, and noting the date of decision.

Reporting and Notification

1. Upon completion of the investigation, the LCBH designee will submit a brief report to the LCBH Director/Administrator. The report will include a description of the issue, a summary of the investigation, and the final resolution.
2. The LCBH designee will notify the filer in writing of the resolution. The notification will include information on the appeal process and State-level avenues for resolution.
 - a. If the Filer chose to remain anonymous and did not provide contact information, the LCBH designee will note this information in the Log.
4. The LCBH designee will enter the date that the filer was notified of the resolution in the Grievance and Appeals Log.