

Sierra County  
Behavioral Health  
P.O. Box 265  
Loyalton, CA 96118  
Phone: (530) 993-6746  
Fax: (530) 993-6790



Sierra County

Lea Salas  
Administrative Director

Kathryn Hill, LMFT  
Clinical Director

## SIERRA COUNTY BEHAVIORIAL HEALTH SERVICES

**SUBJECT: Mental Health Services Act Issue Resolution Process**

**REVISION DATE: 1-4-2019**

**APPROVED BY: Lea Salas**

### **POLICY:**

Sierra County's Behavioral Health Department'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 use of MHSA funds,
- inconsistency between approved MHSA Plan and implementation,
- Sierra County Community Program and Planning Process, and
- access to MHSA Programs.

### *Reference:*

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

### **PROCEDURE:**

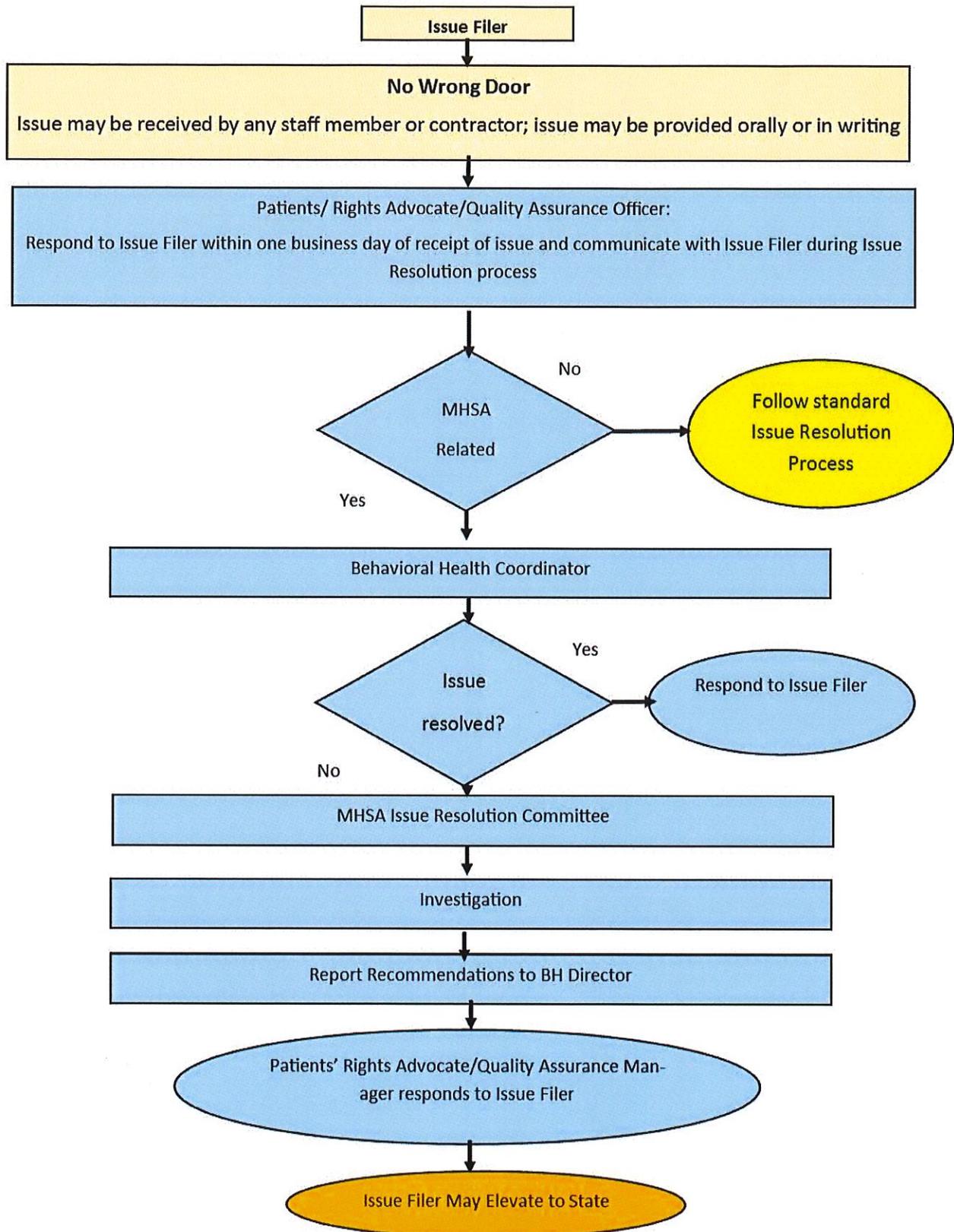
*This procedure supplements the Consumer Rights and the Problem Resolution Process, which provides detailed guidelines for addressing grievances and appeals regarding services, treatment and care by providing a process for addressing issues, complaints and grievances about Mental Health Service Act (MHSA) planning and process.*

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. Sierra County Behavioral Health Department'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.

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 file a grievance at any point with the Director of Behavioral Health.

- The Patients' Rights Advocate shall notify the County's Behavioral Health Coordinator (MHSA Coordinator) and the Quality Assurance Manager of the issue received while maintaining anonymity of the Issue Filer.
- The Patient's Rights Advocate/Quality Assurance Manager will investigate the issue.
  - The Patients' Rights Advocate/Quality Assurance Manager will encourage resolution of issues regarding their mental health services directly with their provider. Every effort will be made to resolve the issue at an informal level. If issue is not resolved at an informal level then the issue will be elevated to a formal Grievance.
  - The Patient's Rights Advocate/Quality Assurance Manager may convene the MHSA Issue Resolution Committee whose membership may include unbiased impartial individuals who are not employed by Sierra County.
  - The Patients' Rights Advocate/Quality Assurance Manager will communicate with the Issue Filer while the issue is being investigated and resolved.
- Upon completion of the investigation, the Patients' Rights Advocate/Quality Assurance Manager shall issue a committee report to the Behavioral Health Director.
  - The Report shall include a description of the issue, brief explanation of the investigation, Patients' Rights Advocate/Quality Assurance Manager and the MHSA Issue Resolution Committee recommendations and the County resolution of the issue.
- The Patients' Rights Advocate/Quality Assurance Manager shall notify the Issue Filer of the resolution in writing and provide information regarding elevating their grievance to the State level for additional resolution, if desired.
- The Behavioral Health Director or the Behavioral Health Coordinator (MHSA Coordinator) will provide MHSA Issue Resolution Report to the Mental Health Board.
- End of Local MHSA Issue Resolution Process.

# Sierra County Mental Health Services Act (MHSA) Issue Resolution Process



\*Allegations of fraud, waste, and abuse of funds are excluded from this process. Allegations of this type will be referred directly to the Quality Assurance Manager for investigation.