
Sierra County Behavioral Health

Lea Salas, Administrative Director
Kathryn Hill, Clinical Director
Robert Szopa, Substance Use Disorder Program Manager



Mental Health/Substance Use Disorder

704 Mill Street
P.O. Box 265
Loyalton, California 96118
Phone: (530) 993-6746 Fax: (530) 993-6759

Sierra County Behavioral Health Advisory Board

Contact: Laurie Marsh Phone: 530-993-6745 Email: lmars@sierracounty.ca.gov

March 4, 2021

Meeting will be a Webex meeting.

<https://countyofsierra.webex.com/countyofsierra/j.php?MTID=m67ab31d6a6fa6262ca242f99f2bdd640>

Join by phone: 1-408-418-9388

Meeting number (access code): 146 439 8404

Meeting password: aJsZMnAi233

9:30 – 11:00 a.m.

Agenda

1. Welcome and Introductions
2. Opening of the Behavioral Health Advisory Board Meeting
 - a. Approval of Agenda
 - b. Approval of Regular Minutes – February 4, 2021
 - c. Public Comment regarding topics related to the Mental Health Plan, Cultural Awareness, and Substance Use Disorder topics
 - d. Mental Health Plan Topics
 - i. Old Business
 1. Discussion/Reporting Item: Quality Assurance/Improvement – Jamie Franceschini
 - a. Access Line Outcomes (test calls)
Title 9 section 1810.405 states the following:

The Sierra County Behavioral Health Advisory Board, in partnership with the Board of Supervisors, advocates for responsive services, within the Behavioral Health System, that are easily accessible, person and family centered, strength-based, recovery and wellness oriented, culturally competent and cost effective. The Sierra County Behavioral Health Advisory Board provides the voice of informed perspectives on planning, policies and procedures that impact the recovery, resiliency and rights of the persons served, along with family members. The Sierra County Behavioral Health Advisory Board involves and educates the residents of Sierra County.

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(d) Each MHP shall provide a statewide, toll-free telephone number 24 hours a day, seven days per week, with language capability in all languages spoken by beneficiaries of the county, that will provide information to beneficiaries about how to access specialty mental health services, including specialty mental health services required to assess whether medical necessity criteria are met and services needed to treat a beneficiary's urgent condition, and how to use the beneficiary problem resolution and fair hearing processes.

- ii. **New Business**
 - 1. **Discussion Item: Mental Health Services Act Issue Resolution Process**
- f. **Cultural Awareness Topics**
 - i. **Old Business - none**
 - ii. **New Business – none**
- g. **Substance Use Disorder Topics**
 - i. **Old Business**
 - ii. **New Business**
 - 1. **Discussion Item: Transitional Aged Youth (TAY) resource(s) needs – Derrick Koch**
- h. **Adjournment of the Behavioral Health Advisory Board meeting**
- 3. **Mental Health Services Act (MHSA) Steering Committee**
 - a. **Old Business – Wellness Center Issues**
 - b. **New Business**
 - i. **Community Planning Process – Identified Needs or Gaps in Service**
 - c. **Public Comments and Reports**
 - d. **Close of the Mental Health Services Act (MHSA) Steering Committee meeting**

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February 4, 2021

Meeting conducted as a conference call. Call-in information below.

Webex conference call 1-408-418-9388 United States Toll

Access code: 965 808 845

9:30-11:00 a.m.

Minutes

Board Members Present: Sara Wright, Becky Kinkead, Bryan Funk, Terry LeBlanc

Community Members Present:

Behavioral Health Staff Members Present: Laurie Marsh-Behavioral Health Coordinator, Christina Dorn-Case Manager, Brandy Purvis-Peer Support Specialist, Garrett Fevinger-Downieville Office Manager, Lea Salas-Behavioral Health Administrator, Katie Russell-Fiscal Account Technician, Kathryn Hill-Clinical Director

Stakeholders Present: Mike Fisher-Sheriff, Chuck Henson-Probation

1. Welcome and Introductions

2. Opening of the Behavioral Health Advisory Board Meeting

Vice Chair B. Kinkead called the meeting to order at 9:31 a.m. as S. Wright was not yet on the call.

a. Approval of agenda

Approved by consensus.

b. Approval of Regular Minutes – December 3, 2020

Approved by consensus.

c. Public Comment regarding topics related to the Mental Health Plan, Cultural Awareness, and Substance Use Disorder topics

There was no public comment.

d. Mental Health Plan Topics

i. Old Business

1. Discussion Item: Quality Assurance/Improvement – Jamie Franceschini

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L. Salas reported that J. Franceschini is conducting the MHS Community Planning Survey through phone calls.

ii. New Business

Discussion Item: Introduction and welcome of new Board of Supervisor members Terry LeBlanc and Paul Roen

L. Marsh welcomed Supervisor Terry LeBlanc to the Behavioral Health Advisory Board.

e. Cultural Awareness Topics

i. Old Business – None

ii. New Business

L. Marsh reported the Behavioral Health Staff were instructed to watch Social Dilemma as there is so much business and schooling that is now being conducted via the internet.

f. Substance Use Disorder Topics

i. Old Business

1. Discussion Item: Medi-Cal Billing update – Lea Salas

L. Salas explained Behavioral Health has been billing Medi-Cal for SUD Outpatient services for the last 5 months. No revenue has come in yet.

ii. New Business

1. Discussion Item: 2020 Sierra County Student Resources & Environment Evaluation During COVID-19

Derrick Koch presented the results of a survey youth took who participated in a Social Media presentation. Survey outcomes indicate more education around appropriate social media usage is needed. Students are struggling with distance learning and their mental health because of isolation. D. Koch believes that some of the answers to the questions indicate additional evaluation is needed as circumstances evolve around distance learning and COVID-19.

g. Adjournment of the Behavioral Health Advisory Board meeting

Meeting ended by consensus at 10:23 a.m.

3. Mental Health Services Act (MHSA) Steering Committee – Brown Act Regulations do not apply

Meeting opened at 10:24 a.m.

a. Old Business – None

b. New Business

ii. Overview of MHSA programs and regulations regarding MHSA

L. Marsh took this opportunity to introduce MHSA programs and the basic regulations pertaining to MHSA programs to Supervisor LeBlanc.

Supervisor LeBlanc shared his concern regarding the seniors living at the senior apartment complex in Loyaltown. Multiple power outages have created

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concerns around the need of a generator for those individuals who are on oxygen. Peer Support Specialist L. Diltz has also heard of this concern and shared her findings with us.

c. Public Comments and Reports

d. Close of the Mental Health Services Act (MHSA) Steering Committee meeting

The meeting closed at 10:43 a.m.

Minutes submitted by Laurie Marsh, Behavioral Health Coordinator

DRAFT

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SIERRA COUNTY BEHAVIORAL HEALTH SERVICES

SUBJECT: Mental Health Services Act Issue Resolution Process

REVISION DATE: September 29, 2020

APPROVED BY: Lea Salas

PURPOSE:

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.

POLICY:

Sierra County's Behavioral Health Department's Mental Health Services has a system for community members, stakeholders and service providers 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:

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 Director of Behavioral Health shall notify the Patient's Rights Advocate/Quality Assurance Manager of the grievance.
- The Patient's Rights Advocate/Quality Assurance Manager will determine if the issue is an MHSA issue and log it in the Sierra County Behavioral Health Services Issue Resolution Log as such.
- 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 addition resolution, if desired.
- The Behavioral Health Director or the Behavioral Health Coordinator (MHSA Coordinator) will provide MHSA Issue Resolution Report the Mental Health Board.
- End of Local MHSA Issue Resolution Process.

Sierra County Behavioral Health Appeal/Grievance Form

Note: Filing an Appeal/Grievance will not adversely affect the services you receive from Sierra County Behavioral Health. The client will be contacted by the QI Department within required time frames. Please mail or fax this form to the address on the bottom of this form.

I am filing a (check one): Appeal Grievance Expedited Appeal
(Check "Appeal" if you have had a service denied or reduced, and you disagree with this decision. Check "Grievance" for any other complaint.)

Type of service: Mental Health Substance Use

Name of client filing Appeal/Grievance: _____

I am (circle one): Client Acting on Client's Behalf Other _____

Mailing Address: _____

Telephone Number: (____) _____

Please summarize the problem(s) you have using specific details. Attach additional sheets as necessary:

Please describe what you have done to try to resolve the problem:



Please make any suggestions for resolution:

If you would like information about this Appeal/Grievance to be given to anyone, please list their name(s) here:

Client Signature: _____ **Date:** _____

Signature of person acting on client's behalf:

_____ **Date:** _____

For County Use Only

Resolution: _____

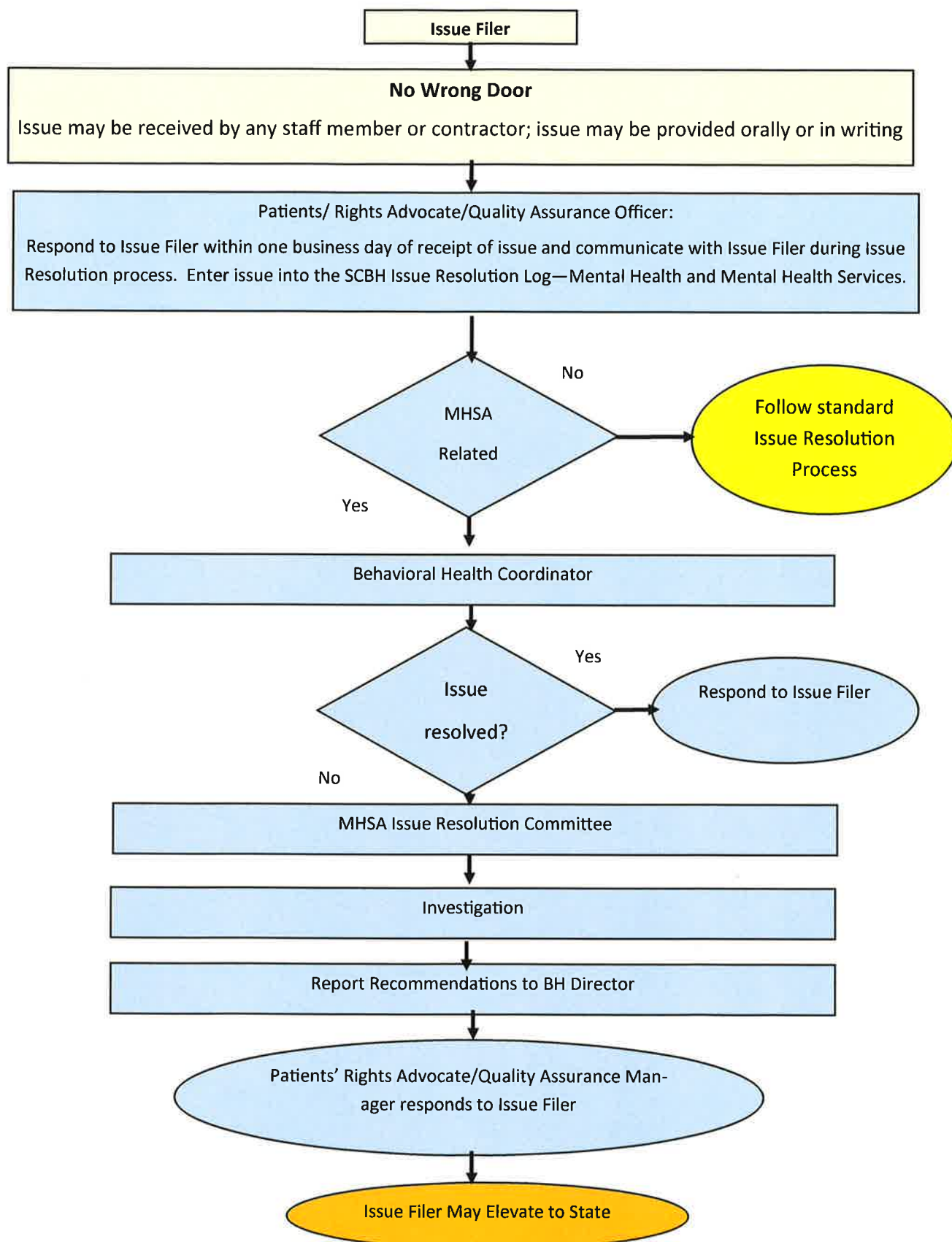
Signature of County Staff: _____ **Date:** _____

Date written response sent to client: _____

**Mail or fax this from to: Sierra County Behavioral Health
Quality Management Designee
PO Box 265
Loyalton, CA 96118
Phone: 530-993-6746 or
530-993-6770 Fax: 530-993-6759**

Sierra County

Mental Health and 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.

