

ALPINE COUNTY BEHAVIORAL HEALTH SERVICES

P&P No: AC-6001	Approved by Gail St. James, LMFT, ACBHS Director
Subject:	MENTAL HEALTH SERVICES ACT (MHSA) ISSUE RESOLUTION PROCESS
Effective Date: 02/26/2016 Revisions: 04/01/19; 04/09/19	

PURPOSE

This policy outlines the state requirements and the Alpine County Behavioral Health Services (ACBHS) processes for addressing issues related to Mental Health Services Act (MHSA) activities, including the community planning process and the use of MHSA funding.

Reference: DHCS-MHP Contract.

POLICY

ACBHS has developed a system for stakeholders and community members to seek resolution for issues related to the activities of the MHSA program. This process supplements the existing Client Problem Resolution process that ACBHS currently has in place.

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

ACBHS is committed to:

- Providing several 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;
- Providing assistance to 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 the ACBHS MHSA Issue Resolution Process be exhausted before stakeholders may seek 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, clients continue to utilize the existing Client Problem Resolution process. See policy #AC-390 for more information.

Documentation and Timeliness Standards

- MHPA Issues must be filed in writing.
 - To improve the filing process, ACBHS offers an Issue Resolution Process (IRP) form.
 - Stakeholders may obtain the form in the clinic lobby or upon request. A copy is also available online.
 - The form is available in English and Spanish.
 - Stakeholders may also choose to file the issue through a letter or other written means.
- Written MHPA Issues that are received are documented in the MHPA Issue Resolution Log, which contains at least the following:
 - Filer name (optional; anonymous OK)
 - Filer contact information (optional)
 - Date that the issue was received by ACBHS
 - A brief description of the issue
 - A summary of the investigation and review activities, including name/initials of staff involved
 - The final resolution
 - The date of resolution
 - The date that the written notification of the issue resolution was sent to the filer (if they provided their contact information)
 - If the filer chose to remain anonymous and did not provide contact information, ACBHS notes this information in the Log.
- When a written MHPA Issue is received, designated staff immediately log the receipt.
- Within three (3) business days of receipt, the ACBHS designee sends written acknowledgement to the filer that the Issue document was received.
 - The acknowledgement informs the filer that the issue will be addressed within 60 calendar days.
 - The date that the acknowledgement was sent is added to the Log.
- Within 60 calendar days of receipt, the ACBHS designee investigates the filed issue and determines a resolution.
 - The investigation and resolution details, and the date of resolution, are documented in the MHPA Issue Resolution Log.
- Within 60 calendar days of receipt, ACBHS designee notifies the filer of the resolution in writing.
 - The notification includes information on the appeal process and state-level avenues for resolution (MHSOAC, etc.).
 - If the filer chose to remain anonymous and did not provide contact information, the ACBHS designee notes this information in the Log.

PROCEDURES

A. Filing an MHSA Issue

1. As an informal first step, it is recommended that anyone concerned discuss their issue with the MHSA Coordinator at 96 Washoe Blvd, Markleeville, CA. 96120, or by phone at 530-694-1816, or via email at abroadhurst@alpinecountyca.gov, as immediate resolution may be possible.
 - a. If this informal process does not meet the needs of the individual, the person may follow the steps outlined below. There is “no wrong door” to this process.
2. MHSA Issues must be filed in writing.
 - a. To improve the filing process, ACBHS has developed an Issue Resolution Process (IRP) form, which stakeholders may obtain in the clinic lobby or upon request; a copy is also available online.
 - b. Stakeholders may also choose to file the issue through a letter or other written means.
 - c. ACBHS staff are available to help stakeholders file an MHSA issue form.
 - Example: If a stakeholder approaches the ACBHS Receptionist with an issue but he/she does not want to fill out the form, the ACBHS Receptionist will aid the stakeholder by completing the form with input from the individual.
 - d. Stakeholders may choose to remain anonymous when filing an MHSA issue. Contact information is considered optional.
3. Stakeholders may file an issue at any point or through any avenue within the ACBHS system.
 - a. The written issue may be submitted in person to any ACBHS staff member or via mail or fax to the main clinic.

B. Receipt of a Filed MHSA Issue

1. Upon receipt of an MHSA Issue, ACBHS staff immediately forward the written document to the ACBHS designee.
2. The ACBHS designee logs the MHSA Issue in the MHSA Issue Resolution Log, noting the name and contact information of the filer (if provided); the date of receipt; and a brief description of the concern.

3. Within 3 business days of receipt, the ACBHS designee sends written acknowledgement to the filer that ACBHS has received the MHSA issue.
 - a. The acknowledgement will inform the filer that the issue will be addressed within 60 calendar days.
 - b. If the filer chose to remain anonymous and did not provide contact information, ACBHS notes this information in the Log and proceed with the review process.
 - c. The written acknowledgement is logged in the MHSA Issue Resolution Log.

C. Investigation of a Filed MHSA Issue

1. The ACBHS designee investigates the filed issue.
2. If necessary, the ACBHS 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.
 - b. In this circumstance, the 60-day time frame for resolution will be extended.
3. The ACBHS designee logs this information in the MHSA Issue Resolution Log, describing the investigation and resolution, and noting the date of decision.

D. Reporting and Notification

1. Upon completion of the investigation, the ACBHS designee submits a brief report to the ACBHS Director.
 - a. The report includes a description of the issue, a summary of the investigation, and the final resolution.
2. The ACBHS designee notifies the filer in writing of the resolution.
 - a. The notification includes information on the appeal process and state-level avenues for resolution.
 - b. If the filer chose to remain anonymous and did not provide contact information, the ACBHS designee notes this information in the Log.
4. The ACBHS designee enters the date that the filer was notified of the resolution in the MHSA Issue Resolution Log.