



Lake County Mental Health Department Mental Health Services Act Issue Resolution Process Effective December 01, 2011

Purpose:

This procedure supplements the Beneficiary and Client Resolution Policy and 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 services Act (MHSA) planning and process.

The State of California requires that the local issue resolution process be exhausted before accessing State venues such as the Mental Health Services Oversight and Accountability Commission (MHSOAC), Department of Mental Health (DMH) or California Mental Health Planning Council (CMHPC) to seek issue resolution or to file a complaint or grievance. Lake County Mental Health Department has adopted an issue resolution process for filing and resolving issues related to Mental Health Services Act (MHSA) community program planning process, and consistency between program implementation and approved plans.

The County's Mental Health Department is committed to:

- Addressing issues regarding MHSA in an expedient and appropriate manner;
- Providing several avenues to file an issue, complaint or grievance;
- Ensuring assistance is available, if needed, for the client/family member/provider/community member to file their issue; and
- Honoring the Issue Filer's desire for anonymity.

Types of MHSA Issues to be Resolved in this Process:

- Inconsistency between approved MHSA Plan and implementation.
- Lake County Community Program Planning Process

(Allegations of fraud, waste, and abuse of funds are excluded from this process. Allegations of this type will be referred directly to the County Administrator's Office for investigation.)

Process:

- An individual may file an issue at any point and avenue within the system. These avenues may include but are not limited to the County Mental Health Director, County Mental Health Deputy Directors, Mental Health Advisory Board, Member Services

Resolution Officer, Consumer and Family Liaisons, Patient Rights Advocate, Mental Health Provider.

- The MSHA issue shall be forwarded to the Member Services Resolution Officer (MSRO) for review within one (1) business day of receipt.
- The MSRO shall provide the Issue Filer a written acknowledgement of receipt of the issue, complaint or grievance within two (2) business days.
- The MSRO shall notify the County's MSHA Coordinator of the issue received while maintaining anonymity of the Issue Filer.
- The MSRO will investigate the issue.
- The MSRO may convene the MSHA Issue Resolution Committee (MIRC) whose membership includes unbiased, impartial individuals who are not employed by the County of Lake.
- The MSRO will communicate with the issue filer every seven (7) days while the issue is being investigated and resolved.
- Upon completion of investigation, the MSRO/MIRC shall issue a committee report to the Mental Health Director.
- Report shall include a description of the issue, brief explanation of the investigation, the MSRO/MIRC recommendation and the County resolution to the issue.
- The MSRO shall notify the Issue Filer of the resolution in writing and provide information regarding the appeal process and State level opportunities for additional resolution, if desired.
- The Mental Health Director will provide a quarterly MSHA Issue Resolution Report to the Mental Health Advisory Board.

Member Services Resolution Officer:

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