Attachment A

**Mental Health Services Act (MHSA) Issue Resolution Process**

**Sacramento County is committed to**:

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

**Types of Issues to be resolved using this process**:

1. Appropriate use of MHSA funds; and/or
2. Inconsistency between approved MHSA Plan and implementation; and/or
3. Sacramento County Community Program Planning Process.

**Process:**

An individual, or group of individuals, that is dissatisfied with any applicable MHSA activity or process may file a issue at any point within the system. These avenues may include, but are not limited to, the County Mental Health Plan Director, County Compliance Officer, Patient Advocacy Program, Mental Health Providers, Mental Health Plan Problem Resolution, Mental Health Committees/Councils.

Issues will be forwarded to the Quality Management Program Manager, or specific designee of the Mental Health Director, either orally or in writing.

Upon receipt of the issue, the Quality Management Program Manager, or specific designee of the Mental Health Director, will determine if the issue is to be addressed through the MHSA Issue Resolution Process or if it is an issue of service to be addressed by the Mental Health Plan (MHP) Problem Resolution Process. If the issue is regarding service delivery to a consumer, the issue will be resolved through the MHP Problem Resolution Process.

If the issue is MHSA-related regarding the appropriate use of MHSA funding, inconsistency between the approved MHSA Plan and implementation, or Sacramento County community program planning process, the issue will be addressed as follows:

* 1. Issue Filer’s concern(s) will be logged into a MHSA Issue Log to include the date of the report and description of the issue.
  2. The Issue Filer will receive an acknowledgement of receipt of the issue, by phone or in writing, within the MHP Problem Resolution timeframes.
  3. The Quality Management Program Manager, or specific designee of the Mental Health Director, shall notify the County’s Mental Health Director and MHSA Program Manager of the issue received. Division of Behavioral Health Services (DBHS) staff will investigate the issue while maintaining anonymity of the Issue Filer.
  4. The Quality Management Program Manager, or specific designee of the Mental Health Director, may convene an ad-hoc committee to review all aspects of the issue. This review process will follow the existing Problem Resolution timeframes.
  5. The Quality Management Program Manager, or specific designee of the Mental Health Director, will communicate with the Issue Filer while the issue is being investigated and resolved.
  6. Upon completion of the investigation, the Quality Management Program Manager, or specific designee of the Mental Health Director, shall issue a report to the Mental Health Director. The report shall include a description of the issue, brief explanation of the investigation, staff/ad-hoc committee recommendation(s) and the County resolution to the issue.
  7. The Quality Management Program Manager, or specific designee of the Mental Health Director, shall notify the Issue Filer of the resolution, by phone or in writing and enter the issue resolution and date of the resolution into the MHSA Issue Log.
  8. MHSA Issues and resolutions will be reported annually in the Quality Improvement Report.

If the Issue Filer does not agree with the local resolution, the Issue Filer may file an appeal with the following agencies: Mental Health Services Oversight and Accountability Commission (MHSOAC); California Mental Health Planning Council (CMHPC); or California Department of Health Care Services (DHCS).