

# County of Nevada

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

### **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 Department of Health Care Services 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 Health Care Services (DHCS) or California Mental Health Planning Council (CMHPC) to seek issue resolution or to file a complaint or grievance. The Nevada County Behavioral 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 Behavioral 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:

- Appropriate use of MHSA funds
  - Allegations of fraud, waste, and abuse of funds are excluded from this process. Allegations of this type will be referred directly to the County Compliance Office for investigation.
- Inconsistency between approved MHSA Plan and implementation
- Nevada County Community Program Planning Process

### **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 Behavioral Health Director, Quality Assurance Manager, Patients' Rights Advocate, Program Manager, and other Mental Health Provider.
- The individual may file the grievance orally or in writing.
- The MHSA issue shall be forwarded to the Patients' Rights Advocate for review within one (1) business day of receipt.
- The Patients' Rights Advocate logs grievance within one working day of receipt and acknowledges receipt in writing to the individual.

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- The Patients' Rights Advocate shall notify the County's MHSA Coordinator and the Quality Assurance Manager of the issue received while maintaining anonymity of the Issue Filer.
- The Patients' 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 Patients' Rights Advocate/Quality Assurance Manager may convene the MHSA Issue Resolution Committee whose membership may include unbiased, impartial individuals who are not employed by Nevada County. Members of the Committee must not have been involved in any previous level or review or decision making regarding the Issue Filer.
  - 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 to 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 MHSA Coordinator will provide MHSA Issue Resolution Report to the Mental Health Board.
- End of Local MHSA Issue Resolution Process

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Patients' Rights Advocate Contact Information:

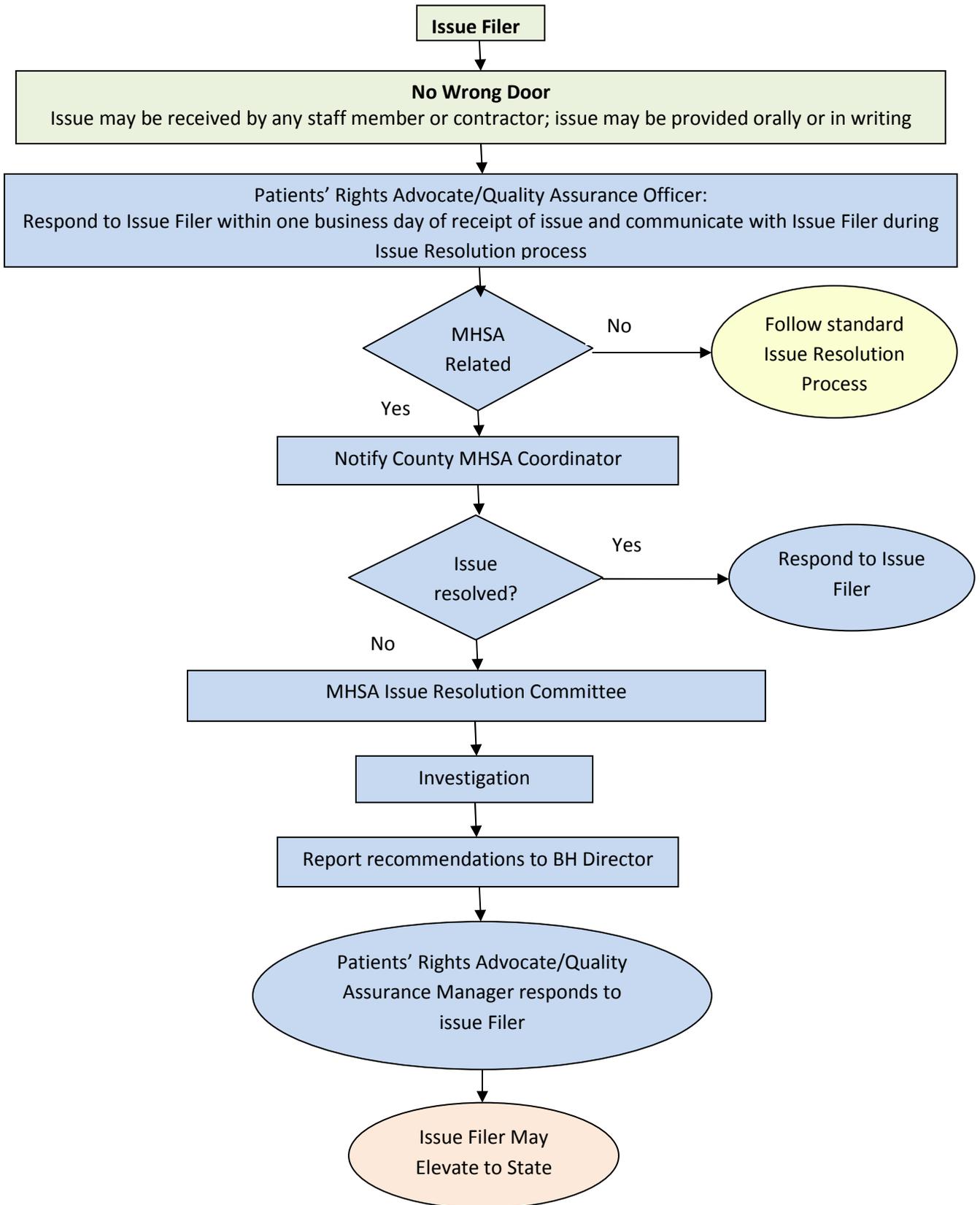
Patients' Rights Advocate Phone Number: (530) 470-2722

Reception Desk Phone Number: (530) 265-1437

Toll Free for long distance: 1 (888) 801-1437

Address: 500 Crown Point Circle, Suite 120, Grass Valley, CA 95945

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