

## Solano County

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

#### **Purpose:**

This procedure supplements the Solano County Mental Health Plan Problem 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 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 Oversight and Accountability Commission (MHSOAC), Department of Health Care Services (DHCS), or the California Mental Health Planning Council (CMHPC) to seek issue resolution or to file a complain or grievance. Solano 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 implementaiton and approved plans.

The County's Behavioral Health Services 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 he client/family member/provider/community member to file their issue
- 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
- Solano County community MHSA planning process
- Provision of MHSA funded MH services

#### **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, County Behavioral Health Administrator, Mental Health Advisory Committee, Solano County H&SS Compliance Officer, or Mental Health providers.
- The MHSA issue shall be forwarded to the MHSA Manager for review within one (1) business day of receipt.
- MHSA Manager shall provide the Issue Filer a wirtten acknowelegement of receipt of the issue, compliant, or greivance within two (2) business days.
- MHSA Manager will investigate the issue:

- MHSa Manager may convene the Ad Hoc MHSa Issue Resolution Committee (IRC) whose membership includes unbiased, impartial individuals who are not employed by the County of Solano.
  - MHSa Manager will communicate with the Issue Filer every seven (7) days while the issue is being investigated and resolved.
- Upon completion of the investigation, MHSa Manager shall issue a report to the Behavioral Health Director.
  - Report shall include a description of the issue, brief explanation of the investigation, MHSa Manager/IRC recommendation, and the County resolution to the issue.
- MHSa Manager 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 Behavioral Health Director will provide a quarterly MHSa Issue Resolution Report to the Mental Health Advisory Board.