

The County of El Dorado's Health and Human Services Agency Behavioral Health Division has adopted an issue resolution process for filing and resolving issues related to the Mental Health Services Act (MHSA) community program planning process, consistency between program implementation and the approved MHSA plan and the appropriate use of MHSA funds. This procedure supplements the Mental Health Grievance procedure; which provides the specific guidelines for addressing grievances regarding services, treatment and care.

Note: Allegations of fraud, waste, or abuse of funds are excluded from this process. Allegations of this type will be referred directly to the Compliance Officer for investigation.

The State requires that the local issue resolution process be exhausted before accessing State entities including the Department of Health Care Services (DHCS), the Mental Health Services Oversight and Accountability Commission (MHSOAC) or California Mental Health Planning Council (CMHPC)] to seek issue resolution or to file a complaint.

If you have a concern regarding the MHSA planning process or related matters and would like to file a complaint, please go to: <http://www.edcgov.us/MentalHealth/> under Grievance and Appeal Forms, select "Issue Resolution Process (IRP)" or request a copy from Behavioral Health staff or MHSA Management Team at MHSA@edcgov.us.

If you have a complaint regarding services, go to <http://www.edcgov.us/MentalHealth/> under Grievance and Appeal Forms and select Grievance Form to access a complaint form. You may also obtain a complaint form from the Behavioral Health office.

Issue Resolution Process Steps:

1. Filing a Complaint
 - i. An individual may file a complaint, orally or in writing, with MHSA Administration, the Patients' Rights Advocate, or the Deputy Director of Behavioral Health. The complaint should specify the language of the law or policy that has been breached. The timeline requirement will begin at the time the complaint is received.
2. MHSA Issue Resolution Process
 - i. Upon notification of a complaint, MHSA Administration shall provide the filer written acknowledgement of receipt of the complaint within ten (10) business days.

- ii. MHSA Administration shall begin an investigation of the issue addressed in the complaint.
- iii. Upon completion of the investigation, MHSA Administration shall notify HHS Behavioral Health Management with details of the investigation and the resulting action/decision.
- iv. MHSA Administration shall issue a written decision on the outcome to the filer within sixty (60) calendar days of receipt of the complaint.
- v. The timeframe may be extended up to fourteen (14) calendar days if the filer requests an extension, or if MHSA Administration determines that there is a need for additional information and that the delay is in the filer's interest. When an extension occurs, MHSA Administration will send a written notice to the filer as well as Behavioral Health Management.
- vi. If the filer does not agree with the local resolution, the filer may file an appeal with the following agencies:
 - Mental Health Services Oversight and Accountability Commission (MHSOAC)
1325 J Street, Suite 1700
Sacramento, CA 95814
Phone: (916) 445-8696
Fax: (916) 445-4927
Email: MHSOAC@mhsoac.ca.gov
 - California Mental Health Planning Council (CMHPC)
California Behavioral Health Planning Council
MS 2706
PO Box 997413
Sacramento, CA 95899-7413
Phone: (916) 701-8211
Fax: (916) 319-8030
 - California Department of Health Care Services (DHCS)
Department of Health Care Services
Mental Health Services Division
Attention: MHSA Issue Resolution Process
1500 Capitol Avenue, MS 2702
P.O. Box 997413
Sacramento, CA 95899-7413
Email: mhsa@dhcs.ca.gov