



**Stanislaus County Behavioral Health and Recovery Services
Mental Health Services Act (MHSA) Issue Resolution Process (IRP)
Effective March 1, 2012**

Purpose:

Stanislaus County Behavioral Health and Recovery Services (BHRS) has adopted the 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 State strongly recommends that Counties establish an issue resolution process that, to the extent possible, works through procedures already established to avoid duplication of processes. This procedure supplements the Beneficiary and Client Problem Resolution Policy and Process (which provides detailed guidelines for addressing grievances and appeals regarding services, treatment and care).

The State 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.

If you have a complaint about MHSA planning process and you don't already have a complaint form, complete the form below or go to: www.stanislausmhsa.com or www.stancounty.com/bhrs/ and click on "Issue Resolution Process (IRP)" to access a complaint form or request a copy from any BHRS office.

If you have a complaint regarding services, go to www.stancounty.com/bhrs/ and click on "Grievance Process" to access a complaint form. You may also obtain a complaint form at any BHRS office or service site.

Stanislaus Behavioral Health & Recovery Services is Committed to:

- The right of individual(s) to bring issues forth.
- Addressing issues regarding MHSA in an expedient and appropriate manner;
- Providing several avenues for individuals to file an issue;
- Ensuring assistance is available, if needed, for anyone who desires to file an issue;
- Honoring the Issue Filer's desire for anonymity;
- Ensuring an impartial issue resolution process is conducted;
- Notifying the Filer, in writing, of outcomes (if contact information was provided by the filer).

Types of MHSA Issues to be Resolved in this Process:

- Inconsistency between approved MHSA Plan and implementation
- Concerns about the Local Community Program Planning Process
- Inappropriate use of MHSA funds; such as using MHSA funds to replace other funds in programs that existed prior to passage of MHSA on 11/2/04.
 - **Please note:** Allegations of fraud, waste, and abuse of funds are excluded from this process. Allegations of this type will be referred directly to the BHRS - Stanislaus County Compliance Coordinator for investigation.

Issue Resolution Process Steps:

- An individual may file an issue at any point or avenue within the system. Issues may be filed in print and submitted in person, mailed or faxed to any BHRS office or staff.
- The MHSA issue shall be forwarded to the BHRS Quality Services Manager for review within one (1) business day of receipt.
- The Quality Services staff or designee shall provide the Issue Filer a written acknowledgement of receipt of the issue or complaint within one (1) business day and inform them that they will receive a letter with the results of the investigation within 60 days as well as a call from the investigator during that timeframe inquiring if they are satisfied with the outcome of the investigation (if contact information was provided by the filer).
- The MHSA Manager will have access to an electronic log of all issues.
- The Quality Services Manager or designee shall assign an investigator to investigate the issue and provide the findings of the investigation to the Quality Services Department once the investigation has been completed.
- The Quality Services Manager or the assigned investigator may convene an Issue Resolution Committee whose membership includes individuals who represent diverse perspectives in order to resolve the issue.
- Upon completion of investigation, the Quality Services Manager shall issue a report to the BHRS Quality Management Team.
- Report shall include a description of the issue, brief explanation of the investigation, Quality Services Coordinator recommendation and the County resolution to the issue.
- The Quality Services Manager shall notify the Issue Filer of the resolution in writing and provide information regarding the appeal process and State contact information, if desired.
- The Behavioral Health Associate Director or designee will provide a quarterly MHSA Issue Resolution Report to the Stanislaus County Behavioral Health Board.

Quality Services Coordinator
800 Scenic Drive, Modesto, CA 95350
Phone: 209-525-6043
Fax: 209-528-4324

Updated 1/6/17

