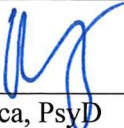


County of Marin <b>Behavioral Health and Recovery Services (BHRS)</b>	POLICY NO. BHRS 54
	Next Review Date: March 2023
<b>POLICY:</b>	Date Reviewed/Revised: 3/12/2020
<u><b>MENTAL HEALTH SERVICES ACT (MHSA) ISSUE RESOLUTION PROCESS</b></u>	By:  _____ Jei Africa, PsyD BHRS Director
<b>SUPERCEDES: MHSUS 052013 MENTAL HEALTH SERVICES ACT (MHSA) ISSUE RESOLUTION PROCESS</b>	

**POLICY: MENTAL HEALTH SERVICES ACT (MHSA) ISSUE RESOLUTION PROCESS**

**I. PURPOSE:**

Marin County Behavioral Health and Recovery (BHRS) has adopted the Issue Resolution Process for filing and resolving issues related to:

- Mental Health Services Act (MHSA) community planning processes;
- Provision of MHSA funded mental health services;
- Inconsistency between approved MHSA plan and program implementation;
- Appropriate use of MHSA funds.

Counties are required to establish an Issue Resolution Process that, to the extent possible, works through procedures already established to avoid duplication of processes. This policy supplements the Consumer Grievance Resolution process that 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 the State venues such as the Mental Health Oversight and Accountability Commission (MHSOAC) or the Department of Health Care Services (DHCS) to seek issue resolution or to file a complaint.

**II. REFERENCES:**

Mental Health Services Act

**III. POLICY:**

**Marin County Behavioral Health and Recovery Services (BHRS) Division 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).

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**II. Types of MHSA Issues to be Resolved in this Process:**

- Inconsistency between approved MHSA Plan and implementation;
- Provision of MHSA funded mental health services;
- 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 HHS Compliance Line for investigation at 415.473.6948.

**IV. AUTHORITY/RESPONSIBILITY:**

MHSA Coordinator  
Behavioral Health and Recovery Services Director

**V. PROCEDURE:**

- The MHSA Coordinator shall ensure the Issue Resolution Form is easily available on the MarinHHS.org/MHSA website for easy access by the public.
- An individual may file an issue at any point or avenue within the system by filling out the attached Mental Health Services Act (MHSA) Issue Resolution Form and submitting it to the MHSA Coordinator.
- The MHSA Coordinator shall provide the Issue Filer a written acknowledgement of receipt of the issue or complaint within three (3) business days and inform them that they will receive a letter with the outcome of the investigation within sixty (60) calendar days. The Filer will also receive a call during that timeframe inquiring if they are satisfied with the outcome of the investigation.
- The MHSA Coordinator shall investigate the issue. In doing so, they may convene an issue resolution committee whose membership includes individuals who represent diverse perspectives.
- The MHSA issue shall be forwarded to the BHRS Senior Management Team which includes the BHRS Director, for review.
- Upon completion of investigation, the MHSA Coordinator shall issue a report to the BHRS Senior Management Team.
- Report shall include a description of the issue, brief explanation of the investigation, the recommendation and the County resolution to the issue.

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- The MHSA Coordinator shall notify the Issue Filer of the resolution in writing and provide information regarding the appeal process and State contact information, if desired (if contact information was provided by the filer).
- The BHRS Director will provide a quarterly MHSA Issue Resolution Report to the Mental Health Board. No report will be required if no issues are reported for the preceding period.
- Each issue must be tracked and recorded in the MHSA Issue Resolution Log and be furnished for any audits. After any Issue is added to the MHSA Issue Resolution Log, a copy must be sent to the Quality Management Department for their records.

**To submit a written complaint, fill out and print the form referenced below which is on the following page.**

**MENTAL HEALTH SERVICES ACT (MHSA) ISSUE RESOLUTION FORM**

Submit the completed form to:

County of Marin  
 Health and Human Services  
 Behavioral Health and Recovery Services Division  
 20 N. San Pedro Road, Suite 2021  
 San Rafael, CA 94903  
 Email to: [gmain@marincounty.org](mailto:gmain@marincounty.org) or Fax to: 415.473.7008



**MENTAL HEALTH SERVICES ACT (MHS) ISSUE RESOLUTION FORM  
 COUNTY OF MARIN  
 HEALTH AND HUMAN SERVICES  
 BEHAVIORAL HEALTH AND RECOVERY SERVICES DIVISION**

<b>CONTACT INFORMATION</b>			
<input type="checkbox"/> I wish to remain anonymous	Name		Telephone Number
Street Address		City	State      Zip Code
Email Address			
Describe the issue you would like addressed – please be specific. (Attach a separate sheet if more space is needed)			
What do you propose as a solution?			

\_\_\_\_\_  
 Signature Date

<b>For Office Use ONLY</b>			
Issue Received By (The Employee)		Date Issue Was Received	
Resolution Status:	<input type="checkbox"/> In Review	<input type="checkbox"/> Referred to Sr. Mgmt/Director	<input type="checkbox"/> Resolved
Date of Status:			
Actions Taken/Comments			
Reason(s) for Decision			

\_\_\_\_\_  
 Print Reviewer's Name Reviewer's Signature

**Submit your form to:**  
 County of Marin  
 Health and Human Services  
 Behavioral Health and Recovery Services Division  
 20 N. San Pedro Road, Suite 2021  
 San Rafael, CA 94903  
 Email to: [gmain@marincounty.org](mailto:gmain@marincounty.org) or Fax: 415.473.7008