



**SOLANO COUNTY DEPARTMENT OF HEALTH AND SOCIAL SERVICES
BEHAVIORAL HEALTH DIVISION
POLICIES AND PROCEDURES**

POLICY NUMBER: ADM136

SUBJECT: Mental Health Services Act Issue Resolution Process

IMPLEMENTATION DATE: April 1, 2010

LAST REVIEWED: November 10, 2020

NEXT SCHEDULED REVIEW: November 9, 2023

PARTY RESPONSIBLE FOR REVIEW: Mental Health Services Act (MHSA) Unit

APPLICABILITY: Solano MHP and H&SS Behavioral Health Division, MHSA funded contractors, All employees

NEW POLICY

I. DEFINITIONS

- A. **30-Day Public Comment Period:** All MHSA Three-Year Integrated Plans, Annual Updates, and off cycle Plan Updates must be posted for a 30-day public comment period per MHSA regulations.
- B. **Appeal:** A request for review of an issue to be provided after all steps have been completed.
- C. **Community Program Planning (CPP):** MHSA regulations require public input, recommendations and feedback into the development of MHSA Three-Year Integrated Plans and Annual Updates. CPP can include holding community planning meetings in-person or virtually; administering surveys, etc.; posting MHSA Three-Year Integrated Plans, Annual Updates, or off cycle Plan Updates for 30-day public comment period; and holding public hearings.
- D. **Consumer:** An individual who is a beneficiary or user of MHP or MHSA funded services.
- E. **Issue:** An issue or concern which is reported by a consumer, or with the consumer's permission, by an advocate, community member, or MHSA steering committee member; the issue is about the local CPP process, inconsistencies between approved MHSA Three-Year Plan, Annual Update or Plan Update, inconsistencies or concerns regarding the implementation of an MHSA funded strategy/program, or inappropriate use of MHSA funds.
- F. **Mental Health Plan (MHP):** An entity that enters into a contract with the California Department of Health Care Services to provide directly or arrange and pay for specialty mental health services to beneficiaries in a county. An MHP may be a county, counties acting jointly or another governmental or non-governmental entity.
- G. **Mental Health Services Act (MHSA):** Proposition 63, known as the Mental Health Services Act (MHSA), was passed by voters in 2004. MHSA provides funding to county mental health plans and requires a comprehensive stakeholder community program planning process. The term MHSA can refer to the funding or whether a program is funded by MHSA.
- H. **MHSA Clinical Supervisor:** A licensed Clinical Supervisor working in the MHSA Unit responsible to participate in the MHSA CPP process, program development and

implementation, monitoring outcomes for MHSA funded services and programs, contract management and assigned by the Solano MHSA Coordinator who has knowledge of MHSA regulations and expertise to investigate MHSA issues submitted and appeals as needed.

- I. **MHSA Coordinator:** A licensed Clinical Senior Manager who manages the MHSA Unit and is responsible for: community outreach, education, the MHSA CPP process, development of MHSA Three-Year Plans, Annual Updates, off cycle Plan Updates, program development and implementation, monitoring outcomes for MHSA funded services and programs, contract management, monitoring of MHSA expenditures, and reporting to the state.
- J. **Public Hearing:** A public hearing is required to be held after the close of the 30-day public comment period for all Plans, Annual Updates and Plan Updates. The primary purpose a public hearing is to obtain public testimony or comment. A public hearing may occur as part of a regular local Mental Health Advisory Board (MHAB) meeting or through a special meeting convened in partnership with the local MHAB, for the sole purpose of reviewing an MHSA Plan, Annual Update, or Plan Update with no other matters addressed. A quorum of the MHAB is required for all MHSA Public Hearings.
- K. **Public Meeting:** A public stakeholder meeting occurs whenever a group of community members gather in-person or virtually to receive training on MHSA, engage in a review of MHSA funded services and programs, and/or engage in planning for a new Three-Year Plan, Annual Update or off cycle Plan Update.
- L. **Stakeholder:** Community members and organizations who are interested in gaining more information about MHSA and providing input or feedback about MHSA services, programs, Three-Year Plans, Annual Updates and off cycle Plan Updates. The County must make efforts to include community members who represent the following: consumers, family members, individuals representing local underserved and marginalized communities, behavioral health and healthcare providers; representatives from law enforcement, local education agencies, veterans, faith communities, and community members representative of various geographic regions and age groups.
- M. **Steering Committee:** A group of key stakeholders representing the community who provides recommendations regarding the MHSA Three-Year Plan, Annual Updates, and/or Plan Updates; may review and monitor MHSA demographic and outcome data; identifies barriers to mental health services; recommends strategies to reduce barriers to services; and provides feedback and input about policy decisions.

II. CULTURAL & LINGUISTIC CONSIDERATIONS

- A. The Solano MHP utilizes the national Culturally and Linguistically Appropriate Services (CLAS) standards to achieve cultural proficiency in service delivery, reduce health disparities, and provide services that are equitable for all beneficiaries.
- B. The MHSA Issue Resolution process will include language interpretation services when a community member's preferred language is not English, and will ensure that cultural issues, including the community member's racial/ethnic/gender identity, sexual orientation, spiritual beliefs, cultural practices, traditions, customs, and other relevant considerations (i.e. trauma and the impact of exploitation, marginalization and/or effects of being part of an underserved population) are addressed when resolving the community member's stated concern.

III. POLICY

- A. Counties are required to establish an MHSA Issue Resolution Process that, to the extent possible, works through the procedures already established to avoid duplication of processes. This policy supplements the Solano MHP Beneficiary Problem Resolution –

Grievances policy (ADM141) that provides detailed guidelines for addressing grievances regarding services, treatment and care.

- B. The State requires that the local MHSAs Issue Resolution Process be exhausted before accessing the State venues such as the Mental Health Services Oversight and Accountability Commission (MHSOAC) or the Department of Health Care Services (DHCS) to seek issue resolution or to file a complaint.
- C. The MHSAs Issue Resolution Process is related to:
 - 1. The MHSAs Community Program Planning (CPP) process.
 - 2. Concerns related to inconsistencies between approved MHSAs Three-Year Plans, Annual Updates, and Plan Updates and program implementation.
 - 3. Concerns about access or quality of MHSAs funded programs and services.
 - 4. Appropriate use of MHSAs funding.
- D. Community stakeholders and MHSAs Steering Committee members shall be informed of the process for reporting and resolving MHSAs issues. The "MHSAs Issue-Suggestion" form and information related to how to submit the form shall be posted for public on the Behavioral Health website, within the facilities where MHSAs funded services are provided, and made available at CPP stakeholder meetings.
 - 1. The "MHSAs Issue-Suggestion" form shall be made available in current threshold languages.
- E. Issues may be submitted in writing, via electronic mail, postal mail, or in person during CPP meetings, or public hearings.
- F. Solano County Behavioral Health will adhere to regularly convening stakeholder meetings and the MHSAs Steering Committee to solicit feedback, input and recommendations about MHSAs Three-Year Plans, Annual Updates, and off cycle Plan Updates. These meetings will also be used to give stakeholders an opportunity to bring forth concerns or issues with the CPP process.

IV. PROCEDURES

- A. At any time, a behavioral health consumer, community member or MHSAs Steering Committee member may raise an issue or complaint by contacting any staff member from the Solano County MHSAs Unit, contacting the Solano County MHP Problem Resolution Coordinator, or by submitting an "MHSAs Issue-Suggestion" form.
 - 1. Concerns may also be raised at any of the regularly scheduled CPP meetings or MHSAs Steering Committee meetings.
 - a. Meeting announcements are posted no less than 72 hours prior to holding a meeting.
- B. Upon receipt of an "MHSAs Issue-Suggestion" form the Solano MHP Problem Resolution Coordinator will log the issue-suggestion within one working day of receipt. The log shall include:
 - 1. the name of the individual submitting an issue/suggestion with exception of situation in which the person opts to remain anonymous,
 - 2. date the MHSAs issue/suggestion was received,
 - 3. date it was logged,
 - 4. a general description of the issue identified,
 - 5. date issue/suggestion was forwarded to the MHSAs Unit,
 - 6. resolution of the issue/suggestion as provided by the MHSAs Unit,
 - 7. date of the resolution of the issue
- C. The log is to be maintained in a confidential location at the Quality Improvement Unit.
- D. In the event that the issue or concern submitted is related to a consumer's treatment as provided by an MHSAs funded program, the MHP Problem Resolution Coordinator will process it as a MHP grievance per ADM141 policy.

- E. The Problem Resolution Coordinator shall forward MHSA Issue-Suggestion forms to the MHP MHSA Clinical Supervisor for follow up. The MHSA Clinical Supervisor will attempt to resolve the issue/complaint by contacting the individual who filed the issue/concern.
 - 1. If the issue is resolved, written notification of the resolution in the individual's preferred language will be mailed to the individual, and the results will be provided to the MHP Problem Resolution Coordinator to include in the log.
- F. If the issue is not resolved at the MHSA Clinical Supervisor level, it will be forwarded to the MHSA Coordinator and Behavioral Health Director. The MHSA Coordinator will contact the initiator of the issue/complaint to attempt resolution.
 - 1. If the issue is resolved, written notification of the resolution in the individual's preferred language will be mailed to the individual, and the results will be provided to the MHP Problem Resolution Coordinator to include in the log.
- G. If the issue cannot be resolved through the Solano MHP the individual will be provided in writing, in the individual's preferred language, contact information for both MHSOAC and DHCS and advised that he/she can appeal directly to the state by submitting the issue/concern via email or in writing to either entity listed on Appendix A.

V. AUTHORITY

- A. County DHCS Performance Contract (A) (6)(A)(2)


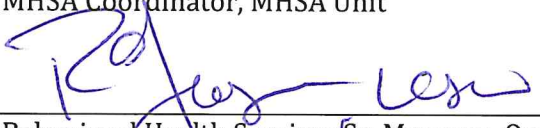
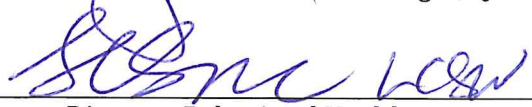
VI. FORMS

- A. MHSA Issue-Suggestion Form

VII. RELATED POLICIES / DOCUMENTS

- A. ADM141 Beneficiary Problem Resolution – Grievances

APPROVALS:

 <hr/> MHP Coordinator, MHP Unit	LMFT	<hr/> 11/17/20 Date
 <hr/> Behavioral Health Services Sr. Manager, Quality Improvement	LGSW	<hr/> 11/16/20 Date
 <hr/> Deputy Director, Behavioral Health	LGSW	<hr/> 11/18/2020 Date

Electronic Distribution Date:

The signed original is maintained on file in the Quality Improvement Unit.

Appendix A

If the issue cannot be resolved through the Solano MHP the individual will be provided in writing, in the individual's preferred language, contact information for both MHSOAC and DHCS and advised that he/she can appeal directly to the state by submitting the issue/concern via email or in writing to either entity

MHSOAC@mhsoc.ca.gov

Mental Health Services Oversight and Accountability Commission
Attention: MHSA Issue Resolution Process
1325 J Street, Suite 1700
Sacramento, CA 95814

MHSA@DHCS.ca.gov

Department of Health Care Services
MHSA Team
Attention: MHSA Issue Resolution Process
1500 Capitol Avenue, MS 2702
P.O. Box 997413
Sacramento, CA 95899-7413

MHSA Issue-Suggestion Form

Note: The Solano County Mental Health Plan (MHP) welcomes information regarding your concerns or suggestions regarding how Mental Health Service Act (MHSA) funding is used in Solano County. Your current services provided by the Solano County MHP will not be adversely affected in any way by offering feedback. Please complete this form, then fold and secure, stamp, and mail. You may also give the completed form to any MHP staff member.

Please check one: **Issue or Concern** **Suggestion**

Optional Information:

Date: _____ Service Location: _____

Name: _____

Race/Ethnicity: _____ Primary Language: _____

Address (City/State/Zip): _____

Are you a current mental health consumer? Yes No

Are you a family member or loved one of a consumer? Yes No

Are you a community member or provider? Yes No

May we contact you regarding your comments? Yes, you may contact me regarding my comments.
 No, please do not contact me regarding my comments.

Phone Number (Please indicate best time to call): _____

Please identify the nature of the issue or concern you have regarding MHSA:

- The MHSA Community Program Planning (CPP) process;
- Concerns about access or quality of MHSA funded programs and services;
- Appropriate use of MHSA funding; and
- Concerns related to inconsistencies between the approved MHSA Three-Year Plans, Annual/Plan Updates and program implementation.

Please print or write legibly.

Signature of person providing comments

Today's Date:

FOR AGENCY USE ONLY

Reviewed by: _____

Date Received: _____



**Solano County
Mental Health Plan**

**Mental Health
Services Act
(MHSA)
Issue/Suggestion
Form**

Solano MHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Solano County Mental Health Plan
Quality Improvement Unit
275 Beck Ave., MS 5-250
Fairfield, CA 94533

1st Class
Stamp
Required

Solano County Mental Health Plan
Quality Improvement Unit
275 Beck Ave., MS 5-250
Fairfield, CA 94533

If you need assistance with completing this form:

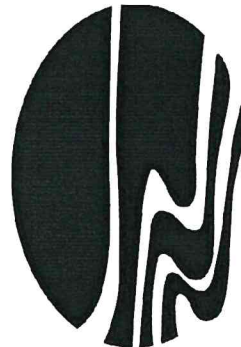
- You may ask any Mental Health Plan staff to assist you
- You may call our Problem Resolution Coordinator:

**Toll Free Number
1-800-459-9914**

- TTY 1-866-660-4288 English
- TTY 1-866-288-1311 Spanish

- You may call the MHSA Unit:

1-707-784-8320



Promoting Healthy Tomorrows

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