



POLICY/PROTOCOL and PROCEDURE	Policy Number: A-092
Mental Health Services Act (MHSA) Issues Resolution Process	Date: December 3, 2021

Purpose: To ensure compliance with the issues resolution process pursuant to the California Code of Regulations (CCR), Title 9, Division 1, Chapter 14: Mental Health Services Act and Department of Health Care Services (DHCS) County Performance Contract.

Scope: Kings County Behavioral Health (KCBH) Mental Health Services Act (MHSA) Unit and Programs, county-operated and contracted.

Definitions:

Mental Health Services Act (MHSA): The laws that took effect on January 1, 2005 when Proposition 63 was approved by California voters and codified in the Welfare and Institutions Code

Community Program Planning (CPP): The process to be used by the County to develop Three-Year Program and Expenditure Plans, and updates in partnership with stakeholders to: (1) Identify community issues related to mental illness resulting from lack of community services and supports, including any issues identified during the implementation of the Mental Health Services Act; (2) Analyze the mental health needs in the community; and. (3) Identify and re-evaluate priorities and strategies to meet those mental health needs.

Stakeholders: Individuals or entities with an interest in mental health services in the State of California, including but not limited to: individuals with serious mental illness and/or serious emotional disturbance and/or their families; providers of mental health and/or related services such as physical health care and/or social services; educators and/or representatives of education; representatives of law enforcement; and any other organization that represents the interests of individuals with serious mental illness/ and/or serious emotional disturbance and/or their families.

Policy:

- A. Kings County Behavioral Health (KCBH) has adopted an issue resolution process (IRP) for filing and resolving issues related to:
 - a. Mental Health Services Act (MHSA) community program planning (CPP) process;
 - b. Consistency between program implementation and KCBH MHSA approved plans; and
 - c. MHSA funded programs.

- B. Kings County Behavioral Health is committed to:
 - a. Addressing issues regarding MSHA in an expedient and appropriate manner;
 - b. Providing several avenues to file an issue, complaint or grievance;



- c. Ensuring assistance is available, if needed, for the client/family member / provider / community member to file their issue; and
 - d. Honoring the issue Filer's desire for anonymity.
- C. KCBH shall keep and update an Issue Resolution Log, and include a brief description of the MHSA issue, dates, and final resolution.
- D. This procedure supplements the Beneficiary Grievance Policy and Procedure (A-023), as the Patients Rights Advocate who oversees the KCBH Grievance Process also oversees the MHSA IRP.

Procedure:

- A. If any community member or stakeholder (including consumers/family members, providers or members of the general public) is dissatisfied with or takes issue in any MHSA activity, process, or program, the individual may file the issue with the Patients' Rights Advocate. This can be done through the below outlets which are also advertised on the KCBH website and at MHSA funded program and activity sites.
- a. **In-Person:** Kings County Behavioral Health
Attn: Patient Rights Advocate
460 Kings County Dr. Suite 101
Hanford, California 93230
 - b. **Telephone:** 559-852-2423
 - c. **E-mail:** bhpra@co.kings.ca.us
 - d. **Fax:** 559-852-4219
 - e. **Online:** www.kcbh.org/MHSAIRP.html
- B. Upon receipt of the filed issue, the Patients' Rights Advocate will investigate the issue.
- a. If requested by the filer, the Patients' Rights Advocate shall maintain anonymity of the issue filer.
- C. The Patients' Rights Advocate will encourage resolution of issues with every effort made to resolve the issue at lowest level possible.
- D. The Patients' Rights Advocate may convene with the MSHA Program Manager for assistance in resolution.
- E. The Process shall be completed in an expedient and appropriate manner.



- F. Upon completion of the investigation, the Patients' Rights Advocate shall issue a resolution letter to the Issue Filer, in addition forward a carbon copy to the MSHA Program Manager.
 - a. The Report shall include a description of the issue, brief explanation of the investigation, and resolution of the issue.
- G. The Patients' Rights Advocate will track issues on Issue Resolution Log, and report issue tracking on a quarterly basis to KCBH MSHA Program Manager.
 - a. The log shall, at minimum, contain the following DHCS required information:
 - i. date the issue was received;
 - ii. a brief synopsis of the issue;
 - iii. the final issue resolution outcome; and
 - iv. the date the final issue resolution was reached.

Reference:

- A. Kings County Behavioral Health Performance Contract with Department of Health Care Services

Approved by:

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