

## Mental Health Services Act (MHSA) Issue Resolution Process

The Madera County Department of Behavioral Health Services (BHS) is committed to improving its services to the greatest extent possible. This involves treatment services, prevention services, service program planning and quality improvement.

When problems arise for services or service planning, BHS recommends consulting with the staff member involved to resolve the issue. They may also call the Quality Management Coordinator for service planning services at (559) 763-3508 or (888) 275-9779; or call the Patients' Rights Advocate at (559) 673-3508 ext. 1267.

Types of MHSA plan and plan implementation issues that may be resolved through this process are those related to:

- MHSA community program planning process
- Inconsistencies between MHSA services implementation described in the approved MHSA plan

The State requires the local issue resolution process to be exhausted before accessing State resources. BHS strives to resolve issues as quickly as possible, with an emphasis on increasing service quality. If a MHSA planning, implementation, or operations issue cannot be resolved by the Quality Management Coordinator, then an issue resolution committee will be convened, whose members include individuals who represent diverse perspectives.

What to expect:

- An investigation will be conducted to try and resolve the issue.
- If the issue is resolved, the Issue Filer will receive a notification of resolution in writing.
- If the issue cannot be resolved by the Quality Improvement Coordinator (QIC) it will be referred to an Ad Hoc committee for further review.
- If the issue was resolved by the QIC, the Issue Filer will receive a notification of resolution in writing.
- If the QIC or committee did not resolve the issue, the Issue Filer will receive a notification of non-resolution in writing and he/she may appeal to the State.

Please click on the links below to download the following documents:

## **[FORMAL MHSA ISSUE RESOLUTION FORM](#)**