

INFORMATION

TAB SECTION: 5

 X ACTION REQUIRED

DATE OF MEETING: 6/25/09

PREPARED BY: Lee

DATE MATERIAL PREPARED: 6/12/09

AGENDA ITEM: DMH Draft Issue Resolution Process

ENCLOSURES: • Client Family Leadership Committee Recommendations:
 DMH Draft MHSA Issue Resolution Process

OTHER MATERIAL RELATED TO ITEM:

Issue

The MHSOAC charged the CFLC with a lead role in providing recommendations to the MHSOAC on the DMH draft MHSA Issue Resolution Process.

Background

MHSA Welfare and Institutions Code Section 5845(d)(7) specifies that the MHSOAC may refer critical issues related to the performance of a county mental health program to the Department of Mental Health (DMH). MHSOAC and California Mental Health Planning Council (CMHPC) currently make referrals to DMH in response to issues related to the MHSA; DMH responds using an interim process.

A workgroup consisting of representatives of DMH, MHSOAC, the California Mental Health Planning Council (CMHPC), and California Mental Health Directors Association (CMHDA) met from April 2008 through February 2009 to advise DMH on the development of a procedure to respond to MHSA-related issues. The purpose of the statewide issue resolution process, according to DMH, is “for filing and resolving issues related to MHSA community program planning process, service access, and consistency between program implementation and approved Plans.”

Stakeholder Input

On March 27, 2009, the MHSOAC charged the CFLC with a lead role in providing recommendations to the MHSOAC on the DMH draft MHSA Issue Resolution Process. The CFLC addressed this issue at two of its meetings. Stakeholders provided input to CFLC at both meetings, which has been summarized and provided as an addendum to CFLC recommendations. Several members of the public provided written comment as well.

CFLC noted that addressing statewide issue resolution is impossible without also considering local issue resolution, which is its foundation. Members emphasized the necessity for transparency and the need for anonymity and protection from reprisals for people who file issues. CFLC explored what its members regard as inherent problems and conflicts of interest with most existing approaches to local issue resolution. CFLC offers various recommendations on issue resolution, which are attached.

INFORMATION

TAB SECTION: 5

 X ACTION REQUIRED

DATE OF MEETING: 6/25/09

PREPARED BY: Lee

DATE MATERIAL PREPARED: 6/12/09

Recommendation

Please see attached document for specific CFLC recommendations regarding issue resolution.

Proposed Motions:

- 1. MHSOAC will convene a work group consisting of the chairs and designated representatives of the CFLC, the Mental Health Services Committee, and the Cultural and Linguistic Competency Committee, to develop recommendations for MHSOAC regarding statewide Issue Resolution Processes, using CFLC's recommendations as a starting point for the discussion. The Work Group will report its recommendations to the MHSOAC in October 2009.**

- 2. MHSOAC will ask the Department of Mental Health to provide the MHSOAC, through its CFLC, a quarterly summary of submitted issues and resolution of these issues. The CFLC will provide at least biannual reports and recommendations to MHSOAC, in response to this report.**