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Deputy Director  
Mental Health and Substance Use Disorder Services  
Department of Health Care Services  
1501 Capitol Avenue, MS 4050  
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Sacramento, CA 95899-7413

Dear Ms. Baylor:

As you know, the Mental Health Services Oversight and Accountability Commission (MHSOAC) has long been interested in understanding the statewide Issue Resolution Process (IRP) in place for persons that have issues specific to the Mental Health Services Act (MHSA). When asked about a state level process Commission staff currently explain that clients and/or family members that have MHSA issues should first seek resolution through their local IRP.

At MHSA Community Forums, Commission staff advise persons that if they have MHSA issues they want to raise to the state level, they should submit their concerns in writing or by e-mail to the Department of Health Care Services at the following address or e-mail.

Department of Health Care Services  
Program Outcomes and Evaluation Reporting Section  
1500 Capitol Avenue MS 2704  
Sacramento, CA 95899-7413.

[mhsa@dhcs.ca.gov](mailto:mhsa@dhcs.ca.gov)

On September 30, 2014, the Mental Health Services Oversight and Accountability Commission (MHSOAC) adopted the 2014 Annual Community Forum Report, written by the MHSOAC Client and Family Leadership Committee (CFLC). The MHSOAC Community Forums are quarterly forums conducted by the CFLC and the Cultural and Linguistic Competence Committee (CLCC) to discuss the progress and impact of the Mental Health Services Act (MHSA). Recommendation number three in the 2014 Annual Community Forum Report provides, "The MHSOAC should discuss with the

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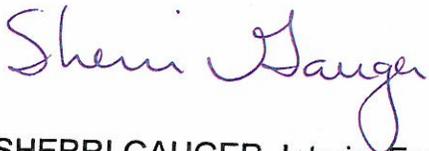
counties and the Department of Health Care Services (DHCS), Mental Health Division, the necessity of an understandable and succinct Issue Resolution Process (IRP) that is easily accessible for clients and/or their family members that need it." This letter is intended to formally begin a dialogue with DHCS regarding an IRP for MHSA issues.

The Commission would like to learn more about the state level process in place for persons with MHSA issues. Specifically the Commission would like to know the following:

1. To date, (since DHCS assumed responsibility from DMH for the MHSA) how many MHSA issues have come to the attention of DHCS?
2. What types of MHSA issues have been raised to DHCS?
3. Are MHSA issues raised to DHCS documented?
4. Are persons who fear local retaliation if they raise an MHSA issue at the local level able to go directly to DHCS with their concern?
5. Are there timelines established for DHCS to respond to an individual's MHSA concerns?
6. Are you able to delineate a step by step process for review and resolution of MHSA issues brought to your attention?

Staff would like to bring answers back to the Commission for its scheduled meeting on January 22, 2015. We truly appreciate your attention to these questions and look forward to further communication with DHCS staff.

Sincerely,



SHERRI GAUGER, Interim Executive Director  
Mental Health Services Oversight and Accountability Commission