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# AGENDA ITEM 2

## Information

April 28, 2016 Commission Meeting

### Issue Resolution Process Panel Presentations

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**Summary:** The Mental Health Services Act (MHSA) envisions a process for consumers, family members, members of the public and others to raise concerns regarding access to care, the quality of that care, and the appropriate implementation of the various components of the Act. In response, the Department of Health Care Services (DHCS) has established an Issue Resolution Process (IRP) for handling complaints and grievances related to the Act. Stakeholders have raised several concerns about the IRP for the handling of complaints and grievances related to the MHSA, citing lack of awareness about how to file a complaint, fears of retaliation, a lack of accessibility and consistency with the filing process, and a lack of transparency with the case handling process. Altogether, these issues may deter stakeholders from filing, making it difficult for the counties, DHCS, and the MHSOAC to be aware of and address the problems that stakeholders have with the implementation of the MHSA. Without this knowledge, stakeholders may resort to other methods for issue resolution, making it harder to understand and meet clients' needs, and fulfill the goals of the MSHA.

Panels including client and family members, County representatives, and DHCS, will provide foundational knowledge and discuss existing barriers, challenges and potential opportunities for improving the county- and state-level IRPs. Each panel will be followed by a roundtable discussion between presenters and Commissioners to further explore key issues and ideas.

The panel presentations are intended to build on the larger work of the Commission to gain an increased understanding of the challenges faced by individuals, families, providers, Counties and the State in recognizing and addressing communications and service delivery challenges in the community mental health system in ways that respect stakeholder confidentiality while also contributing to quality improvement.

These presentations, in combination with the contributions of an IRP Subcommittee and advisory workgroup, are intended to inform policy recommendations for consideration by the Commission in mid-2016.

#### **Panel 1: Clients and Family Members**

##### **Presenters:**

- Steve Leoni, Client Advocate from San Francisco
- Emily Wu Truong, Client Advocate from Los Angeles
- Andrea Crook, Client Liaison from Sacramento County (invited)
- Family representative from NAMI Gold Country (invited)

**Panel 2: County Representatives**

**Presenters:**

- Calaveras County—John Lawless, Deputy Director of Health and Human Services
- Amador County—James Foley, Director, Health and Human Services; and Stephanie Hess, MHSA Coordinator
- Tuolumne County—Rita Austin, Director of Behavioral Health Services and Kristi Conforti, MHSA Coordinator
- Alameda County—Rudy Arrieta, Quality Management Director

**Panel 3: State Agency**

**Presenter:**

- Karen Baylor, Ph.D., Deputy Director, Mental Health and Substance Use Disorder Services, Department of Health Care Services

**Enclosures:** None

**Handout:** None

**Recommended Action:** Information for discussion

**Motion:** None