

BEHAVIORAL HEALTH DEPARTMENT

10877 Conductor Boulevard, Suite 300 • Sutter Creek, CA 95685 •
Phone (209) 223-6412 • Fax (209) 223-0920 • Toll Free Number (888) 310-6555



Mental Health Services Act (MHSa) Issue Resolution Process

Amador County Behavioral Health Services (ACBHS) has adopted an issue resolution process for filing and resolving issues related to the MHSa. Here are some examples of issues to be resolved using this process:

- Being unaware that a MHSa plan that was posted for 30-day public review
- Not having a MHSa community planning meeting in a convenient location
- Comments regarding local needs not responded to by Behavioral Health
- Annual updates to the 3-year MHSa plan not being shared with the community
- Services not being implemented according to an approved MHSa plan
- Comments or complaints regarding MHSa-funded programs

Please note that this process is not to be used for grievances regarding clinical services or other consumers. **For the ACBHS Problem Resolution Process regarding Amador County Behavioral Health services, including grievances regarding staff, please call 209-223-6412, or ask for the policy at the front desk or from your ACBHS service provider.**

How to File an Issue:

Complete the MHSa Issue Resolution Process Form and submit it via mail, email or in-person. You may also contact the MHSa Programs Coordinator by phone at (209) 223-6308.

Here is the contact information for who to submit the form to:

Stephanie Hess, MHSa Programs Coordinator
Amador County Behavioral Health Services
10877 Conductor Blvd., Suite 300
Sutter Creek, CA 95685
Email: shess@amadorgov.org

The form is attached to this information sheet, is located in the ACBHS lobby and can also be found by going to the following websites:

- <https://www.amadorgov.org/services/behavioral-health/mental-health>
- <https://amador.networkofcare.org/mh/>

What to Expect:

After you file your issue, the MHSa Programs Coordinator will send you confirmation in writing that your issue was received. The confirmation will also indicate when you can expect a resolution. Although it is of utmost importance to provide resolutions in a timely manner, depending on the issue filed, the process could take anywhere from 30 to 60 days. After you are sent your confirmation, the MHSa Programs Coordinator will then investigate the issue and may need to contact you to discuss further or ask questions. When the investigation is over, you will be notified of the resolution in writing. If you disagree with the resolution, information will be provided so that you can file an appeal. If you have any questions, at any time during this process, you may contact the MHSa Programs Coordinator.

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Mental Health Services Act (MHSA) Issue Resolution Process Form

1. Personal Information

Name _____ Date _____

Address _____ City _____ State _____ Zip _____

Telephone: _____ Email: _____

How do you prefer we contact you? Mail Email Phone
(Circle all that apply)

2. MHSA Issue

Please describe the issue and any information that would assist us in investigating the issue. Attach additional sheets if necessary.

Have you previously reported this issue? Yes No
(Circle One)

If you have reported this issue, to whom or what agency did you report the issue to so that we may coordinate our efforts? _____

Please submit this form to:

Mail:
Stephanie Hess
MHSA Programs Coordinator
10877 Conductor Blvd., Suite 300
Sutter Creek, CA 95685

Email:
Stephanie Hess
shess@amadorgov.org

Phone:
Stephanie Hess
(209) 223-6308