

Kings County Behavioral Health Mental Health Services Act (MHSA) Issue Resolution Process

Kings County Behavioral Health is committed to resolving issues related to the implementation and ongoing operations of its programs. The resolution of issues associated with MHSA-funded programs is part of the Department's overall issue resolution process. If any community member or sponsor (including consumers/family members, provider or members of the general public) is dissatisfied with any MHSA activity or process, the individual may file a grievance at any point with the Patients' Rights Advocate. Issues may be raised through any of the provider's offices, including:

For MHSA Program Issues Specifically File:

IN-PERSON:

Kings County Behavioral Health
460 Kings County Dr. Suite 101
Hanford, California 93230

TELEPHONE:

(559) 852-2423

FAX:

(559) 852-4219

ONLINE:

www.kcbh.org/MHSAIRP.html

E-MAIL:

Patients' Rights Advocate
bhpra@co.kings.ca.us

Types of MHSA issues that may be resolved through this process

- Concerns about access or quality of MHSA programs and services
- Inconsistencies between the approved MHSA Plan and implementation
- County MHSA Planning Process

What to Expect When Filing an Issue

1. The Patients' Rights Advocate will investigate the issue and try to resolve it at lowest level possible.
2. If the issue is resolved, the Issue Filer will receive a notification of resolution in writing.
3. If the issue cannot be resolved by the Patients' Rights Advocate the issue will be referred for further review.
4. If the Patients' Rights Advocate did not resolve the issue, the Issue Filer will receive a notification of resolution in writing and he/she may appeal to the State.