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## Re: Mental Health Services Act Issue Resolution Process for Contra Costa County

Per the 2014/2015 Department of Health Care Services Mental Health Services Division protocol, Contra Costa County Behavioral Health Division has developed a process in order to resolve issues related to the Mental Health Services Act (MHSA).

This process is focused on the resolution of issues related to any of the following:

- The MHSA community program planning process
- Consistency between approved MHSA plans and program implementation
- The provision of MHSA funded mental health services.

Individuals who would like to request a review for one of the aforementioned areas may do so by completing the Mental Health Services Act Issue Review Request form and submitting to either the Quality Improvement Coordinator or MHSA Program Manager. These staff would review the request and work toward a resolution outcome for the issue.

The purpose of this process is to provide a local means for reviewing and addressing issues related to the MHSA process in Contra Costa County. If individuals filing a review request do not feel satisfied with the resolution outcome of the review, they would then be able to request a review from the Contra Costa Behavioral Health Services Director, and ultimately the Mental Health Services Oversight and Accountability Commission (MHSOAC).