

Mental Health Services Act (MHSA) Issue Resolution Process

Lassen 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. MHSA planning, implementation, or operations issues may be raised through any of the existing offices, including:

For MHSA Program Issues Specifically:

In-Person: 555 Hospital Lane Susanville, CA 96130 Telephone: (530) 251-8108 Fax: (530) 251-8394

For clients receiving mental health services including Medi-Cal Beneficiaries:

Patients' Rights Office (530)-251-8322

We strive to address and resolve issues as quickly as possible, with an emphasis on increasing service quality. If a MHSA planning, implementation, or operations issue cannot be resolved by Lassen County Behavioral Health, it will be reviewed by the Health and Social Service Director.

For more information, contact Tiffany Armstrong


555 Hospital Lane Susanville, Ca 96130

530-251-8108 Or 1-888-530-8688

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:

- Lassen County Behavioral Health will investigate the issue and try to resolve it within the Unit. If the issue is resolved, the Issue Filer will receive a notification of resolution in writing.
 - If the issue cannot be resolved by Lassen County Behavioral Health, the issue will be referred to Health and Social Services Director for further review.
 - If the issue was resolved by Lassen County Behavioral Health, the Issue Filer will receive a notification of resolution in writing.
 - If the Lassen County Behavioral Health did not resolve the issue, the Issue Filer will receive a notification of resolution in writing and he/she may appeal to the State.
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