

 <p style="text-align: center;">County of Sacramento Department of Health Services Division of Behavioral Health Services Policy and Procedure</p>	Policy Issuer (Unit/Program)	BHS-CMH-YDF
	Policy Number	05-02
	Effective Date	10/2009
	Revision Date	07/2017
Title: Problem Resolution		Functional Area: Performance Improvement
Approved By:		
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Background/Context:

Title 15, Section 1361 requires that the Youth Detention Facility (YDF) facility administrator develop and implement written policies and procedures whereby any youth may appeal and have resolved grievances to any condition of confinement, including but not limited to health care services, classification decisions, program participation, telephone, mail or visiting procedures, food, clothing, bedding, mistreatment, harassment or violations of the nondiscrimination policy. The Juvenile Justice Institutions Mental Health Team (JJIMHT) provides an internal process for problem resolution, which includes procedures for client feedback, timely investigation and response for youth detained in the YDF.

Definitions:

Client: Any youth receiving services while detained in the YDF, his/her family or legally authorized representative.

Mental Health Plan: The Sacramento County Mental Health Plan (MHP) provides mental health services to all Sacramento County Mental Health MediCal eligible children and adults.

Grievance: A grievance is an expression of dissatisfaction about any matter other than an Action. Clients may file grievances by contacting the MHP Member Services or completing the grievance form. Grievances will be reviewed and responded to by the County Quality Management Office.

Action: An action occurs whenever the MHP does any of the following: denies or limits authorization of a requested service, including the type or level of service; reduces, suspends or terminates a previously authorized service; denies, in whole or part, payment for a service; fails to provide services in a timely manner, as determined by the MHP or fails to act within the timeframes for disposition of grievances, the resolution of standard appeals or the resolution or expedited appeals.

YDF Specific Grievance: This is an expression of dissatisfaction or concern specific to the JJIMHT providing services within the YDF and can be expressed verbally or in writing by completing the YDF Grievance Form.

Purpose:

The objective of this policy and procedure is to define the manner in which JJIMHT addresses concerns about services delivered and/or lack of services provided in the YDF.

Details:

1. All concerns about services will be addressed in a timely, sensitive and culturally competent manner at the lowest possible level.
2. Rights shall be protected at all stages of the process.
3. Accessibility of Problem Resolution Process:
 - A. A key component of accessibility is availability without the need for a client to make a request for the necessary items.
 - B. Materials displayed in the YDF living units, public lobby and visiting center advise clients, family members and legally authorized representatives of their right to file a YDF Specific Grievance and/or a Citizen's Complaint.
 - I. YDF Specific Grievance Forms and Citizen's Complaints regarding JJIMHT service(s) are routed to the JJIMHT Program Coordinator.
 - C. Probation maintains confidential, locked boxes in which youth can place grievance forms. The forms are readily available to youth on the living units.
4. Client Notification of the Problem Resolution Process:
 - A. Upon intake to the YDF, Probation staff advises youth of their rights related to filing a grievance and the youth are provided a handbook outlining these rights.
 - B. JJIMHT members regularly educate clients of their right to file grievances and offer support in completing the form when appropriate.
 - C. Concerns made by family members or others are referred to the JJIMHT Program Coordinator who advises the individual of the Problem Resolution Process.
5. Problem Resolution Process:
 - A. For YDF Specific Grievances related to JJIMHT, refer to CMH-YDF-02-06.
 - B. The youth/client is encouraged to initially speak with the staff directly involved in the problem and is offered support in doing so.
 - C. If the problem is not resolved, the JJIMHT Program Coordinator will attempt to resolve the problem. The resolution may involve coordination with Probation staff.
 - D. If clients remain dissatisfied, they are advised of the ability to contact the respective Program Manager, MHP Member Services (916)875-6069 and or a Patient's Rights Advocate (916)333-3800 to report the concern(s).
 - E. Clients are advised of the ability to obtain and complete a MHP Grievance Form and the availability of self-addressed envelopes to assist in mailing the form.
 - F. For problems referred to the MHP Member Services, the JJIMHT Program Coordinator will ensure the individual investigating the situation receives full cooperation from all JJIMHT members and appropriate access to relevant documentation.
 - G. Information related to the Problem Resolution Process shall not be maintained in the client's mental health record.

6. Review:
 - A. All MHP Grievances are reviewed by the JJIMHT Program Coordinator and Program Manager.
 - B. All Problem Resolutions are documented on the Annual Problem Resolution Summary Form and sent to QM.
 - C. QM tracks the Grievance, Appeals and State Fair Hearing for the MHP. Any of these categories that relate to the JJIMHT are forwarded to the JJIMHT Program Coordinator and Program Manager.

Reference(s)/Attachment(s):

BHS-QM-03-01-Problem Resolution

Related Policies:

BHS-CMH-YDF-02-01-Basic Rights of Detained Youth

BHS-CMH-YDF-02-04-Discrimination Policy

BHS-CMH-YDF-02-06-Grievance Procedure

BHS-CMH-YDF-05-01-Performance Improvement Plan

BHS-CMH-YDF-06-01-Mental Health Services Protocol

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