



**Behavioral Health
Program Support Services**

County Experiences: Issue Resolution Process (IRP)

Mental Health Services Act
County of San Bernardino

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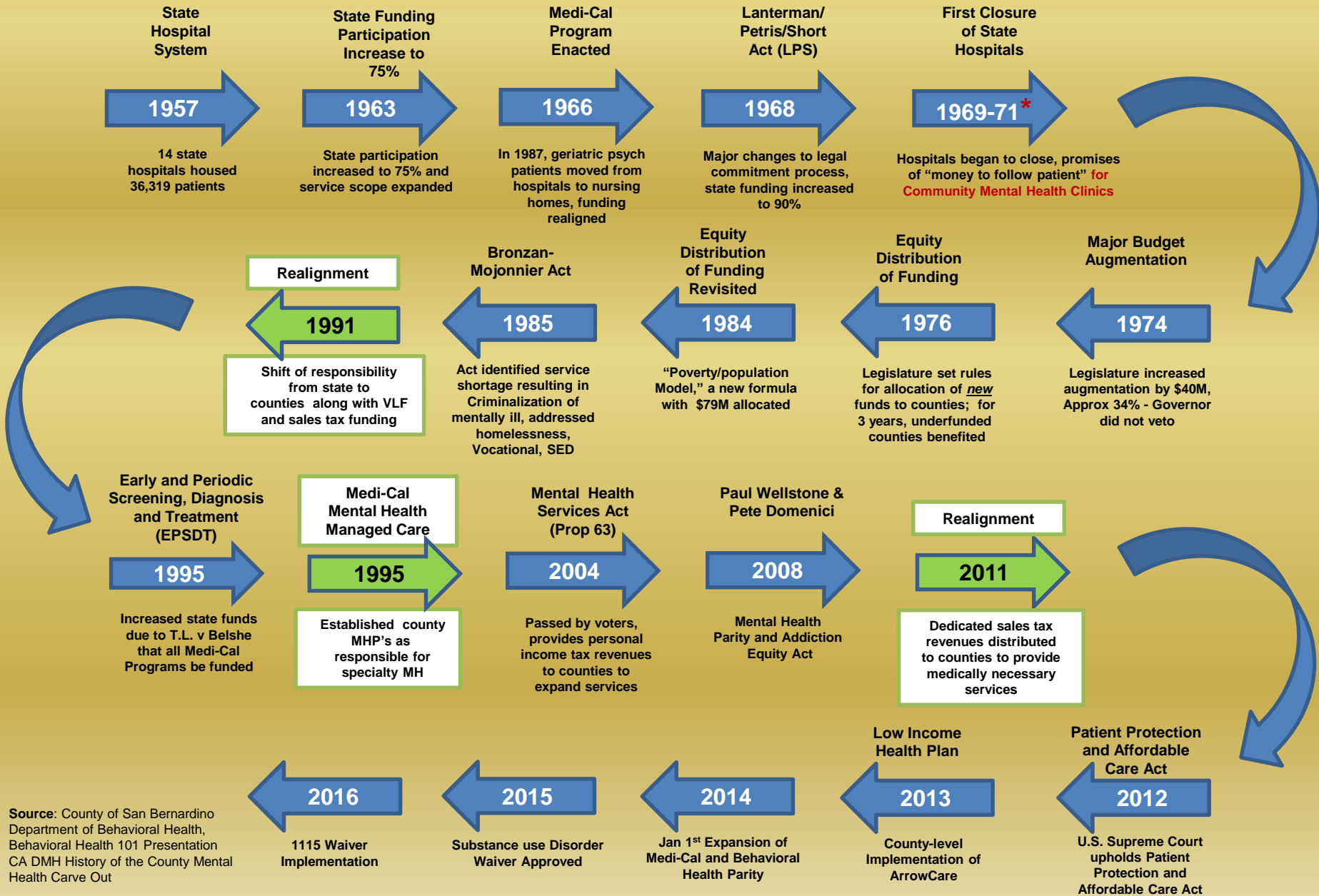
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Milestones that Created County Mental Health Plan Responsibility for Behavioral Health



Source: County of San Bernardino Department of Behavioral Health, Behavioral Health 101 Presentation CA DMH History of the County Mental Health Carve Out

- County Mental Health Plan History
 - Managed Care Entities
 - Pre-paid Inpatient Health Plans (PIHP)
 - Code of Federal Regulations (CFR), Title 42, Section 438 – Managed Care
 - California Code of Regulations (CCR), Title 9, Title 22, Welfare and Institutions Code (WIC)

- Contracts with California Department of Health Care Services
 - Mental Health Plan (MHP) Contract
 - Mental Health Services Act (MHSA) Performance Contract

- Each County, per their MHP Contract with DHCS is required to have a/an:
 - Quality Management Program
 - Quality Management Work Plan (Please see handout #1.)

- Each County, per their MHSA Performance Contract with DHCS is required to have a/an, *continued*:
 - MHSA Issue Resolution Process (IRP)
 - Demonstrated partnership with constituents and stakeholder that includes meaningful stakeholder involvement:
 - Mental Health policy
 - Program Planning
 - Implementation
 - Monitoring
 - Quality Improvement
 - Evaluation Budget Allocations

***Little Known Fact:** *Medi-Cal has similar requirement for County MHP's ➤ Implementation Plan ➤ MHSA Integrated Plan.*

- Each County manages and ongoing process of reviews and taking action on:
 - Individual Treatment Concerns
 - Beneficiary Grievance/Concern Complaint Process
 - Program Related Concerns, Community Concerns
 - Community Stakeholder Process/meetings (280 per year)
 - Annual Update
 - Blended process that is interchangeable; has a place at the Quality Improvement and MHSA blended table tops. Flows in a circular plan level PDSA process. (Please see handout #2.)



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Discussion / Q&A