

Client and Family Comments or Concerns

Behavioral Health Administration is committed to providing consumers a variety of methods and opportunities to address their concerns about services. We strongly believe that the most satisfactory method of addressing concerns is directly with the provider or program. However, when that choice is ineffective or unavailable there are other options.

The following are various methods available for client and family members to express any comments or concerns about mental health (MH), or alcohol and drug (AOD) services, and/or providers. Most contacts will receive a response within 3 working days.

Comments or Concerns about:	Method	Who is contacted	How to contact
Specific program issues or compliments for Mental Health or Alcohol and Drug Programs	Utilize Comment Cards, Suggestions and Concerns processes available at many programs	Program management and administration	As available at many MH and AOD programs- please contact, call or write the program directly.
Issues or compliments related to Alcohol and Drug Services	Call or write to the Director of Alcohol and Drug Services	Director of Alcohol and Drug Services	Call 619-563-2700 and ask to speak to the Director of Alcohol and Drug Services or write to: Director of Alcohol and Drug Services P.O. Box 85524 San Diego, Ca 92186-5524
Specific mental health program issues or compliments	Note your comments on the State surveys which are distributed at Mental Health Programs twice per year	Quality Improvement Unit of Behavioral Health	Consumers can complete the comment section on Client Satisfaction surveys that are distributed at mental programs in May and November of each year.
Complaints about mental health services or clients rights issues	Call or write the contracted client advocacy programs	Contracted advocacy programs: Consumer Center for Health Education and Advocacy (CCEA), Jewish Family	For complaints or clients right issues with Outpatient mental health programs: call Consumer Center for Health Education and Advocacy (CCEA) at 1-877-734-3258 For complaints or clients right issues with 24 hour/inpatient mental health programs: call Jewish Family Service (JFS) at 1-800-479-2233

Comments or Concerns about:	Method	Who is contacted	How to contact
		Service (JFS)	
Problems with managed care processes (such as authorizations or denials of services) related to mental health services	Utilize the Grievances and Appeals process	Contracted advocacy programs: Consumer Center for Health Education and Advocacy (CCHEA), Jewish Family Service (JFS)	For concerns with Outpatient mental health programs: call Consumer Center for Health Education and Advocacy (CCHEA) at 1-877-734-3258 For concerns with 24 hour/inpatient mental health programs: call Jewish Family Service (JFS) at 1-800-479-2233
Issues, suggestions or compliments related to Mental Health Services	Call or write to the Director of Mental Health Services	Mental Health Director	Call 619-563-2700 and ask to speak to the Mental Health Director or write to: Local Mental Health Director P.O. Box 85524 San Diego, Ca 92186-5524
Petition regarding Behavioral Health-Mental Health or Alcohol and Drugs services	Write the Director of Behavioral Health Services	Behavioral Health Director	Write to the Behavioral Health Director at: Behavioral Health Director P.O. Box 85524 San Diego, Ca 92186-5524
Compliance issues or petitions regarding Behavioral Health-Mental Health or Alcohol and Drugs services	Call or write to the Compliance Officer of the Health and Human Services Agency	Compliance Officer	Call 866-549-0004 and leave a confidential message for the Compliance Officer or write to: Compliance Officer 1600 Pacific Highway San Diego, CA 92101
General issues	Email comments from the County or Network of Care website	Comments are forwarded to appropriate Behavioral Health staff	County website http://www.sdcounty.ca.gov/hhsa/programs/bhs Network of Care website: http://sandiego.networkofcare.org "Contact Us"