

*Dedicated to the Health
Of the Whole Community*



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**MENTAL HEALTH
DEPARTMENT**

December 13, 2010

Via Email: Tina.Wooton@dmh.ca.gov

Ms. Tina Wooton

DMH

County Operations Liaison

County Operations Section

1600 Ninth Street, Room 100

Sacramento, CA 95814

RE: Annual Beneficiary Grievance/Appeal Report: FY2009-10

Dear Ms. Wooton:

Please find enclosed the Annual Beneficiary Grievance/Appeal Report for FY2009-10, as required by CCR, Title 9, Section 1810.375 (a).

As you can see from the report, there were 2 state fair hearings (SFH). Neither of the clients requesting the state fair hearings brought their issue to the Department's attention as either a grievance or an appeal; the client went directly to a state fair hearing. However, upon learning of the hearings the Department's QI program became involved to determine if the issues could be resolved without a SFH. Both of the cases were later dismissed because the clients declined to show. And as far as I am aware each client had their issues resolved satisfactorily.

Sincerely,

A handwritten signature in cursive script that reads "David Guerrero".

David Guerrero

QI / UR Manager

Cc: Michael Meade, M.D., System Medical Director

**COUNTY OF SANTA CLARA
ANNUAL BENEFICIARY GRIEVANCE/APPEAL REPORT
Fiscal Year 2009/2010**

CATEGORY	NUMBER BY CATEGORY	CATEGORIES						DISPOSITION			
		Grievance	Appeal	Expedited Appeal	State Fair Hearing *	Expedited State Fair Hearing	Referred Out	Resolved	Still Pending		
ACCESS	4	3	1					4			
DENIED SERVICES (NOA-A Assessment)	0										
CHANGE OF PROVIDER	5	5							5		
QUALITY OF CARE	37	36				1			1	36	
CONFIDENTIALITY	0										
OTHER	7	6				1				7	
TOTALS	53	50	1	0	0	2	0	1	1	52	0

**Both State Fair Hearings were no shows; The County MHD had resolved both cases prior to the SFH.*

Please submit to:

DMH
County Operations Liaison: Tina Wooton
County Operations Section
1600 Ninth Street, Room 100
Sacramento, CA 95814

Prepared by: David Guerrero
Telephone #: 408.885.5784
Date: December 13, 2010