

Mental Health Services The Grievance Procedure

Warren County ESC Mental Health Services staff will explain to you any aspects of Client Rights and Grievance procedure upon request. For information, assistance, or to file a grievance, contact the Client Rights Officer:

Mike Bidwell, LPCC-S, Director of Social Emotional Learning
Warren County ESC Mental Health Services
1879 Deerfield Road
Lebanon, Ohio 45036
Phone: (513)695-2900 ext. 2981
8:00 a.m. - 4:00 p.m., Monday through Friday

The Client Rights Officer of the ESC is responsible for assisting in the filing of a grievance if needed, receiving grievances on behalf of the agency, investigating grievances, and representing the griever at agency hearings on the grievance, if desired by the griever. All clients will have prompt accessibility to the Client Rights Officer.

In a crisis or emergency situation, the client or applicant is verbally advised of at least the immediate pertinent rights, such as the right to consent or refuse the offered treatment and the consequences of that agreement or refusal. Written copy and full verbal explanation of the Client Rights may be delayed to a subsequent meeting. Clients or recipients of the type of services specified as “community services” (information and referral, consultation, mental health education, prevention, training service as described in Rule 5122:2-1-02 of the Administrative Code) may have a copy and explanation of the Client Rights policy upon request.

Any client who feels his/her rights have been violated or who feels he/she has not received proper treatment in any aspect of the Warren County ESC Mental Health Services may use this procedure:

The griever is to bring the grievance, verbally or in writing, to the Client Rights Officer of ESC, or to the attention of any staff member. If the client brings the grievance to a staff member, that staff person becomes responsible for ensuring that the grievance is promptly given to the Client Rights Officer. Upon receiving a grievance, the Client Rights Officer will notify the designated ESC Administrator in writing that a grievance has been initiated, and will notify the client, also in writing, that the initial written investigation and a proposed resolution—both done by the Client Rights Officer and the designated ESC Administrator will be completed within ten (10) days. Additionally, the client shall be informed that he/she or his/her designated representative may have access, upon request, to an impartial decision-maker within twenty (20) days of filing a grievance. The impartial decision-maker shall be the Grievance Committee, meeting as a whole. Time from grievance filing date to grievance resolution may not exceed twenty (20) days. In sum, the flow of a grievance would be as follows: The grievance is filed with the Client Rights Officer who investigates and suggests a resolution within ten (10) days. If the suggested resolution is not satisfactory to the client, he/she or his/her designated representative may request a

hearing before the Grievance Committee as a whole. Such a meeting before the Committee and the committee's decision must occur within twenty (20) days of the grievance was filed. The investigation and proposed resolutions shall be documented in full and sent to the ESC Administrator and the Program Coordinator.

The Client Rights Officer of the ESC will advise the grievor of outside entities at the time the grievance is submitted. He/she will inform the grievor to file with the agencies listed below if desired, or if not satisfied with the agency's investigation and proposed resolutions:

Warren County Educational Service Center
1879 Deerfield Road
Lebanon, Ohio 45036

Ohio Department of Mental Health & Addiction Services
30 East Broad Street
Columbus, Ohio 43515
Ohio Legal Rights Service
8 East Long Street, 8th Floor
Columbus, Ohio 43266-0568
Attorney General's Office, Medicaid Fraud Control Section
30 East Broad Street, 17th floor
Columbus, Ohio 43266-0410

Governor's Office for Advocacy for People with Disabilities
8 E. Long Street, 7th Floor
Columbus, Ohio 43266-0400

US Department of Health & Human Services
Office for Civil Rights, Region V
300 S. Wacker Drive
Chicago, Illinois 60606

State of Ohio Counselor, Social Worker, Marriage & Family Therapist Board
Leveque Tower, 50 W Broad Street Suite 1425
Columbus, Ohio 43215-5919

A written notification and explanation of the resolutions will be provided to the client, or to the grievor if other than the client, with the client's written permission. All such written notifications must be provided within twenty (20) days of the filing of the grievance. In addition, a copy will be provided, upon written request, to the Warren County ESC Mental Health Services Associate grievor against.

If the grievance is filed against the Client Rights Officer of Warren County ESC, a Conciliatory Officer will be appointed by the Superintendent or designee to make the initial investigation and proposed resolution.

If the grievor is not satisfied with the findings or decision of the Grievance Committee, he/she may appeal the grievance, in writing, to the Executive Committee of the Board of Education within five (5) working days.

The ESC Administrator and the Program Coordinator of Warren County ESC Mental Health Services will provide, upon request and a signed release of information form, all relevant information about the grievance to one or more of the specified organizations to which the grievor has initiated a complaint.

If a staff member has a concern regarding a client rights issue but is unsure whether it warrants a grievance, he or she may attend a Grievance Committee meeting to discuss the concern. At that point the Committee will decide whether a grievance should be filed.

The agency pledges full support of the ESC Administrator and Program Coordinator of Mental Health Services for both whatever provisions must be made to provide for prompt accessibility to the grievor, and whatever steps may be necessary to assure compliance with the grievance procedure.

Copies of this Grievance procedure shall be posted in a conspicuous location in the building, and written copies shall be distributed to each applicant or each client upon request.

The Client Rights Officer will be responsible to keep records of all grievances. Agency records will be available for review by the Mental Health Recovery Services of Warren & Clinton Counties and by OMHAS.

An annual summary of all grievances and their resolution is submitted to the above Mental Health Recovery Services for their review.

A written analysis of all formal complaints will be conducted annually, and analyzed by QA/PI committee to determine trends, identify areas in need of improvement and describe any actions to be taken.