

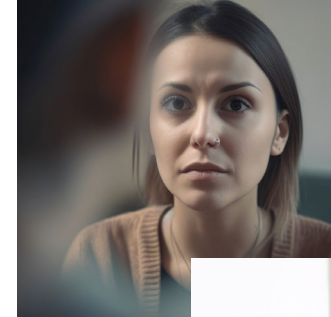
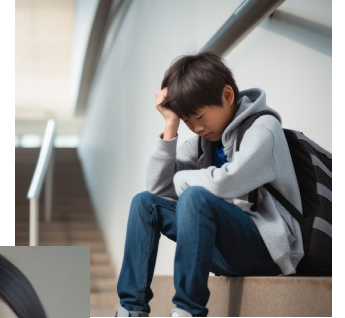


COUNTY OF SANTA CLARA
Behavioral Health Services

BHB Access, Awareness, and Recovery Committee

February 13, 2026

Courtney Gray, Director of Quality Management



Agenda



COUNTY OF SANTA CLARA
Behavioral Health Services

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- Overview of the grievance process
 - Service quality impacts
 - Upcoming updates

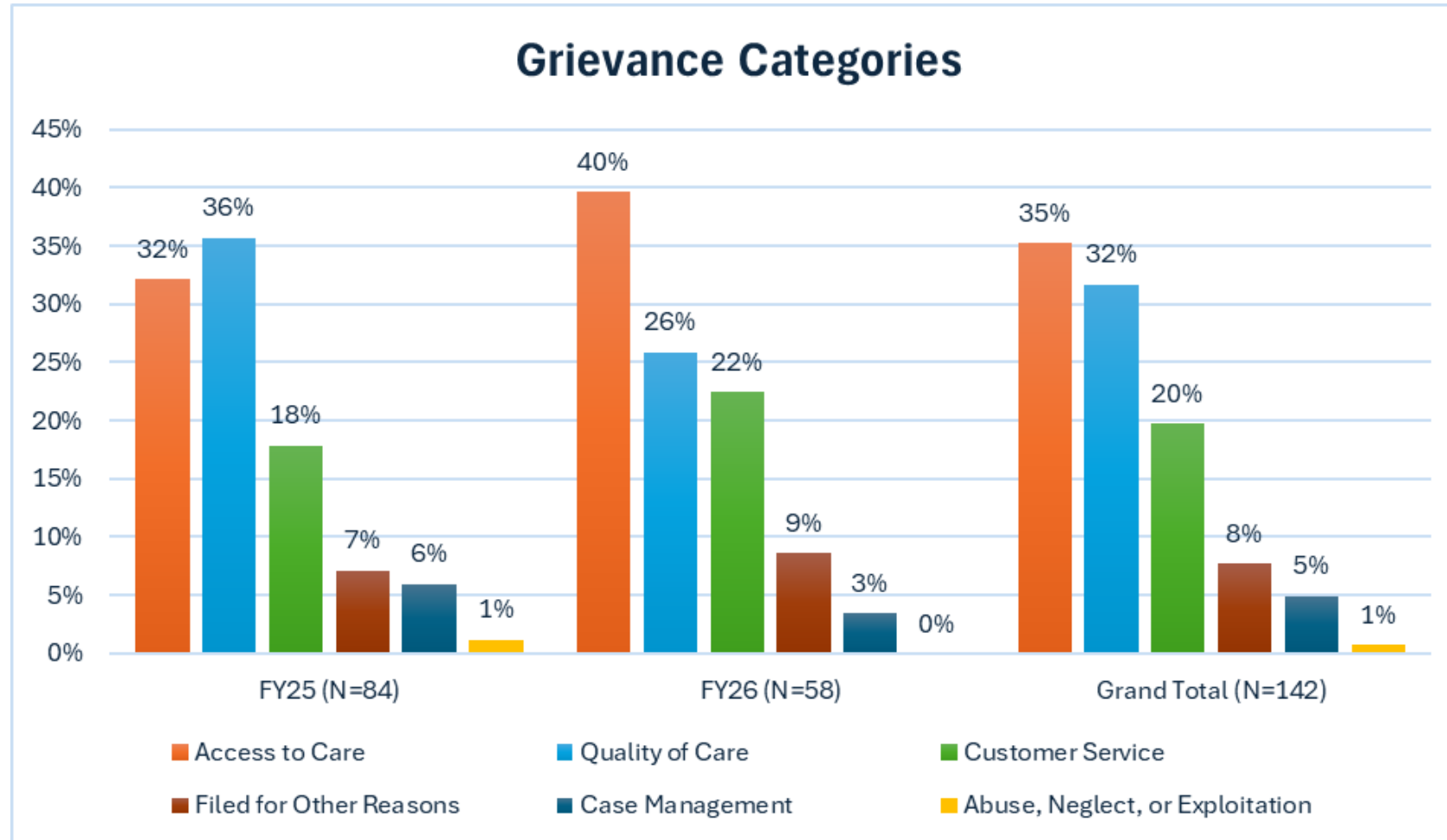
Grievance Process Overview



COUNTY OF SANTA CLARA
Behavioral Health Services

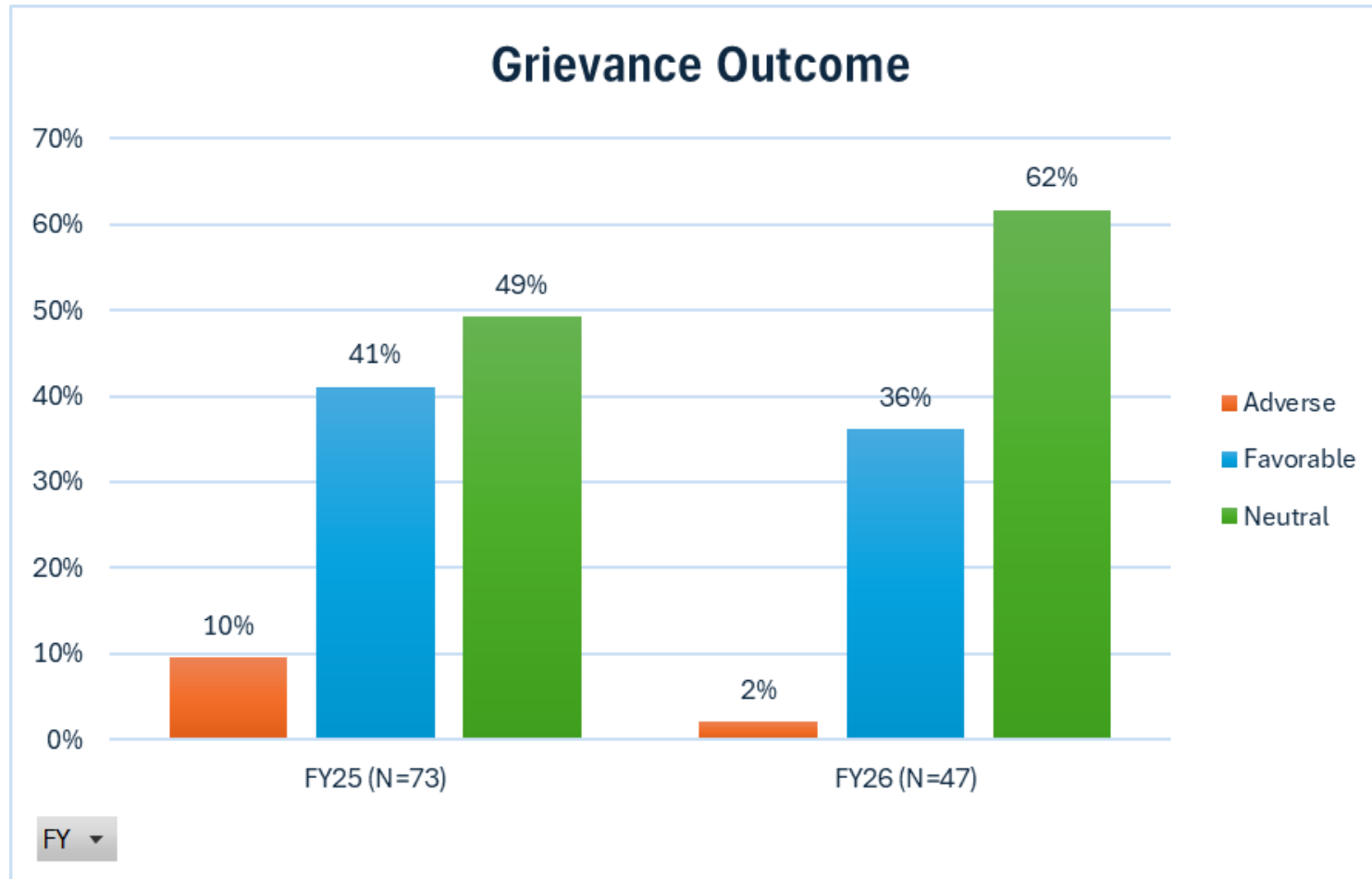
- At any point, Members have the right to receive assistance in filing grievances.
- Members may file: In person, by phone, and in writing (mail, fax, or email)
- A verbal or written expression of dissatisfaction about any aspect of specialty mental health or substance use disorder services.
- County will acknowledge the grievance (5 business days)
- Staff will investigate and provide resolution (30 calendar days) **99% of grievances were resolved within the allotted time frame.**
- Resolution will include outcome and reason for decision.
 - NOABD will be issued if County miss timeline.

Grievances Received



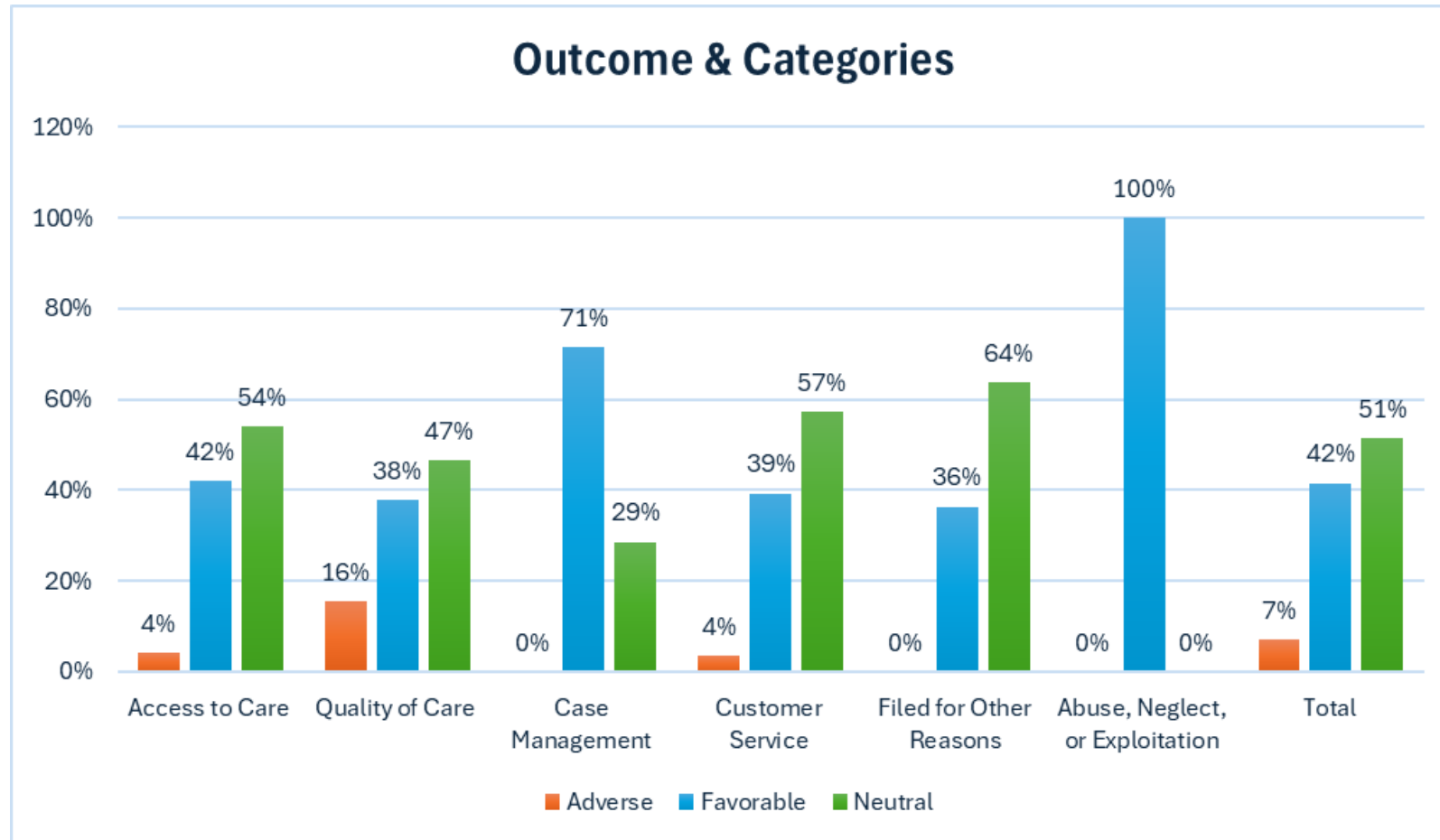
- Note: FY26 data reflects the first two quarters only

Grievance Outcome



- Adverse: The outcome was not in favor of the member, meaning they did not receive the resolution they were seeking.
- Favorable: The outcome was in favor of the member, meaning they received the resolution they were seeking.
- Neutral: Member and Provider both worked together to agree on outcome, or we were unable to reach member to complete process.

Grievance Trends



- Most grievances are resolved favorably or neutrally, with only 7% resulting in adverse outcomes across all categories.
- Case Management and Abuse/Neglect categories show the highest success, while Quality of Care has the most adverse results.

Service Quality Impacts

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- BHSD is experiencing fiscal constraints and mid year adjustments. It requires careful prioritization of resources and ongoing monitoring of service impacts.
 - Actively monitoring for impacts:
 - Access to care,
 - Timeliness of services,
 - Workforce capacity.
 - To date:
 - Adjustments focused on operational efficiencies.

Upcoming updates

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- Formation of a Member Rights Committee
 - Strengthen oversight of grievance and appeal processes
 - Development of integrated log
 - Enhance transparency and accountability
 - Elevate member experience and rights protections
 - Development of Grievance Dashboard
 - Creating a more unified and consistent grievance process
 - Improve system-wide analysis and reporting
 - Goals: Improve visibility into grievance trends and support data informed quality improvement

Resources/Questions



COUNTY OF SANTA CLARA
Behavioral Health Services

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- Grievance webpage: [BHSD Grievance Page](#)
 - Member Handbook: [2026 Member Handbooks](#)
 - For more information, please contact BHS_QI@hhs.sccgov.org