

WHO IS ELIGIBLE TO RECEIVE MENTAL HEALTH OMBUDS SERVICES?

You are eligible for Ombuds services if you are eligible to receive public mental health services and are a resident of Clark County, Washington. If you have concerns about services you are receiving, think that your rights have been violated, or if you do not agree with a decision that denies services, contact your Ombuds for an appointment by calling 360/397-8470.

WHAT ELSE SHOULD I KNOW?

The Mental Health Ombuds:

- Is independent of service providers and the Clark County Regional Support Network.
- Is responsive to the age and demographic character of the Clark County region.
- Is a trained professional.
- Follows confidentiality regulations.
- Is mandated by the State of Washington to assist people with the complaint and grievance process (*ref: WAC 388-865-0255*).

HOW TO CONTACT THE MENTAL HEALTH OMBUDS

Please call for an appointment.



Phone:
360-397-8470

Toll Free:
866-666-5070

Mental Health Ombuds services are provided free of charge.

Physical Address:

Clark County Center for Community Health
1601 E Fourth Plain Blvd, Building 17
Vancouver, WA 98661

Reception located at:

Dept. of Community Services
2nd Floor, Suite C214

Mailing Address:

Clark County
Mental Health Ombuds
c/o The Logical Mind, Ltd.
16420 SE McGillivray Blvd.
Ste. 103 PMB 910
Vancouver, WA 98683



Clark County
Mental Health Ombuds*
Services

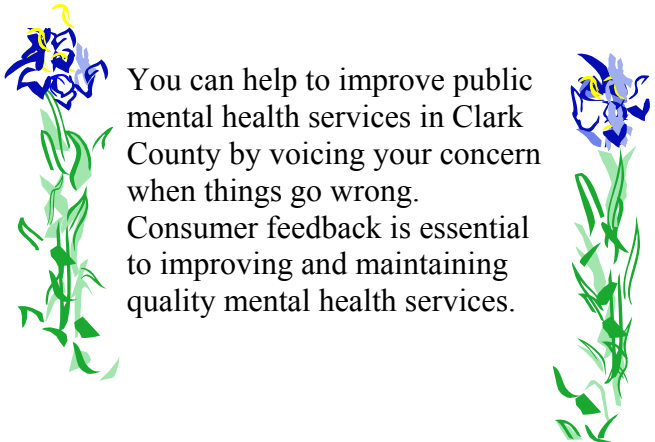
Consumer Rights Protection and Resolution of Complaints and Grievances



* **Ombuds**\`om- -bədz\` [SW, lit.,] **representative:** one that investigates reported complaints (as from students or consumers), reports findings and helps to achieve equitable settlements (Webster's New Collegiate Dictionary, 1981).

WHAT DOES A MENTAL HEALTH OMBUDS DO?

- Helps people to express a complaint or grievance.
- Provides support in resolving complaints and/or grievances.
- Involves other people in the resolution at the person's request.
- Helps people with the appeal process if they receive a denial or termination of service from Clark County Regional Support Network.
- Represents or supports individuals with the fair hearing process.
- Provides reports and recommends solutions to the public mental health system about service improvement opportunities.
- Provides education on consumer rights.



You can help to improve public mental health services in Clark County by voicing your concern when things go wrong. Consumer feedback is essential to improving and maintaining quality mental health services.

WHAT IS A COMPLAINT?

A **complaint** is a verbal or written expression of dissatisfaction that cannot be mutually resolved between the consumer and the person involved.

WHAT IS A GRIEVANCE?

A **grievance** is a formal complaint that must be put in writing and requires a written response from the agency or Clark County Regional Support Network within certain timeframes.



WHAT IS AN APPEAL?

An **appeal** is a written request for the Clark County Regional Support Network to review a denial or termination of service. Call the Clark County RSN at (360) 397-2130 to request an appeal.

WHAT IS A FAIR HEARING?

A **fair hearing** is a review by the Washington State Office of Administrative Hearings when a person believes their rights or a Washington Administrative Code has been violated, or when a grievance cannot be resolved. Call the Washington State Office of Administrative Hearings at (360) 690-7189 to request a fair hearing.

HOW DO I EXPRESS MY CONCERN?

- It's a good idea to first try to resolve your complaint with the person directly involved before you try other things. Explain your concern. Let the person know what would work better for you. Be clear about what your complaint is. Also, be clear about what an acceptable solution will be. Try to find some ways to reach an agreement that will satisfy both you and the other person.
- Call the agency or Clark County Regional Support Network and tell them you want to file a complaint.
- If you are not happy with the outcome or you want a response in writing, put your complaint in writing as a grievance and send it to the agency or the Clark County Regional Support Network.



You may request assistance from the MH Ombuds with any of the steps above as well as an appeal or fair hearing request.