

# YOLO COUNTY CALIFORNIA CHILDREN'S SERVICES GRIEVANCE POLICY AND PROCEDURES

As per CCS Numbered Letter (NL) 06-1023, CCS counties are required to establish policies and procedures for receiving, responding to, resolving, and reporting grievances from CCS beneficiaries and/or their legal representatives. The aim of this policy is to adhere to DHCS Numbered Letter 06-1006, the California Children's Services Grievances Process, which now encompasses the Medical Therapy Program as well. This policy outlines the process by which CCS will handle grievances, including how they will be received, responded to, resolved, and reported, all in accordance with the guidelines provided.

## **POLICY**

CCS beneficiaries and/or their legal representatives are permitted to submit grievances verbally, in person, via telephone, in writing (email or mail), or in an alternative format during standard local business hours, Monday to Friday, from 8 AM to 5 PM. County CCS programs must, whenever feasible, respond to the grievance in the preferred language of the CCS beneficiary and/or legal representative.

The County CCS Program will address and resolve grievances related to the County CCS program's roles and responsibilities, except for complaints about the quality of services provided by DHCS, Partnership HealthPlan of California (Partnership), or Kaiser Foundation Health Plan (KFHP). If the grievant is in dispute or dissatisfied with an authorized and/or approved CCS provider, facility, special care center, or the quality of services provided by them, then the County CCS staff shall refer the grievant to Partnership, KFHP, or DHCS.

CCS beneficiaries or legal representatives who receive a Notice of Action with Appeal Rights included should follow the directions provided to them in the Appeal Rights and State Hearing Process attachment if they disagree with the decision made by either the local county CCS Program or DHCS.

## **PROCEDURE**

### **Filing**

Grievances can be filed at any time by the CCS beneficiary and/or legal representative. It can be submitted in writing via email or postal mail, verbally or in person. It can be submitted to either the County CCS program, DHCS, Partnership, or KFHP. Grievances can be filed during normal business hours, Monday through Friday, 8 AM to 5 PM. Formal Grievances must be filed through a submission of a completed CCS Grievance Intake Form. The Grievance Intake

Form can be obtained from the CCS county office or online  
<https://www.dhcs.ca.gov/services/ccs/Documents/20240328-CCSNL-Grievance-Form.pdf>.  
If requested, County CCS staff shall assist CCS beneficiaries and/or legal representatives in completing the Grievance Intake Form. County staff can be reached by phone at (530) 666-8333 or in person at the county office:

California Children's Services  
Yolo County Health and Human Services  
137 N. Cottonwood St, Suite 1201  
Woodland, CA 95695

Grievance forms can be submitted to the county CCS program in person or by mail using this address. Grievance forms can also be submitted by email [CCS@yolocounty.gov](mailto:CCS@yolocounty.gov).

Standard Grievances must be addressed in thirty (30) calendar days. Expedited Grievances must be addressed within three (3) business days by the appropriate entity.

## **Standard Grievances**

### **1. Intake**

- a. The County CCS Program will review the Grievance Intake Form and:
  - i. If the Grievance is the responsibility of the County CCS Program, then the county CCS staff shall log the Grievance in the Grievance Log, create a beneficiary's case note, and address the Grievance within the timelines specified in NL 06-1023.
    1. Upon receipt of the Grievance Intake Form, the County shall send a Grievance Acknowledgement Letter within five (5) business days. The letter is to include:
      - a. Notification that the Grievance was received
      - b. Date of receipt
      - c. Name, telephone number, and/or email address of the person(s) who will address the Grievance.
      - d. Grievance Fact Sheet
  - ii. If the Grievance is the responsibility of DHCS, local CCS staff will log, within five (5) business days, receipt of the Grievance, log that they referred the Grievant to DHCS, create a beneficiary's case note, and direct the Grievant to file the complaint to DHCS:
    1. Phone: 916-713-8300
    2. Email: [CCSMonitoring@dhcs.ca.gov](mailto:CCSMonitoring@dhcs.ca.gov)
    3. Mail: ISCD, Attn: County Compliance Unit, 1501 Capitol Ave, MS 4502, PO Box 997437, Sacramento, CA 95899-7437
    4. If the grievant submits the Grievance Intake Form to the County, then the County shall send it to DHCS via the SFTP portal [CCSMonitoring@dhcs.ca.gov](mailto:CCSMonitoring@dhcs.ca.gov).
  - iii. If the Grievance is the responsibility of Partnership or KFHP, the County CCS staff shall, within five (5) business days, log receipt of the Grievance, create a

beneficiary's case note, and record that it directed the grievant to the appropriate managed care plan

1. Partnership:
  - a. Call: 1-800-863-4155 or TTY 1-800-735-2929
  - b. Website Link:  
<http://www.partnershiphp.org/Members/Medi-Cal/Pages/GrievanceAndAppeals.aspx>
  - c. Or provide the Grievant with the Plan's Grievance Form and direct them to:  
Mail: Partnership HealthPlan of California, Attn: Grievance Appeals Dept., 4665 Business Center Drive, Fairfield, CA 94534  
Fax: 707-863-4351
  - d. In person: 3688 Avtech Parkway, Redding, CA 96002
2. Kaiser Health Foundation Plan, Attn: Grievance Appeals
  - a. Address: 3240 Arden Way, Sacramento, CA 95825
  - b. Email: [CCSVLYHUB@kp.org](mailto:CCSVLYHUB@kp.org)
  - c. Phone: 916-746-3505

## 2. Resolution

- a. The Grievance must be addressed within thirty (30) days from date of receipt of the completed Grievance Intake Form.
- b. County CCS staff has five (5) business days to inform the Grievant in writing of the county's CCS Program resolution.
- c. The County will log, both on the Grievance Log and in the beneficiary's case in CMS Net:
  - i. Receipt of grievance
  - ii. Date of resolution
  - iii. Resolution
  - iv. Date the Grievant was informed in writing of the resolution
- d. If Resolution cannot take place within thirty (30) days, the County CCS staff must notify the Grievant in writing with status and an estimated resolution date. It must be postmarked no later than five (5) business days before the end of the initial thirty (30) day period.
- e. If the Resolution is unresolvable, the County CCS Program must detail the reason(s) in the Grievance Log and in a case note in the beneficiary's case in CMS Net what efforts were taken to resolve the Grievance and a brief explanation as to why the Grievance could not be resolved in the prescribed timeline.
- f. Unresolvable Grievances not within the County program's scope of duties are exempt from responsibility to resolve the Grievance.
- g. For cases where the County CCS Program cannot resolve the Grievance, Program staff shall submit the Grievance Intake Form and all documentation to DHCS for a Resolution Exception. Also, if there is a disagreement as to who is responsible for resolving a Grievance, then County CCS staff may request assistance from DHCS. In

either case, the documentation should be sent to the DHCS Integrated Systems of Care Division (ISCD) via email at [CCSMonitoring@dhcs.ca.gov](mailto:CCSMonitoring@dhcs.ca.gov).

## **Expedited Grievances**

### **1. Intake**

- a. The County's CCS Program shall follow the same process as that of Standard Grievances; however, the timeline is different whereby the County Program has three (3) business days upon receipt of the completed Grievance Intake Form to resolve the Grievance. Keep in mind that expedited grievances fall under the County's purview only if it can be directly linked to the County's CCS Program's roles and responsibilities. The County CCS Program is not responsible for any actions or decisions made by either DHCS, Partnership, or KFHP.
- b. Acknowledgement: The county CCS program will make a reasonable attempt to acknowledge an Expedited Grievance has been received. These attempts to contact the CCS beneficiary and/or representative will include verbal attempts, or in writing via an electronic source, within one (1) business day of receipt of the Expedited Grievance.

### **2. Resolution**

- a. Must be addressed within three (3) business days of receipt.
- b. The responsible entity shall make a reasonable effort to speak with the Grievant regarding the status of the Grievance and follow it up in writing (email or mail).
- c. Any written notice must be postmarked within three (3) business days of the date of resolution.
- d. If the Resolution is delayed, the responsible entity must verbally notify the Grievant with the estimated time of resolution and follow-up in writing. Written notice must be postmarked within one (1) business day after verbal notification.

### **3. Exception**

- a. If the Grievance is filed against a County's CCS employee for violations which fall under the Memorandum of Understanding (MOU) between the County and the Yolo County Employees Association SEIU 1021 (the Union), then the Grievant shall be given the Department of Health & Human Services (DHHS) Client Complaint/Grievance Form to complete and submit to the Department for investigation and resolution.
- b. DHHS will determine whether the grievance is:
  - i. Policy or program related and direct the Grievance to DHCS.
  - ii. If it is related to Partnership, or KFHP then the Grievant shall be directed to Partnership, or KFHP.
  - iii. If it is a violation(s), as noted in (a) above, is listed in Article XII of the Union's MOU, then DHHS shall address the Grievance as noted in the Article.

1. It will notify the Grievant that their Grievance is subject to articles in the Union's MOU.

### **Grievance Log**

- County CCS staff shall maintain an auditable record of the Grievances in Excel.
- County CCS staff shall submit a copy of the Grievance Log as specified in NL 06-1023; on a quarterly basis beginning July 1, 2024. Any updates to previously existing Grievances must be reported on subsequent Grievance Logs. Submission dates are as follows:
  - Q1: July, August, September                                  November 15
  - Q2: October, November, December                          February 15 of the following year
  - Q3: January, February, March                                  May 15
  - Q4: April, May, June    August 15
- Any due dates on non-business dates shall be submitted on the next occurring business day.
- Grievance Logs are to be emailed/e-faxed to: [CCSMonitoring@dhcs.ca.gov](mailto:CCSMonitoring@dhcs.ca.gov)

### **ADMINISTRATIVE PROCESSES**

The county CCS program will collaborate with the MCPs to update and modify the Grievance process as needed. Any updates or improvements will be presented and discussed annually at the county's required quarterly meetings (standing agenda item at the first quarterly meeting annually) and throughout the year on an as needed basis.

### **Appeals – Notice of Actions**

- County CCS staff shall follow the policies and procedures outlined in the following and are not considered Grievances:
  - CCS Administrative Case Management Manual
  - Per Title 22
  - Per NL 04-0424

### **Public Notification of the County CCS Grievance P&P:**

Information about the county CCS Program's Grievance policy and procedure must be posted in its local county office and on the Public Health website. It shall contain the following information:

1. Information on what a CCS Grievance is
2. The option to submit a CCS Grievance