

## Authorized SBHO Community Behavioral Health Providers

Crisis services are available 24 hours a day, 7 days a week. For non-crisis hours of operation, please contact the individual Behavioral Health Provider at its local number.

### Clallam County

Peninsula Behavioral Health 360-457-0431

Cedar Grove – Port Angeles 360-452-2443

Cedar Grove – Forks 360-374-5109

Olympic Personal Growth 360-681-8463

Reflections 360-452-4062

Specialty Services II 360-477-4790

Specialty Services III 360-477-4790

True Star 360-565-2643

West End Outreach Services 360-374-5011

### Jefferson County

Discovery Behavioral Health 360-385-0321 or 877-410-4803

Beacon of Hope 360-385-3866

### Kitsap County

Kitsap Mental Health Services 360-373-5031  
TDD 360-478-2715

Agape Unlimited 360-373-1529

Cascadia-Bountiful Life 360-373-0155

Kitsap Recovery Center 360-337-4625

West Sound Treatment Center 360-876-9430



## Salish Behavioral Health Organization

*Community Behavioral Health Services in  
Clallam, Jefferson & Kitsap Counties*

## Grievance, & Fair Hearing Brochure

*July 2017*

### **SBHO Administration Offices**

614 Division Street, MS-23  
Port Orchard, WA 98366-4676  
360-337-7050 FAX 360-337-5721  
Toll Free 1-800-525-5637

Administered by the Kitsap County  
Department of Human Services

If you have a concern about the quality of your behavioral health services or access to services, you have the right to file an agency level grievance or Salish Behavioral Health Organization (SBHO) level grievance.

By sharing your concerns, problems are resolved and we can ensure improvement to the overall system.

Ombuds Services are offered at no cost to assist individuals who are eligible for, apply for, or are receiving SBHO services who have questions or need assistance with filing a grievance.

### **SBHO Ombuds Services**

#### **BRIDGES Behavioral Health Ombuds**

9004 Washington Ave NW  
Silverdale, WA 98383  
(360) 692-1582 or  
1-888- 377-8174  
ombuds@kitsapdrc.org

*All calls are kept confidential and support client-directed solutions.*

It is a good idea to try to resolve your concerns with the person directly involved or ask the Ombuds to assist you.

- Explain your concern. Be clear about what an acceptable solution will be.
- Try to find ways to reach agreement that will satisfy both you and the other person.



### **What is a grievance?**

Grievance means an expression of dissatisfaction about any matter other than an adverse benefit determination. WAC 388-877-0655  
Grievances can be filed with the network behavioral health agency or the SBHO office.

### **How do I file a grievance?**

A grievance may be filed orally or in writing. You can file your concern in person, by telephone, or in writing.

You may file the concern or an authorized representative may file the concern for you if you give written permission for them to do so in writing.

Typically, grievances about direct services are filed with your behavioral health agency. These are referred to as agency level grievances.

If you are not satisfied with the offered resolution, you can file a BHO level grievance with the SBHO office.

You also have the option of initially filing your concern directly with the SBHO office:

#### **Salish Behavioral Health Agency**

614 Division Street MS-23  
Port Orchard, WA 98366-4676  
(360) 337-7050 or  
1-800-525-5637



### **What happens after I file a grievance?**

Every agency and SBHO grievance is acknowledged in writing within five (5) business days of receipt of the grievance. The letter explains what actions will be taken to resolve your concern.

A written resolution must be provided no longer than 90 calendar days from the date the agency or SBHO receives the grievance.

### **Can I continue to receive services while my grievance is in process?**

Yes, your behavioral health services will continue through your authorization period. Contact the SBHO immediately if you feel your services have been affected as a result of sharing your concern.

### **What if I am not satisfied with the offered resolution?**

If you are not satisfied with the offered resolution to your provider level grievance, you may file a BHO level grievance.

The BHO's written decision on the grievance is the final decision. The grievance cannot progress to a Fair Hearing unless the BHO does not act within the grievance process time frames (above). WAC 388-877-0660

### **What is a Fair Hearing?**

A Fair (or Administrative) Hearing is a proceeding in front of an administrative law judge (ALJ).

Fair Hearings are filed with the Department of Social & Health Services (DSHS) Office of Administrative Hearings: 1-800-583-8271

