

Policy Title: Department of Mental Health, Office of  
Constituency Services Advisory Council

Scope: Pursuant to Section 41-4-7 (y) , the  
Board of Mental Health is required to  
establish and maintain a toll-free  
grievance reporting telephone system for  
the receipt and referral for  
investigation of all complaints by  
clients of state and community mental  
health/retardation facilities.

Policy: Department of Mental Health, Office of  
Constituency Services Advisory Council  
shall be established to advise and  
assist the Office of Constituency  
Services in the development of  
procedures for investigating and  
resolving consumer complaints and  
maintaining a toll-free grievance  
reporting telephone system for the  
receipt of complaints by clients of  
state and community mental  
health/retardation facilities, as well  
as responding to requests for  
information and referrals for services  
for persons with mental illness, mental  
retardation and substance abuse.

The Advisory Council will provide a  
mechanism for consumers, family members,  
mental health, mental retardation and

D-0029  
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substance abuse service providers to work together to identify and address needs of the consumers through periodic review of the documentation of the nature and frequency of calls to the consumer helpline.

Procedures: The following shall be the procedures for establishing and the operation of the Office of Constituency Services Advisory Council:

I. ESTABLISHMENT

In accordance with the bylaws of the Mississippi Board of Mental Health, the Board may appoint representatives or agents with such powers to perform acts of duties on behalf of the Board. Therefore, the Board hereby authorizes the Executive Director of the Department of Mental Health to appoint individuals to the Office of Constituency Services Advisory Council.

II. PARTICIPANTS

- A. Membership shall be in keeping with the guidelines set forth by applicable state law(s).
- B. Membership of the Office of Constituency Services Advisory Council shall include individuals and representatives of entities concerned with the need, planning, operation, and funding of mental health services. The Council shall be composed of both service providers and non-service providers, including consumers of mental health/mental retardation services and families.
- C. Members of the Office of Constituency Services Advisory Council shall serve for a term of one calendar year (January through December) and may

be reappointed.

- D. Vacancies on the Council at any time during the year shall be filled by the Executive Director of the Mississippi Department of Mental Health.
- E. Routine operation of the Office of Constituency Services Advisory Council shall be in accordance with the established Bylaws of the Council.

## II. FUNCTIONS

The responsibilities and functions of the Office of Constituency Services Advisory Council shall be in accordance with applicable state law(s).

## IV. MEETINGS

- A. Meetings shall be held at least semi-annually and more often as deemed necessary by the Council or the Department of Mental Health.
- B. Determination of date, time and location of meetings and notification of meetings shall be in accordance with the Bylaws of the Office of Constituency Services Advisory Council.