

Memorandum

Date: November 12, 2019

To: All ACBH Mental Health Community Based Organizations
(Master Contract Providers)

From: ACBH Quality Assurance Office

Subject: **Consumer and Family Grievance & Appeal & Language Assistance Poster Distribution**

The long awaited revision of the **Consumer and Family Grievance and Appeal Poster** is complete and ready for distribution.

Since this group of providers is so large, we are distributing at 6 Distribution Locations throughout the County that each program will be assigned to.

The QA contacts for each contracted agency will receive a separate email that will list your program sites and pick up location(s). Please only go to your assigned Distribution Location as a list will be there for you to sign off on. Each location has a limited number of posters available and additional posters may be arranged by emailing gainformingmaterials@acbhcs.org.

Distribution Dates are 11/14/19- 11/22/19

Additionally, **Language Assistance** posters are available and can be picked up at the distribution sites as well. We are limiting those to 1/pick-up. More can be requested via gainformingmaterials@acbhcs.org

Emails to gainformingmaterials@acbhcs.org for additional posters will be responded to after the initial distribution. If you have an existing request with our office, you will be notified after the initial distribution.

If your agency's QA contact does not receive a Distribution Location email by Thursday, 11/14/19, please contact [Tiffany Lynch](#).





Thank you for being a part of ACBH's commitment to providing accessible communication to all its consumers.

