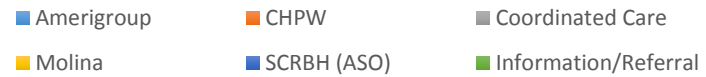
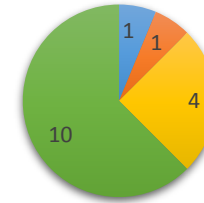


**Monthly Grievance Summary of Activities**

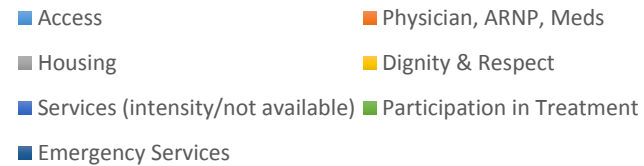
Amerigroup	1
CHPW	1
Coordinated Care	
Molina	4
SCRBH (ASO)	
Information/Referral	10
Total Number of Calls	16
Meetings with providers/stakeholders	2
Meetings with individuals	3

**Types of Grievances**

Access	1
Phone calls not returned	
Physician, ARNP, Meds	3
Housing	1
Confidentiality Violation	
Dignity & Respect	2
Services (intensity/not available)	1
Residential	
Transportation	
Other rights violation	
Quality/Appropriateness	
Participation in Treatment	2
Finanacial & Admin Services	
Emergency Services	1
Other:	
Total	11

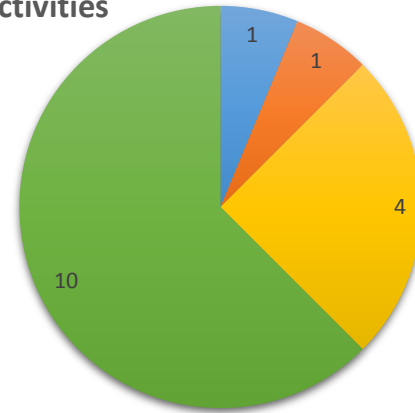


**Types of Grievances**



Overall Grievance Summary of Activities	
Amerigroup	1
CHPW	1
Coordinated Care	
Molina	4
SCRBH (ASO)	
Information/Referral	10
Total Number of Calls	16
Meetings with providers/stakeholders	2
Meetings with individuals	3

Overall Summary of Activities



■ Amerigroup ■ CHPW ■ Coordinated Care ■ Molina ■ SCRBH (ASO) ■ Information/Referral