



October 8, 2025

Dear Andrew,

Thank you for taking the time to inform the Behavioral Health Administration (BHA) about an issue related to the quality of behavioral health services in Colorado. It is important to us to resolve your issue and improve care. We appreciate your patience while we investigate your complaint. We know that submitting a complaint is not easy and we appreciate the courage it takes to share your concern.

On October 1, 2025, you contacted BHA regarding a complaint involving Sterling Correctional Facility. The complaint was in regard to your concern about Quality of Care/Services of Medication Distribution.

BHA has finished its investigation into your complaint and it was determined that BHA does not have authority over this specific matter. Sterling Correctional Facility does not hold a Controlled Substance License through BHA, and therefore, this matter falls out of the jurisdiction of our authority per BHA rule 2 CCR 502-1.

This is considered a final decision by BHA on this grievance.

If you feel that you need further assistance please reach out to The Ombudsman for Behavioral Health Access to Care <https://behavioralhealthombudsman.colorado.gov/>. The Behavioral Health Ombudsman of Colorado (BHOCO) serves as a neutral party to help individuals and healthcare providers navigate and resolve issues and ensure compliance regarding consumer access to behavioral health care.

BHA relies on clients, families, and community partners to help us ensure quality behavioral health services throughout the state. As reflected in our rules and our culture at BHA, acts of grievance retaliation will not be tolerated. Any act of retaliation, discrimination, or any other unfair treatment that appears to result from the submission of a complaint/grievance should be submitted to our staff through an additional complaint submission to BHA.

Thank you for your dedication and support in this effort.

Sincerely,

Chelsae Ziemer, MA/OP

Chelsae Ziemer
Ombudsman Liaison
Behavioral Health Administration

