

**Mental Health Services Act (MHSA) Issue Resolution Process**  
**Updated July 2022**  
**(correction made September 2022)**

**Purpose:**

This procedure supplements the Beneficiary and Client Problem Resolution Policy and Process, which provides detailed guidelines for addressing grievances and appeals regarding services, treatment, and care, by providing a process for addressing issues, complaints and grievances about MHSA planning and process.

The Department of Health Care Services (DHCS) requires that the local issue resolution process be exhausted before accessing State venues such as the Mental Health Services Oversight and Accountability Commission (MHSOAC) or the California Mental Health Planning Council (CMHPC) to seek issue resolution or to file a complaint or grievance.

The County of San Diego Health and Human Services Agency, Behavioral Health Services (BHS) has adopted an issue resolution process for filing and resolving issues related to the MHSA community program planning process, and consistency between program implementation and approved plans.

BHS is committed to:

- Addressing issues regarding MHSA in an expedient and appropriate manner;
- Providing several avenues to file an issue, complaint or grievance;
- Ensuring assistance is available, if needed, for the client/family member/provider/community member to file their issue; and
- Honoring the Issue Filer's desire for anonymity.

Types of MHSA issues to be resolved in this process:

- Appropriate use of MHSA funds
  - Allegations of fraud, waste, and abuse of funds are excluded from this process. Allegations of this type will be referred directly to the County Compliance Office for investigation.
- Inconsistency between approved MHSA Plan and implementation;
- San Diego County Community Program Planning Process.

**Process:**

- An individual may file an issue at any point and via any avenue within the system. These avenues include but are not limited to the BHS Director, BHS Assistant Directors, BHS Deputy Directors, BHS Councils, County of San Diego Compliance Officer, Issue Resolution Contact, Patient Advocacy Program, and BHS providers.
- The MHSA issue shall be forwarded to the contact listed below, for review within three (3) business days of receipt.
- The Issue Resolution Contract (IRC) shall provide the Issue Filer a written acknowledgement of receipt of the issue, complaint, or grievance within two (2) business days.
- IRC shall notify the BHS MHSA Coordinator of the issue received while maintaining anonymity of the Issue Filer within two (2) business days.
- IRC will investigate the issue.
  - IRC may convene the MHSA Issue Resolution Committee (MIRC) whose membership includes unbiased, impartial individuals who are not employed by the County of San Diego.
  - IRC will communicate with the Issue Filer every seven (7) days while the issue is being investigated and resolved.
- Upon completion of investigation, IRC/MIRC shall issue a committee report to the BHS Director.
  - Report shall include a description of the issue, brief explanation of the investigation, IRC/MIRC recommendation and the County resolution to the issue.
  - IRC shall notify the Issue Filer of the resolution in writing and provide information regarding the appeal process and State-level opportunities for additional resolution, if desired.
- The BHS Director will provide a quarterly MHSA Issue Resolution Report to the Behavioral Health Advisory Board.

**Issue Resolution Contact:****Consumer Center for Health Education & Advocacy – CCHEA**

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