



San Francisco – MHSA Issue Resolution Process (IRP) Policy: POC Documents: Attachment 2

Effective June, 1 2016 and updated October 6, 2020.

Policy: Every effort should be made to resolve the client issue or complaint as quickly as possible by the MHSA provider or MHSA manager. Every issue should be documented. A client can file a grievance through the county’s grievance process at any time.

- SF-MHSA adheres to the Behavioral Health Services (BHS) policy dated February 28, 2019 and titled “Grievance and Appeal System for Behavioral Health Services”. See attached Grievance Procedure policy.
- All clients are given the Grievance Procedures upon enrollment of the MHSA program and once per year. The Grievance Procedure must be posted in a public location in all threshold languages at every MHSA program and site. The Grievance Procedure is available online at www.sfdph.org
- The county will monitor programs and perform site reviews to ensure compliance.
- The SF-MHSA communication strategies for filing a complaint are integrated into the county’s communication strategies.
- The Grievance Procedure is frequently discussed and distributed at regularly scheduled meetings including the MHSA Provider Meeting and the MHSA Advisory Committee meetings.
- A client may request and will receive timely assistance from MHSA staff to navigate the Grievance Process.
- A grievance can be filed by a MHSA client, family member, friend, advocate, staff or other support person.
- A grievance/complaint may be related to:
 - the Community Program Planning Process (CPPP)
 - provision of MHSA funded mental health services,
 - inconsistency between approved MHSA plan and program implementation
 - appropriate use of funds
 - Other issues
- Once a grievance is filled, a BHS Grievance Officer will investigate and adhere to the procedures listed in the policy.
- The Office of Quality Management and the MHSA Director will work collaboratively to address issues in order to make policy recommendations and improvement activities to ensure that MHSA clients are receiving appropriate care.

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