

**SC DMH Client Advocacy Report  
November 2010**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	159
Harris	14	144
Morris Village	1	33
Hall	2	40
Tucker	0	24
Forensics (GEO & Bldg. 1)	15	148
Mental Health Centers	35	308
<b>Total</b>	<b>83</b>	<b>856</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	31	665
Information, Referral & Other Assistance <sup>1</sup>	19	172

**AT A GLANCE**

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	58	4	43	11	105
2) Admission & Discharge	97	33	21	14	151
3) Information & Advocacy	19	15	2	4	36
4) Physical Environment	24	7		1	31
5) Inpatient Rights	125	57	3	16	185
6) Personal Property & Money	50	19	27	9	96
7) Confidentiality & Consent	19	13	31	5	63
8) Treatment	78	16	222	33	316
9) Other Rights Issues	8	12	25	4	45
<b>Total<sup>5</sup></b>	<b>478</b>	<b>176</b>	<b>374</b>	<b>97</b>	<b>1028</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	9	2	1		12
b. Excessive Restraint, Seclusion & PRNs	7				7
c. Sexual Abuse	4			4	7
d. Verbal Abuse or Violations of Dignity	35	1	3	7	72
e. Neglect	3	1	36		7
f. Financial Exploitation			3		
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	48	17	1	5	66
b. Community Placement (where)	22	7	13	2	42
c. Periodic Court Review	9	4	1	3	14
d. Questions, Education & Other	18	5	6	4	29
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	11	5	2		18
b. Access to Legal Resources	5	7		3	12
c. Questions, Education & Other	3	3		1	6
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	10	3			13
b. Linens, Clothes & Toiletries	7	3		1	10
c. Disrepair of Physical Plant	3	1			4
d. Cleanliness of Facilities	4				4
<b>5) Inpatient Rights</b>					
a. Privacy	5	1			6
b. Safety	12	7	1	3	20
c. Freedom, Privileges & Fairness	52	22		6	73
d. Communication	19	14		3	34
e. Health Care	37	13	2	4	52
<b>6) Personal Property &amp; Money</b>					
a. Property	25	5	3	4	33
b. Money, Entitlements, Rep. Payee	15	10	6		31
c. Billing Issues	6		10	3	16
d. Other Non-DMH Issues	4	4	8	2	16
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	14	10	11	3	35
b. Breach of Confidentiality	2	2	20	1	24
c. Issues of Consent, Confidentiality, etc.	3	1		1	4
<b>8) Treatment</b>					
a. Eligibility for Services			60	6	60
b. Accessibility to Staff & Treatment	14	2	71	12	87
c. Individualized, Client-Driven	58	13	90	15	161
d. Right to Refuse Treatment	6	1	1		8
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	4	1	2	6
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			14	1	14
f. Legal assistance for Non-DMH issues	7	7	10	1	24