

**SC DMH Client Advocacy Report
January 2013**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	7	7
Harris	7	7
Morris Village	4	4
Hall	8	8
Tucker	3	3
Forensics (GEO & Bldg. 1)	20	20
Mental Health Centers	31	31
Total	80	80

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	79	79
Information, Referral & Other Assistance ¹	13	13

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	7	1	2	10	10
2) Admission & Discharge	5	7	3	15	15
3) Information & Advocacy	4	1	2	7	7
4) Physical Environment		1		1	1
5) Inpatient Rights	12	13		25	25
6) Personal Property & Money	5	4	1	10	10
7) Confidentiality & Consent			3	3	3
8) Treatment	6	1	23	30	30
9) Other Rights Issues			4	4	4
Total⁵	39	28	38	105	105

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

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ 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
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	1			1	1
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse		1		1	1
d. Verbal Abuse or Violations of Dignity	6		2	8	8
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	2	5		7	7
b. Community Placement (where)	2			2	2
c. Periodic Court Review		1		1	1
d. Questions, Education & Other	1	1	3	5	5
3) Information & Advocacy					
a. Access to Advocacy	2	1	2	5	5
b. Access to Legal Resources	1			1	1
c. Questions, Education & Other	1			1	1
4) Physical Environment					
a. Food Quality & Quantity			2		
b. Linens, Clothes & Toiletries		1		1	1
c. Disrepair of Physical Plant					
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy	1			1	1
b. Safety		1		1	1
c. Freedom, Privileges & Fairness	6	9		15	15
d. Communication		1		1	1
e. Health Care	5	2		7	7
6) Personal Property & Money					
a. Property	3	3		6	6
b. Money, Entitlements, Rep. Payee	1			1	1
c. Billing Issues	1			1	1
d. Other Non-DMH Issues		1	1	2	2
7) Confidentiality & Consent					
a. Access to Records & Information			3	3	3
b. Breach of Confidentiality					
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	1		3	4	4
b. Accessibility to Staff & Treatment	2		6	8	8
c. Individualized, Client-Driven	2	1	14	17	17
d. Right to Refuse Treatment	1			1	1
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			3	3	3
f. Legal assistance for Non-DMH issues			1	1	1