

**SC DMH Client Advocacy Report
February 2013**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	5	12
Harris	8	15
Morris Village	5	9
Hall	5	13
Tucker	1	4
Forensics (GEO & Bldg. 1)	21	41
Mental Health Centers	41	72
Total	86	166

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	89	168
Information, Referral & Other Assistance ¹	12	25

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	13	1	4	8	18
2) Admission & Discharge	8	15	6	14	29
3) Information & Advocacy	6	3	2	4	11
4) Physical Environment	4	3		6	7
5) Inpatient Rights	17	20		12	37
6) Personal Property & Money	6	7	3	6	16
7) Confidentiality & Consent	2	1	5	5	8
8) Treatment	9	4	59	42	72
9) Other Rights Issues	1	1	8	6	10
Total⁵	66	55	87	103	208

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
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse		1	1	1	2
d. Verbal Abuse or Violations of Dignity	10		3	5	13
e. Neglect	1			1	1
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	3	8		4	11
b. Community Placement (where)	2	2		2	4
c. Periodic Court Review	2	2		3	4
d. Questions, Education & Other	1	3	6	5	10
3) Information & Advocacy					
a. Access to Advocacy	4	2	2	3	8
b. Access to Legal Resources	1				1
c. Questions, Education & Other	1	1		1	2
4) Physical Environment					
a. Food Quality & Quantity	1	1		2	2
b. Linens, Clothes & Toiletries		2		1	2
c. Disrepair of Physical Plant	2			2	2
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy	1				1
b. Safety	1	1		1	2
c. Freedom, Privileges & Fairness	6	13		4	19
d. Communication	1	4		4	5
e. Health Care	8	2		3	10
6) Personal Property & Money					
a. Property	4	4		2	8
b. Money, Entitlements, Rep. Payee	1	2		2	3
c. Billing Issues	1		1	1	2
d. Other Non-DMH Issues		1	2	1	3
7) Confidentiality & Consent					
a. Access to Records & Information		1	5	3	6
b. Breach of Confidentiality	2			2	2
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	1		9	6	10
b. Accessibility to Staff & Treatment	3		21	16	24
c. Individualized, Client-Driven	3		27	17	34
d. Right to Refuse Treatment	2	4	2	3	4
9) Other Rights Issues					
a. Work, Compensation & Education		1		1	1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			5	2	5
f. Legal assistance for Non-DMH issues	1		3	3	4

