

**SC DMH Client Advocacy Report
September 2013**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	9	88
Harris	9	90
Morris Village	4	46
Hall	0	38
Tucker	9	10
Forensics (GEO & Bldg. 1)	23	182
Mental Health Centers	27	318
Total	72	772

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	151	908
Information, Referral & Other Assistance ¹	12	118

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	52	13	33	9	98
2) Admission & Discharge	72	43	27	14	142
3) Information & Advocacy	15	22	13	1	50
4) Physical Environment	11	8	2	1	21
5) Inpatient Rights	99	100	1	18	200
6) Personal Property & Money	38	31	25	7	94
7) Confidentiality & Consent	10	7	29	1	46
8) Treatment	50	21	221	30	292
9) Other Rights Issues	8	8	48	7	64
Total⁵	355	253	399	88	1007

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	5	7		3	12
b. Excessive Restraint, Seclusion & PRNs	3				3
c. Sexual Abuse		2	1		3
d. Verbal Abuse or Violations of Dignity	37	2	28	5	67
e. Neglect	7	1	2	1	10
f. Financial Exploitation		1	2		3
2) Admission & Discharge					
a. Discharge (when)	31	23	2	6	56
b. Community Placement (where)	30	8	5	6	43
c. Periodic Court Review	5	3		1	8
d. Questions, Education & Other	6	9	20	1	35
3) Information & Advocacy					
a. Access to Advocacy	5	11	9		25
b. Access to Legal Resources	5	7			12
c. Questions, Education & Other	5	4	4	1	13
4) Physical Environment					
a. Food Quality & Quantity	3	3	1		7
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	5	1	1	1	7
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	6	1		1	7
b. Safety	7	13		2	20
c. Freedom, Privileges & Fairness	37	36		10	73
d. Communication	15	32		2	47
e. Health Care	34	18	1	3	53
6) Personal Property & Money					
a. Property	13	19		3	32
b. Money, Entitlements, Rep. Payee	18	9	6	2	33
c. Billing Issues	4		16	1	20
d. Other Non-DMH Issues	3	3	3	1	9
7) Confidentiality & Consent					
a. Access to Records & Information	2	5	22	1	29
b. Breach of Confidentiality	5	1	4		10
c. Issues of Consent, Confidentiality, etc.	3	1	3		7
8) Treatment					
a. Eligibility for Services	3	3	37	2	43
b. Accessibility to Staff & Treatment	10	1	75	12	86
c. Individualized, Client-Driven	28	10	102	15	144
d. Right to Refuse Treatment	9	7	7	1	19
9) Other Rights Issues					
a. Work, Compensation & Education	1	4			5
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.	1		1		2
d. Voting					
e. Housing	2	3	28	5	30
f. Legal assistance for Non-DMH issues	2	1	19	2	25

