

**SC DMH Client Advocacy Report
February 2014**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	6	23
Harris	10	21
Morris Village	5	8
Hall	4	4
Tucker	2	2
Forensics (GEO & Bldg. 1)	21	44
Mental Health Centers	29	60
Total	77	162

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	164	276
Information, Referral & Other Assistance¹	9	15

AT A GLANCE

Type of Complaint Resolved	Inpatient² Year-to-date	Forensics³ Year-to-date	Centers⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	9	8	5	10	22
2) Admission & Discharge	6	7	1	5	14
3) Information & Advocacy	3	2		1	5
4) Physical Environment	4	4		5	8
5) Inpatient Rights	18	26		22	44
6) Personal Property & Money	6	6	7	10	19
7) Confidentiality & Consent	1		4	2	5
8) Treatment	11	3	46	31	60
9) Other Rights Issues	5	1	5	6	11
Total⁵	63	57	68	92	188

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	4		4	5
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	1				1
d. Verbal Abuse or Violations of Dignity	6	2	4	4	12
e. Neglect	1	1		2	2
f. Financial Exploitation		1	1		2
2) Admission & Discharge					
a. Discharge (when)	4	5		4	9
b. Community Placement (where)	2			1	2
c. Periodic Court Review					
d. Questions, Education & Other		2	1		3
3) Information & Advocacy					
a. Access to Advocacy		2		1	2
b. Access to Legal Resources	2				2
c. Questions, Education & Other	1				1
4) Physical Environment					
a. Food Quality & Quantity	1	3		3	4
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant	2	1		2	3
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	1	2		2	3
b. Safety	1	7		5	8
c. Freedom, Privileges & Fairness	7	6		6	13
d. Communication	4	7		5	11
e. Health Care	5	4		4	9
6) Personal Property & Money					
a. Property	1	3		2	4
b. Money, Entitlements, Rep. Payee		3	1		4
c. Billing Issues	5		4	6	9
d. Other Non-DMH Issues			2	2	2
7) Confidentiality & Consent					
a. Access to Records & Information			2	1	2
b. Breach of Confidentiality	1		1	1	2
c. Issues of Consent, Confidentiality, etc.			1		1
8) Treatment					
a. Eligibility for Services	2		8	7	10
b. Accessibility to Staff & Treatment	3		19	11	22
c. Individualized, Client-Driven	6	2	19	13	27
d. Right to Refuse Treatment		1			1
9) Other Rights Issues					
a. Work, Compensation & Education	2			1	2
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues	2	1	5	5	8

