

**SC DMH Client Advocacy Report  
January 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	8	8
Harris	20	20
Morris Village	6	6
Hall	0	0
Tucker	0	0
Forensics (GEO & Bldg. 1)	12	12
Mental Health Centers	25	25
<b>Total</b>	<b>71</b>	<b>71</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	84	84
Information, Referral & Other Assistance <sup>1</sup>	6	6

**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	12	1	4	17	17
2) Admission & Discharge	6	1	1	8	8
3) Information & Advocacy	2			2	2
4) Physical Environment	2	1		3	3
5) Inpatient Rights	9	4		13	13
6) Personal Property & Money	2	1	2	5	5
7) Confidentiality & Consent	1		1	2	2
8) Treatment	6	3	20	29	29
9) Other Rights Issues	4	1	1	6	6
<b>Total<sup>5</sup></b>	<b>44</b>	<b>12</b>	<b>29</b>	<b>85</b>	<b>85</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	2	1		3	3
b. Excessive Restraint, Seclusion & PRNs	3			3	3
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	6		4	10	10
e. Neglect	1			1	1
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	6			6	6
b. Community Placement (where)			1	1	1
c. Periodic Court Review					
d. Questions, Education & Other		1		1	1
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2			2	2
b. Access to Legal Resources					
c. Questions, Education & Other					
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1			1	1
b. Linens, Clothes & Toiletries	1	1		2	2
c. Disrepair of Physical Plant					
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy					
b. Safety	1			1	1
c. Freedom, Privileges & Fairness	4	2		6	6
d. Communication	3	1		4	4
e. Health Care	1	1		2	2
<b>6) Personal Property &amp; Money</b>					
a. Property					
b. Money, Entitlements, Rep. Payee	2	1	1	4	4
c. Billing Issues			1	1	1
d. Other Non-DMH Issues					
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information			1	1	1
b. Breach of Confidentiality	1			1	1
c. Issues of Consent, Confidentiality, etc.					
<b>8) Treatment</b>					
a. Eligibility for Services			2	2	2
b. Accessibility to Staff & Treatment	1		12	13	13
c. Individualized, Client-Driven	4	3	5	12	12
d. Right to Refuse Treatment	1		1	2	2
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1		1	1
b. Religion	1			1	1
c. Sexuality, Birth Control, Marriage, etc.	1			1	1
d. Voting					
e. Housing	1			1	1
f. Legal assistance for Non-DMH issues	1		1	2	2