

**SC DMH Client Advocacy Report  
June 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	6	81
Harris	12	78
Morris Village	2	27
Hall	6	17
Tucker	2	8
Forensics (GEO & Bldg. 1)	17	95
Mental Health Centers	23	179
<b>Total</b>	<b>68</b>	<b>485</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	155	429
Information, Referral & Other Assistance <sup>1</sup>	7	73

**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	38	3	23	4	64
2) Admission & Discharge	50	12	9	17	71
3) Information & Advocacy	10	9	9	4	28
4) Physical Environment	11	3	2	1	16
5) Inpatient Rights	62	43	1	17	106
6) Personal Property & Money	20	16	11	8	47
7) Confidentiality & Consent	13	3	15	5	31
8) Treatment	42	9	128	22	179
9) Other Rights Issues	7	5	20	6	32
<b>Total<sup>5</sup></b>	<b>253</b>	<b>103</b>	<b>218</b>	<b>84</b>	<b>574</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	6	1			7
b. Excessive Restraint, Seclusion & PRNs	6				6
c. Sexual Abuse	2		2		4
d. Verbal Abuse or Violations of Dignity	19	2	21	4	42
e. Neglect	5				5
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	27	4	1	5	32
b. Community Placement (where)	9	2	4	3	15
c. Periodic Court Review	6	2		3	8
d. Questions, Education & Other	8	4	4	6	16
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	7	2	6	1	15
b. Access to Legal Resources	3	5	2	2	10
c. Questions, Education & Other		2	1	1	3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3			1	3
b. Linens, Clothes & Toiletries	1	3			4
c. Disrepair of Physical Plant	4		1		5
d. Cleanliness of Facilities	3		1		4
<b>5) Inpatient Rights</b>					
a. Privacy		2			2
b. Safety	8	4		1	12
c. Freedom, Privileges & Fairness	21	18		5	39
d. Communication	7	11		1	18
e. Health Care	26	8	1	10	35
<b>6) Personal Property &amp; Money</b>					
a. Property	9	3		1	12
b. Money, Entitlements, Rep. Payee	10	11	4	5	25
c. Billing Issues	1		3		4
d. Other Non-DMH Issues		2	4	2	6
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	8	2	9	5	19
b. Breach of Confidentiality	4	1	5		10
c. Issues of Consent, Confidentiality, etc.	1		1		2
<b>8) Treatment</b>					
a. Eligibility for Services	1		29	5	30
b. Accessibility to Staff & Treatment	3		59	5	62
c. Individualized, Client-Driven	33	7	37	9	77
d. Right to Refuse Treatment	5	2	3	3	10
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		3	1		4
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		13	3	14
f. Legal assistance for Non-DMH issues	4	1	6	3	11