

**SC DMH Client Advocacy Report  
August 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	15	108
Harris	4	95
Morris Village	1	31
Hall	1	18
Tucker	1	10
Forensics (GEO & Bldg. 1)	28	143
Mental Health Centers	29	243
<b>Total</b>	<b>79</b>	<b>648</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	214	895
Information, Referral & Other Assistance <sup>1</sup>	7	93

**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	47	4	29	8	80
2) Admission & Discharge	62	17	10	10	89
3) Information & Advocacy	15	13	9	4	37
4) Physical Environment	15	6	2	4	23
5) Inpatient Rights	80	66	1	17	147
6) Personal Property & Money	25	30	18	14	73
7) Confidentiality & Consent	17	8	19	8	44
8) Treatment	45	14	174	24	233
9) Other Rights Issues	7	8	26	5	41
<b>Total<sup>5</sup></b>	<b>313</b>	<b>166</b>	<b>288</b>	<b>94</b>	<b>767</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	3		4	3	7
d. Verbal Abuse or Violations of Dignity	26	3	25	5	54
e. Neglect	6				6
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	36	6	1	5	43
b. Community Placement (where)	11	3	5	3	19
c. Periodic Court Review	7	4		2	11
d. Questions, Education & Other	8	4	4		16
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	11	5	6	2	22
b. Access to Legal Resources	3	6	2	1	11
c. Questions, Education & Other	1	2	1	1	4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	5			2	5
b. Linens, Clothes & Toiletries	2	6		2	8
c. Disrepair of Physical Plant	5		1		6
d. Cleanliness of Facilities	3		1		4
<b>5) Inpatient Rights</b>					
a. Privacy		3		1	3
b. Safety	9	7		1	16
c. Freedom, Privileges & Fairness	31	24		7	55
d. Communication	9	17		6	26
e. Health Care	31	15	1	2	47
<b>6) Personal Property &amp; Money</b>					
a. Property	11	9		7	20
b. Money, Entitlements, Rep. Payee	13	16	6	1	35
c. Billing Issues	1		7	3	8
d. Other Non-DMH Issues		5	5	3	10
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	12	6	12	7	30
b. Breach of Confidentiality	4	1	6	1	11
c. Issues of Consent, Confidentiality, etc.	1	1	1		3
<b>8) Treatment</b>					
a. Eligibility for Services	2		42	8	44
b. Accessibility to Staff & Treatment	3		71	5	74
c. Individualized, Client-Driven	35	10	57	9	102
d. Right to Refuse Treatment	5	4	4	2	13
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		5	2	2	7
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		14	1	15
f. Legal assistance for Non-DMH issues	4	2	10	2	16