

**SC DMH Client Advocacy Report
January 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	17
Harris	12	12
Morris Village	0	0
Hall	23	23
Tucker	5	5
Forensics (GEO & Bldg. 1)	29	29
Mental Health Centers	30	30
Total	116	116

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	206	206
Information, Referral & Other Assistance ¹	18	18

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	15	1	3	19	19
2) Admission & Discharge	7	4		11	11
3) Information & Advocacy	4	1	1	6	6
4) Physical Environment	1	2		3	3
5) Inpatient Rights	21	13		34	34
6) Personal Property & Money	14	8	4	26	26
7) Confidentiality & Consent	3	3	1	7	7
8) Treatment	4	2	21	27	27
9) Other Rights Issues	1	2	1	4	4
Total⁵	70	36	31	137	137

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