

**SC DMH Client Advocacy Report
April 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	74
Harris	13	46
Morris Village	3	13
Hall	8	33
Tucker	5	12
Forensics (GEO & Bldg. 1)	14	80
Mental Health Centers	32	119
Total	91	377

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	184	781
Information, Referral & Other Assistance ¹	10	43

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	34	4	18	13	56
2) Admission & Discharge	43	19	3	22	65
3) Information & Advocacy	13	9	3	6	25
4) Physical Environment	7	4		3	11
5) Inpatient Rights	56	28	2	15	86
6) Personal Property & Money	33	15	11	9	59
7) Confidentiality & Consent	8	3	10	5	21
8) Treatment	23	11	88	35	122
9) Other Rights Issues	8	5	15	5	28
Total⁵	225	98	150	113	473

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	6	2		1	8
b. Excessive Restraint, Seclusion & PRNs	4				4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	16	2	16	10	34
e. Neglect	7			2	7
f. Financial Exploitation	1		2		3
2) Admission & Discharge					
a. Discharge (when)	24	9		9	33
b. Community Placement (where)	9	3	2	5	14
c. Periodic Court Review	4	1	1	3	6
d. Questions, Education & Other	6	6		5	12
3) Information & Advocacy					
a. Access to Advocacy	8	6		1	14
b. Access to Legal Resources	4	3	2	4	9
c. Questions, Education & Other	1		1	1	2
4) Physical Environment					
a. Food Quality & Quantity	4	2		3	6
b. Linens, Clothes & Toiletries	1				1
c. Disrepair of Physical Plant	1	2			3
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	3	1		2	4
b. Safety	5	1	1	1	7
c. Freedom, Privileges & Fairness	23	8	1	7	32
d. Communication	11	9		1	20
e. Health Care	14	9		4	23
6) Personal Property & Money					
a. Property	18	7	1	3	26
b. Money, Entitlements, Rep. Payee	10	6	1	6	17
c. Billing Issues	1		7		8
d. Other Non-DMH Issues	4	2	2		8
7) Confidentiality & Consent					
a. Access to Records & Information	2		5	1	7
b. Breach of Confidentiality	4	1	4	4	9
c. Issues of Consent, Confidentiality, etc.	2	2	1		5
8) Treatment					
a. Eligibility for Services	2		18	7	20
b. Accessibility to Staff & Treatment	1	3	31	6	35
c. Individualized, Client-Driven	17	5	38	20	60
d. Right to Refuse Treatment	3	3	1	2	7
9) Other Rights Issues					
a. Work, Compensation & Education		1	1		2
b. Religion	1	1		1	2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	1		9	1	10
f. Legal assistance for Non-DMH issues	6	3	5	3	14