

**SC DMH Client Advocacy Report
September 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	8	173
Harris	6	100
Morris Village	5	33
Hall	0	54
Tucker	1	32
Forensics (GEO & Bldg. 1)	18	193
Mental Health Centers	36	259
Total	74	844

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	72	1278
Information, Referral & Other Assistance ¹	11	86

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	79	14	32	10	125
2) Admission & Discharge	114	50	10	8	174
3) Information & Advocacy	22	19	5	3	46
4) Physical Environment	16	15		3	31
5) Inpatient Rights	130	77	4	15	211
6) Personal Property & Money	49	40	21	12	110
7) Confidentiality & Consent	12	6	26	10	44
8) Treatment	56	21	178	29	255
9) Other Rights Issues	17	8	40	4	65
Total⁵	495	250	316	94	1061

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	9	6	1	1	16
b. Excessive Restraint, Seclusion & PRNs	10	1			11
c. Sexual Abuse		1			1
d. Verbal Abuse or Violations of Dignity	44	6	27	7	77
e. Neglect	14		2	2	16
f. Financial Exploitation	2		2		4
2) Admission & Discharge					
a. Discharge (when)	64	20		4	84
b. Community Placement (where)	31	12	5	2	48
c. Periodic Court Review	8	8	1		17
d. Questions, Education & Other	11	10	4	2	25
3) Information & Advocacy					
a. Access to Advocacy	13	10	2	1	25
b. Access to Legal Resources	6	7	2	2	15
c. Questions, Education & Other	3	2	1		6
4) Physical Environment					
a. Food Quality & Quantity	5	8		1	13
b. Linens, Clothes & Toiletries	7	2		1	9
c. Disrepair of Physical Plant	2	3		1	5
d. Cleanliness of Facilities	2	2			4
5) Inpatient Rights					
a. Privacy	7	2	1		10
b. Safety	11	5	1	1	17
c. Freedom, Privileges & Fairness	58	24	1	8	83
d. Communication	17	23		2	40
e. Health Care	37	23	1	4	61
6) Personal Property & Money					
a. Property	26	19	1	7	46
b. Money, Entitlements, Rep. Payee	15	18	3	3	36
c. Billing Issues	4		15	1	19
d. Other Non-DMH Issues	4	3	2	1	9
7) Confidentiality & Consent					
a. Access to Records & Information	4	2	14	8	20
b. Breach of Confidentiality	5	1	8	1	14
c. Issues of Consent, Confidentiality, etc.	3	3	4	1	10
8) Treatment					
a. Eligibility for Services	4		38	5	42
b. Accessibility to Staff & Treatment	8	3	58	5	69
c. Individualized, Client-Driven	38	13	81	19	132
d. Right to Refuse Treatment	6	5	1		12
9) Other Rights Issues					
a. Work, Compensation & Education		3	1		4
b. Religion	4	1			5
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	3		20	1	23
f. Legal assistance for Non-DMH issues	10	4	19	3	33