

**SC DMH Client Advocacy Report
November 2009**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	198
Harris	14	153
Morris Village	1	33
Hall	3	34
Tucker	0	35
Forensics (GEO & Bldg. 1)	9	155
Mental Health Centers	33	303
Total	77	911

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	42	769
Information, Referral & Other Assistance ¹	21	271

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	84	13	48	22	145
2) Admission & Discharge	103	20	20	7	143
3) Information & Advocacy	24	15	9	1	48
4) Physical Environment	32	7		2	39
5) Inpatient Rights	125	56	4	15	185
6) Personal Property & Money	54	24	29	8	107
7) Confidentiality & Consent	14	10	13	3	37
8) Treatment	79	18	223	30	320
9) Other Rights Issues	12	6	24	4	42
Total⁵	527	169	370	92	1066

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	13	8		3	21
b. Excessive Restraint, Seclusion & PRNs	10	4			14
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	54		48	17	102
e. Neglect	7	1		2	8
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	64	15	3	1	82
b. Community Placement (where)	26	1	15	2	42
c. Periodic Court Review	3	2		1	5
d. Questions, Education & Other	10	2	2	3	14
3) Information & Advocacy					
a. Access to Advocacy	11	2	5		18
b. Access to Legal Resources	9	13		1	22
c. Questions, Education & Other	4		4		8
4) Physical Environment					
a. Food Quality & Quantity	17	3			20
b. Linens, Clothes & Toiletries	3	1		1	4
c. Disrepair of Physical Plant	5	3		1	8
d. Cleanliness of Facilities	7				7
5) Inpatient Rights					
a. Privacy	4	2	3	2	9
b. Safety	6	4			10
c. Freedom, Privileges & Fairness	49	20		7	69
d. Communication	18	21		3	39
e. Health Care	48	9	1	3	58
6) Personal Property & Money					
a. Property	32	10	5	5	47
b. Money, Entitlements, Rep. Payee	16	9	12	1	37
c. Billing Issues	1	1	9	2	11
d. Other Non-DMH Issues	5	4	3		12
7) Confidentiality & Consent					
a. Access to Records & Information	6	7	6	1	19
b. Breach of Confidentiality	5	1	6	1	12
c. Issues of Consent, Confidentiality, etc.	3	2	1	1	6
8) Treatment					
a. Eligibility for Services	1		45	6	46
b. Accessibility to Staff & Treatment	13		80	10	93
c. Individualized, Client-Driven	50	16	95	13	161
d. Right to Refuse Treatment	15	2	3	1	20
9) Other Rights Issues					
a. Work, Compensation & Education	3	2	1	1	6
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			8	2	8
f. Legal assistance for Non-DMH issues	7	4	15	1	26