

**SC DMH Client Advocacy Report  
January 2010**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	14	14
Harris	13	13
Morris Village	1	1
Hall	1	1
Tucker	2	2
Forensics (GEO & Bldg. 1)	15	15
Mental Health Centers	20	20
<b>Total</b>	<b>66</b>	<b>66</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	65	65
Information, Referral & Other Assistance <sup>1</sup>	21	21

**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	4		2	6	6
2) Admission & Discharge	11	2		13	13
3) Information & Advocacy	1	1		2	2
4) Physical Environment	1	3		4	4
5) Inpatient Rights	6	8	1	15	15
6) Personal Property & Money	5		2	7	7
7) Confidentiality & Consent	1	2	1	4	4
8) Treatment	4	1	16	21	21
9) Other Rights Issues	1	1	2	4	4
<b>Total<sup>5</sup></b>	<b>34</b>	<b>18</b>	<b>24</b>	<b>76</b>	<b>76</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	2			2	2
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	2		2	4	4
e. Neglect					
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	5	2		7	7
b. Community Placement (where)	3			3	3
c. Periodic Court Review					
d. Questions, Education & Other	3			3	3
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	1	1		2	2
b. Access to Legal Resources					
c. Questions, Education & Other					
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1	2		3	3
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant		1		1	1
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy	1			1	1
b. Safety		1		1	1
c. Freedom, Privileges & Fairness	2	4		6	6
d. Communication	1	2		3	3
e. Health Care	2	1	1	4	4
<b>6) Personal Property &amp; Money</b>					
a. Property	3			3	3
b. Money, Entitlements, Rep. Payee	1			1	1
c. Billing Issues			2	2	2
d. Other Non-DMH Issues	1			1	1
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information		2		2	2
b. Breach of Confidentiality			1	1	1
c. Issues of Consent, Confidentiality, etc.	1			1	1
<b>8) Treatment</b>					
a. Eligibility for Services			6	6	6
b. Accessibility to Staff & Treatment			6	6	6
c. Individualized, Client-Driven	4	1	4	9	9
d. Right to Refuse Treatment					
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			1	1	1
f. Legal assistance for Non-DMH issues	1	1	1	3	3