

Complaint Data for: St Clair County CMH Authority

Rights Office Director:

Reporting Period: to

CMH # of Consumers Served (unduplicated count) CMH Rights Office FTEs
LPH Number of Admissions LPH Hours/40

Section I: Complaint Data Summary

Part A: Agency Totals

Allegations	96	DO NOT TYPE HERE - IT WILL AUTO FILL
Interventions	0	DO NOT TYPE HERE - IT WILL AUTO FILL
Investigations	88	DO NOT TYPE HERE - IT WILL AUTO FILL
Interventions Substantiated	0	DO NOT TYPE HERE - IT WILL AUTO FILL
Investigations Substantiated	32	DO NOT TYPE HERE - IT WILL AUTO FILL

COMPLAINT SOURCE

Recipient	15	DO NOT TYPE HERE - IT WILL AUTO FILL
Staff	25	
ORR	8	
Guardian/Family	11	
Anonymous	9	
Community/General Public	1	
<i>Total Complaints Received</i>	69	

TIMEFRAMES OF COMPLETED INVESTIGATIONS

Category	Total	≤30	≤60	≤90	>90
Abuse I, II, III & Neglect I, II, III	21	1	11	9	0
All others	67	4	30	33	0

Part B: Detailed Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
7221	Abuse class I	0	0	0	0	0	0
72221	Abuse class II - nonaccidental act	3	3	0	2	1	0
72222	Abuse class II - unreasonable force	5	5	1	1	4	0
72223	Abuse class II - emotional harm	1	1	1	0	6	0
72224	Abuse class II - treating as incompetent	0	0	0	0	0	0
72225	Abuse class II - exploitation	1	1	0	0	1	0
7223	Abuse - class III	6	6	0	4	2	0
7224	Abuse class I - sexual abuse	0	0	0	0	0	0

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
72251	Neglect class I	0	0	0	0	0	0
72252	Neglect class I - failure to report	0	0	0	0	0	0
72261	Neglect class II	1	1	0	0	1	0
72262	Neglect class II - failure to report	0	0	0	0	0	0
72271	Neglect class III	4	4	4	8	16	0
72272	Neglect class III - failure to report	0	0	0	0	0	0

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7060	Notice/explanation of rights	0	0	0	0	0	0	0	0
7520	Failure to report	0	0	0	0	0	0	0	0
7545	Retaliation/harassment	0	0	0	0	0	0	0	0
7760	Access to rights system	0	0	0	0	0	0	0	0
7780	Complaint investigation process	0	0	0	0	0	0	0	0
7840	Appeal process/mediation	0	0	0	0	0	0	0	0

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
4090	Second opinion - denial of hospitalization	0	0	0	0	0	0	0	0
4190	Termination of voluntary hospitalization (adult)	0	0	0	0	0	0	0	0
4510	admission process	0	0	0	0	0	0	0	0
4630	Independent clinical examination	0	0	0	0	0	0	0	0
4980	Objection to hospitalization (minor)	0	0	0	0	0	0	0	0
7050	Second opinion - denial of services	0	0	0	0	0	0	0	0

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7041	Civil rights: discrimination, accessibility, accommodation, etc	0	0	0	0	0	0	0	0
7044	Religious practice	0	0	0	0	0	0	0	0
7045	Voting	0	0	0	0	0	0	0	0
7047	Presumption of competency	0	0	0	0	0	0	0	0
7284	Search/seizure	0	0	0	0	0	0	0	0

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7111	Family dignity & respect	3	0	0	3	1	2	0	
7112	Receipt of general education information	0	0	0	0	0	0	0	
7113	Opportunity to provide information	0	0	0	0	0	0	0	

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7261	Visits	0	0	0	0	0	0	0	
7262	Contact with attorneys or others regarding legal matters	0	0	0	0	0	0	0	
7263	Access to telephone, mail	0	0	0	0	0	0	0	
7264	Funds for postage, stationery, telephone usage	0	0	0	0	0	0	0	
7265	Written and posted limitations, if established	0	0	0	0	0	0	0	
7266	Uncensored mail	0	0	0	0	0	0	0	

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7481	Disclosure of confidential information	9	0	0	9	5	3	4	2
7485	Withholding of information (includes recipient access to records)	0	0	0	0	0	0	0	
7486	Correction of record	0	0	0	0	0	0	0	
7487	Access by p & a to records	0	0	0	0	0	0	0	
7501	Privileged communication	0	0	0	0	0	0	0	

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7081	Safe environment	4	0	0	4	2	4	5	0
7082	Sanitary/humane environment	1	0	0	1	0	0	1	0
7086	Least restrictive setting	0	0	0	0	0	0	0	0

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7441	Restrictions/limitations	0	0	0	0	0	0	0	
7400	Restraint	0	0	0	0	0	0	0	
7420	Seclusion	0	0	0	0	0	0	0	

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7301	Safeguarding money	0	0	0	0	0	0	0	
7302	Facility account	0	0	0	0	0	0	0	
7303	Easy access to money in account	0	0	0	0	0	0	0	
7304	Ability to spend or use as desired	0	0	0	0	0	0	0	
7305	Delivery of money upon release	0	0	0	0	0	0	0	
7360	Labor & Compensation	0	0	0	0	0	0	0	

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7267	Access to entertainment materials, information, news	0	0	0	0	0	0	0	
7281	Possession and use	2	0	0	2	0	1	1	
7282	Storage space	0	0	0	0	0	0	0	
7283	Inspection at reasonable times	0	0	0	0	0	0	0	
7285	Exclusions	0	0	0	0	0	0	0	
7286	Limitations	0	0	0	0	0	0	0	
7287	Receipts to recipient and to designated individual	0	0	0	0	0	0	0	
7288	Waiver	0	0	0	0	0	0	0	
7289	Protection	0	0	0	0	0	0	0	

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
1708	Dignity and Respect	21	0	0	21	9	13	10	
7003	Informed consent	0	0	0	0	0	0	0	
7029	Information on family planning	0	0	0	0	0	0	0	
7049	Treatment by spiritual means	0	0	0	0	0	0	0	
7080	Mental health services suited to condition	24	0	0	24	9	8	21	
7100	Physical and mental exams	0	0	0	0	0	0	0	
7130	Choice of physician/mental health professional	2	0	0	2	0	2	0	
7140	Notice of clinical status/progress	0	0	0	0	0	0	0	
7150	Services of mental health professional	0	0	0	0	0	0	0	
7160	Surgery	0	0	0	0	0	0	0	
7170	Electro convulsive therapy (ect)	0	0	0	0	0	0	0	
7180	Psychotropic drugs	0	0	0	0	0	0	0	
7190	Notice of medication side effects	0	0	0	0	0	0	0	

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7121	Person-centered process	0	0	0	0	0	0	0	
7122	Timely development	0	0	0	0	0	0	0	
7123	Requests for review	0	0	0	0	0	0	0	
7124	Participation by individual(s) of choice	0	0	0	0	0	0	0	
7125	Assessment of needs	0	0	0	0	0	0	0	

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7241	Prior consent	1	0	0	1	0	1	0	
7242	Identification	0	0	0	0	0	0	0	
7243	Objection	0	0	0	0	0	0	0	
7244	Release to others/return	0	0	0	0	0	0	0	

7245	Storage/destruction	0	0	0	0	0	0	0	0
TOTALS		88	0	0	88	32	48	75	2

17. No Right Involved

Code	Category	Received
0000	No right involved	6

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside provider jurisdiction	2