



ADAMHS
BOARD OF CUYAHOGA COUNTY
ALCOHOL, DRUG ADDICTION & MENTAL HEALTH SERVICES

CLIENT RIGHTS REPORT CALENDAR YEAR 2019

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THIS REPORT CONTAINS TWO DIFFERENT SETS OF DATA:

1. CONTRACT AGENCY CLIENT RIGHTS DATA FROM CY2019

- ▶ This data is aggregated from the 71 community agencies which the ADAMHS Board has a core contract with – all contract agencies satisfied their reporting requirements.
- ▶ Each contract agency is responsible for collecting and sharing this data with the ADAMHS Board.
- ▶ The ADAMHS Board reviewed and consolidated each individual data set into one comprehensive report showcased in this document.

2. ADAMHS BOARD CLIENT RIGHTS DATA FROM CY2019

- ▶ This data is tracked and logged by both ADAMHS Board Client Rights Officers.
- ▶ Data includes inquiries, complaints, and grievances received by the ADAMHS Board about Mental Health Agencies, SUD Services, and Group Homes.
- ▶ Data is categorized by call type; nature of call, and resolution.

CONTRACT AGENCY CLIENT RIGHTS DATA

FOR CY 2019...

- **Most frequent SUD complaints/grievances:**
 - IOP
 - Residential/inpatient services
 - Case management
 - Recovery housing
- **Most frequent MH Service complaints/grievances:**
 - Medication management
 - CPST services
 - Counseling/therapy services
- **Resolutions rendered beyond the 20-30 days allotted were due to:**
 - Conflicting schedules of staff and clients which resulted in a delayed scheduling of resolution meetings
 - The nature of some complaints/grievances required additional investigatory time.
- **Clients were dissatisfied with resolutions when:**
 - Agency did not have jurisdiction to investigate the scope/nature of certain complaints/grievances.
 - Client was unwilling to accept agency internal policy preventing client's desirable outcome.
 - Client disagrees with the dose amount of medication prescribed by the agency provider.
 - Client insists on unrealistic resolutions.

CONTRACT AGENCY – COMPLAINT/GRIEVANCE STATISTICS

	2018 Total Complaints & Grievances	2018 Timely Resolution Rate	2018 Overall Resolution Satisfaction Rate	2019 Total Complaints & Grievances	2019 Timely Resolution Rate	2019 Overall Resolution Satisfaction Rate
SUD Services & Programs	261	97%	84%	335	95%	90%
MH Programs	751	100%	81%	816	96%	70%

CONTRACT AGENCY CLIENT RIGHTS DATA

- New statistical data in 2019!
- Most frequently grieved Client Rights:
 - The right to be treated with consideration & respect for personal dignity, autonomy, and privacy
 - The right to reasonable protection from physical, sexual, or emotional abuse & inhumane treatment
 - The right to participate in any appropriate/available service regardless of the refusal of other services

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Services/Programs	35	91
Certified MH Services	30	80
Dual	8	1

ALLEGATIONS OF ABUSE AND NEGLECT	
TOTAL ALLEGATIONS	96
TOTAL SUBSTANTIATED	15 = 16%

ADAMHS BOARD CLIENT RIGHTS DATA

- As in years past, clients and family/friends continue to make up the highest volume of contacts.
- CY2019 indicated a significant increase in calls received from contract agencies.
 - Agency CRO's are more comfortable contacting the Board with questions/concerns.

WHO CONTACTED THE BOARD IN 2019?	
CLIENTS	642
FAMILY/FRIENDS OF CLIENTS	356
CONTRACT AGENCIES	220
OTHER AGENCIES (NON-CONTRACT)	215
OTHER CITIZENS (NEIGHBORS, LE, ETC.)	85
HOSPITALS	42

ADAMHS BOARD CLIENT RIGHTS DATA

- CY2019 resulted in more calls and complaints/filed grievances than CY2018
 - Community agencies also saw an increase in complaints/grievances.
 - With the addition of a new Client Rights Officer in CY2019, the ADAMHS Board was more capable of fielding a higher level of contact volume.
 - CY2019 saw a better partnership and communication with contract agency Client Rights Officers and Group Home Operators

CONTACT VOLUME AND FILED COMPLAINT/GRIEVANCE TOTALS		
	Total Contacts Made to Board	Total Complaints/Grievances Filed with Board
CY2018	1461	360
CY2019	1573	414

ADAMHS BOARD CLIENT RIGHTS DATA

Most frequently grieved Client Rights:

- The right to be treated with consideration & respect for personal dignity, autonomy, and privacy
- The right to reasonable protection from physical, sexual, or emotional abuse & inhumane treatment
- The right to participate in any appropriate/available service regardless of the refusal of other service
- The right to be informed in a reasonable amount of time the reason for terminating participation in a service

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES FILED WITH BOARD		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Service/Program	7	27
Certified MH Service	27	26
Dual	1	2

ADAMHS BOARD CLIENT RIGHTS DATA

- This data is included in the overall totals from the previous slides, but has been extracted here to showcase Group Home-specific statistics
- While the total call volume and formal complaints received regarding Group Homes has gone up, the number of substantiations has gone down significantly because...
 - Peer Seal of Quality
 - Greater Board presence in the community
 - Board partnership with OMHAS
 - Better communication between Board and Group Home Operators

GROUP HOME COMPLAINT TOTALS		
	<u>2018</u>	<u>2019</u>
TOTAL CALLS	163	245
TOTAL CALLS RESULTING IN FORMAL COMPLAINT	66	87
TOTAL SUBSTANTIATED COMPLAINTS	43 = 65%	32 = 36%

ACCOMPLISHMENTS OF 2019...

- Data and statistics for this report were much more quantitative/qualitative and much less inferential.
 - Including the narrative component in CRO Report helped with this!
 - Strengthened relationships between the ADAMHS Board and Contract Agency CRO's, and Group Home Operators.
 - Increase in Board CRO staff allowed for enhanced customer service.
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GOALS FOR 2020...

- Use CY 2019 CRO Report to assess needs and conduct CRO training in CY2020 specific to those needs
 - Example: In order to address concerns of abuse/neglect, conduct De-escalation Technique Training; Trauma Informed Care, etc.
- Continuing, ongoing technical assistance/training for agency CRO's on how to appropriately complete the CY2020 CRO Report.

IF YOU HAVE ANY QUESTIONS OR
NEED ADDITIONAL INFORMATION,
PLEASE DON'T HESITATE TO CONTACT

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