



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

CLIENT RIGHTS REPORT

CALENDAR YEAR 2020

BILL HEBBLE, MSW – CLIENT RIGHTS OFFICER II

CHRISTINA BOHUSLAWSKY BROWN – CLIENT RIGHTS OFFICER II

THIS REPORT CONTAINS TWO DIFFERENT SETS OF DATA:

1. CONTRACT AGENCY CLIENT RIGHTS DATA FROM CY2020

- ▶ This data is aggregated from 65 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 CY2020

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

CONTRACT AGENCY CLIENT RIGHTS DATA

FOR CY 2020...

- **Most frequent SUD complaints/grievances:**
 - Residential/inpatient Services
 - Recovery Housing
 - Intensive Outpatient Services
- **Most frequent MH Service complaints/grievances:**
 - Medication management
 - Therapy/Rehab Services
 - CPST
- **Resolutions rendered beyond the 20-30 days allotted were due to:**
 - COVID
 - Conflicting schedules of provider agency 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:**
 - Client was unwilling to accept agency internal policy preventing client's desirable outcome.
 - Client insists on unrealistic resolutions.

CONTRACT AGENCY – COMPLAINT/GRIEVANCE STATISTICS

	2019 Total Complaints & Grievances	2019 Timely Resolution Rate	2019 Overall Resolution Satisfaction Rate	2020 Total Complaints & Grievances	2020 Timely Resolution Rate	2020 Overall Resolution Satisfaction Rate
SUD Services & Programs	335	95%	90%	294	98%	97%
MH Programs	816	96%	70%	444	98%	93%

CONTRACT AGENCY 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 be informed a reasonable amount of time in advance of the reason for terminating participation in a service, & to be provided a referral, unless the service is not necessary

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Services/Programs	84	48
Certified MH Services	11	39
Dual	10	1

ALLEGATIONS OF ABUSE AND NEGLECT	
TOTAL ALLEGATIONS	132
TOTAL SUBSTANTIATED	15 = 11%

ADAMHS BOARD CLIENT RIGHTS DATA

- As in years past, clients and family/friends continue to make up the highest volume of contacts.
- CY2020 indicated a significant increase in calls received from contract agencies.
 - During the pandemic, agency CROs were faced with situations that they had never had to deal with before and often called the ADAMHS Board CROs with questions and/or requesting guidance.
 - Agency CRO's are more comfortable contacting the Board with questions/concerns.

WHO CONTACTED THE BOARD IN 2020?	
CLIENTS	838
FAMILY/FRIENDS OF CLIENTS	434
CONTRACT AGENCIES	322
OTHER (L.E., NON-CONTRACT AGENCIES, CCBDD, NURSING HOMES, ETC.)	188
HOSPITALS	28

ADAMHS BOARD CLIENT RIGHTS DATA

- CY2020 resulted in more calls and complaints than CY2019. Why??...
 - COVID...need we say more?! Community resources/services needed to adjust to pandemic rules, and so did our clients. We spent a lot of time answering questions and clarifying information.
 - ADAMHS Board CROs were really creative in 2020! Due to having to do things virtually, we quickly became resourceful and spent a lot of time thinking outside of the box in order to thoroughly and timely assist clients despite not being able to do things face-to-face.

CONTACT VOLUME AND FILED COMPLAINT/GRIEVANCE TOTALS		
	Total Contacts Made to Board	Total Complaints/Grievances Filed with Board
CY2019	1573	414
CY2020	1810	571

ADAMHS BOARD CLIENT RIGHTS DATA

- Very few formal grievances filed in 2020...
 - Surprise!!!...COVID!
 - ADAMHS Board CROs put a lot of time and effort into resolving clients' concerns at the complaint level which prevented a lot of formal grievances from being filed
 - Less in-person interaction between providers and clients resulted in less grievances
 - While clients certainly have a right to file complaints & grievances against provider agencies with the ADAMHS Board, the ADAMHS Board CROs have always encouraged clients to first address their concerns directly with the **agency** CROs. We do this because, logistically, it simply makes sense! Often, clients want to omit the step of first addressing the agency, however, this year, we identified that clients were much more willing to do so – this was very efficient!

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES FILED WITH BOARD		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Service/Program	1	2
Certified MH Service	6	6
Dual	0	0

- **Most frequently grieved Client Rights:**
 - The right to be informed in a reasonable amount of time the reason for terminating participation in a service
 - The right to be informed of the reason for denial of service

ADAMHS BOARD CLIENT RIGHTS DATA

- This data is included in the overall totals from the previous slides, but has been extracted here to showcase Adult Care Facility-specific statistics.
 - So many of the complaints we received this year regarding Adult Care Facilities (ACF) had to do with the pandemic.
 - Residents and family/friends of residents called frequently questioning if ACF operators were appropriately following CDC COVID guidelines.

ADULT CARE FACILITY COMPLAINT TOTALS		
	<u>2019</u>	<u>2020</u>
TOTAL CALLS	254	251
TOTAL CALLS RESULTING IN FORMAL COMPLAINT	87	118

ACCOMPLISHMENTS OF 2020...

- We successfully worked through a pandemic year that was ever-changing and filled with uncertainty.
- During this time, service to our clients was unwavering and meaningful.
- Necessity is the mother of invention, and boy, did we have inventions! We found that some of our inventions are actually more efficient and are here to stay!
- We maintained regular contact (April 2020 thru present without missing a single month!) with our provider agency CROs and our clients by hosting:
 - **Monthly Virtual CRO Meetings**
 - **Monthly Virtual Client Information Meetings**
 - **These meetings were held every month starting April 2020 thru present without missing a single month!**
 - **Quarterly Virtual CRO Orientations** (to train new provider agency CROs!!)
 - **April 2020, October 2020, and one is scheduled for March 2021**
- We covered a lot of information at these meetings throughout the year and invited presenters to speak about things relevant to the challenges faced during the pandemic:
 - Food Banks
 - RTA
 - Scam Squad
 - Complaint/Grievance filing procedures
 - Mandated Reporting of Major Unusual Incidents
 - Opportunities for Ohioans with Disabilities
 - Updates regarding changes in state policy
- We also held a very fun, virtual **Client Holiday Party** and included ADAMHS Board staff/Board Members to share and discuss things we found joy in despite a difficult year!

ACCOMPLISHMENTS OF 2020...

But wait...there's more!...

- We developed a better, more efficient Client Rights Information Management System!
 - We replaced LOTUS with a customized Excel database.
 - The new database can be accessed remotely and used independently by both ADAMHS Board CROs at the same time.
 - ADAMHS Board Client Rights statistics will be tracked on a monthly basis (as opposed to just one time a year) because cumulative data is now generated in **real time**.
 - Very broad, very specific, and year-to-date analytics can all be produced in a matter of minutes, as opposed to a matter of days.
 - Check it out!...

	January	February	March	April	May	June	July	August	September	October	November	December	YTD Totals
# of Calls	0	0	0	0	0	0	0	0	0	30	186	169	
# Of Visits	0	0	0	0	0	0	0	0	0	0	0	0	
# of Emails	0	0	0	0	0	0	0	0	0	5	12	15	
Total # of Contacts:	0	0	0	0	0	0	0	0	0	35	198	184	417
Total # of Repeat Fam/Clients:	0	0	0	0	0	0	0	0	0	2	14	16	
Complaints by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	0	0	0	0	0	0	0	0	0	4	9	9	
MH-Psyc:	0	0	0	0	0	0	0	0	0	2	13	4	
MH-CPST Services:	0	0	0	0	0	0	0	0	0	3	5	0	
Housing:	0	0	0	0	0	0	0	0	0	5	39	13	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	0	1	1	
Other:	0	0	0	0	0	0	0	0	0	3	18	17	
Total # of Complaints:	0	0	0	0	0	0	0	0	0	17	85	44	146
Grievances by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	0	0	0	0	0	0	0	0	0	1	0	1	
MH-Psyc:	0	0	0	0	0	0	0	0	0	0	1	1	
MH-CPST Services:	0	0	0	0	0	0	0	0	0	0	0	0	
Housing:	0	0	0	0	0	0	0	0	0	0	0	0	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	0	0	0	
Other:	0	0	0	0	0	0	0	0	0	0	0	0	
Total # of Grievances:	0	0	0	0	0	0	0	0	0	1	1	2	4
General Inquiries by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	1	0	
SUD Treatment:	0	0	0	0	0	0	0	0	0	1	15	0	
MH-Psyc:	0	0	0	0	0	0	0	0	0	3	24	24	
MH-CPST Services:	0	0	0	0	0	0	0	0	0	1	9	4	
Housing:	0	0	0	0	0	0	0	0	0	3	31	42	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	1	8	14	
CCBDD:	0	0	0	0	0	0	0	0	0	0	0	2	
DIP:	0	0	0	0	0	0	0	0	0	0	0	0	
Other:	0	0	0	0	0	0	0	0	0	9	25	38	
Total # of Inquiries:	0	0	0	0	0	0	0	0	0	18	113	124	255

WE BEGAN USING THE NEW DATABASE ON
OCTOBER 27, 2020...

	January	February	March	April	May	June	July	August	September	October	November	December	YTD Totals
# of Calls	198	204											
# Of Visits	0	0											
# of Emails	13	9											
Total # of Contacts:	211	213	0	0	0	0	0	0	0	0	0	0	424
Total # of Repeat Contacts:	23	30											
Complaints by Type:													
SUD Prevention:	0	0											
SUD Treatment:	6	3											
MH-Psyc:	4	6											
MH-CPST Services:	2	7											
Housing:	28	43											
Crisis Intervention:	0	1											
Other:	16	14											
Total # of Complaints:	56	74	0	0	0	0	0	0	0	0	0	0	130
Grievances by Type:													
SUD Prevention:	0	0											
SUD Treatment:	0	2											
MH-Psyc:	0	0											
MH-CPST Services:	0	0											
Housing:	4	0											
Crisis Intervention:	0	0											
Other:	0	0											
Total # of Grievances:	4	2	0	0	0	0	0	0	0	0	0	0	6
General Inquiries by Type:													
SUD Prevention:	0	0											
SUD Treatment:	19	14											
MH-Psyc:	26	17											
MH-CPST Services:	5	3											
Housing:	43	58											
Crisis Intervention:	9	4											
CCBDD:	0	0											
DIP:	0	0											
Other:	52	43											
Total # of Inquiries:	154	139	0	0	0	0	0	0	0	0	0	0	293

HERE IS HOW 2021 IS SHAPING UP..

GOALS FOR 2021...

- Use the CY 2020 CRO Report to track trends/changes, assess needs, and conduct CRO training in CY 2021 specific to those needs:
 - The pandemic has changed the way in which we do things.
 - The behavioral healthcare system adapts to better serve the needs of its clients.
 - Our goal is to constantly educate ourselves about the new/different ways in which services are being rendered in order to ensure that clients' rights are maintained during the provision of such services, and to ensure that clients know their rights, and how to exercise them.
- Continue working closely with clients, agency CROs, ACF staff, and OMHAS in order to ensure clear and accurate data sharing/communication, and to maintain healthy partnerships with the common goal of helping our clients!
- Implement the day-to-day efficiencies that we discovered during the pandemic year as everyday practice.

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

BILL HEBBLE, MSW
CLIENT RIGHTS OFFICER II
HEBBLE@ADAMHSCC.ORG
216-241-3400 X825

CHRISTINA BOHUSLAWSKY BROWN
CLIENT RIGHTS OFFICER II
CBROWN@ADAMHSCC.ORG
216-241-3400 X819