



THE ADAMHS BOARD and
THE ADULT & CHILDREN
BEHAVIORAL HEALTH AGENCIES
OF CUYAHOGA COUNTY

CLIENT RIGHTS ANNUAL SUMMARY

FISCAL YEAR 2014

Submitted by:

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September 18, 2014

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I. Executive Summary

This report will present:

DATA RECEIVED DIRECTLY BY ADAMHS BD CRCRU ONLY:

- Contacts (help calls, inquiries, grievances and complaints) received directly by the ADAMHS Bd Client Rights and Consumer Relations Unit (CRCRU)
--**The CRCRU received 2,416 contacts for FY 2014**
- Five year trend for all contacts received directly by the ADAMHS Bd only
--**With the exception of FY 12, contacts have decreased some, ranging from 2416 contacts in FY 14 to 3292 contacts in FY 12**
(see Chart 3 on page 5 of report)
- Five year trend for grievances/complaints received directly at the ADAMHS Bd only
--**The trend indicates a decrease in the number of filings; the number of filings received ranged from 361 in FY 10, to 277 for FY 13** (see Chart 4 on page 5 of report)
- Activities of the Action Committee Advocating Change (ACAC) and Topics for the monthly Brown Bag Seminar series
--**ACAC members continue to be active in the community**
--**The monthly educational Brown Bag Seminar series for consumers has continued**

DATA RECEIVED SYSTEM-WIDE:

- Five year trend for grievances/complaints re: MH programs/services system-wide
--**The trend of filings received has decreased slightly** (see Chart 5 on page 7 of report)
- Five year trend for grievances/complaints re: AOD programs/services system-wide
--**The trend of filings received has decreased slightly** (see Chart 6 on page 7 of report)
- Five year trend for the Behavioral Health (both MH and AOD) grievances and complaints received system-wide
--**The trend of filings received has shown a slight but steady decrease.** (see Chart 7 on page 8 of report)
- Consumer Satisfaction with resolution to their grievances and complaints
--**System-wide, nearly 88% of consumers were satisfied with the resolution**
- Allegations of staff Abuse and Neglect system-wide
--**Contract agencies and the Board received significantly fewer allegations of Abuse and Neglect than expected**
(See Chart 11 on page 10 of report)
- Capturing allegations of Client Rights violations by certain categories system-wide
--**The vast majority of allegations continued to be about the perceived lack of consideration and respect shown consumers, as well as issues about privacy and protection** (see Table 1 on page 8 of report)
- Sorting grievances/complaints received system wide by Certified Service
--**Twenty-two percent (22%) AOD filings were about Methadone Administration; 35% of AOD filings were about Residential Treatment;** (see Chart 9 on page 9 of report)
--**Sixteen percent (16%) of MH filings were about Residential Treatment; 31% of MH filings were about CPST** (see Chart 10 on page 9 of report)

QUALITY IMPROVEMENT:

- Quality Improvement related information for our agencies
--**Agencies receive an estimate of the number of filings to expect, given the numbers served**
--**Recommend orientation of new staff and annual refresher regarding Client Rights**
--**Board offers orientation and training/seminars for all Client Rights Officers (CROs)**

II. Data Regarding Contacts Made Directly with the ADAMHS Bd Only

The CRCRU consists of a full-time Client Rights Officer II, a full-time Consumer Relations Specialist and a part-time Administrative Assistant. The ADAMHS Bd Chief Operating Officer supervises the Client Rights Officer II and the Consumer Relations Specialist.

Each contact received by CRCRU staff is logged into a database. During FY 2014, the CRCRU staff received **2416** contacts.

A. Percentage of Contacts Sorted by AOD Treatment, AOD Prevention, MH, and Dual - Chart 1

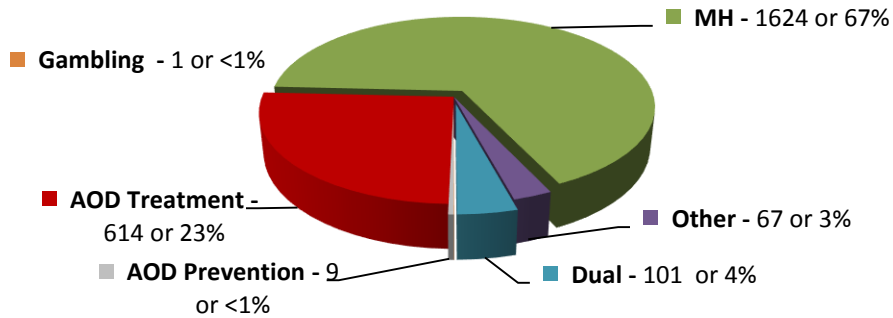


Chart 1

B. Source of Contacts – Chart 2

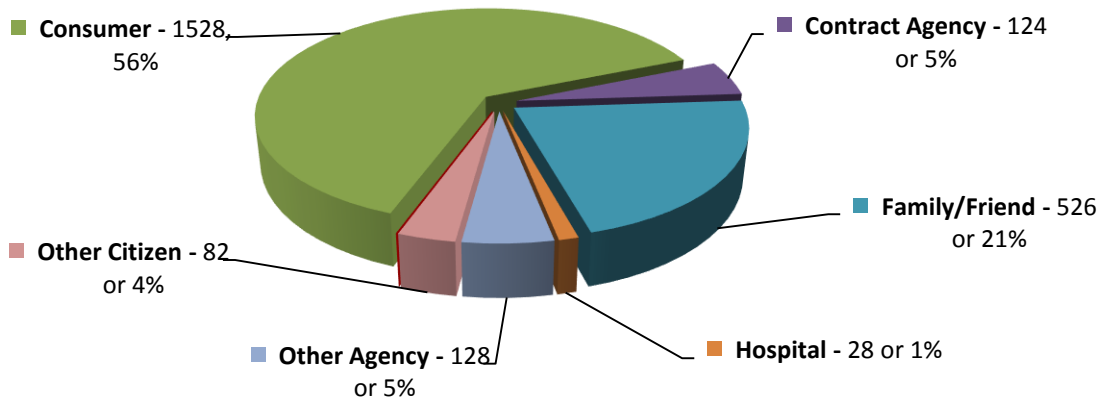


Chart 2

C. Five-Year trends:

1. Total Contacts (grievances, complaints and inquiries) received by ADAMHS Bd CRCRU – Chart 3

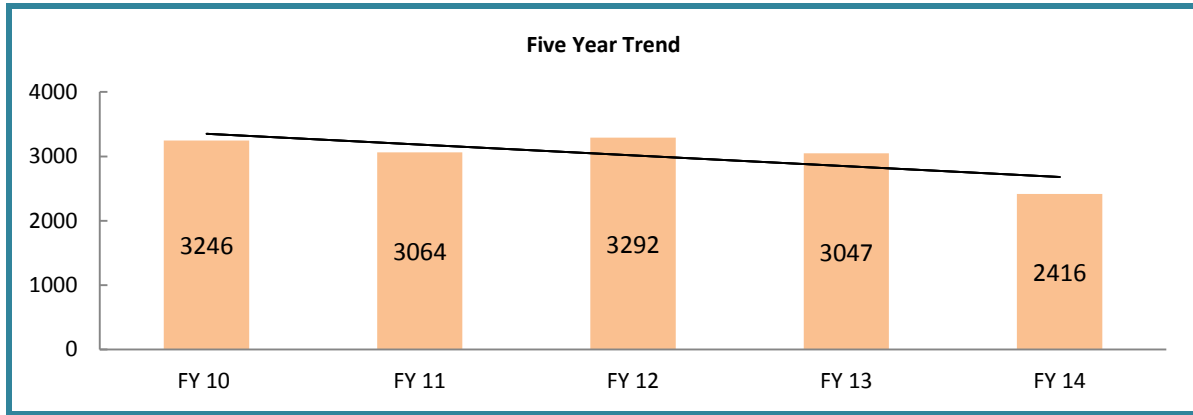


Chart 3

2. Grievances and Complaints received by ADAMHS Bd CRCRU – Chart 4

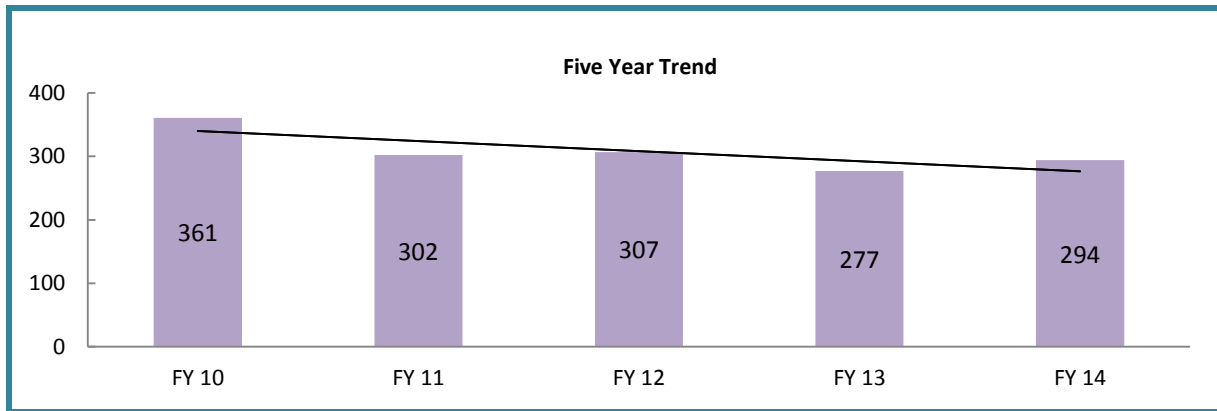


Chart 4

D. Consumer Related Information for FY 14

1. Consumer Satisfaction with Resolution and other Data regarding Surveys returned to the CRCRU

The ADAMHS Bd staff mailed a Consumer Survey to those consumers and concerned advocates who filed a grievance or complaint directly with the ADAMHS Bd. The CRCRU captured consumer satisfaction with resolutions to complaints and grievances filed directly with the ADAMHS BD for FY 14.¹

¹ For this sample to be statistically significant, we would need to have had 13-14% of those who filed a complaint or grievance return the survey. We received a 4% return rate. This is not a statistically significant sample.

Seventy-five percent (75%) of those who did respond were satisfied with the resolution. Sixty-six percent (66%) of respondents who returned the survey stated that they better understood the grievance process after filing a grievance with the ADAMHS Bd. Eighty-three percent (83%) reported they would contact the CRCRU again to file a complaint/grievance.

Matrix 1 In Appendix A on page 13 offers more detailed data regarding the number of surveys mailed, the number of surveys returned, the number of follow-up post cards mailed, and the survey responses received.

2. Initiatives Impacting Consumers – The Action Committee Advocating Change (ACAC) & Brown Bag Seminar

The ACAC convened monthly meetings during FY 14, and the extent of consumer participation has been encouraging. The ongoing mission has been to give the consumers a forum for discussion and to nurture a recognized voice for clients with both the ADAMHS Board of Directors and the ADAMHS Bd management staff.

Committee members are encouraged to register to vote and all members are encouraged to contact their State and Federal elected officials to express their opinions.



CEO Headliners, Vol. 5, Issue 3, March 20, 2013

Over 120 clients and agency staff headed to Columbus on March 14th 2013 to either join William M. Denihan in providing testimony before the House of Representatives Finance & Appropriations Committee or to show their support for Medicaid Expansion

The ACAC co-hosted the 12th Annual Consumer Fun Day and Picnic on June 23, 2014 at the MetroParks Zoo.

The ACAC published the second issue of its Newsletter *ADAMHS APPLE*.

The ADAMHS Bd continued to sponsor the **Brown Bag Seminar** series, an educational opportunity for all recipients of behavioral healthcare services in Cuyahoga County. The ADAMHS Bd offered a lunch for all consumers who attended and brought in speakers who presented on topics of interest and provided educational material.

Matrix 2 in Appendix B located on page 14 lists the dates, the topics and the presenters for the Brown Bag seminars.

III. SYSTEM-WIDE Data Regarding Grievances and Complaints for Behavioral Health Services and Programs (Includes data reported by Agencies and received by ADAMHS Bd)

A. FY 14 Reporting Form – Compiling System-wide Data
(Includes Consumer Satisfaction with Resolution and Resolution Time Frames)

The ADAMHS Bd has standardized reporting for agencies regarding grievances and complaints. Each agency submits the required reporting form. The CRCRU is able to capture system-wide data regarding the number of grievances and complaints filed, the number of abuse and neglect allegations filed, the number of grievances and complaints resolved within prescribed time frames, the number of consumers who were satisfied with the resolution to their grievance or complaint, and the number of filings that allege violation of the various Client Rights. The trend over the past five years has indicated a slight but steady decrease in the number of filings received system-wide. However, there was an increase in number of filings for the AOD providers for FY 2014, which resulted in a slight increase system-wide. The ADAMHS Board CRO II received requests for technical assistance from the AOD providers and has worked diligently with several agencies as they implemented updated policies and procedures.

Matrix 3 in Appendix C on pages 15-19 offers a breakdown of filings received and the system-wide data reported. Chart 11 found on page 10 of this report details the trend regarding abuse and neglect allegations.

B. Yearly Time Frames Reflecting Trends for System-wide Data

1. Five Year Trend for Grievances and Complaints for MH Services/Programs ONLY – Chart 5 (System-wide)

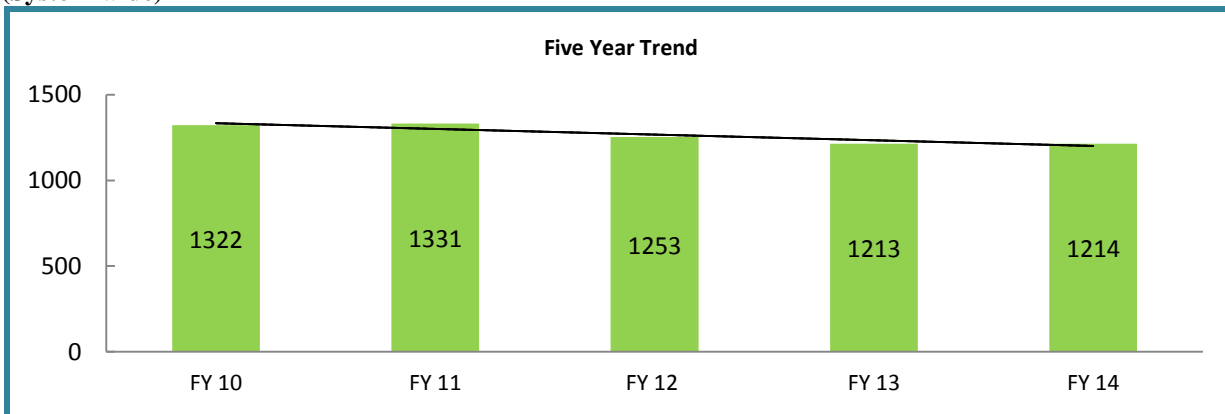


Chart 5

2. Five Year Trend for Grievances and Complaints for AOD Services/Programs ONLY – Chart 6 (System-wide)

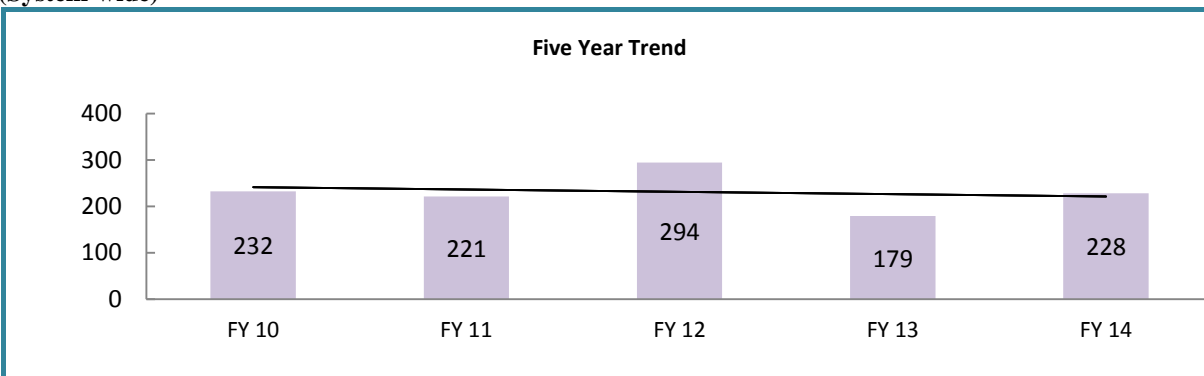


Chart 6

3. Five Year Trend for total Grievances and Complaints for Behavioral Health Services/Programs – Chart 7
(System-wide)

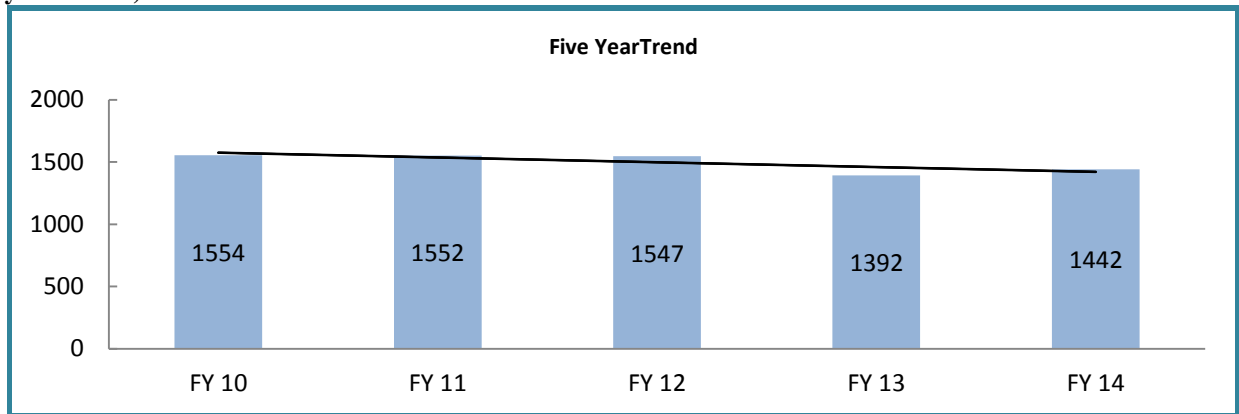


Chart 7

C. Grievances and Complaints sorted by AOD Treatment, AOD Prevention, and MH – Chart 8
(System-wide)

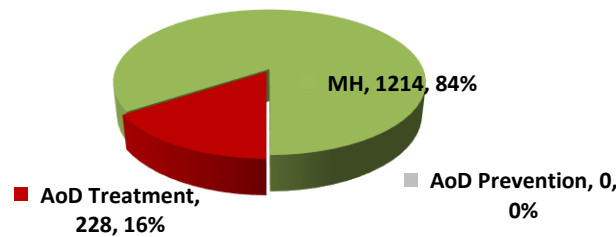


Chart 8

Note: Please refer to Appendix D on page 19 for the numbers served for each grouping during FY 14

D. Rights Violations (System-wide) – Table 1

Table 1 identifies the number of Behavioral Health grievances and complaints alleging a rights violation for FY 14, sorted by Client Rights Categories. The numbers for FY 13 are offered as well.
(System-wide)

<i>Grievances/Complaints filed sorted by Client Rights Categories</i> (See <u>Matrix 3</u> in Appendix C on pages 17-18 of this report to find which rights are included in each category)	<i>Number of AOD Filings Received</i>	<i>Number of MH Filings Received</i>	<i>FY 14 Total Number for Behavioral Health</i>	<i>FY 13 Total Number for Behavioral Health</i>
Right to Consideration, Respect, Privacy, Protection	103	375	478	480
Right to Informed Choice and Treatment	20	45	65	85
Right to Freedom From...	6	21	27	32
Right to Personal Liberties	7	11	18	22
Right to Freely Exercise All Rights	6	3	9	8

Table 1

E. Certified Services – AOD is Chart 9 & MH is Chart 10

Chart 9 displays Grievances and Complaints received for FY 14, sorted by Certified AOD Service

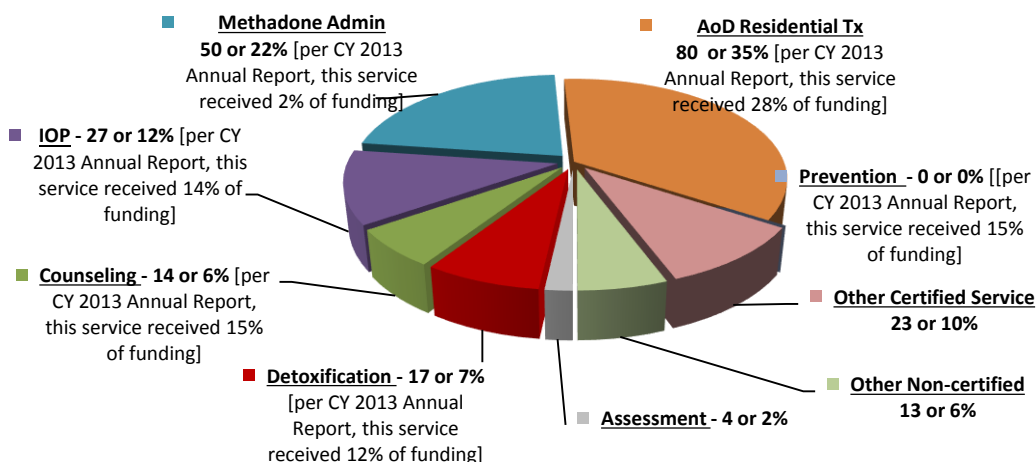


Chart 9 – System-wide

See also page 8 of the “Calendar Year 2013 ADAMHS Board Annual Report” at www.adamhscc.org

Chart 10 displays Grievances and Complaints received for FY 14, sorted by Certified MH Service.

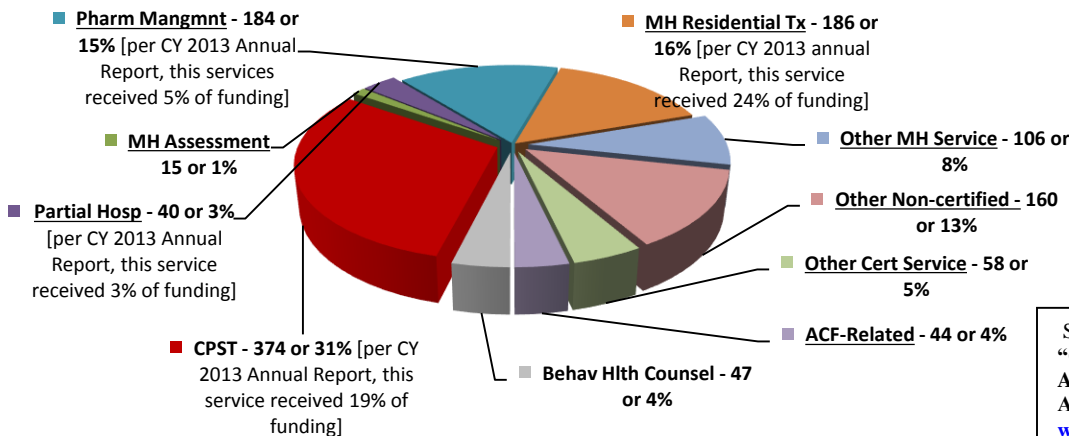


Chart 10 – System-wide

See also page 8 of the “Calendar Year 2013 ADAMHS Board Annual Report” at www.adamhscc.org

F. Allegations of Staff Abuse and Neglect (System-wide)

The number of filings alleging abuse or neglect has decreased somewhat during FY 14. After determining, however, the ratio of the average number of abuse/neglect filings received during FY 10 through FY 13 and the average number of consumers served during the same period, calculated to be $\frac{340}{94000}$, one can determine, by solving a simple algebraic proportion², the number of filings one might expect for FY 14, based on the number of clients served during FY 14. Therefore, we find:

$$\frac{340}{94000} = \frac{x}{85000} \text{ or } x = 307 \text{ expected filings for FY 14}$$

² A proportion is a special form of an algebraic equation. It is used to compare two ratios. A ratio is a comparison between two values.

Having done these calculations, and comparing the results to the actual number of allegations received below in Chart 11, we can say the system received significantly fewer allegations than the expected number of allegations during FY 14. We will revisit this occurrence in FY 15.

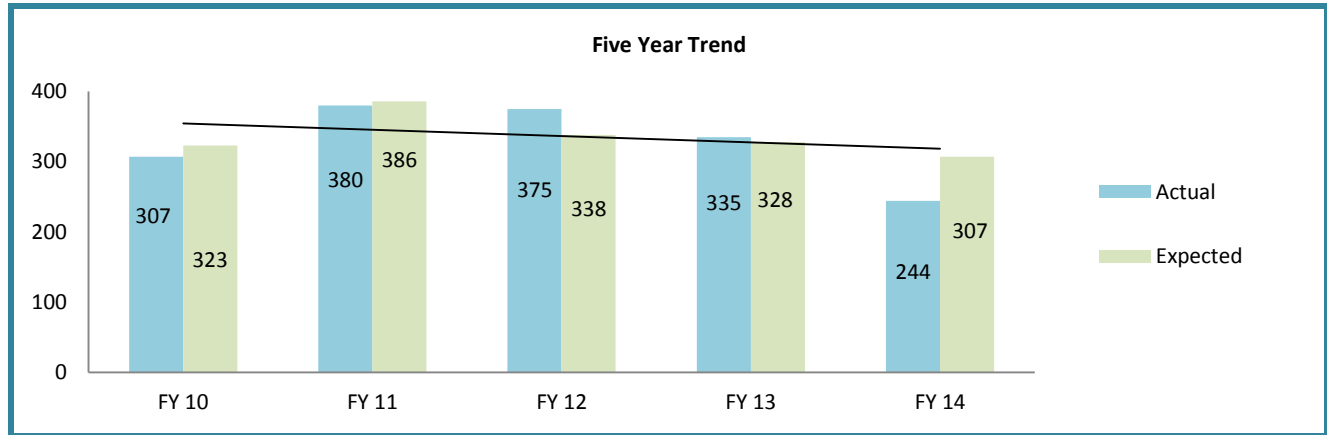


Chart 11

G. Consumer/Client Acceptance of Resolutions (System-wide)

System-wide during FY 14, including data from the CRCRU, consumers and clients reported that just over 88% were satisfied with the resolution to their grievance or complaint.³

IV. Quality Improvement

A. Separate Mean Ratio for AOD Services/Programs and MH Services/Programs

A separate mean ratio for all AOD agencies and all MH agencies is determined by first calculating the ratio for each agency, based on the number of grievances/complaints received directly by each agency and the number of clients served. Then we can calculate the mean ratio for all AOD or MH agencies and determine the difference between this mean ratio/statistical average and the ratio for each agency. We can then detect which agency most closely approaches this absolute mean ratio value, use this agency’s ratio and approximate, by solving a simple algebraic proportion⁴, how many grievances and complaints any agency should have expected to receive, based on either the reported number of clients served at that agency or the estimated number of clients served at that agency.⁵

1. AOD agencies: The ratio to use for AOD agencies is $\frac{6}{411}$. Therefore, we can calculate:

$$\frac{1}{69} = \frac{x}{\# \text{ served}} \text{ where } x = \text{the number of expected filings, based on the \# served at an AOD agency}$$

³ See Matrix 3 on page 16, last row of matrix, “Total for AOD and MH”.

⁴ A proportion is a special form of an algebraic equation. It is used to compare two ratios. A ratio is a comparison between two values.

⁵ See Table 3 in Appendix E.1 on page 20 for calculation of the mean ratio for AOD agencies and the difference from the statistical average for each. See Table 4 in Appendix E.2 on page 21 for calculation of the mean ratio for MH agencies and the difference from the statistical average for each.

2. MH agencies: The ratio to use for MH agencies is $\frac{1}{70}$. Therefore, we can calculate:

$$\frac{1}{70} = \frac{x}{\# \text{ served}} \text{ where } x = \text{the number of expected filings, based on the \# served at a MH agency}$$

B. Internal Agency Review of Client Rights Program

The majority of grievances/complaints that alleged a rights violation were a perceived violation of the right to be treated with consideration and respect or to receive reasonable privacy and protection. Also, the number of allegations of staff abuse and neglect of clients served decreased significantly during FY14, and there were fewer actual allegations than the number expected, based on the numbers served during FY 14. It is our hope that the CROs will take this information back to their respective agencies, where staff can acquire some simple skills and tips on how to become more aware, more sensitive, and more proactive regarding the use of proven intervention strategies that increase the probability that all consumers will be treated properly.

The CRCRU offers the following guideline for agency CROs when they review their Client Rights Program from a QI perspective.

AOD Agencies: Based on the mean ratio calculated for AOD agencies, CROs might expect to receive approximately 1 grievance or complaint for every 69 clients served at an AOD agency.

MH Agencies: Based on the Mean Ratio calculated for all MH agencies, CROs might expect to receive approximately 1 grievance or complaint for every 70 clients served at a MH agency.

Table 5 in Appendix F.1 and Table 6 in Appendix F.2 on page 22 indicate the total number of grievances and complaints each agency actually received and the total number the agency might have expected to receive during FY 14.

A word of caution is offered to the reader. We do not want to rush to conclusions about any discrepancy between the actual number of filings received and the number of filings one would expect. Where an agency receives more filings than one would expect, this could mean there might be concerns about the Client Rights program at that agency. This result, however, could also be interpreted to mean that the agency has done a good job empowering clients and educating them about their rights. We leave it up to the agency CROs to work internally with their QI departments to implement strategies to achieve the outcome of having a well-informed clientele. The CRCRU offers this information to the agencies as they review and strengthen their Client Rights program from a QI perspective.

C. ADAMHS BD Orientation, Trainings/Technical Assistance for CROs

The CRCRU continued to offer Client Rights Officer Orientation to all new CROs. The purpose of the orientation has been to make new CROs aware of the various rules and laws that govern Client Rights and to discuss strategies that can enable them to better carry out their duties.

Please see Matrix 4 in Appendix G on page 23.

The CRCRU staff also offered a Technical Assistance session on June 2, 2014 to assist agency CROs on how to properly fill out the FY 14 Client Rights Report form. Thirty-seven (37) Behavioral Health CROs attended this session.

During FY 14, the CRCRU continued to convene a monthly **CRO Focus Group**. The purpose of the group has been to provide agency CROs the opportunity to discuss various issues and concerns that affect CROs and the Client Rights program at both the agency and the Board level. The members have an opportunity to exchange ideas, address issues, and share experiences.

During FY 14, the CRCRU also continued to offer **CRO Training Seminars**. The CRCRU has recommended all agency CROs attend. The purpose of these meetings has been to offer agency CROs training on a variety of subjects to assist the CROs in increasing their skill level and knowledge base. See **Matrix 5** in Appendix H on page 23 for dates, topics and presenters.

D. Agency Visits by ADAMHS BD CRO II and CRSpec

The ADAMHS BOARD CRO II and Consumer Relations Specialist plan on visiting all contract agencies to ensure the agencies are in compliance with the requirements of the OAC or the accrediting entity.

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V. Appendices

Appendix A

Consumer Satisfaction with Resolution by CRCRU CRO and other Survey data – Matrix 1

Matrix 1 offers data regarding the number of surveys mailed, the number of surveys returned, the number of follow-up post cards mailed, and the survey responses received.

Data re: Consumers who filed directly with ADAMHS Bd	Number
Total number of consumers who filed a complaint or grievance, or who had complaint or grievance filed on their behalf during FY 2014	294
Number of persons engaged, supported, and redirected to third party advocate	38
Number of consumers who filed anonymously	11
Number of consumers who did not want to share address	6
Number of consumers who reported being homeless	12
Number of consumers who withdrew filing before completion	58
Other reasons no address obtained	42
NUMBER OF CONSUMERS/CONCERNED OTHERS WITH KNOWN ADDRESSES	127
Data re: Surveys	
NUMBER OF SURVEYS MAILED	127
Number of surveys Post Office returned to ADAMHS BD as undeliverable	15
Number of respondents who identified themselves when returning the survey	4
Number of follow up post cards mailed to consumers	108
NUMBER OF SURVEYS RETURNED BY CONSUMERS⁶	12

Summary of Responses to Survey Questions	yes	no	did not answer
1) Were you interviewed by a staff person at the ADAMHS Board on your initial contact?	7	5	
2) If you were not interviewed during your initial contact, did an ADAMHS Board staff person get back in touch with you within 24 hours?	5	1	6
3) Did the ADAMHS Board staff person listen respectfully to you?	11		1
4) Did the ADAMHS Board staff person allow you to talk about the grievance or complaint?	11	1	
5) Did the ADAMHS Board staff person help you better understand the complaint/grievance process?	8	2	2
6) Did you receive the resolution to your grievance or complaint in writing?	3	9	
7) If “yes” to Question 6, did you receive the resolution letter from your agency or the ADAMHS Board?	<u>AGENCY</u> 2	<u>ADAMHS BOARD</u> 1	9
8) <u>Were you satisfied with the resolution to your grievance or complaint?</u>	9	3	
9) Would you contact the ADAMHS Board again if you have another grievance or complaint?	10	2	

Matrix 1

⁶ For this sample to be statistically significant, we would need to have had 13-14% of those who filed a complaint or grievance return the survey. We received a 4% return rate. This is not a statistically significant sample. We can state, however, that 75% of those who did respond were satisfied with the resolution.

Appendix B**Brown Bag Seminar Topics for FY 14**

Matrix 2 below depicts the Brown Bag Seminar topics and presenters during FY 14.

Date	Topic	Presenter	Attendance
9/26/2013	VRP3 Statewide Recovery to Work	Tracy Ingram – Catholic Charities David Breslin – Recovery Resources	42
10/24/2013	RTA (no show) Open Discussion	N/A	47
11/21/2013	Cuyahoga County Access Partnership (CHAP)	Sarah Hackenbracht, Executive Director	55
12/19/2013	Coping with the Holiday Blues	Judy Jackson-Winston, Bd CRO II Mr. Denihan, Bd CEO, also addressed consumers in attendance	125
1/23/2014	RTA: Route Changes and Updates	Erika Gordon, Community Relations Specialist	57
2/27/2014	The Affordable Health Act and Medicaid Expansion Overview	Tamiyka Rose, MA, Manager of State Gov't Relationship, MetroHealth	42
3/27/2014	Know your Rights; How to Work with the Police	Mike Brickener, Director of Communications and Public Policy-ACLU	35
4/24/2014	Best Practices in Schizophrenia Treatment (BeST) Center	Danelle Hupp, Ph.D., Consultant and Trainer BeST Ctr., NE Ohio Medical Univ.	58
05/22/2014	Fair Housing	Chris Kenriay, Dir. of Enforcement Mandy Mehlman, Sr. Research Assoc. Housing Research Advocacy Unit	41
06/23/2014	Consumer Annual Picnic	No presentation	225

Matrix 2 - Brown Bag Seminar Topics for FY 14

Appendix C**Matrix 3 - FY 2014 Client Rights Report – System-wide Totals****Matrix to Record AOD Data re: Unduplicated Count of Grievances and Complaints**

<u>AOD Service or Program</u>	<u>Col #1</u>	<u>Col #2</u>	<u>Col #3</u>	<u>Col #4</u>	<u>Col #5</u>
	# of Grievances	# of Complaints	# of Clients Satisfied with Resolution	# of Grievances resolved within 21 Calendar days	# of Complaints resolved within 30 Calendar days
TREATMENT:					
Assessment	2	2	3	2	2
Case Management		9	9		7
Crisis Intervention					
Detoxification - Acute Hospital		2	2		2
Detoxification - Ambulatory					
Detoxification - Sub-acute	11	2	13	11	2
Dual Diagnosis Services	4	5	7	4	5
Family, Group or Individual Counseling	2	12	14	2	11
Intensive Outpatient (IOP)	12	15	23	11	15
Methadone Admin.(Opioid Agonist Admin)	40	10	32	38	10
Medical/Somatic		3	3		3
AOD Residential Treatment	47	33	74	48	32
Urinalysis		2	2		
<u>Program or Service not listed above:</u>					
Specify:					
Other (non-certified)	7	6	11	6	4
Other					
Consultation					
Intervention					
Outreach					
Referral and Information					
Training					
Sub-Total Treatment	127	101	195	124	93
PREVENTION:					
Alternatives					
Community-Based Process					
Education					
Information Dissemination					
Mentoring					
Problem ID and Referral					
Program or service not Listed above:					
HIV Group					
Sub-Total Prevention	0	0	0	0	0
Sub-Total Treatment (from above)	127	101	195	124	93
TOTAL For AOD	127	101	195	124	93

Appendix C (continued)**Matrix 3 - FY 2014 Client Rights Report – System-wide Totals****Matrix to Record MH Data re: Unduplicated Count of Grievances and Complaints**

	<u>Col #1</u>	<u>Col #2</u>	<u>Col #3</u>	<u>Col #4</u>	<u>Col #5</u>
<u>Certified MH Service</u>	# of Grievances	# of Complaints	# of Consumers Satisfied with Resolution	# of Grievances resolved within 20 Business days	# of Complaints resolved within 30 Calendar days
Adjunctive Therapy					
Adult Educational					
Behavioral Health Counsel/Therapy	17	30	25	17	28
Behavioral Health Hotline Service	3	10	10	3	10
Comm. Psych Support Tx (CPST)	57	317	338	55	301
Consultation Service					
Consumer Operated Service	1	1			
Crisis Intervention MH Service					
Dual Diagnosis Service					
Employment Services		4	3		4
Forensic Evaluation		4	4		4
Foster Care (Therapeutic ONLY)					
Inpatient Service	2	22	20	1	22
Mental Health Assessment	2	13	12	1	12
Mental Health Educational					
Occupational Therapy					
Partial Hospitalization	27	13	33	24	13
Pharmacologic Management	25	159	174	20	158
Prevention Service					
Referral and Information					
Residential Treatment (ODMH Cert.)	108	78	154	104	77
School Psychological					
Self-Help/Peer Support	2	6	7	1	3
Social and Recreational					
Vocational Services					
Other Mental Health (5122-29-27)	10	96	102	10	87
Other (non-certified)	43	161	192	40	152
Total For MH	297	917	1077	276	874
Total For AOD (from page 1)	127	101	195	124	93
TOTAL For AOD and MH	424	1018	1272	400	967

Appendix C (continued)**Matrix 3 - FY 2014 Client Rights Report – System-wide Totals****Matrix to Record: Allegations of Staff Abuse and/or Neglect of Persons Served by AOD and MH Systems:
(ORC 340.033, OAC 5122-26-18)**

Circumstance	# of Allegations	
	AOD	MH
Person filing alleges Staff Abuse	27	132
Person filing alleges Staff Neglect	18	51
Person Filing alleges Staff abuse and Staff Neglect	8	8
AOD and MH Totals	*53	*191
System-Wide Total**	244	

*Record TOTAL in the appropriate cell in the Matrix below in the "Right to Consideration, Respect, Privacy, Protection" subcategory

Matrix to Record: Allegations of Client Rights Violations in the AOD and MH Systems

Each Filing may include alleged violation of more than one right

Grievances by Client Rights Category	AOD (Tx or Prev)	MH	DUAL
Right to Consideration, Respect, Privacy, Protection			
AOD Tx-1 & Prev-a & MH-2a: To be treated with consideration and respect...	100	238	19
AOD Tx-2: To receive services in least restrictive feasible environment	3		
MH 2d: To receive reasonable assistance in the least restrictive setting		3	
MH-2b: To receive humane services		68	
MH-6: To [have] reasonable privacy...freedom from excessive intrusion...			
MH-2e: To [have] reasonable protection from...abuse, inhumane Tx, assault, battery...		53	6
Right to Informed Choice and Treatment			
AOD-3: To be informed of one's own condition			
AOD Tx-4 & Prev-b: To be informed of available [treatment] program/ [prevention] service	3		
MH-1b: To receive information in a language and terms appropriate for the person's understanding...		1	
MH-2c: To Participate in appropriate & available service that is consistent with ISP...regardless of refusal of other service, unless...[refused] service [is required] for clear treatment reasons...		20	
AOD Tx-5 & Prev-c: To give consent...refuse...service, treatment/therapy	2		
MH-4a: To Give full informed consent to any service prior to commencement...[to] decline services including medication, absent an emergency		2	
AOD Tx-6: To Participate in development, review and revision of...treatment plan... [to] receive a copy	3		
MH-3a: To [have] a current individualized service plan (ISP) that address the needs and responsibilities ...and specifies...services [provided] directly or by referral		5	
MH-3b: To participate in periodic ISP reviews...including services...upon discharge		1	
AOD Tx-13 and Prev-h: To be informed of reason(s) for terminating...program [or] services	7		
MH-14: To be informed in advance of reason(s) for discontinuance of service provision... [and to] plan for consequences		9	
AOD Tx-14 & Prev-i: To be informed of the reason(s) for denial of...service	5		
MH-15: To receive an explanation...for denial of service		7	
Right to Freedom From...			
AOD Tx-7 and Prev-d: [To be free] from unnecessary or excessive medication, unnecessary physical restraint or seclusion			5
Matrix IV continued on page 18			

Appendix C (continued)**Matrix 3 - FY 2013 Client Rights Report – System-wide Totals**

Grievances by Client Rights Category	AOD (Tx or Prev)	MH	DUAL
Right to Freedom From... (continued)			
MH-5: <i>[To be free]</i> from restraint or seclusion unless there is imminent risk of physical harm to self or others		19	2
AOD Tx-8: To be informed <i>[of]</i> ...refuse hazardous treatment procedures			
MH-4c: To decline any hazardous procedures			
AOD Tx-9 and Prev-e: To be advised <i>[of]</i> ...refuse observation by others and by techniques...	1		
MH-4b: To be advised <i>[of and]</i> ...refuse observation by techniques <i>[that include all]</i> audio and visual technology <i>[ies]</i> . This does not prohibit an agency from using closed circuit monitoring of seclusion rooms and common area, which does not include bathrooms			
MH-12: <i>[To be free from]</i> ...conflicts of interest. No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility			
Right to Personal Liberties			
AOD Tx-10: To consult with independent Tx specialist or legal counsel, at one's own expense			
MH-11: To have the opportunity to consult with independent specialist or legal counsel, at one's own expense			
AOD Tx-11/Prev-f: To <i>[have]</i> confidentiality of communications and personally identifying information within the limitations and requirements for disclosure...under state and federal laws and regulations	4		
MH-7a: The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared.		7	
MH-7b: To...be informed of the circumstances under which an agency is authorized or intends to release, or has released confidential information w/o written consent for the purposes of continuity of care...			
AOD Tx-12 and Prev-g: To have access to one's own client <i>[or]</i> consumer record			
MH-13: To have access to one's own psychiatric, medical...treatment records unless access to...identified items...is restricted...for clear treatment reasons in the... treatment plan. If access is restricted, the treatment plan shall...include a goal to remove the restriction		3	
AOD Tx-15 and Prev-j: To not be discriminated against for receiving services...	3		
MH-9: The right to receive services and participate in activities free of discrimination		1	
AOD Tx-16 and Prev-k: To know the cost of services...			
MH-1c: To be fully informed of the cost of services			
Right to Freely Exercise All Rights			
AOD Tx-17 and Prev-l: To be informed of all...rights	1		
MH-1a: To be informed of all rights...prior to consent to proceed with services and... <i>[to have the right]</i> to request a written copy...			
AOD Tx-18 and Prev-m: To exercise one's own rights without reprisal	4		
MH-10: To exercise all rights without reprisal of any form.....including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations		1	
AOD Tx-19 and Prev-n: To file a grievance in accordance with agency <i>[or]</i> program procedures	2		
MH-8: To have the grievance procedure explained orally and in writing...to file a grievance, with assistance if requested...to have a grievance reviewed through a grievance process, including the right to appeal a decision		2	
AOD Tx-20 and Prev-o: To have oral and written instructions concerning the procedure for filing a grievance			

Appendix C (continued)**Matrix to Record: Related Topics for Grievances and Complaints Filed Regarding AOD and MH systems**

For each Filing select all Topics that Apply

TOPIC	COUNT	TOPIC	COUNT
HOUSING CONDITIONS	30	NEED TO INCREASE SERVICE FREQUENCY	19
OTHER ENVIRONMENTAL CONCERN	22	STAFF BEHAVIOR	445
HOUSING AVAILABILITY	22	RULES/POLICY	13
MONEY/PROPERTY ISSUES	44	PERSONAL NEEDS	58
REPRESENTATIVE PAYEE ISSUES	25	FAMILY NEEDS AND CONCERNS	14
SAFETY ISSUES	29	OTHER*	81
NEED FOR SERVICE IMPROVEMENT	152	ISSUES WITH SERVICES PROVIDED BY ANOTHER AGENCY	25

*For example: medical record request, LOC recommendation, phones, vending, rewards, sanctions, food, medical issues, food quantity, supervision, client-on-client issue, linkage to resources, transportation, HIPAA, visitation issue, medication issue, staffing.

Appendix D**Consumers Served System-wide by AOD Treatment, AOD Prevention, and MH⁷**

AOD Treatment agencies served a total of 8,930 clients⁸.

AOD Prevention agencies enrolled 8,807 clients⁹.

MH agencies served a total of 54,799 consumers¹⁰.

Six MH agencies reported totals served directly to ADAMHS BD for an additional 15,533 consumers.

⁷ **Prevention numbers, Treatment numbers, and Mental Health numbers served are FY 14 data.**

⁸ This total includes the 1044 estimated served at 2 AOD Treatment programs (i.e., 572 clients served at each).

⁹ This total includes the 1,716 estimated served at 3 Prevention programs (i.e., 572 clients served at each).

¹⁰ This total includes the 9,600 estimated served at 5 MH programs (i.e., 1920 consumers served at each).

Appendix E.1**Complete Data Sheets Regarding Calculation of the Mean Ratio and Difference from the Statistical Average****Table 3** - The number of "actual" filings is the number filed directly with the AOD agency CROs only

	AGENCY	# Clients	# Griev/ Comp	Ratio	Mean Deviation
1	Asian Services**	572	0	0.0000	-0.0153
2	Bellefaire JCB*	144	0	0.0000	-0.0153
3	Catholic Charities Services*	1620	55	0.0340	0.0186
4	Ctrs for Families & Children	3203	0	0.0000	-0.0153
5	City of Cleveland Dept of Public Hlth	84	1	0.0119	-0.0034
6	Cleveland Treatment Center	305	14	0.0459	0.0306
7	Cleveland UMADAOP**	572	0	0.0000	-0.0153
8	Comm Action Against Addiction	732	8	0.0109	-0.0044
9	Comm Assessment & Tx Services	446	15	0.0336	0.0183
10	Community Re-Entry - LLM	258	0	0.0000	-0.0153
11	Connections HWA	4	0	0.0000	-0.0153
12	Dept of Justice Affairs TASC	1587	5	0.0032	-0.0122
13	East Cleveland Neighborhood Ctr	333	0	0.0000	-0.0153
14	Free Clinic	158	0	0.0000	-0.0153
15	Hispanic UMADAOP*	885	6	0.0068	-0.0086
16	Hitchcock Center for Women	411	6	0.0146	(Closest to the mean ratio) -0.0007
17	Key Decisions/Positive Choices	71	1	0.0141	-0.0013
18	Moore Counseling and Mediation	50	2	0.0400	0.0247
19	New Directions	215	14	0.0651	0.0498
20	Northern Ohio Recovery Assoc	77	7	0.0909	0.0756
21	ORCA House	326	3	0.0092	-0.0061
22	Recovery Resources*	1923	0	0.0000	-0.0153
23	Salvation Army Harbor Light	484	10	0.0207	0.0053
24	Shaker Heights Youth Center	129	0	0.0000	-0.0153
25	St Vincent Charity Rosary Hall	709	2	0.0028	-0.0125
26	Signature Health**	572	20	0.0350	0.0196
27	Stella Maris	404	2	0.0050	-0.0104
28	University Settlement	189	0	0.0000	-0.0153
29	Women's Alliance for Rec Serv**	572	0	0.0000	-0.0153
30	Women's Recovery Center	130	3	0.0231	0.0077
31	Windsor/Laurelwood CBM**	572	5	0.0087	-0.0066
	Totals	17,737	179		
	Mean (Average) of Ratios			0.0153	

* Treatment and Prevention combined

**Number served not known; 572 is the avg # of clients served at an AOD agency for FY 14

1 filing for each 69 clients served

Table 3

Complete Data Sheets Regarding Calculation of the Mean Ratio and Difference from the Statistical Average

Table 4 - The number of “actual” filings is the number filed directly with the MH agency CROs only

AGENCY	# Clients	# Griev/ Comp	Ratio	Mean Deviation
1 Achievement Centers	141	0	0.0000	-0.0147
2 Adult Guardianship Serv*	122	7	0.0574	0.0427
3 Applewood Centers	2027	38	0.0187	0.0040
4 Beech Brook	1742	56	0.0321	0.0174
5 Bellefaire JCB	1724	21	0.0122	-0.0025
6 Dom Violence and Child Advoc Ctr**	1920	2	0.0010	-0.0137
7 OhioGuidestone	3300	60	0.0182	0.0035
8 Catholic Charities	1251	38	0.0304	0.0157
9 Ctrs for Families & Children	6255	122	0.0195	0.0048
10 Cleveland Christian Home**	1920	2	0.0010	-0.0137
11 Comm Behavioral Health Ctr.	315	12	0.0381	0.0234
12 Connections HWA	5332	18	0.0034	-0.0113
13 Consumer Protection	294	5	0.0170	0.0023
14 Cuy Court Psych Clinic*	2830	4	0.0014	-0.0133
15 Eldercare Services Institute	415	3	0.0072	-0.0075
16 EDEN*	2826	31	0.0110	-0.0038
17 Epilepsy Association	68	0	0.0000	-0.0147
18 Far West Center	656	0	0.0000	-0.0147
19 Jewish Family Svc Assoc	496	8	0.0161	0.0014
20 Life Exchange Center**	1920	2	0.0010	-0.0137
21 Living Miracles**	1920	2	0.0010	-0.0137
22 Magnolia House*	347	0	0.0000	-0.0147
23 FrontLine Service	3534	157	0.0444	0.0297
24 MetroHealth Medical Center	1800	60	0.0333	0.0186
25 Murtis Taylor HSS	6437	140	0.0217	0.0070
26 NAMI Greater Cleveland*	5104	1	0.0002	-0.0145
27 NBH - CSN	231	5	0.0216	0.0069
28 Ohio Mentor	70	1	0.0143	-0.0004
29 Options for Families & Youth	108	0	0.0000	-0.0147
30 Positive Education Program	1311	15	0.0114	-0.0033
31 Recovery Resources	2497	17	0.0068	-0.0079
32 St. Vincent Charity PED*	4273	57	0.0133	-0.0014
33 Signature Health	1813	49	0.0270	0.0123
34 Visiting Nurses Association	295	7	0.0237	0.0090
35 Windsor/Laurelwood CBM**	1920	20	0.0104	-0.0043
Totals	67,214	960		

(Closest to mean ratio)

Mean (Average) of Ratios

0.0147

*Reported directly to the ADAMHS BD

**Number served not known; 1920 is the average # of consumers served at a MH agency for FY 14

1 filing for every 70 consumers served

Table 4

Appendix F.1**Table 5** Comparison of the Actual Number of filings received and the Expected Number of Filings based on the number of clients served at each AOD agency.

<u>AOD Agency</u>		<u>Act #</u>	<u>Exp #</u>	<u>AOD Agency</u>		<u>Act #</u>	<u>Exp #</u>
1	Asian Services*	0	8	17	Key Decisions/Positive Choices	1	1
2	Bellefaire JCB	0	2	18	Moore Counseling and Mediation	2	1
3	Catholic Charities Services	55	23	19	New Directions	14	3
4	Centers for Families & Children	0	46	20	Northern Ohio Recovery Assoc	7	1
5	City of Cleveland Dept Public Health	1	1	21	ORCA House	3	5
6	Cleveland Treatment Center	14	4	22	Recovery Resources	0	28
7	Cleveland UMADAOP*	0	8	23	Salvation Army	10	7
8	Comm Action Against Addiction	8	11	24	Shaker Heights Youth Center	0	2
9	Comm Assessment & Treatment Services	19	7	25	St Vincent Charity Med Ctr	2	10
10	Community Re-Entry - LLM	0	4	26	Signature Health*	20	8
11	Connections HWA	0	0	27	Stella Maris	2	6
12	Dept of Justice Affairs TASC	5	23	28	University Settlement	0	3
13	East Cleveland Neighborhood Ctr	0	5	29	Women's Alliance for Recovery Serv*	0	8
14	Free Clinic	0	2	30	Women's Recovery Center	3	2
15	Hispanic UMADAOP	6	13	31	Windsor/Laurelwood CBM*	5	8
16	Hitchcock Center for Women	6	6				

*Assuming the agency served 572 clients, the average number served by AOD providers during FY 14

Table 5

Appendix F.2**Table 6** compares the Actual Number of Filings Received and the Expected Number of Filings based on the number of clients served at each MH agency.

<u>MH Agency</u>		<u>Act #</u>	<u>Exp #</u>	<u>MH Agency</u>		<u>Act #</u>	<u>Exp #</u>
1	Achievement Centers	0	2	19	Jewish Family Svc Assoc	8	7
2	Adult Guardianship Services	7	2	20	Life Exchange Center*	2	27
3	Applewood Centers	38	29	21	Living Miracles*	2	27
4	Beech Brook	56	25	22	Magnolia Clubhouse	0	5
5	Bellefaire JCB	21	25	23	FrontLine Service	165	51
6	Domestic Violence and Child Advocacy Ctr*	2	27	24	MetroHealth Medical Center	60	26
7	OhioGuidestone	60	47	25	Murtis Taylor HSS	140	92
8	Catholic Charities	38	18	26	NAMI Greater Cleveland	1	73
9	Centers for Families & Children	122	89	27	NBH - CSN	5	3
10	Cleveland Christian Home*	2	27	28	Ohio Mentor	1	1
11	Comm Behavioral Health Center	12	5	29	Options for Families & Youth	0	2
12	Connections HWA	18	76	30	Positive Education Program	15	19
13	Consumer Protection	5	4	31	Recovery Resources	17	36
14	Cuyahoga Court Psych Clinic	4	40	32	St. Vincent Charity PED	57	61
15	Eldercare Services Institute of BR	3	6	33	Signature Health	49	26
16	EDEN	31	40	34	Visiting Nurses Association	7	4
17	Epilepsy Association	0	1	35	Windsor-Laurelwood CBM*	20	27
18	Far West Center	0	9				

*Assuming the agency served 1920 consumers, the average number served by MH providers during FY 14

Table 6

Appendix G**Matrix 4** – Number of CROs who attended Orientation at ADAMHS Bd during FY 14.

DATE	CROs in Attendance
9/30/13	2
10/28/13	6
11/25/13	5
1/27/14	3
2/24/14	1
3/31/14	0
4/28/14	1
6/02/14	1

Matrix 4

Appendix H**Matrix 5** - Training topics offered to CROs by the ADAMHS Bd during FY 14.

Date	Topic	Presenter	Attendance
9/30/13	Benefits of Naloxone	Christina Delos Reyes, Chief Clinical Officer, ADAMHS Bd.	22
10/28/13	Mobile Crisis	Rick Oliver, Director of Crisis and Trauma Services, FrontLine Service	21
11/25/13	Cuyahoga County Health Access Partnership (CHAP)	Sarah Hackenbracht, Executive Director	24
1/27/14	The ABCs of Capacity, Competence and Informed Consent	Elena Lidrbauch, J.D. , Care Coordinator Terry Fries-Maloy, MSW, LISW-S, Care Coordinator	20
2/24/14	The Affordable Care Act and Medicaid Expansion Overview	Tamiyka Rose, MA, Manager of State Gov't Relationship, MetroHealth	23
3/31/14	Working with Sexual Offenders	Detective Katie Orlando Detective Sue Dechant	25
4/28/14	Legal Aid	Katherine Hollingsworth, Legal Aid	20
6/02/2014	Technical Assistance – How to Properly complete the FY 2014 CRO Report	Craig Fallon, LSW, Consumer Relations Specialist, ADAMHS Bd.	37

Matrix 5