



ADAMHS

BOARD OF CUYAHOGA COUNTY

ALCOHOL, DRUG ADDICTION & MENTAL HEALTH SERVICES

CLIENT RIGHTS REPORT

CALENDAR YEAR 2021

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THIS REPORT CONTAINS TWO DIFFERENT SETS OF DATA:

1. CONTRACT AGENCY CLIENT RIGHTS DATA FROM CY2021

- ▶ This data is aggregated from 63 community agencies which the ADAMHS Board had 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 CY2021

- ▶ 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 2021...

- **Most frequent SUD complaints/grievances:**
 - Residential/inpatient Services
 - Recovery Housing
 - Intensive Outpatient Services
- **Most frequent MH Service complaints/grievances:**
 - CPST
 - Medication Management
 - Discharge Date not Upheld
- **Resolutions rendered beyond the 20-30 days allotted were due to:**
 - COVID/staffing shortages
 - 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

	2020 Total Complaints & Grievances	2020 Timely Resolution Rate	2020 Overall Resolution Satisfaction Rate	2021 Total Complaints & Grievances	2021 Timely Resolution Rate	2021 Overall Resolution Satisfaction Rate
SUD Services & Programs	294	98%	97%	229	91%	96%
MH Programs	444	98%	93%	304	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 confidentiality

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Services/Programs	32	50
Certified MH Services	21	32
Dual	19	2

ALLEGATIONS OF ABUSE AND NEGLECT	
TOTAL ALLEGATIONS	111
TOTAL SUBSTANTIATED	18 = 16%

ADAMHS BOARD CLIENT RIGHTS DATA

- As in years past, clients and family/friends continue to make up the highest volume of contacts.
- CY2021 indicated a significant increase in calls received from non-contract agencies and adult care facilities (ACF).
 - We had many non-contracted facilities reaching out to us for guidance, advice, and referrals.
 - We also received many calls from non-contracted agencies and ACFs asking how they can become contracted with the ADAMHS Board.

WHO CONTACTED THE BOARD IN 2021?	
CLIENTS	1,189
FAMILY/FRIENDS OF CLIENTS	582
CONTRACT AGENCIES	470
CONTRACT ACFs	108
LAW ENFORCEMENT	41
HOSPITALS	38
OTHER (NON-CONTRACT AGENCIES/ACFs, CCBDD, NURSING HOMES, ETC.)	529

ADAMHS BOARD CLIENT RIGHTS DATA

○ CY2021 resulted in more calls and complaints than CY2020. Why??...

- The new client rights database tracks contact volume, contact-for-contact, whereas our previous system tracked multiple client interactions as one contact. The new system helps us better understand the timeline of our cases – from initial contact through resolution. It shows us specifically how many times we have had contact with a particular individual or individuals involved in that case.

- COVID.

CONTACT VOLUME AND FILED COMPLAINT/GRIEVANCE TOTALS		
	Total Contacts Made to Board	Total Complaints/Grievances Filed with Board
CY2020	1810	571
CY2021	2957	1044

ADAMHS BOARD CLIENT RIGHTS DATA

- A little about the grievances filed in 2021...
 - Many Housing grievances filed – these include both EDEN housing and ACFs which are categorized under “Certified MH Services”; and contracted sober living and recovery housing providers which are categorized under SUD Services/Programs.
 - Partially Substantiated grievances are counted under “Substantiated Grievances”.

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES FILED WITH BOARD		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Services/Programs	9	5
Certified MH Services	6	17
Dual	0	0

Most frequently grieved Client Rights:

- The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- The right to receive services in the least restrictive, feasible environment.

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. Why the increase in complaints??...
- OMHAS staff went back out into the community in 2021 to conduct licensing renewals of ACFs which resulted in more frequent communication with the ADAMHS Board to collaborate on observed concerns/rule violations.
- The ADAMHS Board CROs accompanied OMHAS staff on multiple occasions to conduct follow-up site visits to ensure client safety and wellness.

ADULT CARE FACILITY COMPLAINT TOTALS		
	<u>2020</u>	<u>2021</u>
TOTAL CALLS RELATED TO HOUSING	251	861
TOTAL CALLS RESULTING IN FORMAL COMPLAINT	118	379

ACCOMPLISHMENTS OF 2021...

We had a very productive year!...

- We maintained regular contact with our provider agency CROs by hosting:
 - **Quarterly Virtual CRO Orientations** (to train new provider agency CROs!!)
 - **January 2021, April 2021, August 2021, October 2021**
 - **Monthly Virtual CRO Meetings** (to connect regularly with all of our provider agency CROs)
 - Moderated an open forum for CROs to discuss difficult cases, ask questions, share experiences, and promote upcoming agency events.
 - During the summer and fall meetings, we invited CROs to present information about their agency's services, intake processes, updates, etc.
 - On average, 50-60 agency CROs attended our Monthly Virtual CRO Meetings.
 - The virtual meeting format has significantly increased our meeting attendance.

ACCOMPLISHMENTS OF 2021...

- We maintained regular contact with our provider agency clients by hosting:
 - **Monthly (Virtual and In-Person) Client Information Meetings/Lunch-and-Learns**
 - **January 2021-August 2021 we met virtually via Zoom.**
 - We covered a lot of information at these virtual meetings and invited presenters to speak about things relevant to our clients and the ever-changing world around them. Presenters/presentations included:
 - RTA
 - Adult Protective Services
 - Cuyahoga County Public Library
 - **September 2021-December 2021 we met in-person!**
 - We hosted these meetings **in the community.**
 - Our **first in-person Lunch-and-Learn** since the start of the pandemic was held at Future Directions – clients learned about programs at Future Directions and toured the facility.
 - Our **second in-person Lunch-and-Learn** was held at Magnolia Clubhouse – participants listened to client testimonials about the many services offered at Magnolia Clubhouse.
 - Our **Thanksgiving meal** was served at Future Directions - clients learned details about the Client Holiday Party.
 - Our **Client Holiday Party** was held at Windows on the River – clients enjoyed a delicious meal, listened to the Coping with the Holidays presentation, played bingo, and shared holiday memories. The highlight of the party was touring the Cleveland Aquarium! Fun was had by all!

ACCOMPLISHMENTS OF 2021...

- At the end of 2020, we began utilizing a new client rights database which we created and customized to replace LOTUS.
- 2021 is the first full year of data collected with the new database, and we are pleased with the results.
 - The new database can be accessed remotely and used independently by both ADAMHS Board CROs at the same time.
 - ADAMHS Board Client Rights statistics are tracked on a monthly basis (as opposed to just one time a year) because cumulative data is now generated in **real time**. Client Rights statistics are now submitted on a monthly basis to ADAMHS Board executive staff for review.
 - 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.
 - Within the new database, we embedded a new way to easily and efficiently track Major Unusual Incidents (MUI) data which allows us to monitor and address issues and trends.

2021 CLIENT RIGHTS DATA

	January	February	March	April	May	June	July	August	September	October	November	December	YTD Totals
# of Calls	198	204	220	205	222	228	256	208	268	266	300	247	2822
# Of Visits	0	0	0	0	0	0	1	0	3	0	7	0	11
# of Emails	13	9	13	11	9	12	10	12	17	6	5	7	124
Total # of Contacts:	211	213	233	216	231	240	267	220	288	272	312	254	2957
Total # of Repeat Contacts:	23	30	36	21	26	31	24	19	33	24	30	24	
Total # of MUIs Received:	75	67	64	71	31	28	40	51	78	84	109	252	950
Complaints by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	6	3	7	1	10	8	12	11	14	26	4	11	
MH-Psyc:	4	6	14	6	10	9	9	11	6	34	7	5	
MH-CPST Services:	2	7	9	5	3	11	6	7	6	7	14	7	
Housing:	28	43	34	19	17	39	10	43	41	47	24	34	
Crisis Intervention:	0	1	0	1	0	0	1	0	0	6	0	3	
Other:	16	14	19	29	20	26	25	14	19	69	28	20	
Total # of Complaints:	56	74	83	61	60	93	63	86	86	189	77	80	1008
Grievances by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	0	2	0	0	0	3	2	1	1	1	1	0	
MH-Psyc:	0	0	0	1	0	0	0	0	0	0	1	1	
MH-CPST Services:	0	0	0	0	1	1	0	0	2	0	1	0	
Housing:	4	0	1	0	1	0	0	1	1	0	3	0	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	0	0	0	
Other:	0	0	0	0	1	1	0	1	1	1	1	0	
Total # of Grievances:	4	2	1	1	3	5	2	3	5	2	7	1	36
General Inquiries by Type:													
SUD Prevention:	0	0	1	0	0	0	0	0	0	0	0	0	
SUD Treatment:	19	14	10	8	16	15	24	21	32	8	29	14	
MH-Psyc:	26	17	27	6	38	38	34	22	37	10	36	21	
MH-CPST Services:	5	3	16	1	14	11	10	9	8	7	18	7	
Housing:	43	58	34	40	37	35	28	40	37	38	40	49	
Crisis Intervention:	9	4	8	7	2	1	5	0	0	1	3	1	
CCBDD:	0	0	0	0	1	0	0	0	0	0	0	0	
DIP:	0	0	0	0	0	0	0	0	0	1	0	0	
Other:	52	43	52	60	63	46	94	42	86	8	105	80	
Total # of Inquiries:	154	139	148	122	171	146	195	134	200	73	231	172	1885

GOALS FOR 2022...

- At the end of 2021, both ADAMHS Board CROs became involved with the Cuyahoga County Advisory Board on Persons with Disabilities and the Mental Health/Developmental Disabilities Subcommittee. This multi-disciplinary team strives to improve community access across Cuyahoga County which directly impacts our client population with both visible and invisible disabilities. It is the goal to do meaningful work in this space throughout CY2022.
- 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!
- Continue implementing the day-to-day efficiencies that we began utilizing as a result of COVID.

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

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