



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

CLIENT RIGHTS REPORT

CALENDAR YEAR 2022

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THIS REPORT CONTAINS TWO DIFFERENT SETS OF DATA:

1. CONTRACT AGENCY CLIENT RIGHTS DATA FROM CY2022

- ▶ This data is aggregated from 67 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 CY2022

- ▶ 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 2022...

- **Most frequent SUD complaints/grievances:**
 - Residential/Inpatient SUD Services
 - Supportive Housing
 - Recovery Housing
- **Most frequent MH Service complaints/grievances:**
 - Therapeutic Behavioral Services/Psychological Rehabilitation
 - Residential Treatment
 - Pharmacologic Management
- **Resolutions rendered beyond the 20-30 days allotted were due to:**
 - Clients insisting on working with certain staff to resolve the grievance, even when that staff was not available, and then refusing to work with the staff who were available
 - Staff on medical/holiday leave
 - General staff schedules were very busy
- **Clients were dissatisfied with resolutions when:**
 - Clients' disagreements with programmatic rules
 - Clients wanted staff fired

CONTRACT AGENCY – COMPLAINT/GRIEVANCE STATISTICS

	2021 Total Complaints & Grievances	2021 Timely Resolution Rate	2021 Overall Resolution Satisfaction Rate	2022 Total Complaints & Grievances	2022 Timely Resolution Rate	2022 Overall Resolution Satisfaction Rate
SUD Services & Programs	229	91%	96%	174	99%	95%
MH Programs	304	98%	93%	215	98%	87%

CONTRACT AGENCY CLIENT RIGHTS DATA

- Most frequently grieved Client Rights:
 - The right to be treated with consideration and respect for personal dignity, autonomy, privacy.
 - The right to reasonable protection from physical, sexual, or emotional abuse and inhumane treatment.
 - The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology.

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Services/Programs	17	70
Certified MH Services	9	42
Dual	8	5

ALLEGATIONS OF ABUSE AND NEGLECT	
TOTAL ALLEGATIONS	39
TOTAL SUBSTANTIATED	0

CONTRACT AGENCY CLIENT RIGHTS DATA

- For CY2022, we collected demographic data from contract agencies only if the agency had it. These numbers are not comprehensive, and only represent demographic data from 22 contract agencies.
- In an effort to uphold high standards of diversity, equity, and inclusion, the ADAMHS Board has requested that *all* contract agencies track this demographic data in CY2023

GRIEVANCES BY DEMOGRAPHIC DATA			
	SUD Services/Programs	Certified MH Services	Dual
Race:			
African American/Black	119	35	18
Caucasian/White	308	13	4
American Indian/Native Hawaiian/Other	1	0	0
Gender:			
Female	246	24	7
Male	224	28	21
Non-Binary	3	1	0
Ethnicity:			
Non-Hispanic/Non-Latino/Non-Latinex	46	41	31
Hispanic/Latino/Latinex	44	3	0

ADAMHS BOARD CLIENT RIGHTS DATA

- As in years past, clients continue to make up the highest volume of contacts.
- CY2022 indicated a significant increase in calls received from other entities such as law enforcement, correctional facilities, non-contracted agencies, judiciaries, nursing homes, etc.
 - Over the last few years, the Client Rights Department's relationships with *all* aspects of the social services continuum have grown and strengthened exponentially.
 - Agencies and entities who provide non-MH/SUD related services feel comfortable contacting the ADAMHS Board Client Rights Officers to request general MH/SUD information and ask for guidance and referrals in an effort to maintain continuity of care for our mutual clients.

WHO CONTACTED THE BOARD IN 2022?	
CLIENTS	1,249
OTHER (L.E., NON-CONTRACT AGENCIES, CCBDD, NURSING HOMES, ETC.)	577
FAMILY/FRIENDS OF CLIENTS	502
CONTRACT AGENCIES & ACFs	481
HOSPITALS	64

ADAMHS BOARD CLIENT RIGHTS DATA

- CY2022 resulted in overall fewer contacts and complaints/grievances than CY2021.
 - During the COVID19 pandemic, we experienced higher-than-average volumes of calls and complaints/grievances as both - clients and providers - were trying to understand and navigate the MH/SUD continuums within pandemic conditions and restraints.
 - In CY2021, these numbers remained high as the community grappled with a “new normal”.
 - By CY2022, the “new normal” became standard, and these numbers began trending fewer.

CONTACT VOLUME AND FILED COMPLAINT/GRIEVANCE TOTALS		
	Total Contacts Made to Board	Total Complaints/Grievances Filed with Board
CY2021	2,957	1,044
CY2022	2,873	828

ADAMHS BOARD CLIENT RIGHTS DATA

- **Very few formal grievances filed in 2022**
 - 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.
 - 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, and we have found that clients are often amenable to addressing their concerns first with the agency, which is very efficient.

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES FILED WITH BOARD

	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Service/Program	5	1
Certified MH Service	2	6
Housing	7	6

- **Most frequently grieved Client Rights:**
 - The right to be treated with consideration & respect for personal dignity, autonomy, & privacy.
 - The right to participate in any appropriate & available service that is consistent with an individual service plan, regardless of the refusal of any other service.
 - The right to reasonable protection from physical, sexual, or emotional abuse & inhumane treatment.

ADAMHS BOARD CLIENT RIGHTS DATA

- This data is included in the overall totals from the previous slides but has been extracted here to showcase Housing and Adult Care Facility (ACF) statistics.
 - Many Housing/ACF complaints received in CY2022 were related to clients' concerns about housing vouchers and voucher programs.
 - ADAMHS Board CROs worked cooperatively with clients, ACF operators, and voucher administrators to find answers to the questions that resulted in the complaint, and ultimately resolve the clients' concerns.

HOUSING and ACF COMPLAINT TOTAL		
	<u>2021</u>	<u>2022</u>
TOTAL HOUSING-RELATED CALLS	861	714
TOTAL CALLS RESULTING IN FORMAL COMPLAINT	379	292

ADAMHS BOARD CLIENT RIGHTS DATA

- The ADAMHS Board Client Rights Officers began collecting data on client ethnicity at the start of CY2022.
- Data on client preferred pronouns started being collected at the start of the second quarter of CY2022.
- When asked about ethnicity and preferred pronouns, clients are not obligated or required to provide a response and are simply tallied in the “Unknown/Other” category.

WHO WE SERVED IN CY2022	
	CLIENTS SERVED IN-PERSON, BY PHONE, & E-MAIL
Ethnicity:	
African American/Black	981
Caucasian/White	741
Hispanic/Latino	29
Asian	3
Unknown/Other	1,119
Preferred Pronouns:	
He/His	921
She/Her	689
They/Them	19
Other/Unknown	539

ACCOMPLISHMENTS OF 2022...

- We maintained regular contact with our provider agency CROs by hosting:
 - **Monthly Virtual CRO Meetings:**
 - We covered a lot of information at these meetings throughout the year and invited presenters to provide materials about things relevant to our colleagues and the work they do:
 - Housing Resources; CARR Application process; RAP Program
 - Cuyahoga County Court of Common Pleas MH/DD Specialty Docket
 - HIPAA/42CFR overview
 - CRO Annual Report overview and instructions
 - Agency CROs showcased upcoming events, new programs, changes to programs, etc.
 - **Quarterly Virtual CRO Orientations** (to train new provider agency CROs!!):
 - **January 2022, April 2022, August 2022, & October 2022**
- We spent **a lot** of time in the community with our clients:
 - Our **Monthly Client Lunch-n-Learn Series** was held in a new location each month so that clients could learn about the various resources and programs in Cuyahoga County:
 - Future Directions
 - Murtis Taylor (2 different locations)
 - EDEN Inc. (2 different locations)
 - **Summer and Winter Client Outings:**
 - We took a road trip to Kemba LIVE! in Columbus to attend Ohio's 2022 Recovery Celebration hosted by OACBHA. Clients enjoyed a festival-style party which included food, prizes, and live entertainment!
 - We hosted our Annual Client Holiday Event at the Cleveland Museum of Art. Clients attended a delicious luncheon and had an opportunity to tour the museum.
- We were very active in various advisory groups including the Cuyahoga County Advisory Committee for Persons with Disabilities as well as the Eliminating Structural Racism Advisory Committee.
- In order to maintain and uphold high diversity, equity, and inclusion standards, we began tracking various demographic information of the community members we serve on a day-to-day basis. This data will help us better see and understand tendencies and trends.

2022 ADAMHS BOARD CLIENT RIGHTS DATA

	January	February	March	April	May	June	July	August	September	October	November	December	YTD Totals
# of Calls	212	174	282	226	229	218	233	291	187	227	227	230	2736
# Of Visits	0	1	3	3	4	3	5	2	5	4	1	5	36
# of Emails	9	8	16	5	11	3	5	7	6	5	6	20	101
Total # of Contacts:	221	183	301	234	244	224	243	300	198	236	234	255	2873
Total # of Repeat Contacts:	28	16	36	18	26	23	29	29	18	28	22	22	
Total # of MUIs Received:	185	58	52	40	60	52	74	45	38	30	57	34	725
Complaints by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	5	2	14	5	12	7	4	11	4	9	2	7	
MH-Psyc:	7	2	18	11	9	5	18	10	1	8	5	12	
MH-CPST Services:	6	3	8	6	9	6	2	12	4	1	1	1	
Housing:	21	14	32	28	16	18	30	43	17	26	18	29	
Crisis Intervention:	0	0	0	0	0	0	1	1	0	0	0	0	
Other:	10	20	31	16	16	19	37	22	27	16	15	20	
Total # of Complaints:	49	41	103	66	62	55	92	99	53	60	41	69	790
Grievances by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	0	0	1	0	4	0	0	0	0	1	0	1	
MH-Psyc:	0	0	0	0	1	1	1	0	0	0	0	1	
MH-CPST Services:	0	0	1	0	0	0	0	0	3	0	0	0	
Housing:	3	0	3	0	0	0	0	1	2	3	0	1	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	0	0	0	
Other:	0	1	1	1	1	0	1	2	2	1	0	0	
Total # of Grievances:	3	1	6	1	6	1	2	3	7	5	0	3	38
General Inquiries by Type:													
SUD Prevention:	0	0	1	1	0	0	0	0	0	0	0	0	
SUD Treatment:	26	20	17	29	17	10	17	12	16	14	20	16	
MH-Psyc:	30	29	46	33	33	24	17	25	14	11	32	28	
MH-CPST Services:	9	3	17	9	11	6	4	9	3	9	6	10	
Housing:	33	31	32	38	30	49	33	45	23	37	27	44	
Crisis Intervention:	0	0	0	3	4	3	13	8	0	6	9	0	
CCBDD:	0	0	0	0	0	0	0	0	0	0	0	0	
DIP:	0	0	0	0	0	0	1	0	0	0	1	1	
Other:	73	53	76	52	82	74	63	89	77	94	93	86	
Total # of Inquiries:	171	136	189	165	177	166	148	188	133	171	188	185	2017
Additional Statistics:													
Client Ethnicities:													
African American	76	41	116	94	85	77	86	106	57	79	68	96	
Caucasian	30	27	85	62	72	51	86	94	54	49	58	73	
Hispanic/Latino	3	1	1	3	1	0	2	3	1	8	4	2	
Asian	0	0	0	0	1	0	1	1	0	0	0	0	
Unknown and N/A	112	114	99	75	85	96	68	96	86	100	104	84	
Client Pronouns:													
He/Him	N/A	N/A	N/A	98	89	85	102	137	90	83	99	138	
She/Her	N/A	N/A	N/A	75	75	65	97	98	56	82	69	72	
They/Them	N/A	N/A	N/A	1	9	2	0	2	1	4	0	0	
Unknown and N/A	N/A	N/A	N/A	60	71	72	44	63	51	67	66	45	

GOALS FOR 2023...

- Use the ADAMHS Board 5-Year Strategic Plan in combination with the diversity, equity, and inclusion initiative to advocate for client access and client choice.
- Continue broadening client's awareness and understanding of various community resources.
- Expand the diversity of advocacy opportunities for clients in the community.

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

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