

CLIENT RIGHTS REPORT

FISCAL YEAR 2015
(JULY 1, 2014 - JUNE 30, 2015)

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

Eugenia Cash, LSW, MSSA, CDCA
Board Chair

William M. Denihan
Chief Executive Officer

IMPROVING LIVES THROUGH WELLNESS, RECOVERY AND INDEPENDENCE

Client Rights

You have the right to:

- Be treated with respect and dignity
- Have your privacy protected
- Help develop a plan of care and services that meet your specific mental health and addiction needs
- Have family members and/or members of your support system participate in your assessment and ongoing treatment
- Participate in decisions regarding your mental health and addiction treatment, prevention and recovery care
- Request information about names, location, phone numbers, and languages for local agencies
- Services within 2 hours for emergent care and 24 hours for urgent care
- Be free from use of seclusion or restraints
- Receive age and culturally appropriate services
- Be provided a certified interpreter and translated material at no cost to you
- Understand available treatment options and alternatives
- Refuse any proposed treatment
- Receive care that does not discriminate against you (e.g. age, race, type of illness)
- Be free of any sexual exploitation or harassment
- Receive an explanation of all medications prescribed and possible side effects
- Make an advance directive, which states your choices and preferences for mental health and addiction treatment and recovery care
- Receive quality services that are medically necessary
- Have a second opinion from a behavioral health professional
- Choose a provider or choose one for your child who is under thirteen years of age
- Change providers during the first 30 days, and one additional time per calendar year
- File a request for an administrative (fair) hearing
- Request and receive a copy of your medical records and ask for changes
- Be free from retaliation

Glossary

Client Rights Officer: the individual designated by a mental health agency or board with responsibility for assuring compliance with client rights and grievance procedure rule as implemented within each agency or board. For these purposes, the individuals hold the specific title of Clients Right Officer/Client Affairs Officer.

Contact: When a client submits an informal complaint regarding a provider or service to a Client Rights Officer who will then investigate if a grievance is appropriate.

Contract Agency: Any public or private service provider with which the ADAMHS Board of Cuyahoga County enters into a contract for the delivery of mental health and/or addiction and/or recovery services.

Grievance: A written complaint initiated either verbally or in writing by a client or by any other person or agency on behalf of a client regarding denial or abuse of any client's rights.

Services: Complete array of professional interventions designed to help a person achieve improvements in mental health and/or addictions such as counseling, individual or group therapy, education, community psychiatric support treatment, assessment, diagnosis, treatment planning and goal setting, clinical review, etc.

System-wide: Includes data reported by ADAMHS Board provider agencies and data received directly by ADAMHS Board of Cuyahoga County.

Definitions adapted from the OhioMHAS 5122:2-1-02

FAQ

If clients or family members have complaints, must they go through the agency before coming to their alcohol, drug and mental health board (ADAMH) or to the Ohio Department of Mental Health & Addiction Services (OhioMHAS)?

Local resolution is encouraged, but nothing prevents anyone from contacting an ADAMH board or OhioMHAS. The grievant has the option to initiate a complaint with any or all of several outside entities, including OhioMHAS and Ohio Legal Rights Services.

What is "reasonable period of time" for filing a grievance?

There is no time limit. Many people are traumatized by the event and need time, even years, to come forth with allegations. However, the longer a grievant waits to file a complaint, the more difficult it is to review an allegation as people leave, documents are no longer available and memories fade.

What are my child's basic rights in the behavioral health system?

If your child or family needs or receives behavioral health care, you have three basic rights that support and safeguard your child and family: (1) To know and understand important information about services before you have to make any decisions; (2) To fully participate in making service decisions; (3) To complain about services if you feel your child's rights or the rights of your family are being restricted or violated.

Where can I go to get help in Cuyahoga County?

Judy Jackson Winston, MSSA, LISW-S, JD, Client Rights Officer II, ADAMHS Board of Cuyahoga County- jackson-winston@adamhsc.org; 216-241-3400 ext. 825



A Message from the CEO... William M. Denihan

The ADAMHS Board of Cuyahoga County advocates for equal and just treatment of individuals living with mental illness and/or addiction. The Board's Client Rights Division works to ensure fair and equal treatment of individuals receiving behavioral health services in our community. The 2015 Client Rights Report

highlights the accomplishments of the division and an overview of the grievances/complaints and solutions that have been resolved over the past year.

This report is extremely important as we continue to transition into Ohio's Recovery Oriented System of Care (ROSC) that focuses on the service delivery for individuals living with mental illness and/or addictions that focuses first and foremost on clients and family members.

I would like to especially thank Judy Jackson-Winston, Client Rights Officer II, and Craig Fallon, LSW, Client Affairs Officer, for their dedication and hard work in resolving client issues and helping to ensure fair treatment and an improved quality of life for the residents of our community.

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Values

For our clients, we value:

- Understanding that we are here to ensure superior services to our Clients.
- Treating Clients with dignity and respect.
- Listening to concerns of Clients and answering all questions with patience and clarity.
- Including participation and input from Clients, family members and advocates as partners in planning alcohol, drug addiction and mental health services, changes and special events.
- Working corroboratively with stakeholders to link and improve services for Clients thereby assuring easy access.
- Encouraging empowerment of Clients as they work toward their own recovery.
- Advocating for Clients with enthusiasm, compassion, current knowledge and information.
- Working to obtain/keep Medicaid for Clients.
- Emphasizing the importance of employment, housing and education/training for Clients.

Ohio Revised Code

5119.361 Establishing grievance procedures:

The director of mental health and addiction services shall require that each board of alcohol, drug addiction, and mental health services ensure that each community mental health services provider and community addiction services provider with which it contracts under division (A)(8)(a) of section 340.03 of the Revised Code to provide addiction or mental health services establish grievance procedures consistent with rules adopted under section 5119.36 of the Revised Code that are available to all persons seeking or receiving services from a community mental health or addiction services provider.

Amended by 131st General Assembly File No. TBD, HB 64, §101.01, eff. 9/29/2015.

Renumbered from § 5119.613 by 130th General Assembly File No. 25, HB 59, §101.01, eff. 9/29/2013.

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Starlette Sizemore-Rice

Public Benefits Administrator

Carol Krajewski

Executive Specialist

Linda Lamp

Executive Assistant

Executive Summary

The goal of the Client Rights Division is to promote justice and fairness for equal treatment of clients throughout Cuyahoga County's behavioral health system.

The Fiscal Year 2015 Client Rights Report presents:

- Client satisfaction summary.
- Summary of programs offered by the Client Rights Division.
- Data for contacts received by the Board.
- Data for contacts received across the system, meaning contacts received by the Board and provider agencies.

Provider agencies can estimate an expected number of annual grievances based on the number of people served. A discrepancy (increase) between the actual number of grievances and the expected number of grievances may lead to legitimate concerns about the Client Rights program at that agency, but could also mean that the agency is successfully empowering and educating clients about their rights, therefore clients are filing more grievances.

In FY15, the ADAMHS Board received 2,551 contacts, compared to 2,416 in FY14.

When comparing the number of contacts in FY15 to the average over the past four years, the ADAMHS Board realized a 23% increase. This is due to an overall increase of individuals in Cuyahoga County in need of services and a more educated and empowered client.

Cuyahoga County's behavioral health system received 1,296 contacts in FY15 related to mental health programs and services, compared to 1,214 in FY14.

Cuyahoga County's behavioral health system received 299 contacts in FY15 related to alcohol and other drug treatment and recovery programs and services, compared to 228 in FY14.

Cuyahoga County's behavioral health system has realized an 11% increase in contacts for both mental health and addiction from FY14 to FY15. This increase is related to the heroin epidemic, the increase in the number of individuals in need to services and increased education of clients rights at agencies.

Across Cuyahoga County's behavioral health system, 85% of clients noted in an ADAMHS Board survey that they were satisfied with the result of their grievance.

The top two sources of addiction service contacts in FY15 related to residential treatment (35%) and methadone administration (22%).

The top two sources of mental health service contacts in FY15 related to pharmacologic management (26%) and community psychiatric supportive treatment (25%).

Data in this report summarizes the total number of clients served both by the ADAMHS Board of Cuyahoga County as well as provider agencies for addiction treatment and prevention services and mental health services.

Addiction and other drug treatment agencies served a total of 9,807 clients in FY15.

Addiction and other drug prevention agencies served a total of 9,828 clients in FY15.

Mental health agencies served 64,409 clients in FY15.

ACAC

The Client Rights Division manages the ADAMHS Board of Cuyahoga County's Action Committee Advocating Change (ACAC) program.

The ACAC assists ADAMHS Board of Directors and staff in planning for and providing quality publicly funded behavioral health services. The ACAC provides a forum for client input and a concerted voice to the community in respect to new programs, legislation, and policy directly impacting clients in Cuyahoga County.

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

The ACAC co-hosted the 13th Annual Client Fun Day and Picnic on June 15 at the Cleveland MetroParks Zoo. This is a day to have fun, to set aside difficulties for one day and to celebrate life! Each client who attended received a gift donated by the provider agencies or a gift card for Dave's Market.

The ACAC also hosted a Client Holiday Party on December 19 that included lunch, singing, dancing and prizes.

Brown Bag Seminars

The ADAMHS Board also offers a Brown Bag Seminar series, an educational opportunity for all recipients of behavioral healthcare services in Cuyahoga County. The monthly seminars provide lunch while clients listen to guest speakers.

In 2015, Brown Bag discussions including the following topics that 503 clients attended:

- Health Care Reform and the Affordable Care Act
- Housing – Know Your Rights
- RTA: Route Changes and Updates
- Coping with the Holiday Blues
- Durable Power of Attorney & Advanced Directives
- Ohio Department of Justice Mental Health Taskforce Update
- The Community's Voice on Mental Illness
- What to Expect from Your Psychiatrist
- Peer Support Programs in Cuyahoga County – A Peer Support Panel

Client Satisfaction Summary

The ADAMHS Board mailed a satisfaction survey to 184 clients and advocates who filed a complaint/grievance directly with the ADAMHS Board.

The ADAMHS Board Client Rights Division received 363 complaint/grievances in 2015. Only 184 surveys were mailed because:

- Clients was redirected to a third party advocate
- Client filed anonymously
- Client did not want to share address
- Client was homeless at time of filing
- Client withdrew filing when Board staff responded
- No address was obtained

After 132 follow-up postcards were mailed reminding clients to complete and return the survey, the Board received 20 completed surveys from clients regarding their satisfaction.

Below is a summary of responses to the survey questions.

Question	Yes	No	Did not answer
Were you interviewed by an ADAMHS Board staff member on your initial contact?	8	11	1
If you were not interviewed during your initial contact, did an ADAMHS Board staff member get back in touch with you within 24 hours?	7	5	8
Did the ADAMHS Board staff member listen respectfully to you?	16	3	1
Did the ADAMHS Board staff member allow you to talk about the grievance/complaint?	19	0	1
Did the ADAMHS Board staff member help you better understand the grievance/complaint process?	15	4	1
Did you receive the resolution to your grievance/complaint in writing?	10	8	2
If "yes" to above question, did you receive the resolution from your agency of the ADAMHS Board? Agency: 3 ADAMHS Board: 6			11
Were you satisfied with the resolution to your grievance/complaint?	12	5	3
Would you contact the ADAMHS Board again if you have another grievance/complaint?	17	1	2

84% of clients reported that they were satisfied with the resolution to their grievance/complaint. (System-wide)

Client Rights Officer Training

The Client Rights Division provides Client Right Officer (CRO) Orientation to all new Cuyahoga County CROs on an as-needed basis. The purpose of the orientation is to review the rules and laws that govern Client Rights in Ohio. Strategies and techniques are discussed that enable newly hired CROs more confidently carry out their duties. Each agency CRO receives a copy of the Community Clients Right Resource Manual, which was revised in 2014. In 2015, the Clients Rights Division provided training for 37 CROs in Cuyahoga County.

The Client Rights Division also hosted monthly CRO Focus Groups. The purpose of the group is 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.

Eight CRO Training Seminars were held at the ADAMHS Board to increase skill level and knowledge base for 282 CROs in Cuyahoga County . Below is a list of the training topics:

- New Community Client Rights Manual for Behavioral Health and Board Staff
- Involuntary Commitment – New Addition to the Affidavit for Involuntary Commitment
- Recovery Requires a Community Program
- Housing – Know Your Rights
- Keeping Secrets: Maintaining Confidentiality, Avoiding Liability
- Miscellaneous Legal Topics Requested by CRO Focus Group
- Recovery Housing
- Technical Assistance – How to complete the FY 2015 Client Rights Report

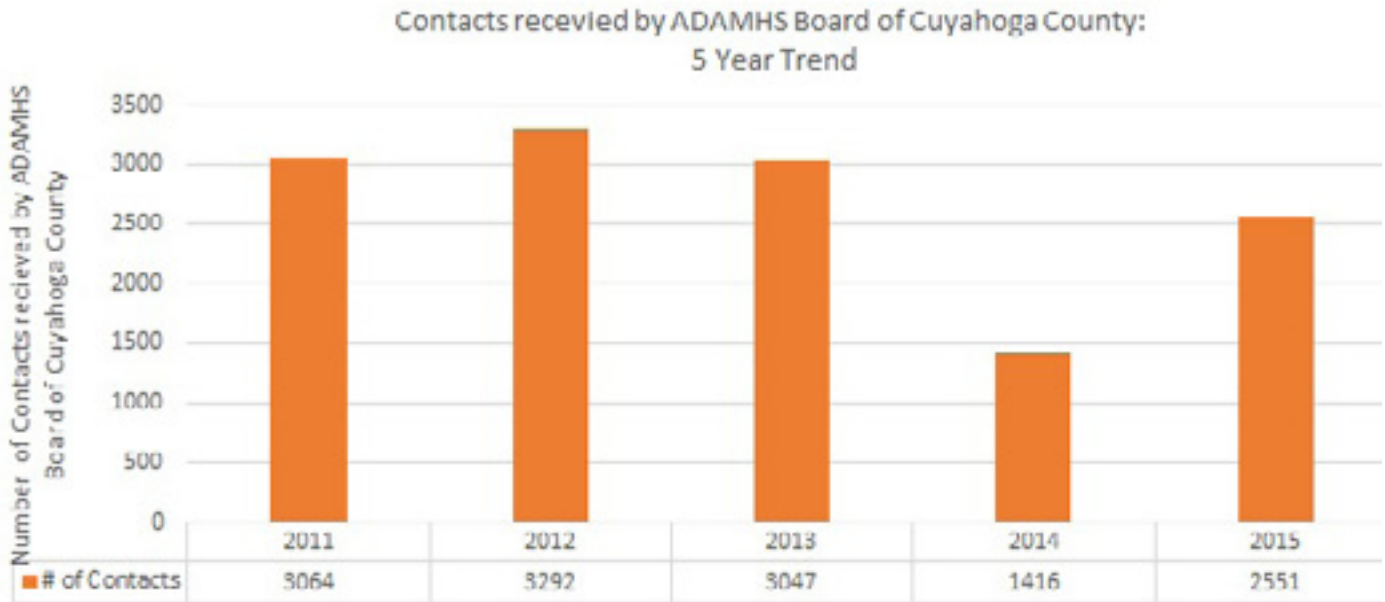
The ADAMHS Board of Cuyahoga County Client Rights Division tracks the total number of contacts received directly by the ADAMHS Board as well as contacts made system-wide, meaning data compiled from both the ADAMHS Board of Cuyahoga County and its provider agencies in the county.

The ADAMHS Board Client Rights Division is able to capture the following data, from both the ADAMHS Board and provider agencies:

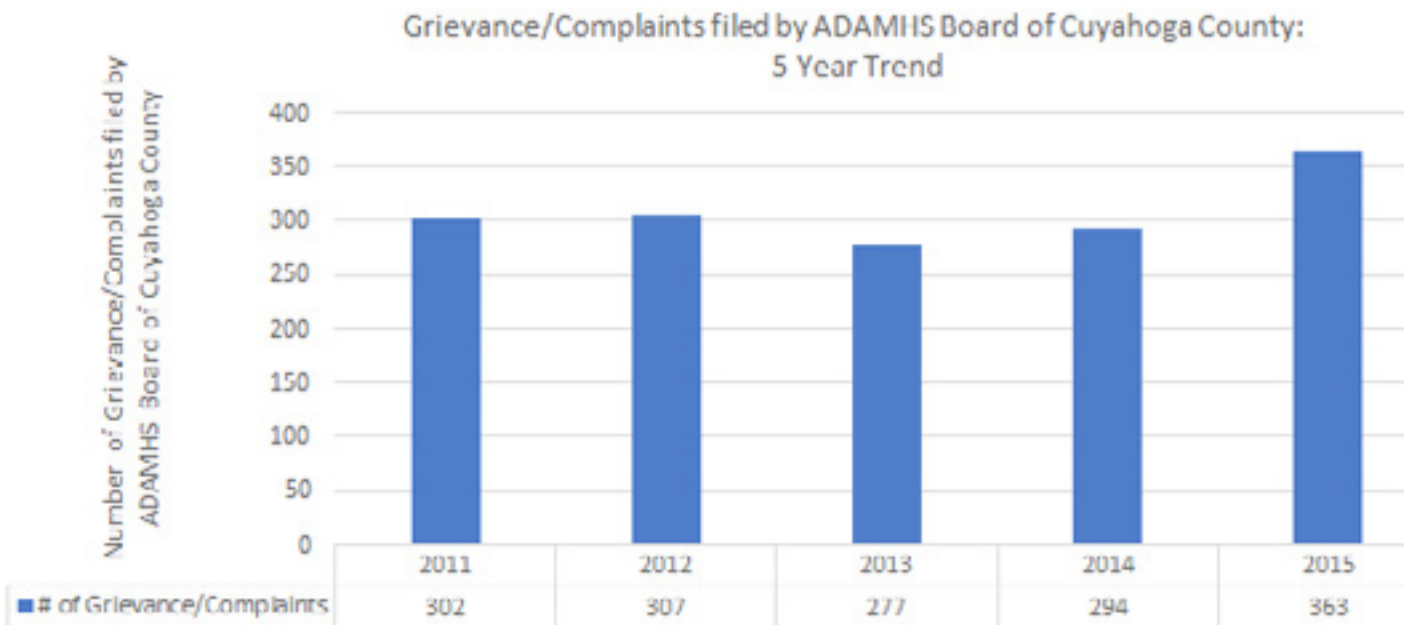
- The number of grievances /complaints filed
- Number of abuse and neglect allegations filed
- Number of grievances /complaints resolved within prescribed time frames
- The number of consumers who were satisfied with the resolution to their grievance/complaint
- Number of filings that allege violation of the various Client Rights

ADAMHS Board Contacts and Grievances/Complaints

The ADAMHS Board of Cuyahoga County Client Rights Division tracks the total number of contacts received including calls for help and inquiries. The chart shows the total number of contacts received by the ADAMHS Board over the past five years.

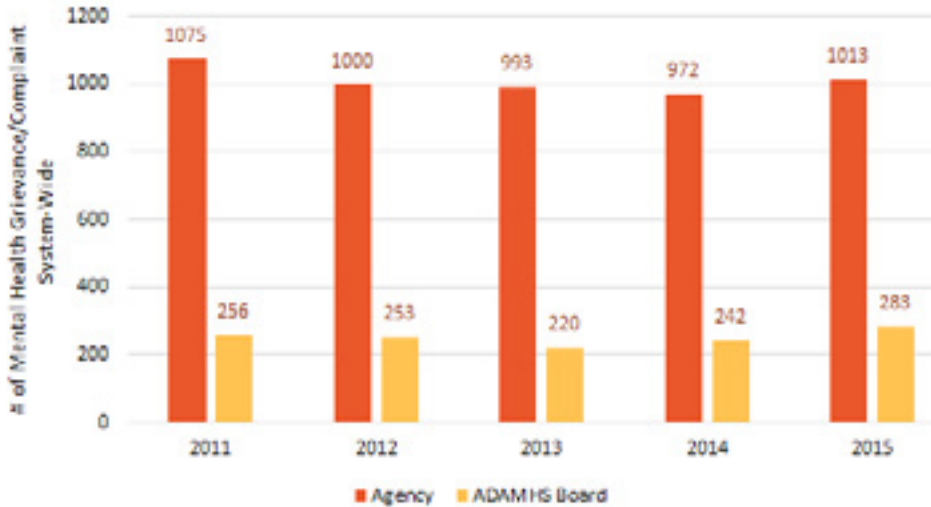


Of these initial complaints, a portion become formal complaints/grievances after the ADAMHS Board CRO investigates the initial contact/complaint. This chart shows the number of complaints/grievances received/processed/filed by the ADAMHS Board of Cuyahoga County over the past five years.



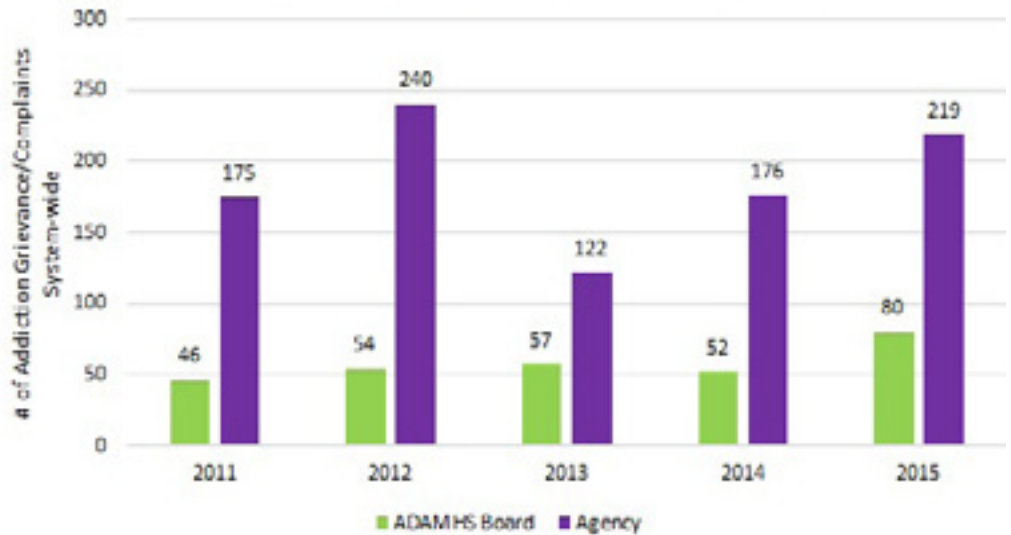
System-Wide Contacts and Grievances/Complaints

Mental Health Grievances/Complaints Received System-wide: 5 Year Trend



This chart shows the number of grievances/complaints for mental health services received by both the ADAMHS Board of Cuyahoga County and provider agencies in Cuyahoga County over a five year period.

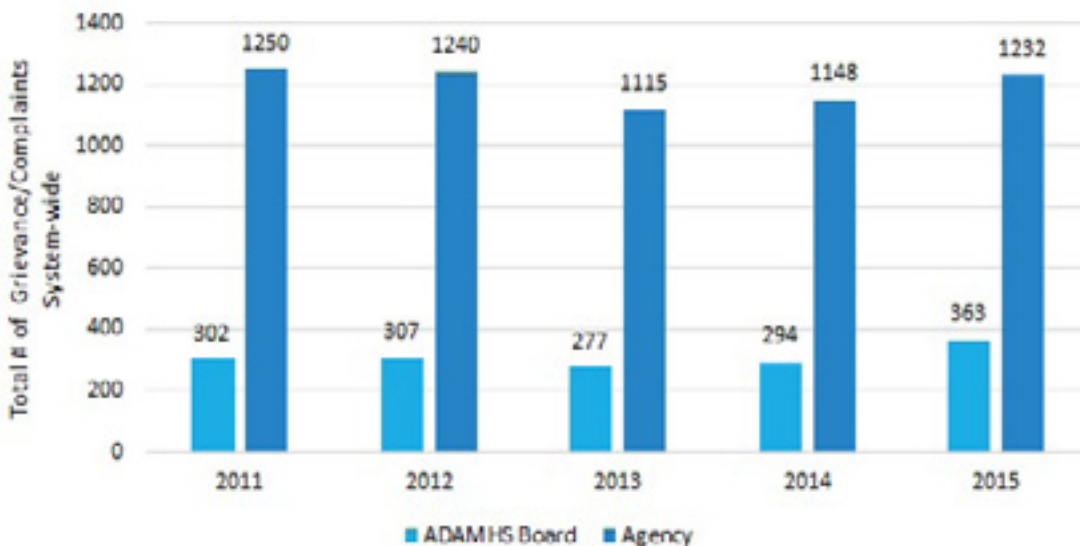
Addiction Grievances/Complaints Received System-wide: 5 Year Trend



This chart shows the number of grievances/complaints for addiction treatment services received by both the ADAMHS Board of Cuyahoga County and provider agencies in Cuyahoga County over a five year period.

This chart shows the total number of grievances/complaints for both mental health and addiction services for the ADAMHS Board of Cuyahoga County and provider agencies in Cuyahoga County over a five year period.

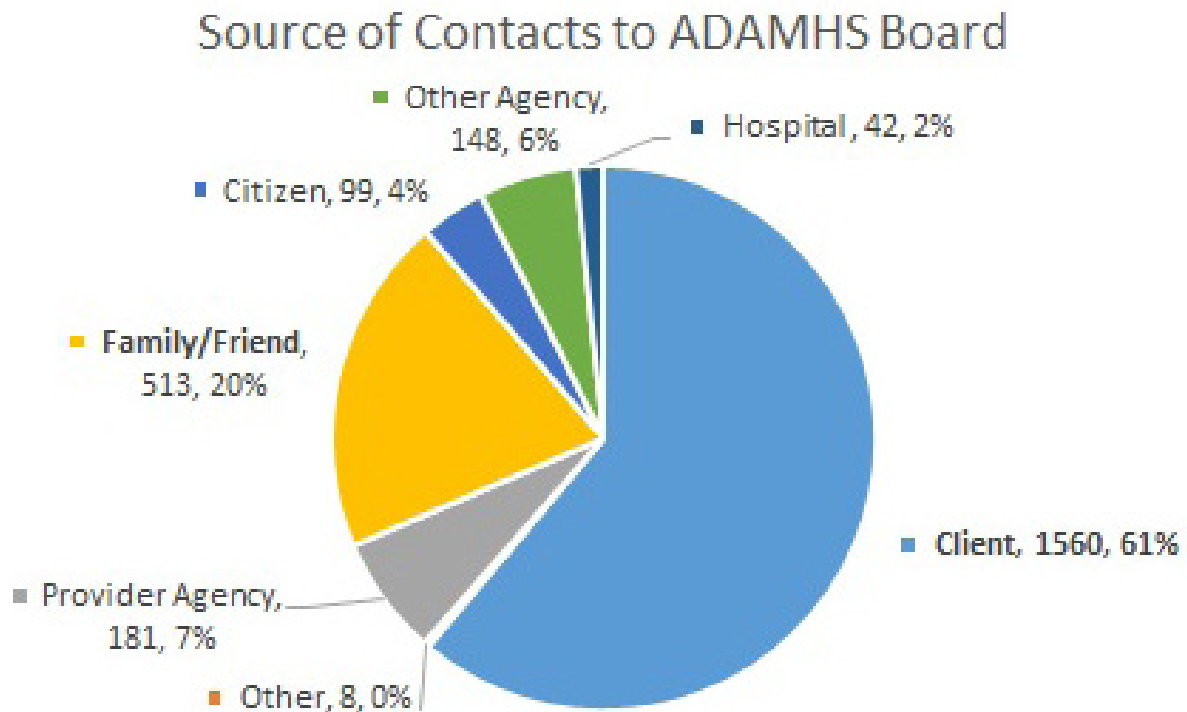
Combined Mental Health/Addiction Total Grievance/Complaint System-wide: 5 Year Trend



81% of grievances/complaints received by the ADAMHS Board of Cuyahoga County and provider agencies related to mental health services and 19% of grievances/complaints received were directed towards addiction treatment services. Note that no complaints/grievances related to addiction prevention or gambling.

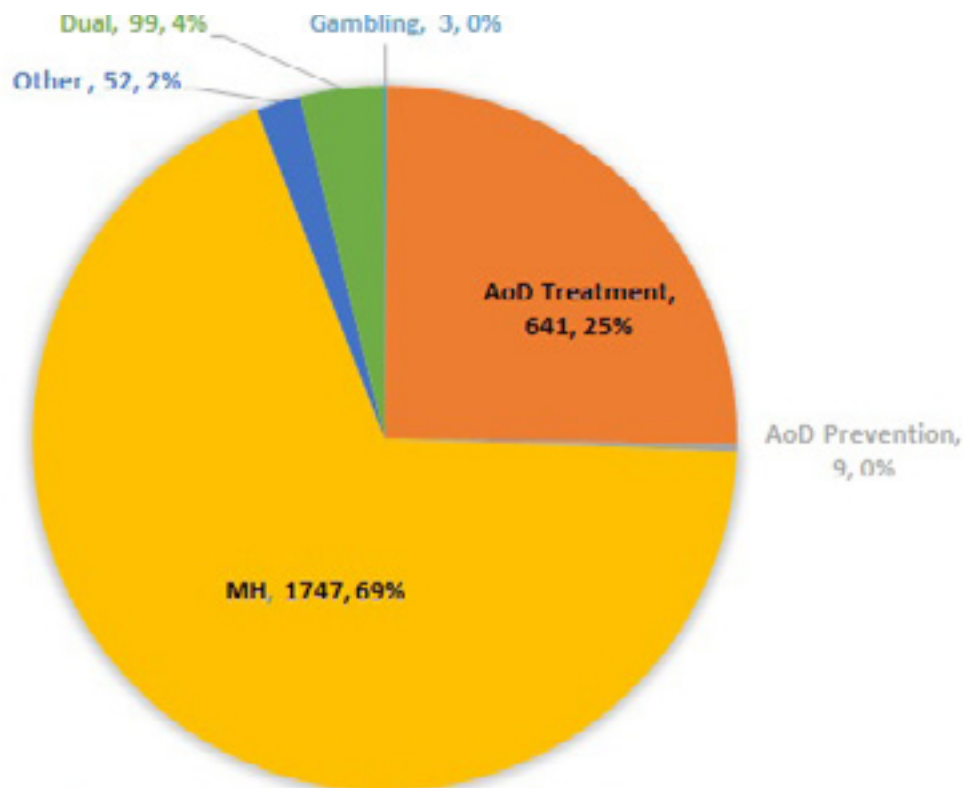
Who is contacting the ADAMHS Board?

The chart below illustrates who is contacting the ADAMHS Board to discuss a complaint, concern or to file a grievance/complaint.



Reasons for Contacting ADAMHS Board Client Rights Division

The chart below illustrates why the ADAMHS Board's Client Rights Division is being contacted to discuss a complaint, concern or to file a grievance/complaint.

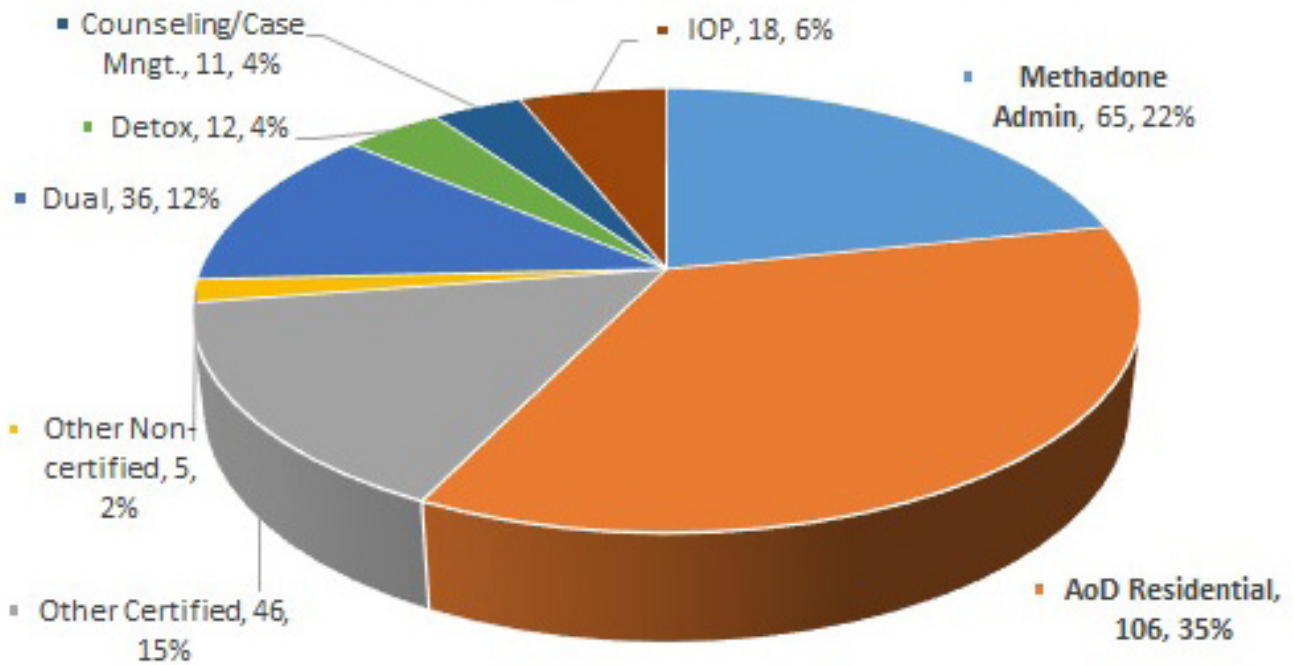


Reasons for Contacting ADAMHS Board

Grievances/Complaints for Certified Addiction Treatment/Recovery Services

The chart below illustrates what alcohol and other drug addiction certified services received grievances/complaints by Cuyahoga County's behavioral health system, including grievances/complaints received directly by the ADAMHS Board of Cuyahoga County as well as provider agencies in 2015.

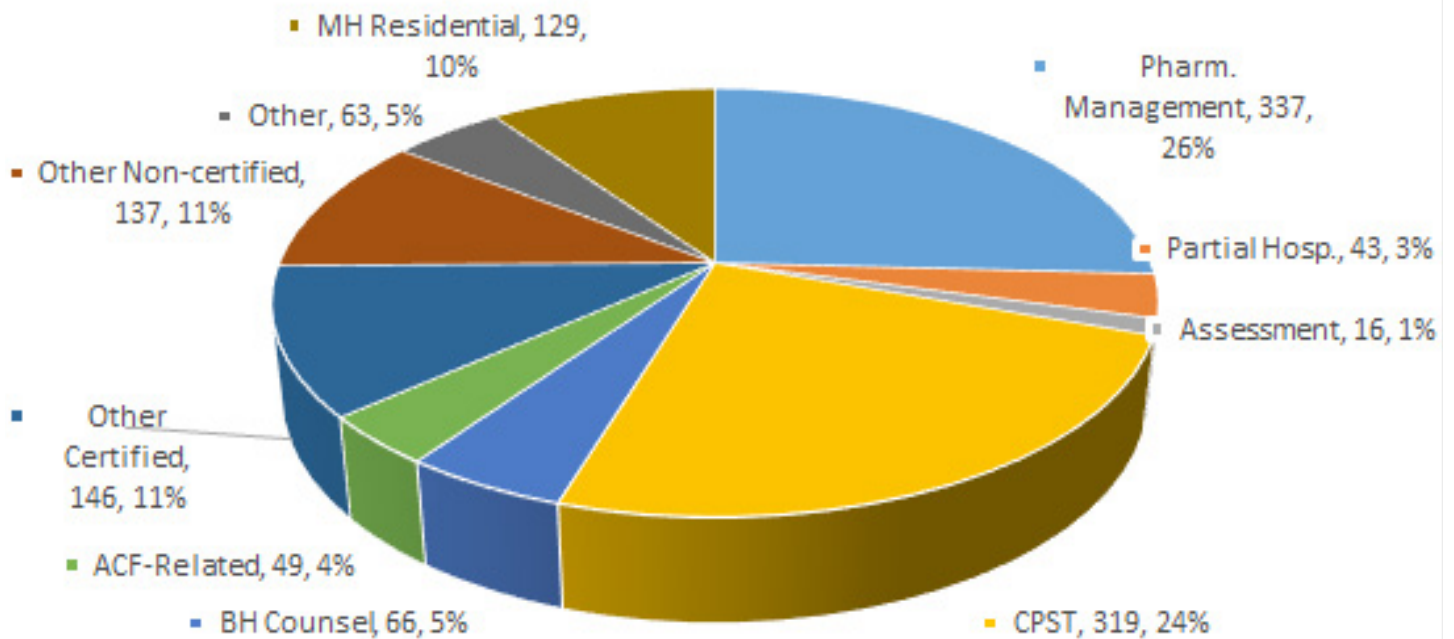
Grievance/Complaint for AoD Services



Grievances/Complaints for Certified Mental Health Services

The chart below illustrates what mental health treatment certified services received grievances/complaints by Cuyahoga County's behavioral health system, including grievances/complaints received directly by the ADAMHS Board of Cuyahoga County as well as provider agencies in FY15.

Grievance/Complaint for Mental Health Services



Grievances/Complaints by Client Right Categories System-Wide

The chart below identifies the number of behavioral health grievances and complaints alleging a rights violation for 2015, sorted by Client Rights Categories, for those filed by the ADAMHS Board and provider agencies.

Grievance/Complaint Sorted by Client Rights Categories	# of AoD	# of MH	FY15 Total	FY 14 Total
Right to consideration, respect, privacy, protection	133	499	632	478
Right to informed choice and treatment	50	68	118	65
Right to freedom from...	1	10	11	27
Right to personal liberties	20	39	59	18
Right to freely exercise all rights	6	6	12	9

Right to consideration, respect, privacy, protection	AOD (Tx or Prev)	MH	Dual
AOD Tx-1 & Prev-a & MH-2a: To be treated with consideration and respect...	173	502	3
AOD Tx-2: To receive services in least restrictive feasible environment	1		
MH 2d: To receive reasonable assistance in the least restrictive setting		1	
MH-2b: To receive humane services		120	
MH-6: To [have] reasonable privacy... freedom from excessive intrusion...		11	
MH-2e: To [have] reasonable protection from... abuse, inhumane Tx, assault, battery...		128	
Right to Informed Choice and Treatment			
AOD-3: To be informed of one's own condition	5		
AOD Tx-4 & Prev-b: To be informed of available [treatment] program/ [prevention] service	15		
MH-1b: To receive information in a language and terms appropriate for the person's understanding...		5	
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...		37	
AOD Tx-5 & Prev-c: To give consent...refuse...service, treatment/therapy	3		
MH-4a: To Give full informed consent to any service prior to commencement... [to] decline services including medication, absent an emergency		5	
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		6	
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	18		
MH-14: To be informed in advance of reason(s) for discontinuance of service provision... [and to] plan for consequences		11	
AOD Tx-14 & Prev-i: To be informed of the reason(s) for denial of... service	6		
MH-15: To receive an explanation... for denial of service		3	
Right to Freedom From...			
AOD Tx-7 and Prev-d: [To be free] from unnecessary or excessive medication, unnecessary physical restraint or seclusion			
MH-5: [To be free] from restraint or seclusion unless there is imminent risk of physical harm to self or others		8	
AOD Tx-8: To be informed [of]... refuse hazardous treatment procedures	1		
MH-4c: To decline any hazardous procedures			
AOD Tx-9 and Prev-e: To be advised [of]... refuse observation by others and by techniques...			
H-4b: To be advised [of and]... refuse observation by techniques [that include all] audio and visual technology[ies]. This does not prohibit an agency from using closed circuit monitoring of seclusion rooms and common area, which does not include bathrooms		2	

Right to Personal Liberties	AOD (Tx or Prev.)	MH	Dual
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 [have] confidentiality of communications and personally identifying information within the limitations and requirements for disclosure . . . under state and federal laws and regulations	5		
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.		25	
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 [or] consumer record	4		
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		9	
AOD Tx-15 and Prev-j: To not be discriminated against for receiving services...	8		
MH-9: The right to receive services and participate in activities free of discrimination		5	
AOD Tx-16 and Prev-k: To know the cost of services . . .	3		
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			
MH-1a: To be informed of all rights . . . prior to consent to proceed with services and . . . [to have the right] to request a written copy...		1	
AOD Tx-18 and Prev-m: To exercise one's own rights without reprisal	5		
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		4	
AOD Tx-19 and Prev-n: To file a grievance in accordance with agency [or] program procedures	1		
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		1	
AOD Tx-20 and Prev-o: To have oral and written instructions concerning the procedure for filing a grievance			

Grievances/Complaints Topics for Addiction and Mental Health

The chart below identifies the topics for grievances/complaints filed directly to the Board as well as to provider agencies relating to both mental health and addiction services.

Topic	# of Grievance/Complaint
Housing conditions	35
Other environmental concern	14
Housing availability	30
Money/property issues	22
Representative payee issues	16
Safety issues	106
Need for service improvement	515
Need to increase service frequency	123
Staff behavior	610
Rules/policy	13
Personal needs	72
Family needs and concerns	26
Other (medical record request, food quantity, communications, etc.)	112
Issue with services provided by another agency	14

Grievances/Complaints for Addiction Treatment/Prevention Services

This chart shows the number of grievances/complaints received by the ADAMHS Board of Cuyahoga County and its provider agencies relating to addiction

AoD Service/Program	# of Grievances/Complaints	# of Clients satisfied with Resolution	# of Grievance/Complaints resolved within 21 Calendar Days	# of Grievance/Complaints resolved within 30 Calendar Days
<u>Treatment</u>				
Assessment	6	6	2	2
Case Management	8	8	3	5
Crisis Intervention				
Detoxification - Acute Hospital				
Detoxification - Ambulatory		9	7	2
Detoxification - Sub-acute	12			
Dual Diagnosis Services	36	31	4	32
Family, Group or Individual Counseling	3	3	3	
Outpatient or IOP	18	10	6	2
Methadone Admin.(Opioid Agonist Admin)	65	60	52	9
Medical/Somatic	27	12	2	15
AOD Residential Treatment	106	103	64	36
Urinalysis	13	12	1	9
<u>Program or Service not listed above:</u>				
Other (non-certified)	5	4	2	3
Other:				
Consultation				
Intervention				
Outreach				
Referral and Information				
Training				
Sub-Total Treatment	299	258	151	116
<u>Prevention</u>				
Alternatives				
Community-Based Process				
Education				
Information Dissemination				
Mentoring				
Problem ID and Referral				
<u>Program or service not Listed above:</u>				
HIV Group				
Sub-Total Prevention	0	0	0	0
Total for AoD	299	258	151	116

Grievances/Complaints for Mental Health Services

This chart shows the number of grievances/complaints received by the ADAMHS Board of Cuyahoga County and its provider agencies relating to mental health services.

Mental Health Service/Program	# of Grievances/Complaints	# of Clients satisfied with Resolution	# of Grievance/Complaints resolved within 20 Calendar Days	# of Grievance/Complaints resolved within 30 Calendar Days
Adjunctive Therapy				
Adult Educational				
Behavioral Health Counsel/Therapy	66	60	11	48
Behavioral Health Hotline Service	7	5	2	5
Comm. Psych Support Tx (CPST)	319	263	64	200
Consultation Service				
Consumer Operated Service	14	14	4	6
Crisis Intervention MH Service	6	5	2	4
Dual Diagnosis Service				
Employment Services	5	4		4
Forensic Evaluation				
Foster Care (Therapeutic ONLY)	2	2	2	
Inpatient Service	95	27	2	31
Mental Health Assessment	16	15	3	10
Mental Health Educational				
Occupational Therapy				
Partial Hospitalization	34	28	24	5
Pharmacologic Management	337	317	90	240
Prevention Service				
Referral and Information	1			
Residential Treatment (ODMH Cert.)	129	120	63	60
School Psychological	2	2		2
Self-Help/Peer Support	14	12	2	11
Social and Recreational				
Vocational Services				
Other Mental Health (5122-29-27)	63	61	3	59
Other (non-certified)	188	155	35	123
Total for Mental Health	21296	251090	307	808

Provider Agency Grievance/Complaint Breakdown FY15

The majority of grievances/complaints that alleged a rights violation were concerning the clients' perceived violation of the right to be treated with consideration and respect or to receive reasonable privacy and protection.

The number of allegations of staff abuse and neglect of clients served decreased slightly during FY15. This continued a trend that has been true for the past 5 years. 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 confidence and proficiency of the workers who have daily contact with the clients they serve.

The Board's Client Rights Division offers the following guideline for agency CROs when they review their Client Rights Program:

AOD Agencies: CROs might expect to receive approximately 1 grievance or complaint for every 30 clients served at an AOD agency.

MH Agencies: CROs might expect to receive approximately 1 grievance or complaint for every 52 clients served at a MH agency.

The chart below shows a 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.

		Actual Expected		Actual Expected				
1	Asian Services	0	15	18	Key Decisions/Positive Choices	2	2	
2	Bellefaire Jewish Child Bureau	0	7	19	Lutheran Metro Ministry	0	6	
3	Catholic Charities	10	42	20	Moore Counseling and Mediation	0	4	
4	The Centers for Families & Children	0	120	21	New Directions	18	6	
5	City of Cleveland Dept Public Health	0	1	22	Northern Ohio Recovery Assoc	10	3	
6	Cleveland Treatment Center	11	11	23	ORCA House	0	12	
7	Cleveland UMADAOP*	0	20	24	Recovery Resources	4	71	
8	Comm Action Against Addiction	8	24	25	St Vincent Charity – Rosary Hall	1	10	
9	Comm Assessment & Treatment Services	60	21	26	Salvation Army Harbor Light	2	18	
10	Connections HWA	0	2	27	Shaker Heights Youth Center	0	7	
11	County Common Pleas Court - TASC	4	44	28	Signature Health	30	9	
12	East Cleveland Neighborhood Ctr	0	58	29	Stella Maris	2	14	
13	Free Medical Clinic	0	3	30	University Settlement	0	7	
14	FrontLine Service	30	5	31	Women's Alliance for Recovery Serv ⁺	0	19	
15	Golden Ciphers	0	11	32	Women's Recovery Center	8	3	
16	Hispanic UMADAOP	0	28	33	Windsor/Laurelwood CBM*	6	19	
17	Hitchcock Center for Women	18	7					
						Total	224	643

*Assuming the agency served 585 clients, the average number served by AOD providers during FY 15

The chart below shows a comparison of the Actual Number of filings received and the Expected Number of Filings based on the number of clients served at each MH agency.

		Actual Expected		Actual Expected				
1	Achievement Centers	0	3	20	Life Exchange Center*	0	32	
2	Applewood Centers	25	42	21	Living Miracles*	2	32	
3	Beech Brook	71	54	22	Lutheran Metro Ministry	9	2	
4	Bellefaire JCB	15	37	23	Magnolia Clubhouse	0	7	
5	Catholic Charities	0	11	24	May Dagan	2	0	
6	The Centers for Families & Children	83	125	25	MetroHealth Medical Center	131	85	
7	Cleveland Christian Home*	14	32	26	Murtis Taylor HSS	116	116	
8	Community Behavioral Health Ctr	8	4	27	NAMI Greater Cleveland	0	98	
9	Connections HWA	24	30	28	NRH - CSN	10	2	
10	Consumer Protection	4	6	29	OhioGudestone	145	95	
11	Cuyahoga Court Psych Clinic	0	7	30	Ohio Mentor	0	3	
12	Domestic Violence and Child Advocacy Ctr*	0	32	31	Options for Families & Youth	0	1	
13	Eldercare Services - BRI	2	7	32	Positive Education Program	11	26	
14	EDEN	31	54	33	Recovery Resources	36	40	
15	Epilepsy Association	0	1	34	St. Vincent Charity PED	61	75	
16	Far West Center	2	12	35	Signature Health	228	44	
17	FrontLine Service	128	46	36	Visiting Nurses Association	14	7	
18	Future Directions	0	32	37	Windsor Laurelwood CBM*	22	32	
19	Jewish Family Service Assoc	4	9					
						Total	1,198	1,241

*Assuming the agency served 1,080 consumers, the average number served by MH providers during FY 15

2015 Client Holiday Party

The ADAMHS Board of Cuyahoga County Client Rights Division hosted its 2015 Client Holiday Party on December 18. Board Members Elsie Caraballo and Dr. Robert J. Fowler, Vice Chair attended with staff members Valeria A. Harper, Vice President of Operations; Frank R. Brickner, Chief Financial Officer; Scott S. Osiecki, Chief of External Affairs; Judy Jackson-Winston, Clients Rights Officer II; Craig Fallon, Clients Affairs Officer; Katie Boland, External Affairs Officer; Veronica Jenkins, Claims & Membership Specialist; Laura Simmons, Administrative Assistant II



Clients enjoying music and food at the Client Holiday Party.



Dr. Robert Fowler, Board Member, with his son and daughter help set up the dessert plates.



(l-r) Ron, Recovery Advocate and President of the Action Committee Advocating Change (ACAC) with Judy Jackson-Winston, Clients Rights Officer II and John, Recovery Advocate.

2015 Client Fun Day

The ADAMHS Board of Cuyahoga County hosted its 13th Annual Client Fun Day on Monday, June 15 at the Cleveland MetroParks Zoo. Clients, volunteers and staff enjoyed the zoo, a box lunch, music, dancing and prizes. This event was held in partnership with the Action Committee Advocating Change (ACAC) and the Client Rights Officers at the Board's provider agencies.

Staff members Judy Jackson Winston, MSSA, LISW-S, JD, Client Rights Officer II, Craig Fallon, Consumer Relations Specialist, Ben Gore, Claims & Membership Specialist, Starlette Sizemore-Rice, Public Benefits Administrator, Carol A. Krajewski, Executive Specialist, June Hudson, Accountant II, Vicki Roemer, Administrative Assistant II and Katie Boland, External Affairs Specialist volunteered and staffed this event.



Clients enjoy the sunshine at the 2015 Client Fun Day at the Cleveland MetroParks Zoo.



Clients stayed dry under the pavilion at the Cleveland MetroParks Zoo and enjoyed music and dancing during the ADAMHS Board's 13th Annual Client Fun Day on Monday, June 15.

CLIENT RIGHTS REPORT

FISCAL YEAR 2015
(JULY 1, 2014 - JUNE 30, 2015)

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