



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

CLIENT RIGHTS REPORT

CALENDAR YEAR 2023

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THIS REPORT CONTAINS TWO DIFFERENT SETS OF DATA:

1. CONTRACT AGENCY CLIENT RIGHTS DATA FROM CY2023

- ▶ This data is aggregated from 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 CY2023

- ▶ 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 2023...

- **Most frequent SUD complaints/grievances:**
 - Residential/Inpatient SUD Services
 - Recovery/Supportive Housing
 - Peer Recovery Services
- **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:**
 - “Class action” grievance filing
 - 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

	2022 Total Complaints & Grievances	2022 Timely Resolution Rate	2022 Overall Resolution Satisfaction Rate	2023 Total Complaints & Grievances	2023 Timely Resolution Rate	2023 Overall Resolution Satisfaction Rate
SUD Services & Programs	174	99%	95%	169	87%	79%
MH Programs	215	98%	87%	218	97%	90%

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 confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.

SUBSTANTIATED VS. UNSUBSTANTIATED GRIEVANCES		
	SUBSTANTIATED GRIEVANCES	UNSUBSTANTIATED GRIEVANCES
SUD Services/Programs	28	56
Certified MH Services	11	54
Dual	8	16

ALLEGATIONS OF ABUSE AND NEGLECT	
TOTAL ALLEGATIONS	49
TOTAL SUBSTANTIATED	7

CONTRACT AGENCY CLIENT RIGHTS DATA

- These numbers represent the demographic breakdown of grievances filed at our contract agencies.
- This information is tracked in an effort to uphold high standards of diversity, equity, and inclusion.

GRIEVANCES BY DEMOGRAPHIC DATA			
	SUD Services/Programs	Certified MH Services	Dual
Race:			
African American/Black	17	32	18
Caucasian/White	34	18	8
American Indian/Native Hawaiian/Other	1	5	0
Gender:			
Female	29	27	8
Male	25	26	18
Non-Binary	0	0	0
Ethnicity:			
Non-Hispanic/Non-Latino/Non-Latinx	32	43	26
Hispanic/Latino/Latinx	2	4	0

ADAMHS BOARD CLIENT RIGHTS DATA

- As in years past, clients continue to make up the highest volume of contacts.
- Law enforcement, non-contract agencies, and other community entities continue to contact the ADAMHS Board regularly as the Client Rights Division has maintained a meaningfully and cooperative network with all continuums who may work with our clients which has increased continuity of care.
- CY2023 statistics relating to who contacted the ADAMHS Board remained comparable to CY2022 figures.

WHO CONTACTED THE BOARD IN 2023?	
CLIENTS	1,217
OTHER (L.E., NON-CONTRACT AGENCIES, CCBDD, NURSING HOMES, ETC.)	519
FAMILY/FRIENDS OF CLIENTS	516
CONTRACT AGENCIES & ACFs	438
HOSPITALS	61

ADAMHS BOARD CLIENT RIGHTS DATA

- CY2022 and CY2023 were fairly comparable in terms of total Board contacts and total filed complaints/grievances.
 - CY2022 started to finally resemble pre-pandemic figures.
 - CY2023 figures definitively reflect pre-pandemic statistics.

CONTACT VOLUME AND FILED COMPLAINT/GRIEVANCE TOTALS		
	Total Contacts Made to Board	Total Complaints/Grievances Filed with Board
CY2022	2,873	828
CY2023	2,630	836

ADAMHS BOARD CLIENT RIGHTS DATA

- 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	2	15
Certified MH Service	4	17
Housing	9	3

- **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 CY2023 were related to landlord/property management issues and concerns clients have within a group home setting.

HOUSING and ACF COMPLAINT TOTAL		
	<u>2022</u>	<u>2023</u>
TOTAL HOUSING-RELATED CALLS	714	625
TOTAL CALLS RESULTING IN COMPLAINT	292	246

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.
- CY2023 represents the first full year of collecting these datapoints.
- 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 CY2023	
	CLIENTS SERVED IN-PERSON, BY PHONE, & E-MAIL
Ethnicity:	
African American/Black	1,036
Caucasian/White	823
Hispanic/Latino	65
Asian	15
Unknown/Other	829
Preferred Pronouns:	
He/His	1,337
She/Her	944
They/Them	4
Other/Unknown	483

ACCOMPLISHMENTS OF 2023...

- 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:
 - Adult Protective Services
 - Major Unusual Incident Reporting
 - Legal Aid Society
 - Client Rights Annual Reporting
 - Client Rights and Ethics
 - **Quarterly Virtual CRO Orientations** (to train new provider agency CROs!!):
 - January 2023, April 2023, July 2023, & October 2023
- 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:
 - B. Riley House
 - The Centers for Families and Children
 - EDEN Inc.
 - Magnolia Clubhouse
 - Future Directions
 - Stella Maris
 - **Summer and Winter Client Gatherings:**
 - Our Annual Client Summer Event was held at the ADAMHS Board. Clients enjoyed a pizza lunch and mini-wellness fair. Local resources and providers offered information about programs and services.
 - We took a road trip to Columbus for our Annual Client Holiday Event to attend Ohio's 2023 Recovery Celebration hosted by OACBHA. Clients enjoyed a party which included motivational speakers, food, prizes, and live entertainment!
- We were very active in various advisory groups including the Cuyahoga County Advisory Committees for Persons with Disabilities and the Division of Senior and Adult Services

2023 ADAMHS BOARD CLIENT RIGHTS DATA

	January	February	March	April	May	June	July	August	September	October	November	December	YTD Totals
# of Calls	292	256	283	188	212	195	214	252	194	206	158	180	2630
# Of Visits	6	1	7	1	5	3	2	0	4	4	6	5	44
# of Emails	10	2	8	5	14	13	4	7	10	8	6	7	94
Total # of Contacts:	308	259	298	194	231	211	220	259	208	218	170	192	2768
Total # of Repeat Contacts:	36	29	39	20	28	21	28	31	19	24	16	19	
Total # of MUIs Received:	42	41	51	34	22	46	41	19	28	31	35	10	400
Complaints by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	6	5	8	3	6	9	16	9	3	5	2	6	
MH-Psyc:	10	12	6	11	6	7	6	9	9	7	6	6	
MH-CPST Services:	4	11	5	5	3	1	2	4	7	2	7	3	
Housing:	28	33	29	13	19	26	17	17	14	20	8	22	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	0	0	1	
Other:	37	34	34	17	30	22	34	24	21	21	16	22	
Total # of Complaints:	85	95	82	49	64	65	75	63	54	55	39	60	786
Grievances by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	1	0	5	0	2	0	3	1	0	1	0	2	
MH-Psyc:	4	2	1	0	0	1	0	2	2	1	1	0	
MH-CPST Services:	0	1	0	0	0	0	1	0	1	0	0	0	
Housing:	1	1	1	3	0	0	2	1	1	0	2	0	
Crisis Intervention:	0	0	0	0	0	0	0	0	0	0	0	0	
Other:	0	1	0	0	1	0	0	0	2	1	1	0	
Total # of Grievances:	6	5	7	3	3	1	6	4	6	3	4	2	50
General Inquiries by Type:													
SUD Prevention:	0	0	0	0	0	0	0	0	0	0	0	0	
SUD Treatment:	20	17	28	18	13	11	21	19	16	23	17	17	
MH-Psyc:	29	21	20	17	21	27	17	15	22	20	25	19	
MH-CPST Services:	5	4	7	6	1	4	1	4	4	3	0	2	
Housing:	45	32	37	21	35	23	29	41	39	32	20	25	
Crisis Intervention:	8	0	2	0	0	0	0	0	0	0	0	1	
CCBDD:	0	5	0	0	0	0	0	0	0	0	0	0	
DIP:	0	0	0	0	0	0	0	1	0	0	0	0	
Other:	111	84	120	82	96	79	76	115	72	84	67	62	
Total # of Inquiries:	218	163	214	144	166	144	144	195	153	162	129	126	1958
Additional Statistics:													
Client Ethnicities:													
African American	128	103	98	57	73	82	94	90	78	90	75	68	
Caucasian	84	81	95	59	64	57	61	80	71	75	42	54	
Hispanic/Latino	3	3	22	6	10	8	0	5	2	2	1	3	
Asian	0	2	0	1	4	2	1	4	0	0	0	1	
Unknown and N/A	93	70	83	71	80	62	64	80	57	51	52	66	
Client Pronouns:													
He/Him	151	146	163	97	110	102	106	116	84	96	68	98	
She/Her	94	73	83	57	72	72	84	102	93	93	68	53	
They/Them	2	0	0	0	0	1	0	0	0	0	1	0	
Unknown and N/A	61	40	52	40	49	36	30	41	31	29	33	41	

GOALS FOR THIS YEAR...

- Continue broadening client's awareness and understanding of various community resources.
- Increase client advocacy opportunities by reestablishing and helping clients uphold the Action Committee Advocating Change (ACAC).
- Continue working with our agency CROs to provide ongoing education about best practice as it relates to client rights investigations, issuing findings reports, and ensuring overall client satisfaction.

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

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