

Complaint Data for: Allegan County CMH Services

Rights Office Director: Kelsey Newsome

Reporting Period: 10/1/2019 to 9/30/2020

CMH 1832 # of Consumers Served (unduplicated count) CMH 2.5 Rights Office FTEs

LPH Number of Admissions LPH Hours/40

Section I: Complaint Data Summary

Part A: Agency Totals

Allegations	401
Interventions	19
Investigations	327
Interventions Substantiated	3
Investigations Substantiated	91

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COMPLAINT SOURCE

Recipient	130
Staff	134
ORR	73
Guardian/Family	38
Anonymous	18
Community/General Public	8
Total Complaints Received	401

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TIMEFRAMES OF COMPLETED INVESTIGATIONS

Category	Total	≤30	≤60	≤90	>90
Abuse I, II, III & Neglect I, II, III	151	14	16	101	20
All others	176	8	5	149	14

Part B: Detailed Summary

1. Freedom from Abuse

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
7221	Abuse class I	1	1			1	
72221	Abuse class II - nonaccidental act	20	20	6	3	17	
72222	Abuse class II - unreasonable force	18	18	6	2	16	
72223	Abuse class II - emotional harm	2	2			2	
72224	Abuse class II - treating as incompetent						
72225	Abuse class II - exploitation	24	24	4	16	8	
7223	Abuse - class III	27	27	8	10	21	
7224	Abuse class I - sexual abuse	2	2		1	1	

2. Freedom from Neglect

Code	Category	Received	Investigations	Investigations Substantiated	Recipient Population		
					MI	DD	SED
72251	Neglect class I	1	1			1	
72252	Neglect class I - failure to report	1	1			1	
72261	Neglect class II	7	7	5	1	7	
72262	Neglect class II - failure to report	5	5	4		5	
72271	Neglect class III	39	39	19	23	33	1
72272	Neglect class III - failure to report	4	4	4	5	1	1

3. Rights Protection System

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7060	Notice/explanation of rights								
7520	Failure to report	2			2	2		2	
7545	Retaliation/harassment								
7760	Access to rights system								
7780	Complaint investigation process								
7840	Appeal process/mediation								

4. Admission/Discharge/Second Opinion

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
4090	Second opinion - denial of hospitalization								
4190	Termination of voluntary hospitalization (adult)								
4510	admission process								
4630	Independent clinical examination								
4980	Objection to hospitalization (minor)								
7050	Second opinion - denial of services								

5. Civil Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7041	Civil rights: discrimination, accessibility, accommodation, etc	1			1		1		
7044	Religious practice	1			1			1	
7045	Voting								
7047	Presumption of competency								
7284	Search/seizure								

6. Family Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7111	Family dignity & respect	3	1		2			1	2
7112	Receipt of general education information								
7113	Opportunity to provide information								

7. Communication & Visits

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7261	Visits								
7262	Contact with attorneys or others regarding legal matters								
7263	Access to telephone, mail	4			4	1	2	2	
7264	Funds for postage, stationery, telephone usage								
7265	Written and posted limitations, if established								
7266	Uncensored mail								

8. Confidentiality/Privileged Communications/Disclosure

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7481	Disclosure of confidential information	16	1	1	15	6	6	10	1
7485	Withholding of information (includes recipient access to records)								
7486	Correction of record								
7487	Access by p & a to records								
7501	Privileged communication								

9. Treatment Environment

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED

7081	Safe environment	12			12	3	6	10	
7082	Sanitary/humane environment	1			1		1		
7086	Least restrictive setting	1			1			1	

10. Freedom of Movement

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7441	Restrictions/limitations	18	6		12	3	7	11	1
7400	Restraint								
7420	Seclusion								

11. Financial Rights

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7301	Safeguarding money								
7302	Facility account								
7303	Easy access to money in account								
7304	Ability to spend or use as desired								
7305	Delivery of money upon release								
7360	Labor & Compensation	1			1			1	

12. Personal Property

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7267	Access to entertainment materials, information, news								
7281	Possession and use	6			6	1	2	5	
7282	Storage space								
7283	Inspection at reasonable times								
7285	Exclusions								
7286	Limitations	5			5		1	4	
7287	Receipts to recipient and to designated individual								
7288	Waiver								
7289	Protection								

13. Suitable Services

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
1708	Dignity and Respect	50	4	2	46	7	19	35	
7003	Informed consent	2			2		1	1	
7029	Information on family planning								
7049	Treatment by spiritual means								
7080	Mental health services suited to condition	67	7		60	12	30	42	4
7100	Physical and mental exams								
7130	Choice of physician/mental health professional								
7140	Notice of clinical status/progress								
7150	Services of mental health professional								
7160	Surgery								
7170	Electro convulsive therapy (ect)								
7180	Psychotropic drugs								
7190	Notice of medication side effects								

14. Treatment Planning

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7121	Person-centered process	2			2			1	1
7122	Timely development								
7123	Requests for review								
7124	Participation by individual(s) of choice	1			1			1	
7125	Assessment of needs	2			2				2

15. Photographs, Fingerprints, Audiotapes, One-way Glass

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated	Recipient Population		
							MI	DD	SED
7241	Prior consent								
7242	Identification								
7243	Objection								
7244	Release to others/return								
7245	Storage/destruction								

TOTALS	346	19	3	327	91	137	242	13
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17. No Right Involved

Code	Category	Received
0000	No right involved	21

18. Outside Provider Jurisdiction

Code	Category	Received
0001	Outside provider jurisdiction	34