

RESIDENT GRIEVANCE SYSTEM

AGGREGATE DATA FOR DEVELOPMENTAL DISABILITIES ADMINISTRATION FACILITIES

FISCAL YEAR 2011

**Darrell Nearon
Director**

**John Hancock
Database Program Manager**

AGGREGATE
FISCAL YEAR 2011

GRIEVANCES	18
INFORMATION/ASSISTANCE CASES	397
TOTAL RIGHTS ADVISOR CONTACTS	415

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	5	10
ADMISSIONS/DISCHARGE/TRANSFER	1	0
CIVIL RIGHTS	4	6
COMMUNICATIONS/VISITS	2	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	1	5
FREEDOM OF MOVEMENT	0	146
MONEY	0	2
NEGLECT	0	7
PERSONAL PROPERTY	1	1
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	3	195
OTHER	0	0
NO RIGHT INVOLVED	1	3
RESIDENT/RESIDENT ASSAULT	0	15
DEATH	0	7
TOTAL	18	397

**DECISION AND ACTION (GRIEVANCE CASES) FY 2011
AGGREGATE (DDA)**

STAGE 1 - RIGHTS

8 GRIEVANCES

Decisions at Stage 1

Valid	1	12.5%
Invalid	5	62.5%
Inconclusive	2	25%
Not investigated	0	0%

Actions at Stage 1

Resolved	1	12.5%
Withdrawn	2	25%
Outside Referral	0	0%

Total Number of Cases Closed at Stage 1	3	37.5%
Total Number of Cases Referred to Stage 2	5	62.5%

**STAGE 2 – UNIT DIRECTOR
5 GRIEVANCES**

Decisions at Stage 2

Valid	0	0%
Invalid	1	20%
Inconclusive	4	80%
Not investigated	0	0%

Actions at Stage 2

Resolved	1	20%
Withdrawn	1	20%
Outside Referral	0	0%

Total Number of Cases Closed at Stage 2	2	40%
Total Number of Cases Referred to Next Stage	3	60%

**STAGE 3A – RESIDENT RIGHTS COMMITTEE
0 GRIEVANCES**

Decisions at Stage 3A

Valid	0	100%
Invalid	0	100%
Inconclusive	0	100%
Not investigated	0	100%

Actions at Stage 3A

Resolved	0	100%
Withdrawn	0	100%
Outside Referral	0	100%

Total Number of Cases Closed at Stage 3A	0	100%
Total Number of Cases Referred to Stage 3B	0	100%

**STAGE 3B – SUPERINTENDENT/CEO
3 GRIEVANCES**

Decisions at Stage 3B

Valid	0	0%
Invalid	2	67%
Inconclusive	1	33%
Not investigated	0	0%

Actions at Stage 3B

Resolved	2	67%
Withdrawn	1	33%
Outside Referral	0	0%

Total Number of Cases Closed at Stage 3B	3	100%
Total Number of Cases Referred to Stage 4	3	0%

**STAGE 4 – CENTRAL REVIEW COMMITTEE
3 Grievances**

Decisions at Stage 4

Valid	2	67%
Invalid	1	33%
Inconclusive	0	100%
Not Investigated	0	100%

Actions at Stage 4

Resolved	0	100%
Withdrawn	0	100%
Outside Referral	0	100%

3 Total Number of Cases Closed at Stage 4

CATEGORIES OF RIGHTS ISSUES
GRIEVANCES

1. ABUSE <u>5</u>	8. MONEY <u>0</u>
<u>4</u> A. Physical	_____ A. Dissipation of Assets
<u>1</u> B. Sexual	_____ B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>1</u>	_____ D. Limitations
<u>1</u> A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>4</u>	9. NEGLECT <u>0</u>
_____ A. Abortion	10. PERSONAL PROPERTY <u>1</u>
<u>3</u> B. Verbal Abuse	_____ A. Exclusion
_____ C. Barrier Free Design	<u>1</u> B. Limitations
<u>1</u> D. Business & Personal Affairs	_____ C. Protection
_____ E. Competency	_____ D. Purchase or Receive
_____ F. Dignity	_____ E. Receipt
_____ G. Discrimination	_____ F. Storage
_____ H. Education	_____ G. Theft/Loss/Destruction
_____ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ J. Marriage & Divorce	_____ A. Complaint Forms
_____ K. Media	_____ B. Explanation of Rights
_____ L. Personal Search	_____ C. Notification of Rights
_____ M. Privacy	_____ D. Rights Advisor
_____ N. Religion	_____ E. Timely Impartial Investigation
_____ O. Sexuality	_____ F. Complaint Procedure
_____ P. Harassment	_____ G. Retaliation
_____ Q. Voting	_____ H. Legal Case Review
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>2</u>	12. TREATMENT RIGHTS <u>3</u>
<u>2</u> A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	<u>2</u> C. Medical Care
_____ D. Stationery & Postage	<u>1</u> D. Medication
_____ E. Telephone	_____ E. Periodic Review
_____ F. Mail	_____ F. Research/At Risk Procedures
_____ G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ H. Name of Treatment Staff
_____ A. Records	_____ I. Alternate Treatment Services
_____ B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	_____ L. Aftercare Plan
6. ENVIRONMENTAL <u>1</u>	_____ M. Advance Medical Directive
_____ A. Clothing	_____ P. Pain Management
_____ B. Diet	
_____ C. Personal hygiene	13. OTHER <u>0</u>
_____ D. Safety	_____ A. Forensic Issues
<u>1</u> E. Sanitary	_____ B. Guardianship
_____ F. Humane	_____ C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>0</u>	14. NO RIGHT INVOLVED <u>1</u>
_____ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>0</u>
_____ B. General Restrictions	
_____ C. Least Restrictive Alternative	16. DEATH <u>0</u>
_____ D. Leave of Absence	
_____ E. Restraint	TOTAL CASES <u>18</u>
_____ F. Seclusion	FACILITY <u>AGGREGATE</u>
_____ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011
AGGREGATE GRIEVANCES (DDA)

SEX	#	%
Female	5	28
Male	12	67
Class	1	5
Total	18	100

AGE	#	%
<18	0	0
18-44	13	73
45-64	4	22
65+	0	0
Class	1	5
Total	18	100

RACE	#	%
African-American	12	67
Asian	0	0
Caucasian	5	28
Hispanic	0	0
Other	0	0
Class	1	5
Total	18	100

CATEGORIES OF RIGHTS ISSUES
INFORMATION ASSISTANCE

1. ABUSE <u>10</u>	8. MONEY <u>2</u>
<u>5</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	_____ B. Easy Access
<u>5</u> C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	_____ D. Limitations
_____ A. Admission	<u>2</u> E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>7</u>
3. CIVIL RIGHTS <u>6</u>	10. PERSONAL PROPERTY <u>1</u>
_____ A. Abortion	_____ A. Exclusion
<u>6</u> B. Verbal Abuse	_____ B. Limitations
_____ C. Barrier Free Design	_____ C. Protection
_____ D. Business & Personal Affairs	_____ D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
_____ F. Dignity	_____ F. Storage
_____ G. Discrimination	<u>1</u> G. Theft/Loss/Destruction
_____ H. Education	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ I. Labor & Compensation	_____ A. Complaint Forms
_____ J. Marriage & Divorce	_____ B. Explanation of Rights
_____ K. Media	_____ C. Notification of Rights
_____ L. Personal Search	_____ D. Rights Advisor
_____ M. Privacy	_____ E. Timely Impartial Investigation
_____ N. Religion	_____ F. Complaint Procedure
_____ O. Sexuality	_____ G. Retaliation
_____ P. Harassment	_____ H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>195</u>
_____ R. Immigration	<u>62</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>0</u>	_____ B. Informed Consent
_____ A. Attorney/Legal Matters	<u>63</u> C. Medical Care
_____ B. Clergy	<u>70</u> D. Medication
_____ C. Visitors	_____ E. Periodic Review
_____ D. Stationery & Postage	_____ F. Research/At Risk Procedures
_____ E. Telephone	_____ G. Knowledge of
_____ F. Mail	_____ H. Name of Treatment Staff
_____ G. Interpreter Service	_____ I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ J. Clinical Review Panel
_____ A. Records	_____ K. Minor Placed With Adults
_____ B. Privileged Communication	_____ L. Aftercare Plan
_____ C. Photocopying	_____ M. Advance Medical Directive
_____ D. Photographing	_____ P. Pain Management
6. ENVIRONMENTAL <u>5</u>	13. OTHER <u>0</u>
<u>1</u> A. Clothing	_____ A. Forensic Issues
_____ B. Diet	_____ B. Guardianship
_____ C. Personal hygiene	_____ C. Rights Outside Jurisdiction
<u>4</u> D. Safety	14. NO RIGHT INVOLVED <u>3</u>
_____ E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>15</u>
_____ F. Humane	16. DEATH <u>7</u>
7. FREEDOM OF MOVEMENT <u>146</u>	TOTAL CASES <u>397</u>
<u>1</u> A. Building & Grounds	FACILITY <u>AGGREGATE</u>
_____ B. General Restrictions	FISCAL YEAR <u>2011</u>
<u>1</u> C. Least Restrictive Alternative	
<u>1</u> D. Leave of Absence	
<u>143</u> E. Restraint	
_____ F. Seclusion	
_____ G. Quiet Room	

**DEMOGRAPHIC INFORMATION FY 2011
AGGREGATE**

INFORMATION/ASSISTANCE (DDA)

SEX	#	%
Female	156	39
Male	238	60
Class	3	1
Total	397	100

AGE	#	%
<18	0	0
18-44	258	65
45-64	118	30
65+	18	4
Class	3	1
Total	397	100

RACE	#	%
African-American	197	50
Asian	0	0
Caucasian	185	46
Hispanic	12	3
Other	0	0
Class	3	1
Total	397	100

RESIDENT GRIEVANCE SYSTEM

FISCAL YEAR 2011

BRANDENBURG CENTER

**Lisa Olinger
Rights Advisor**

BRANDENBURG CENTER
FISCAL YEAR 2011

GRIEVANCES	0
INFORMATION/ASSISTANCE CASES	8
TOTAL RIGHTS ADVISOR CONTACTS	8

<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	0	0
ADMISSIONS/DISCHARGE/TRANFER	0	0
CIVIL RIGHTS	0	0
COMMUNICATIONS/VISITS	0	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	0	0
FREEDOM OF MOVEMENT	0	0
MONEY	0	0
NEGLECT	0	0
PERSONAL PROPERTY	0	0
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	0	8
OTHER	0	0
NO RIGHT INVOLVED	0	0
RESIDENT/RESIDENT ASSAULT	0	0
DEATH	0	0
TOTAL	0	8

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE 0
 A. Physical
 B. Sexual
 C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 0
 A. Admission
 B. Hearing
 C. Transfer
 D. Discharge
 E. Respite Care

3. CIVIL RIGHTS 0
 A. Abortion
 B. Verbal Abuse
 C. Barrier Free Design
 D. Business & Personal Affairs
 E. Competency
 F. Dignity
 G. Discrimination
 H. Education
 I. Labor & Compensation
 J. Marriage & Divorce
 K. Media
 L. Personal Search
 M. Privacy
 N. Religion
 O. Sexuality
 P. Harassment
 Q. Voting
 R. Immigration

4. COMMUNICATION & VISITS 0
 A. Attorney/Legal Matters
 B. Clergy
 C. Visitors
 D. Stationery & Postage
 E. Telephone
 F. Mail
 G. Interpreter Service

5. CONFIDENTIALITY & DISCLOSURE 0
 A. Records
 B. Privileged Communication
 C. Photocopying
 D. Photographing

6. ENVIRONMENTAL 0
 A. Clothing
 B. Diet
 C. Personal hygiene
 D. Safety
 E. Sanitary
 F. Humane

7. FREEDOM OF MOVEMENT 0
 A. Building & Grounds
 B. General Restrictions
 C. Least Restrictive Alternative
 D. Leave of Absence
 E. Restraint
 F. Seclusion
 G. Quiet Room

8. MONEY 0
 A. Dissipation of Assets
 B. Easy Access
 C. Facility Account
 D. Limitations
 E. Safekeeping
 F. Use of Funds
 G. Exploitation
 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0
 A. Exclusion
 B. Limitations
 C. Protection
 D. Purchase or Receive
 E. Receipt
 F. Storage
 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION SYSTEM 0
 A. Complaint Forms
 B. Explanation of Rights
 C. Notification of Rights
 D. Rights Advisor
 E. Timely Impartial Investigation
 F. Complaint Procedure
 G. Retaliation
 H. Legal Case Review

12. TREATMENT RIGHTS 8
4 A. Individual Treatment Plan
0 B. Informed Consent
4 C. Medical Care
 D. Medication
 E. Periodic Review
 F. Research/At Risk Procedures
 G. Knowledge of
 H. Name of Treatment Staff
 I. Alternate Treatment Services
 J. Clinical Review Panel
 K. Minor Placed With Adults
 L. Aftercare Plan
 M. Advance Medical Directive
 P. Pain Management

13. OTHER 0
 A. Forensic Issues
 B. Guardianship
 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSUALT 0

16. DEATH 0

TOTAL CASES 8
 FACILITY Brandenburg Center
 FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

INFORMATION/ASSISTANCE (Brandenburg Center)

SEX	#	%	AGE	#	%	RACE	#	%
Female	1	12.5	<18	0	0	African-American	2	25
Male	7	87.5	18-44	0	0	Asian	0	0
Class	0	0	45-64	7	87.5	Caucasian	6	75
Total	8	100	65+	1	12.5	Hispanic	0	0
			Class	0	0	Other	0	0
			Total	8	100	Class	0	0
						Total	8	100

RESIDENT GRIEVANCE SYSTEM

FISCAL YEAR 2011

HOLLY CENTER

**Sharon Wert
Rights Advisor**

HOLLY CENTER
FISCAL YEAR 2011

GRIEVANCES	4
INFORMATION/ASSISTANCE CASES	92
TOTAL RIGHTS ADVISOR CONTACTS	96

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	0	4
ADMISSIONS/DISCHARGE/TRANFER	1	0
CIVIL RIGHTS	0	6
COMMUNICATIONS/VISITS	0	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	0	3
FREEDOM OF MOVEMENT	0	15
MONEY	0	2
NEGLECT	0	6
PERSONAL PROPERTY	0	0
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	3	41
OTHER	0	0
NO RIGHT INVOLVED	0	1
RESIDENT/RESIDENT ASSAULT	0	10
DEATH	0	4
TOTAL	4	92

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>0</u>	8. MONEY <u>0</u>
___ A Physical	___ A. Dissipation of Assets
___ B. Sexual	___ B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>1</u>	___ D. Limitations
___ 1 A. Admission	___ E. Safekeeping
___ B. Hearing	___ F. Use of Funds
___ C. Transfer	___ G. Exploitation
___ D. Discharge	___ H. Entitlements/Benefits
___ E. Respite Care	
3. CIVIL RIGHTS <u>0</u>	9. NEGLECT <u>0</u>
___ A. Abortion	10. PERSONAL PROPERTY <u>0</u>
___ B. Verbal Abuse	___ A. Exclusion
___ C. Barrier Free Design	___ B. Limitations
___ D. Business & Personal Affairs	___ C. Protection
___ E. Competency	___ D. Purchase or Receive
___ F. Dignity	___ E. Receipt
___ G. Discrimination	___ F. Storage
___ H. Education	___ G. Theft/Loss/Destruction
___ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>0</u>
___ J. Marriage & Divorce	___ A. Complaint Forms
___ K. Media	___ B. Explanation of Rights
___ L. Personal Search	___ C. Notification of Rights
___ M. Privacy	___ D. Rights Advisor
___ N. Religion	___ E. Timely Impartial Investigation
___ O. Sexuality	___ F. Complaint Procedure
___ P. Harassment	___ G. Retaliation
___ Q. Voting	___ H. Legal Case Review
___ R. Immigration	
4. COMMUNICATION & VISITS <u>0</u>	12. TREATMENT RIGHTS <u>3</u>
___ A. Attorney/Legal Matters	___ A. Individual Treatment Plan
___ B. Clergy	___ B. Informed Consent
___ C. Visitors	___ 2 C. Medical Care
___ D. Stationery & Postage	___ 1 D. Medication
___ E. Telephone	___ E. Periodic Review
___ F. Mail	___ F. Research/At Risk Procedures
___ G. Interpreter Service	___ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	___ H. Name of Treatment Staff
___ A. Records	___ I. Alternate Treatment Services
___ B. Privileged Communication	___ J. Clinical Review Panel
___ C. Photocopying	___ K. Minor Placed With Adults
___ D. Photographing	___ L. Aftercare Plan
6. ENVIRONMENTAL <u>0</u>	___ M. Advance Medical Directive
___ A. Clothing	___ P. Pain Management
___ B. Diet	
___ C. Personal hygiene	13. OTHER <u>0</u>
___ D. Safety	___ A. Forensic Issues
___ E. Sanitary	___ B. Guardianship
___ F. Humane	___ C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>0</u>	14. NO RIGHT INVOLVED <u>0</u>
___ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>0</u>
___ B. General Restrictions	
___ C. Least Restrictive Alternative	16. DEATH <u>0</u>
___ D. Leave of Absence	
___ E. Restraint	TOTAL CASES <u>4</u>
___ F. Seclusion	FACILITY <u>Holly Center</u>
___ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

GRIEVANCE (Holly Center)

SEX	#	%
Female	1	25
Male	3	75
Class	0	0
Total	4	100

AGE	#	%
<18	0	0
18-44	1	25
45-64	3	75
65+	0	0
Class	0	0
Total	4	100

RACE	#	%
African-American	4	100
Asian	0	0
Caucasian	0	0
Hispanic	0	0
Other	0	0
Class	0	0
Total	4	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

2. ABUSE <u>4</u>	8. MONEY <u>2</u>
<u>4</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	_____ B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	_____ D. Limitations
_____ A. Admission	<u>2</u> E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>6</u>	9. NEGLECT <u>6</u>
_____ A. Abortion	10. PERSONAL PROPERTY <u>0</u>
<u>6</u> B. Verbal Abuse	_____ A. Exclusion
_____ C. Barrier Free Design	_____ B. Limitations
_____ D. Business & Personal Affairs	_____ C. Protection
_____ E. Competency	_____ D. Purchase or Receive
_____ F. Dignity	_____ E. Receipt
_____ G. Discrimination	_____ F. Storage
_____ H. Education	_____ G. Theft/Loss/Destruction
_____ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ J. Marriage & Divorce	_____ A. Complaint Forms
_____ K. Media	_____ B. Explanation of Rights
_____ L. Personal Search	_____ C. Notification of Rights
_____ M. Privacy	_____ D. Rights Advisor
_____ N. Religion	_____ E. Timely Impartial Investigation
_____ O. Sexuality	_____ F. Complaint Procedure
_____ P. Harassment	_____ G. Retaliation
_____ Q. Voting	_____ H. Legal Case Review
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>0</u>	12. TREATMENT RIGHTS <u>41</u>
_____ A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	<u>41</u> C. Medical Care
_____ D. Stationery & Postage	_____ D. Medication
_____ E. Telephone	_____ E. Periodic Review
_____ F. Mail	_____ F. Research/At Risk Procedures
_____ G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ H. Name of Treatment Staff
_____ A. Records	_____ I. Alternate Treatment Services
_____ B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	_____ L. Aftercare Plan
6. ENVIRONMENTAL <u>3</u>	_____ M. Advance Medical Directive
<u>1</u> A. Clothing	_____ P. Pain Management
_____ B. Diet	
_____ C. Personal hygiene	13. OTHER <u>0</u>
<u>2</u> D. Safety	_____ A. Forensic Issues
_____ E. Sanitary	_____ B. Guardianship
_____ F. Humane	_____ C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>15</u>	14. NO RIGHT INVOLVED <u>1</u>
_____ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>10</u>
_____ B. General Restrictions	
_____ C. Least Restrictive Alternative	16. DEATH <u>4</u>
_____ D. Leave of Absence	
<u>15</u> E. Restraint	TOTAL CASES <u>92</u>
_____ F. Seclusion	FACILITY <u>Holly Center</u>
_____ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

INFORMATION/ASSISTANCE (Holly Center)

SEX	#	%
Female	30	33
Male	59	64
Class	3	3
Total	92	100

AGE	#	%
<18	0	0
18-44	31	34
45-64	47	51
65+	11	12
Class	3	3
Total	92	100

RACE	#	%
African-American	33	36
Asian	0	0
Caucasian	44	48
Hispanic	12	13
Other	0	0
Class	3	3
Total	92	100

RESIDENT GRIEVANCE SYSTEM

FISCAL YEAR 2011

POTOMAC CENTER

**Lisa Olinger
Rights Advisor**

POTOMAC CENTER
FISCAL YEAR 2011

GRIEVANCES	0
INFORMATION/ASSISTANCE CASES	231
TOTAL RIGHTS ADVISOR CONTACTS	231

<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	0	6
ADMISSIONS/DISCHARGE/TRANFER	0	0
CIVIL RIGHTS	0	0
COMMUNICATIONS/VISITS	0	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	0	2
FREEDOM OF MOVEMENT	0	131
MONEY	0	0
NEGLECT	0	1
PERSONAL PROPERTY	0	0
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	0	81
OTHER	0	0
NO RIGHT INVOLVED	0	2
RESIDENT/RESIDENT ASSAULT	0	5
DEATH	0	3
TOTAL	0	231

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>6</u>	8. MONEY <u>0</u>
<u>1</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	_____ B. Easy Access
<u>5</u> C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	_____ D. Limitations
_____ A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>1</u>
3. CIVIL RIGHTS <u>0</u>	10. PERSONAL PROPERTY <u>0</u>
_____ A. Abortion	_____ A. Exclusion
_____ B. Verbal Abuse	_____ B. Limitations
_____ C. Barrier Free Design	_____ C. Protection
_____ D. Business & Personal Affairs	_____ D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
_____ F. Dignity	_____ F. Storage
_____ G. Discrimination	_____ G. Theft/Loss/Destruction
_____ H. Education	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ I. Labor & Compensation	_____ A. Complaint Forms
_____ J. Marriage & Divorce	_____ B. Explanation of Rights
_____ K. Media	_____ C. Notification of Rights
_____ L. Personal Search	_____ D. Rights Advisor
_____ M. Privacy	_____ E. Timely Impartial Investigation
_____ N. Religion	_____ F. Complaint Procedure
_____ O. Sexuality	_____ G. Retaliation
_____ P. Harassment	_____ H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>81</u>
_____ R. Immigration	<u>58</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>0</u>	_____ B. Informed Consent
_____ A. Attorney/Legal Matters	<u>18</u> C. Medical Care
_____ B. Clergy	<u>5</u> D. Medication
_____ C. Visitors	_____ E. Periodic Review
_____ D. Stationery & Postage	_____ F. Research/At Risk Procedures
_____ E. Telephone	_____ G. Knowledge of
_____ F. Mail	_____ H. Name of Treatment Staff
_____ G. Interpreter Service	_____ I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ J. Clinical Review Panel
_____ A. Records	_____ K. Minor Placed With Adults
_____ B. Privileged Communication	_____ L. Aftercare Plan
_____ C. Photocopying	_____ M. Advance Medical Directive
_____ D. Photographing	_____ P. Pain Management
6. ENVIRONMENTAL <u>2</u>	13. OTHER <u>0</u>
_____ A. Clothing	_____ A. Forensic Issues
_____ B. Diet	_____ B. Guardianship
_____ C. Personal hygiene	_____ C. Rights Outside Jurisdiction
<u>2</u> D. Safety	14. NO RIGHT INVOLVED <u>2</u>
_____ E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>5</u>
_____ F. Humane	16. DEATH <u>3</u>
7. FREEDOM OF MOVEMENT <u>131</u>	TOTAL CASES <u>231</u>
<u>1</u> A. Building & Grounds	FACILITY <u>Potomac Center</u>
_____ B. General Restrictions	FISCAL YEAR <u>2011</u>
<u>1</u> C. Least Restrictive Alternative	
<u>1</u> D. Leave of Absence	
<u>128</u> E. Restraint	
_____ F. Seclusion	
_____ G. Quiet Room	

DEMOGRAPHIC INFORMATION FY 2011

INFORMATION/ASSISTANCE (Potomac Center)

SEX	#	%
Female	99	43
Male	132	57
Class	0	0
Total	231	100

AGE	#	%
<18	0	0
18-44	164	71
45-64	61	26
65+	6	3
Class	0	0
Total	231	100

RACE	#	%
African-American	101	44
Asian	0	0
Caucasian	130	56
Hispanic	0	0
Other	0	0
Class	0	0
Total	231	100

RESIDENT GRIEVANCE SYSTEM

FISCAL YEAR 2011

SETT - PERKINS

**Linda Simms
Rights Advisor**

**Michael Jackson
Rights Advisor**

SETT - PERKINS
FISCAL YEAR 2011

GRIEVANCES	5
INFORMATION/ASSISTANCE CASES	1
TOTAL RIGHTS ADVISOR CONTACTS	6

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	3	0
ADMISSIONS/DISCHARGE/TRANSFER	0	0
CIVIL RIGHTS	0	0
COMMUNICATIONS/VISITS	0	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	1	0
FREEDOM OF MOVEMENT	0	0
MONEY	0	0
NEGLECT	0	0
PERSONAL PROPERTY	0	0
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	0	0
OTHER	0	0
NO RIGHT INVOLVED	1	0
RESIDENT/RESIDENT ASSAULT	0	1
DEATH	0	0
TOTAL	5	1

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>3</u>	8. MONEY <u>0</u>
<u>3</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	_____ B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	_____ D. Limitations
_____ A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>0</u>	9. NEGLECT <u>0</u>
_____ A. Abortion	10. PERSONAL PROPERTY <u>0</u>
_____ B. Verbal Abuse	_____ A. Exclusion
_____ C. Barrier Free Design	_____ B. Limitations
_____ D. Business & Personal Affairs	_____ C. Protection
_____ E. Competency	_____ D. Purchase or Receive
_____ F. Dignity	_____ E. Receipt
_____ G. Discrimination	_____ F. Storage
_____ H. Education	_____ G. Theft/Loss/Destruction
_____ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ J. Marriage & Divorce	_____ A. Complaint Forms
_____ K. Media	_____ B. Explanation of Rights
_____ L. Personal Search	_____ C. Notification of Rights
_____ M. Privacy	_____ D. Rights Advisor
_____ N. Religion	_____ E. Timely Impartial Investigation
_____ O. Sexuality	_____ F. Complaint Procedure
_____ P. Harassment	_____ G. Retaliation
_____ Q. Voting	_____ H. Legal Case Review
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>0</u>	12. TREATMENT RIGHTS <u>0</u>
_____ A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	_____ C. Medical Care
_____ D. Stationery & Postage	_____ D. Medication
_____ E. Telephone	_____ E. Periodic Review
_____ F. Mail	_____ F. Research/At Risk Procedures
_____ G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ H. Name of Treatment Staff
_____ A. Records	_____ I. Alternate Treatment Services
_____ B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	_____ L. Aftercare Plan
6. ENVIRONMENTAL <u>1</u>	_____ M. Advance Medical Directive
_____ A. Clothing	_____ P. Pain Management
_____ B. Diet	
_____ C. Personal hygiene	13. OTHER <u>0</u>
_____ D. Safety	_____ A. Forensic Issues
<u>1</u> E. Sanitary	_____ B. Guardianship
_____ F. Humane	_____ C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>0</u>	14. NO RIGHT INVOLVED <u>1</u>
_____ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>0</u>
_____ B. General Restrictions	
_____ C. Least Restrictive Alternative	16. DEATH _____
_____ D. Leave of Absence	
_____ E. Restraint	TOTAL CASES <u>5</u>
_____ F. Seclusion	FACILITY <u>SETT - Perkins</u>
_____ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

GRIEVANCE (PERKINS HOSPITAL SETT Unit)

SEX	#	%	AGE	#	%	RACE	#	%
Female	0	0	<18	0	0	African-American	1	20
Male	4	80	18-44	3	60	Asian	0	0
Class	1	20	45-64	1	20	Caucasian	3	60
Total	5	100	65+	0	0	Hispanic	0	0
			Class	1	20	Other	0	0
			Total	5	100	Class	1	20
						Total	5	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

2. ABUSE 0
 A. Physical
 B. Sexual
 C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 0
 A. Admission
 B. Hearing
 C. Transfer
 D. Discharge
 E. Respite Care

3. CIVIL RIGHTS 0
 A. Abortion
 B. Verbal Abuse
 C. Barrier Free Design
 D. Business & Personal Affairs
 E. Competency
 F. Dignity
 G. Discrimination
 H. Education
 I. Labor & Compensation
 J. Marriage & Divorce
 K. Media
 L. Personal Search
 M. Privacy
 N. Religion
 O. Sexuality
 P. Harassment
 Q. Voting
 R. Immigration

4. COMMUNICATION & VISITS 0
 A. Attorney/Legal Matters
 B. Clergy
 C. Visitors
 D. Stationery & Postage
 E. Telephone
 F. Mail
 G. Interpreter Service

5. CONFIDENTIALITY & DISCLOSURE 0
 A. Records
 B. Privileged Communication
 C. Photocopying
 D. Photographing

6. ENVIRONMENTAL 0
 A. Clothing
 B. Diet
 C. Personal hygiene
 D. Safety
 E. Sanitary
 F. Humane

7. FREEDOM OF MOVEMENT 0
 A. Building & Grounds
 B. General Restrictions
 C. Least Restrictive Alternative
 D. Leave of Absence
 E. Restraint
 F. Seclusion
 G. Quiet Room

8. MONEY 0
 A. Dissipation of Assets
 B. Easy Access
 C. Facility Account
 D. Limitations
 E. Safekeeping
 F. Use of Funds
 G. Exploitation
 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0
 A. Exclusion
 B. Limitations
 C. Protection
 D. Purchase or Receive
 E. Receipt
 F. Storage
 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION SYSTEM 0
 A. Complaint Forms
 B. Explanation of Rights
 C. Notification of Rights
 D. Rights Advisor
 E. Timely Impartial Investigation
 F. Complaint Procedure
 G. Retaliation
 H. Legal Case Review

12. TREATMENT RIGHTS 0
 A. Individual Treatment Plan
 B. Informed Consent
 C. Medical Care
 D. Medication
 E. Periodic Review
 F. Research/At Risk Procedures
 G. Knowledge of
 H. Name of Treatment Staff
 I. Alternate Treatment Services
 J. Clinical Review Panel
 K. Minor Placed With Adults
 L. Aftercare Plan
 M. Advance Medical Directive
 P. Pain Management

13. OTHER 0
 A. Forensic Issues
 B. Guardianship
 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSUALT 1

16. DEATH _____

TOTAL CASES 1
 FACILITY SETT - Perkins
 FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

INFORMATION/ASSISTANCE (PERKINS HOSPITAL SETT Unit)

SEX	#	%	AGE	#	%	RACE	#	%
Female	0	0	<18	0	0	African-American	1	100
Male	1	100	18-44	1	100	Asian	0	0
Class	0	0	45-64	0	100	Caucasian	0	100
Total	1	100	65+	0	0	Hispanic	0	0
			Class	0	8	Other	0	0
			Total	1	100	Class	0	0
						Total	1	100

RESIDENT GRIEVANCE SYSTEM

FISCAL YEAR 2011

SETT - SPRINGFIELD

**George Lyons
Rights Advisor**

**Jacqueline Short
Rights Advisor**

SETT - SPRINGFIELD
FISCAL YEAR 2011

GRIEVANCES	9	
INFORMATION/ASSISTANCE CASES	65	
TOTAL RIGHTS ADVISOR CONTACTS	74	
<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	2	0
ADMISSIONS/DISCHARGE/TRANSFER	0	0
CIVIL RIGHTS	4	0
COMMUNICATIONS/VISITS	2	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	0	0
FREEDOM OF MOVEMENT	0	0
MONEY	0	0
NEGLECT	0	0
PERSONAL PROPERTY	1	0
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	0	65
OTHER	0	0
NO RIGHT INVOLVED	0	0
RESIDENT/RESIDENT ASSAULT	0	0
DEATH	0	0
TOTAL	9	65

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>2</u>	8. MONEY <u>0</u>
<u>1</u> A. Physical	_____ A. Dissipation of Assets
<u>1</u> B. Sexual	_____ B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	_____ D. Limitations
_____ A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>4</u>	9. NEGLECT <u>0</u>
_____ A. Abortion	10. PERSONAL PROPERTY <u>1</u>
<u>3</u> B. Verbal Abuse	_____ A. Exclusion
_____ C. Barrier Free Design	<u>1</u> B. Limitations
<u>1</u> D. Business & Personal Affairs	_____ C. Protection
_____ E. Competency	_____ D. Purchase or Receive
_____ F. Dignity	_____ E. Receipt
_____ G. Discrimination	_____ F. Storage
_____ H. Education	_____ G. Theft/Loss/Destruction
_____ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ J. Marriage & Divorce	_____ A. Complaint Forms
_____ K. Media	_____ B. Explanation of Rights
_____ L. Personal Search	_____ C. Notification of Rights
_____ M. Privacy	_____ D. Rights Advisor
_____ N. Religion	_____ E. Timely Impartial Investigation
_____ O. Sexuality	_____ F. Complaint Procedure
_____ P. Harassment	_____ G. Retaliation
_____ Q. Voting	_____ H. Legal Case Review
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>2</u>	12. TREATMENT RIGHTS <u>0</u>
<u>2</u> A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	_____ C. Medical Care
_____ D. Stationery & Postage	_____ D. Medication
_____ E. Telephone	_____ E. Periodic Review
_____ F. Mail	_____ F. Research/At Risk Procedures
_____ G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ H. Name of Treatment Staff
_____ A. Records	_____ I. Alternate Treatment Services
_____ B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	_____ L. Aftercare Plan
6. ENVIRONMENTAL <u>0</u>	_____ M. Advance Medical Directive
_____ A. Clothing	_____ P. Pain Management
_____ B. Diet	
_____ C. Personal hygiene	13. OTHER <u>0</u>
_____ D. Safety	_____ A. Forensic Issues
_____ E. Sanitary	_____ B. Guardianship
_____ F. Humane	_____ C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>0</u>	14. NO RIGHT INVOLVED <u>0</u>
_____ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>0</u>
_____ B. General Restrictions	
_____ C. Least Restrictive Alternative	16. DEATH <u>0</u>
_____ D. Leave of Absence	
_____ E. Restraint	TOTAL CASES <u>9</u>
_____ F. Seclusion	FACILITY <u>SETT - Springfield</u>
_____ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION (GRIEVANCE) FY 2011

GRIEVANCES (SETT Unit)

SEX	#	%	AGE	#	%	RACE	#	%
Female	0	0	<18	0	0	African-American	7	78
Male	9	100	18-44	9	100	Asian	0	0
Class	0	0	45-64	0	0	Caucasian	2	22
Total	9	100	65+	0	0	Hispanic	0	0
			Class	0	0	Other	0	0
			Total	9	100	Class	0	0
						Total	9	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>0</u>	8. MONEY <u>0</u>
___ A. Physical	___ A. Dissipation of Assets
___ B. Sexual	___ B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	___ D. Limitations
___ A. Admission	___ E. Safekeeping
___ B. Hearing	___ F. Use of Funds
___ C. Transfer	___ G. Exploitation
___ D. Discharge	___ H. Entitlements/Benefits
___ E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>0</u>	10. PERSONAL PROPERTY <u>0</u>
___ A. Abortion	___ A. Exclusion
___ B. Verbal Abuse	___ B. Limitations
___ C. Barrier Free Design	___ C. Protection
___ D. Business & Personal Affairs	___ D. Purchase or Receive
___ E. Competency	___ E. Receipt
___ F. Dignity	___ F. Storage
___ G. Discrimination	___ G. Theft/Loss/Destruction
___ H. Education	11. RIGHTS PROTECTION SYSTEM <u>0</u>
___ I. Labor & Compensation	___ A. Complaint Forms
___ J. Marriage & Divorce	___ B. Explanation of Rights
___ K. Media	___ C. Notification of Rights
___ L. Personal Search	___ D. Rights Advisor
___ M. Privacy	___ E. Timely Impartial Investigation
___ N. Religion	___ F. Complaint Procedure
___ O. Sexuality	___ G. Retaliation
___ P. Harassment	___ H. Legal Case Review
___ Q. Voting	12. TREATMENT RIGHTS <u>65</u>
___ R. Immigration	___ A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>0</u>	___ B. Informed Consent
___ A. Attorney/Legal Matters	___ C. Medical Care
___ B. Clergy	___ D. Medication <u>65</u>
___ C. Visitors	___ E. Periodic Review
___ D. Stationery & Postage	___ F. Research/At Risk Procedures
___ E. Telephone	___ G. Knowledge of
___ F. Mail	___ H. Name of Treatment Staff
___ G. Interpreter Service	___ I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	___ J. Clinical Review Panel
___ A. Records	___ K. Minor Placed With Adults
___ B. Privileged Communication	___ L. Aftercare Plan
___ C. Photocopying	___ M. Advance Medical Directive
___ D. Photographing	___ P. Pain Management
6. ENVIRONMENTAL <u>0</u>	13. OTHER <u>0</u>
___ A. Clothing	___ A. Forensic Issues
___ B. Diet	___ B. Guardianship
___ C. Personal hygiene	___ C. Rights Outside Jurisdiction
___ D. Safety	14. NO RIGHT INVOLVED <u>0</u>
___ E. Sanitary	15. RESIDENT/RESIDENT ASSAULT <u>0</u>
___ F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>0</u>	TOTAL CASES <u>65</u>
___ A. Building & Grounds	FACILITY <u>SETT -Springfield</u>
___ B. General Restrictions	FISCAL YEAR <u>2011</u>
___ C. Least Restrictive Alternative	
___ D. Leave of Absence	
___ E. Restraint	
___ F. Seclusion	
___ G. Quiet Room	

DEMOGRAPHIC INFORMATION FY 2011

INFORMATION/ASSISTANCE (SPRINGFIELD HOSPITAL SETT Unit)

SEX	#	%	AGE	#	%	RACE	#	%
Female	26	40	<18	0	0	African-American	60	92
Male	39	60	18-44	62	95	Asian	0	0
Class	0	0	45-64	3	5	Caucasian	5	8
Total	65	100	65+	0	0	Hispanic	0	0
			Class	0	0	Other	0	0
			Total	65	100	Class	0	0
						Total	65	100

RESIDENT GRIEVANCE SYSTEM

LEGAL ASSISTANCE PROVIDER SERVICES

FISCAL YEAR 2011

**LEGAL ASSISTANCE PROVIDERS
STATE RESIDENTIAL CENTERS
DESCRIPTION OF REQUIRED SERVICES**

The Legal Assistance Providers are obtained through State procurement to provide the following legal services.

1. Representation of individuals proposed for admission to a State Residential Center in accordance with Annotated Code of Maryland, Health General §7-503, which requires that it, must be affirmatively shown by clear and convincing evidence that the conclusions leading to the decision to admit the individual are supported by the following findings:
 - a. The individual has mental retardation;
 - b. The individual needs residential services for the individual's adequate habilitation; and
 - c. There is no less restrictive setting in which the needed services can be provided that is available to the individual or will be available to the individual within a reasonable time after the hearing.

In Fiscal Year 2011, the Legal Assistance Providers spent 53.86 hours representing 22 individuals at admission hearings.

2. Review of the current status of residents on an annual basis to determine whether the individual continues to meet retention criteria in accordance with Annotated Code of Maryland, Health General §7-505, which requires determination of the following:
 - a. Whether this individual continues to meet the requirements of this subtitle for admission to a State Residential Center;
 - b. Whether the services which the individual requires can be provided in a less restrictive setting;
 - c. Whether the individual's plan of habilitation as required by §7-1006 of this title is adequate and suitable; and
 - d. Whether the State residential center has complied with and executed the individual's plan of habilitation in accordance with the rules, regulations, and standards that the Secretary adopts.

In Fiscal Year 2011, the Legal Assistance Providers spent 1232.25 hours conducting annual reviews for 220 residents.

3. Representation of individuals who elect to petition for release pursuant to the Annotated Code of Maryland, Health General:

§7-506 Habeas Corpus

Any individual who has been admitted to a State residential center or any person on behalf of the individual may apply at any time to a court of competent jurisdiction for a writ of habeas corpus to determine the cause and the legality of the detention.

§7-507 Petition for Release

Subject to the limitations in this section, a petition for the release of an individual who is held under this subtitle from a State residential center may be filed, at any time, by the individual or any person who has a legitimate interest in the welfare of the individual.

In fiscal year 2011, the Legal Assistance Providers spent 18.9 hours representing 1 individual in habeas corpus/petition for release.

4. Representation of residents at transfer hearings pursuant to Annotated Code of Maryland, Health General

§7-801 Authority of Director

The Director may transfer an individual with developmental disability from a public residential program or a public day program to another public residential program or public day program or, if a private provider of services agrees, to that private program, if the Director

finds that the individual with developmental disabilities either can receive better treatment in, or would be more likely to benefit from treatment at the other program; or the safety or welfare of other individuals with developmental disability would be furthered.

§7-802 Transfer to a Mental Health Program

The Developmental Disabilities Administration may ask the Mental Hygiene Administration to accept primary responsibility for an individual in or eligible for admission to a State residential center, if the Developmental Disabilities Administration finds that the individual would be provided for more appropriately in a program for individuals with mental disorders. The Mental Hygiene Administration shall determine whether transfer to a mental health program is appropriate.

A dispute over a transfer of an individual from the Developmental Disabilities Administration to the Mental Hygiene Administration shall be resolved in

accordance with procedures that the Secretary sets, on request of the Developmental Disabilities Administration or the Mental Hygiene Administration. The Director shall give the individual with developmental disability the opportunity for a hearing on the proposed transfer.

In fiscal year 2011, the Legal Assistance Providers spent 54.0 hours representing 10 individuals at transfer hearings.

The services provided by the Legal Assistance Providers for each facility is detailed on the following pages.

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2010-2011**

Joseph B. Brandenburg Center

Hamlin Group, LLC
9A West Patrick Street, Suite 2
Frederick, Maryland 20902

Summary of Services Provided

	<u>Number of Clients Served</u>	<u>Total Hours</u>
Admission Hearings	0	0.0
Annual Reviews	2	14.0
Petition for Release	0	0.0
Transfer Hearings	9	50.0
Total	11	64.00

Total Case Count

Total number of cases opened during the fiscal year	0
Total number of cases closed during the fiscal year	9
Number of cases carried over from previous fiscal year	9
Total number of cases open at close fiscal Year	0

SUMMARY OF SERVICES PROVIDED

Entitlements

Total number of Entitlements Referrals/Cases 0

Clinical Review Panel Appeals

Number of Administrative Appeals 0

Number of Circuit Court Appeals 0

Rights Issues

Number of issues referred/handled 9

Rights and Entitlement Issues: The LAP has worked closely with the RGA, therapists, advocates, family members and court appointed representative in addition to private counsel and other interested persons to ensure that the rights, entitlements and after-care plans for long-term residents have been addressed.

In one particular case, the LAP received requests regarding discharge planning and other matters for a resident who had resided at Brandenburg Center for more than 25 years. The support and collaboration of all staff including treatment providers and legal counsel have been beneficial to ensuring that this resident's placement at a new long term facility provides all available resources to meet his needs. The resident throughout his stay at the facility was actively advocating for himself with both the staff at the facility and other external service providers; additionally his sibling also advocated on his behalf. The LAP, RGA and facility staff members were successful in assisting him with placement at the house with all necessary services that meets his requirements and the requirements of his brother/advocate. The home is convenient for him to have frequent and regular family visits. This resident is an example of how the facility staff, LAP, RGA and outside facility staff worked together to monitor and ensure that all the residents who remained at Brandenburg Center transitioned successfully from the RTC to community housing or other RTCs.

ITM Reviews

Number of ITM reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 5 days	9
---	---

Residents who have been court-committed to a government agency or placed in the care and custody of a governmental agency and are presently in a DHMH/MHA/DDA facility	0
Total number of ITM Reviews	9
Total number of ITM in which no legal issues were identified	9
Total number of ITM in which legal issues were identified	0

In conducting the ITM reviews, the LAP has identified the following issues during the 2010-2011 fiscal year:

Relocation of Residents (There was a lack of clear information provided regarding the closing of the facility. Family members and advocates were unclear about whether or not the facility was actually closing down. Even though the staff had been directed to transfer every patient out of the center, the communication provided to the media was that the facility was not closing and would remain open.)

Wrap around services

Summary

The LAP took over this contract in the middle of the contract period/year. At that time, there were only 9 residents at this facility. The most difficult part of providing service was that there was uncertainty as to when the facility would close and how much time was available for transitioning residents to their new homes. Additionally, because of the time constraints placed on the facility, new providers were rushed in their ability to process and complete the certification processes for licensing and as a result, we held several transfer ITMs that eventually expired and had to be conducted again. Several residents were placed in community homes and will be living in the surrounding communities in Cumberland, Maryland. Others have been moved to another state RTC, based on their needs and the requests of their advocates/parents/guardians.

The closing of Brandenburg Center is a great loss.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims	0
Number of cases successfully referred	0

Names of Legal Providers who accepted LAP's referral for services

Number of cases that did not result in a referral 0

Number of cases referred to other providers but not accepted 0

Informational Meetings

Total number of informational meetings conducted 1

Training

Total number of trainings conducted 1

List of topics presented at training

Steps to be taken when closing a residential facility



Attorney's Signature

9/27/11

Date

Brandenburg – Narrative for Fiscal Year 2011

The Legal Assistance Provider (LAP) at the Brandenburg Center, a State Residential Center (SRC) for the intellectually disabled in Cumberland, Maryland, is responsible for providing legal representation for residents and potential residents at four legally significant times in their residency: admission, transfer, discharge and annual review.

At the end of the fiscal year the population at Brandenburg was eleven. There were no admission hearings, no transfer hearings and no discharge hearings.

The LAP represented residents at 11 annual review meetings known as ITMs (Interdisciplinary Team Meetings). The purpose of the annual meeting is for the team to evaluate the habilitation plan from the previous year. Develop an habilitation plan for the new year, determine if the resident still meets the criteria to stay at the Brandenburg Center, and if the resident can be served in a community placement, the services that would be needed at the community placement for the resident to be successful.

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
CONTRACT YEAR
(September 1, 2010 – August 31, 2011)
(Reporting Period: July 1, 2010 – June 30, 2011)**

HOLLY CENTER
State Residential Center (SRC)
Facility

JOHN P. HOULIHAN, ESQUIRE
Legal Assistance Provider

Summary of Services Provided

	<u>Number of Clients Served</u>	<u>Total Hours</u>
Admission Hearings*	17	42.36
Annual Reevaluations	96**	624.15
Petitions for Release	0	0.00
Transfer Hearings	0	0.00
Total	113	666.51

* Includes Respite Stays under Md. Ann. Code, Health, 7-509

** 96 Residents as of July 1, 2010, declining over the year to 86 as of June 30, 2011.

**Holly Center SRC
LAP Annual Report
(7/1/10-6/30/11)**

Representative Admission Matters:

1. The LAP represented 17 clients at Holly Center related to 2 formal admission matters and ongoing respite services including:
 - a. Monitoring SRC compliance with applicable due process standards related to the rights to an admission hearing provided under Maryland law and respite stays authorized by statute. Monthly, the number of active respite care averaged 2.6 individuals. The LAP advocated and obtained SRC development of written plans of care for extended respite stays consistent with due process standards. The LAP monitored accumulation of respite services by certain individuals to ensure compliance with the statutory maximum period for such stays and compliance with the rights that would attach by admission proceedings for individuals exceeding the maximum number of respite days allowed by statute; conferred with SRC staff and the Rights Advisor about any due process concerns.
 - b. Representing two clients before Administrative Law Judges at mandated hearings resulting in approval of the admission to the SRC recommended by the DHMH Secretary, after appropriate investigation, evidentiary hearing and due process.
 - c. Providing SRC and Community Resource Staff with historical information about prior legal proceedings including guardianships involving certain individuals at Holly Center and the effect of Court ordered admission on changes in placement.

Representative Annual Review Matters:

1. The LAP provided an average of 96 clients at Holly Center with legal services related to their annual treatment plans including health care, vocational, and habilitation services, as follows:
 - a. Providing assistance to the Rights Advisor in her investigation of a variety of grievance matters resulting in some instances in modification to the overall care or practice standards at the SRC, or for certain individuals, their standards or level of care, related to feeding issues, injuries, staffing, vocational and residential settings and assignments, personal rights including visitation, privacy rights, behavioral plans, and delivery of medical care in vocational settings as well as in the residence to the fullest extent practicable.

Representative Annual Review Matters *(continued)*:

- b. Communicating relevant information to the Rights Advisor meriting review for further action or investigation as developed from SRC data, reports, meetings, client, interested person, surrogate or guardian request, at request of SRC staff. Assuring the occurrence of interim team meetings when necessary to discuss and obtain input of team members related to service in the most or plan modifications when individual rights were potentially at issue.
- c. Participating in the interdisciplinary team process related to development and implementation of annual plans adequate to meet each client's social, medical, psychological needs including appropriate vocational and social experience and/or an enhanced level of medical care or attention to medically fragile or infirm clients. Tracking medical leaves from the SRC to hospital or other care settings to ensure continuation of services in the most integrated setting to the fullest extent possible.
- d. Reviewing client medical, social, psychological, and related file data and records on a recurrent basis to ensure implementation and compliance with annual plan requirements, and whether the Plan's objectives are being attained or advanced.
- e. Facilitating a discussion as part of the annual plan evaluation between SRC staff and the Community Resource Advisor and other advocates about opportunities to meet the individual's needs in a more integrated setting, if practicable and appropriate for the individual client, whether vocationally, residentially, or both.
- f. During this reporting period, the LAP also provided:
 - (i) comprehensive review of all client directed choice of residence at SRC and available services at SRC residences.
 - (ii) comprehensive review of guardianship status; i.e., person and/or property and the extent of authority granted under Court Orders including changes in placement and access to community resources; consultation with County Department of Social Services as the default "guardian"; review of legal pleadings and other court actions filed related to clients.

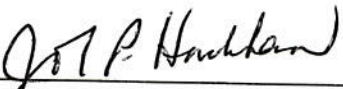
**Holly Center SRC
LAP Annual Report
(7/1/10-6/30/11)**

Representative Annual Review Matters (continued):

- (iii) advice to guardians, medical and care staff, and records' custodians about end of life care options, advance directives, court guardianship orders, and surrogate decision-making at the SRC and the effect on services provided at non-SRC facilities including emergency or more intense care settings such as hospitals.

Representative Transfer Matters:

- 1. NONE



John P. Houlihan, Esquire
John P. Houlihan, P.A.
Legal Assistance Provider
Holly Center SRC

8-8-2011

Date

October 17, 2011

Department of Health and Mental Hygiene
Resident Grievance System
201 W. Preston Street, Room 546
Baltimore, Maryland 21201

ATTN: Dr. Darrell Nearon, J.D., Ph.D.

SUBJECT: Annual Report Contract No. OCPMP 11-010516 REVISED
Legal Assistance Provider – Potomac Center

Dear Dr. Nearon:

The purpose of this letter is to add information to the annual report of August 17, 2011, regarding number of clients served in each category. Please note the figure below will not exactly match the final invoice for the contract period because some clients received services in more than one category. From July 1, 2010, through June 30, 2011, the contractor expended 83 hours, in the following categories:

Admission Hearings:	11.50 hours	5 clients served
Annual Reviews:	67.50 hours	44 clients served
Discharge Hearings:	0.0	
Transfer Hearings:	4.0	1 client served

Please note that in several cases Interdisciplinary Team Meetings (ITMs) were held to do discharge preparation and planning, but no administrative hearings were convened on discharge or habeus corpus petitions.

Should the foregoing require discussion, I can be reached at (301) 416-7640.

Sincerely,



Patricia A. Patton, J.D., M.A.

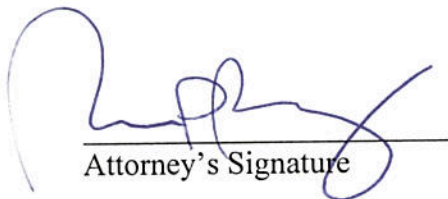
21 Summit Avenue, Hagerstown, MD 21740

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
FISCAL YEAR 2011

ROSEWOOD CENTER/SETT UNITS

RIA P. ROCHVARG, P.A.

	<u>Number of Clients Served</u>	<u>Total Hours</u>
Admission Hearings	0	0.0
Annual Reviews	78	526.6
Petition for Release	1	18.9
Transfer Issue/Hearings	0	0.0
Discharge	44	348.3
Deceased Clients	0	0.0
Total Number of Clients	78	874.9



Attorney's Signature

10/21/11

Date

Narratives

Petition for Release

Client was transferred to SETT unit from Rosewood Center in December 2008. While at SETT client had a public agency as his court appointed guardian. On January 14, 2011, client was determined to be incompetent with no substantial likelihood of becoming competent. Client's guardian refused to consent to an available, appropriate community placement and client was found ineligible for placement at a State Residential Center because of the available, less restrictive community service option. The LAP filed an Emergency Motion for Appropriate Relief to compel the Guardian to approve discharge to the community. An agreement was reached between all parties to substitute MDLC as the Court Appointed Guardian for the client. Client was discharged to pre-arranged community supports on May 16, 2011.

Grievance

The grievance was initiated by the LAP. Residents of the unit were refused visitation rights to minor family members. The grievance was referred to the SETT Unit Rights Advisor at Springfield Hospital Center and Clifton T. Perkins Hospital Center. Despite several attempts by the LAP responses to each stage in the RGS was delayed significantly. The grievance proceeded through the stages of the Resident Grievance System. The LAP presented at the Stage 4 hearing on May 18, 2011. On June 1, 2011, the response was received from the Central Review Committee and visitation began on July 11, 2011. The issue was resolved when the SETT Units' agreed to visitation areas away from the general population of the unit and special procedures were implemented for these visits. Clients have been able to have visits with minor family members.

Discharge

Client was admitted to Jessup SETT for the second time on October 29, 2010, for violation of condition of release. Client had few issues and was cooperative with the SETT program. The team sought his discharge to a less restrictive setting in the community. Client's mother, who was his legal guardian initially protested the identified placement in Somerset County. The LAP worked with the team and the family to ensure that all could agree to a discharge plan. Client's mother/legal guardian agreed with the placement.

Discharge

Client allegedly violated his probation and was placed at the SETT unit. The violation consisted of drinking alcoholic beverages. The client's legal status was unclear to the treatment team. LAP repeatedly was in contact with Service Provider, Service Coordinator, Public Defender, Office of Administrative Hearing's, DDA, Treatment Team, Client, and Court Personnel to clarify Client's legal status. LAP followed up to ensure that the Administrative hearing was placed on the docket in a timely fashion. The LAP also worked with the treatment team and attorneys to have approved an Order of Modification and the Client was discharged with less restrictive conditions.