

BHDD Mental Health Patient Advocacy Report April 2026

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	1	13
Harris	6	30
Morris Village	0	3
Hall	0	4
Tucker	0	0
BPH-Forensics	15	75
Mental Health Centers	38	168
Total	60	293

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to MH Patient Advocacy	105	367
Information, Referral & Other Assistance¹	12	43

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total OMH Year to Date
1) Abuse & Neglect	11	10	17	9	38
2) Admission & Discharge	10	6	10	7	26
3) Information & Advocacy	2	1	44	8	47
4) Physical Environment	2	9	0	2	11
5) Inpatient Rights	18	28	0	5	46
6) Personal Property & Money	7	10	17	5	34
7) Confidentiality & Consent	1	3	17	3	21
8) Treatment	9	15	79	22	103
9) Other Rights Issues	0	4	18	4	22
Total⁵	60	86	202	65	348

¹ Requests for information or assistance that do not involve a complaint or do not relate to OMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).

⁴ Centers: All OMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total OMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	2	0	1	1	3
b. Excessive Restraint, Seclusion & PRNs	1	0	0	0	1
c. Sexual Abuse	0	1	0	1	1
d. Verbal Abuse or Violations of Dignity	2	3	16	7	21
e. Neglect	6	5	0	0	11
f. Financial Exploitation	0	1	0	0	1
2) Admission & Discharge					
a. Discharge (when)	4	0	0	0	4
b. Community Placement (where)	2	3	0	1	5
c. Periodic Court Review	3	0	0	3	3
d. Questions, Education & Other	1	3	10	3	14
3) Information & Advocacy					
a. Access to Advocacy	1	0	44	8	45
b. Access to Legal Resources	0	1	0	0	1
c. Questions, Education & Other	1	0	0	0	1
4) Physical Environment					
a. Food Quality & Quantity	0	6	0	2	6
b. Linens, Clothes & Toiletries	0	1	0	0	1
c. Disrepair of Physical Plant	1	2	0	0	3
d. Cleanliness of Facilities	1	0	0	0	1
5) Inpatient Rights					
a. Privacy	1	1	0	0	2
b. Safety	0	6	0	0	6
c. Freedom, Privileges & Fairness	11	8	0	5	19
d. Communication	2	2	0	0	4
e. Health Care	4	11	0	0	15
6) Personal Property & Money					
a. Property	3	7	0	3	10
b. Money, Entitlements, Rep. Payee	2	3	5	0	10
c. Billing Issues	1	0	11	2	12
d. Other Non-OMH Issues	1	0	1	0	2
7) Confidentiality & Consent					
a. Access to Records & Information	0	2	13	3	15
b. Breach of Confidentiality	1	0	3	0	4
c. Issues of Consent, Confidentiality, etc.	0	1	1	0	2
8) Treatment					
a. Eligibility for Services	0	0	7	2	7
b. Accessibility to Staff & Treatment	0	0	21	5	21
c. Individualized, Client-Driven	2	2	43	11	47
d. Right to Refuse Treatment	7	13	8	4	28
9) Other Rights Issues					
a. Work, Compensation & Education	0	0	1	0	1
b. Religion	0	1	0	1	1
c. Sexuality, Birth Control, Marriage, etc.	0	0	0	0	0
d. Voting	0	0	0	0	0
e. Housing	0	0	6	1	6
f. Legal assistance for Non-OMH issues	0	3	11	2	14