

BHDD Mental Health Patient Advocacy Report February 2026

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	2	7
Harris	7	15
Morris Village	1	2
Hall	1	2
Tucker	0	0
BPH-Forensics	21	40
Mental Health Centers	29	74
Total	61	140

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to MH Patient Advocacy	85	192
Information, Referral & Other Assistance ¹	17	26

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	7	6	7	8	20
2) Admission & Discharge	4	2	7	6	13
3) Information & Advocacy	1	1	21	7	23
4) Physical Environment	0	6	0	4	6
5) Inpatient Rights	8	17	0	9	25
6) Personal Property & Money	5	5	7	5	17
7) Confidentiality & Consent	0	1	7	1	8
8) Treatment	6	5	28	20	39
9) Other Rights Issues	0	3	8	5	11
Total⁵	31	46	85	65	162

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	0	1	2
b. Excessive Restraint, Seclusion & PRNs	1	0	0	0	1
c. Sexual Abuse	0	0	0	0	0
d. Verbal Abuse or Violations of Dignity	1	1	7	3	9
e. Neglect	3	4	0	4	7
f. Financial Exploitation	0	1	0	0	1
2) Admission & Discharge					
a. Discharge (when)	2	0	0	1	2
b. Community Placement (where)	1	2	0	3	3
c. Periodic Court Review	0	0	0	0	0
d. Questions, Education & Other	1	0	7	2	8
3) Information & Advocacy					
a. Access to Advocacy	1	0	21	7	22
b. Access to Legal Resources	0	1	0	0	1
c. Questions, Education & Other	0	0	0	0	0
4) Physical Environment					
a. Food Quality & Quantity	0	4	0	2	4
b. Linens, Clothes & Toiletries	0	0	0	0	0
c. Disrepair of Physical Plant	0	2	0	2	2
d. Cleanliness of Facilities	0	0	0	0	0
5) Inpatient Rights					
a. Privacy	0	1	0	0	1
b. Safety	0	4	0	2	4
c. Freedom, Privileges & Fairness	6	4	0	3	10
d. Communication	1	2	0	0	3
e. Health Care	1	6	0	4	7
6) Personal Property & Money					
a. Property	2	2	0	0	4
b. Money, Entitlements, Rep. Payee	2	3	3	5	8
c. Billing Issues	0	0	3	0	3
d. Other Non-OMH Issues	1	0	1	0	2
7) Confidentiality & Consent					
a. Access to Records & Information	0	1	6	1	7
b. Breach of Confidentiality	0	0	0	0	0
c. Issues of Consent, Confidentiality, etc.	0	0	1	0	1
8) Treatment					
a. Eligibility for Services	0	0	1	1	1
b. Accessibility to Staff & Treatment	0	0	6	3	6
c. Individualized, Client-Driven	1	1	14	6	16
d. Right to Refuse Treatment	5	4	7	10	16
9) Other Rights Issues					
a. Work, Compensation & Education	0	0	0	0	0
b. Religion	0	0	0	0	0
c. Sexuality, Birth Control, Marriage, etc.	0	0	0	0	0
d. Voting	0	0	0	0	0
e. Housing	0	0	4	3	4
f. Legal assistance for Non-OMH issues	0	3	4	2	7