

BHDD Mental Health Patient Advocacy Report January 2026

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	5	5
Harris	8	8
Morris Village	1	1
Hall	1	1
Tucker	0	0
BPH-Forensics	19	19
Mental Health Centers	45	45
Total	79	79

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to MH Patient Advocacy	107	107
Information, Referral & Other Assistance¹	9	9

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	3	3	6	12	12
2) Admission & Discharge	1	0	6	7	7
3) Information & Advocacy	1	1	14	16	16
4) Physical Environment	0	2	0	2	2
5) Inpatient Rights	6	10	0	16	16
6) Personal Property & Money	3	4	5	12	12
7) Confidentiality & Consent	0	1	6	7	7
8) Treatment	4	1	14	19	19
9) Other Rights Issues	0	2	4	6	6
Total⁵	18	24	55	97	97

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	1	0	0	1	1
b. Excessive Restraint, Seclusion & PRNs	1	0	0	1	1
c. Sexual Abuse	0	0	0	0	0
d. Verbal Abuse or Violations of Dignity	0	0	6	6	6
e. Neglect	1	2	0	3	3
f. Financial Exploitation	0	1	0	1	1
2) Admission & Discharge					
a. Discharge (when)	1	0	0	1	1
b. Community Placement (where)	0	0	0	0	0
c. Periodic Court Review	0	0	0	0	0
d. Questions, Education & Other	0	0	6	6	6
3) Information & Advocacy					
a. Access to Advocacy	1	0	14	15	15
b. Access to Legal Resources	0	1	0	1	1
c. Questions, Education & Other	0	0	0	0	0
4) Physical Environment					
a. Food Quality & Quantity	0	2	0	2	2
b. Linens, Clothes & Toiletries	0	0	0	0	0
c. Disrepair of Physical Plant	0	0	0	0	0
d. Cleanliness of Facilities	0	0	0	0	0
5) Inpatient Rights					
a. Privacy	0	1	0	1	1
b. Safety	0	2	0	2	2
c. Freedom, Privileges & Fairness	5	2	0	7	7
d. Communication	1	2	0	3	3
e. Health Care	0	3	0	3	3
6) Personal Property & Money					
a. Property	2	2	0	4	4
b. Money, Entitlements, Rep. Payee	0	2	1	3	3
c. Billing Issues	0	0	3	3	3
d. Other Non-OMH Issues	1	0	1	2	2
7) Confidentiality & Consent					
a. Access to Records & Information	0	1	5	6	6
b. Breach of Confidentiality	0	0	0	0	0
c. Issues of Consent, Confidentiality, etc.	0	0	1	1	1
8) Treatment					
a. Eligibility for Services	0	0	0	0	0
b. Accessibility to Staff & Treatment	0	0	3	3	3
c. Individualized, Client-Driven	1	0	9	10	10
d. Right to Refuse Treatment	3	1	2	6	6
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	1	1	1
f. Legal assistance for Non-OMH issues	0	2	3	5	5