BHDD Mental Health Patient Advocacy Report
July 2026

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	**12**	**39**
Harris	**10**	**64**
Morris Village	**2**	**7**
Hall	**0**	**4**
Tucker	**1**	**2**
BPH-Forensics	**26**	**156**
Mental Health Centers	**51**	**351**
Total	**102**	**623**

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to MH Patient Advocacy	**99**	**657**
Information, Referral & Other Assistance[1]	**9**	**69**

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 MH Year to Date
1) Abuse & Neglect	**19**	**16**	**36**	**12**	**71**
2) Admission & Discharge	**21**	**26**	**26**	**13**	**73**
3) Information & Advocacy	**6**	**2**	**97**	**14**	**105**
4) Physical Environment	**5**	**17**	**0**	**5**	**22**
5) Inpatient Rights	**38**	**54**	**0**	**20**	**92**
6) Personal Property & Money	**11**	**21**	**28**	**11**	**60**
7) Confidentiality & Consent	**4**	**5**	**30**	**6**	**39**
8) Treatment	**31**	**30**	**154**	**34**	**215**
9) Other Rights Issues	**3**	**7**	**53**	**12**	**63**
Total[5]	**138**	**178**	**424**	**127**	**740**

[1] Requests for information or assistance that do not involve a complaint or do not relate to BHDD Mental Health services.
[2] Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.
[3] Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).
[4] Centers: All BHDD 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 MH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	4	1	1	3	**6**
b. Excessive Restraint, Seclusion & PRNs	1	0	0	0	**1**
c. Sexual Abuse	0	2	0	1	**2**
d. Verbal Abuse or Violations of Dignity	7	5	35	6	**47**
e. Neglect	7	6	0	1	**13**
f. Financial Exploitation	0	2	0	1	**2**
2) Admission & Discharge					
a. Discharge (when)	10	11	0	4	**21**
b. Community Placement (where)	2	8	0	0	**10**
c. Periodic Court Review	6	0	0	2	**6**
d. Questions, Education & Other	3	7	26	7	**36**
3) Information & Advocacy					
a. Access to Advocacy	3	0	94	12	**97**
b. Access to Legal Resources	1	1	0	0	**2**
c. Questions, Education & Other	2	1	3	2	**6**
4) Physical Environment					
a. Food Quality & Quantity	0	10	0	1	**10**
b. Linens, Clothes & Toiletries	1	2	0	2	**3**
c. Disrepair of Physical Plant	2	4	0	2	**6**
d. Cleanliness of Facilities	2	1	0	0	**3**
5) Inpatient Rights					
a. Privacy	3	3	0	2	**6**
b. Safety	1	9	0	2	**10**
c. Freedom, Privileges & Fairness	19	13	0	5	**32**
d. Communication	8	5	0	5	**13**
e. Health Care	7	24	0	6	**31**
6) Personal Property & Money					
a. Property	5	15	0	3	**20**
b. Money, Entitlements, Rep. Payee	3	6	5	4	**14**
c. Billing Issues	2	0	22	4	**24**
d. Other Non-BHDD MH Issues	1	0	1	0	**2**
7) Confidentiality & Consent					
a. Access to Records & Information	2	4	25	5	**31**
b. Breach of Confidentiality	1	0	4	0	**5**
c. Issues of Consent, Confidentiality, etc.	1	1	1	1	**3**
8) Treatment					
a. Eligibility for Services	0	0	19	4	**19**
b. Accessibility to Staff & Treatment	0	1	47	7	**48**
c. Individualized, Client-Driven	11	8	79	15	**98**
d. Right to Refuse Treatment	20	21	9	8	**50**
9) Other Rights Issues					
a. Work, Compensation & Education	0	0	1	0	**1**
b. Religion	1	3	0	1	**4**
c. Sexuality, Birth Control, Marriage, etc.	0	0	0	0	**0**
d. Voting	1	0	0	0	**1**
e. Housing	0	0	24	6	**24**
f. Legal assistance for Non-BHDD issues	1	4	28	5	**33**