

BHDD Mental Health Patient Advocacy Report

March 2026

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	5	12
Harris	9	24
Morris Village	1	3
Hall	2	4
Tucker	0	0
BPH-Forensics	20	60
Mental Health Centers	56	130
Total	93	233

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to MH Patient Advocacy	70	262
Information, Referral & Other Assistance ¹	5	31

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	8	10	9	29
2) Admission & Discharge	7	3	9	6	19
3) Information & Advocacy	2	1	36	13	39
4) Physical Environment	2	7	0	3	9
5) Inpatient Rights	14	27	0	16	41
6) Personal Property & Money	7	7	15	12	29
7) Confidentiality & Consent	1	3	14	10	18
8) Treatment	9	11	61	42	81
9) Other Rights Issues	0	3	15	7	18
Total⁵	53	70	160	121	283

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	0	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	2	2	10	5	14
e. Neglect	6	5	0	4	11
f. Financial Exploitation	0	1	0	0	1
2) Admission & Discharge					
a. Discharge (when)	4	0	0	2	4
b. Community Placement (where)	2	2	0	1	4
c. Periodic Court Review	0	0	0	0	0
d. Questions, Education & Other	1	1	9	3	11
3) Information & Advocacy					
a. Access to Advocacy	1	0	36	15	37
b. Access to Legal Resources	0	1	0	0	1
c. Questions, Education & Other	1	0	0	1	1
4) Physical Environment					
a. Food Quality & Quantity	0	4	0	0	4
b. Linens, Clothes & Toiletries	0	1	0	1	1
c. Disrepair of Physical Plant	1	2	0	1	3
d. Cleanliness of Facilities	1	0	0	1	1
5) Inpatient Rights					
a. Privacy	1	1	0	1	2
b. Safety	0	6	0	2	6
c. Freedom, Privileges & Fairness	7	7	0	4	14
d. Communication	2	2	0	1	4
e. Health Care	4	11	0	8	15
6) Personal Property & Money					
a. Property	3	4	0	3	7
b. Money, Entitlements, Rep. Payee	2	3	5	2	10
c. Billing Issues	1	0	9	7	10
d. Other Non-OMH Issues	1	0	1	0	2
7) Confidentiality & Consent					
a. Access to Records & Information	0	2	10	5	12
b. Breach of Confidentiality	1	0	3	4	4
c. Issues of Consent, Confidentiality, etc.	0	1	1	1	2
8) Treatment					
a. Eligibility for Services	0	0	5	4	5
b. Accessibility to Staff & Treatment	0	0	16	10	16
c. Individualized, Client-Driven	2	1	33	20	36
d. Right to Refuse Treatment	7	10	7	8	24
9) Other Rights Issues					
a. Work, Compensation & Education	0	0	1	1	1
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	5	1	5
f. Legal assistance for Non-OMH issues	0	3	9	5	12