BHDD Mental Health Patient Advocacy Report
May 2026

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	**4**	**17**
Harris	**9**	**39**
Morris Village	**1**	**4**
Hall	**0**	**4**
Tucker	**0**	**0**
BPH-Forensics	**18**	**93**
Mental Health Centers	**46**	**214**
Total	**78**	**371**

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to MH Patient Advocacy	**92**	**459**
Information, Referral & Other Assistance[1]	**8**	**51**

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	**14**	**10**	**22**	**8**	**46**
2) Admission & Discharge	**11**	**11**	**12**	**8**	**34**
3) Information & Advocacy	**2**	**1**	**59**	**15**	**62**
4) Physical Environment	**2**	**10**	**0**	**1**	**12**
5) Inpatient Rights	**22**	**35**	**0**	**11**	**57**
6) Personal Property & Money	**7**	**11**	**19**	**3**	**37**
7) Confidentiality & Consent	**2**	**4**	**18**	**3**	**24**
8) Treatment	**10**	**18**	**99**	**24**	**127**
9) Other Rights Issues	**2**	**5**	**25**	**10**	**32**
Total[5]	**72**	**105**	**254**	**83**	**431**

[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	2	0	1	0	**3**
b. Excessive Restraint, Seclusion & PRNs	1	0	0	0	**1**
c. Sexual Abuse	0	1	0	0	**1**
d. Verbal Abuse or Violations of Dignity	5	3	21	8	**29**
e. Neglect	3	5	0	0	**11**
f. Financial Exploitation	0	1	0	0	**1**
2) Admission & Discharge					
a. Discharge (when)	5	3	0	4	**8**
b. Community Placement (where)	2	5	0	2	**7**
c. Periodic Court Review	3	0	0	0	**3**
d. Questions, Education & Other	1	3	12	2	**16**
3) Information & Advocacy					
a. Access to Advocacy	1	0	59	15	**60**
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	7	0	1	**7**
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	8	0	2	**8**
c. Freedom, Privileges & Fairness	15	8	0	4	**23**
d. Communication	2	4	0	2	**6**
e. Health Care	4	14	0	3	**18**
6) Personal Property & Money					
a. Property	3	8	0	1	**11**
b. Money, Entitlements, Rep. Payee	2	3	5	0	**10**
c. Billing Issues	1	0	13	2	**14**
d. Other Non-BHDD MH Issues	1	0	1	0	**2**
7) Confidentiality & Consent					
a. Access to Records & Information	1	3	14	3	**18**
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	10	3	**10**
b. Accessibility to Staff & Treatment	0	0	28	7	**28**
c. Individualized, Client-Driven	3	2	53	11	**58**
d. Right to Refuse Treatment	7	16	8	3	**31**
9) Other Rights Issues					
a. Work, Compensation & Education	0	0	1	0	**1**
b. Religion	1	1	0	1	**2**
c. Sexuality, Birth Control, Marriage, etc.	0	0	0	0	**0**
d. Voting	1	0	0	1	**1**
e. Housing	0	0	9	3	**9**
f. Legal assistance for Non-BHDD issues	0	4	15	5	**19**