

Presented by:

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February 13, 2023

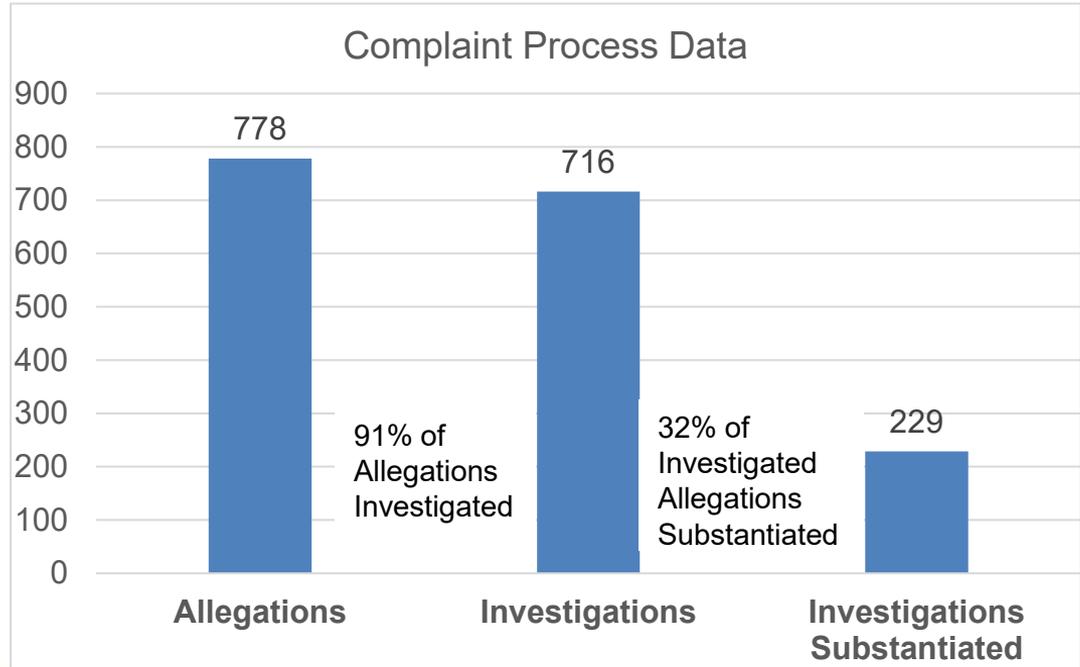


# *OCHN Rights Annual Report FY22*

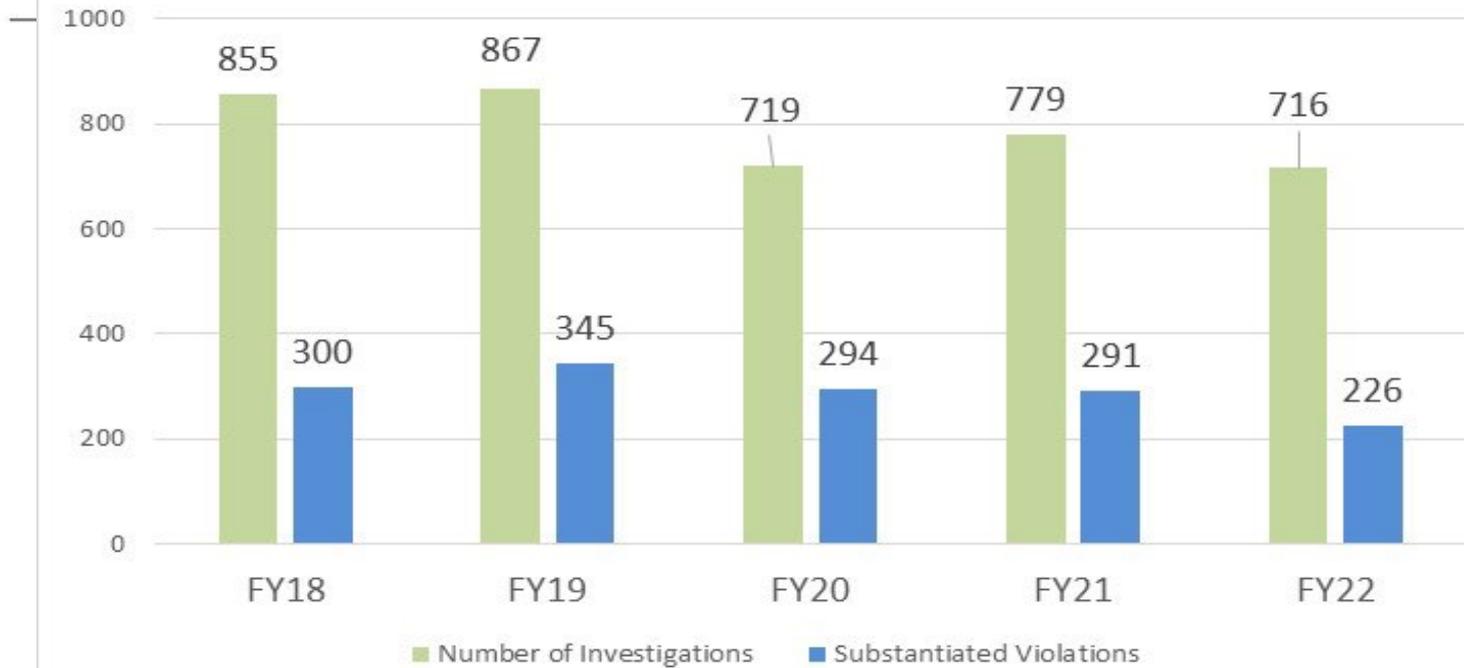
# Complaint Data Summary FY22

Complaints	778
Allegations	716
Interventions	0
Interventions Substantiated	0
Investigations	716
Investigations Substantiated	229

Information Located on Page 1 of report



### Number of Investigations and Substantiated Violations FY18 to FY22



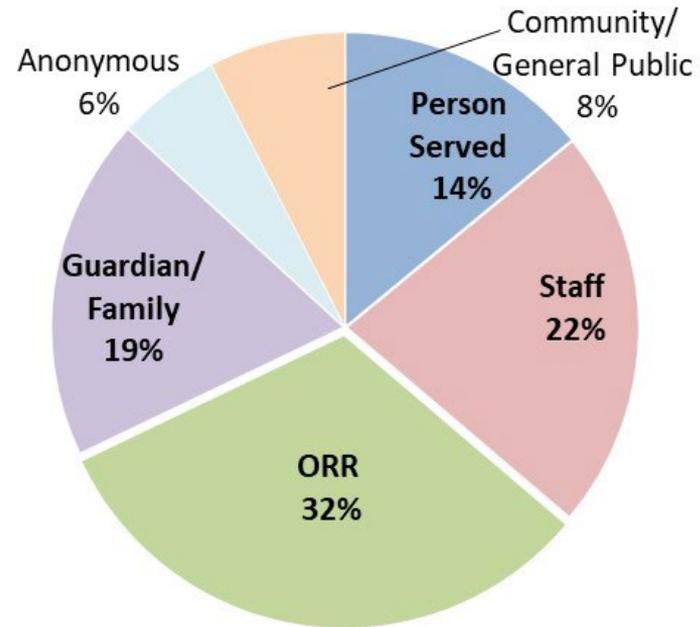
# Complaint Data Comparison

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FISCAL YEAR	OCHN Allegations % Substantiated	State CMHSP Allegations % Substantiated	Difference OCHN vs State
2018	35%	42%	-7%
2019	40%	42%	-2%
2020	41%	42%	-1%
2021	37%	43%	-6%
2022	32%		

# Complaint Source FY22

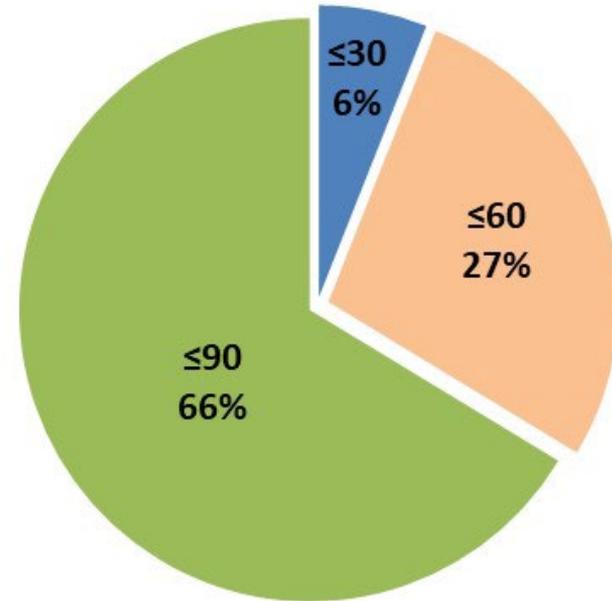
		FY2022	FY2021
Person Served	82	14%	16%
Staff	129	22%	23%
ORR	185	32%	31%
Guardian/Family	110	19%	16%
Anonymous	33	6%	5%
Community/General Public	44	8%	9%
<i>Total Complaints Received</i>	583	100%	100%



# Timeframes For Completed Investigations

FY22

Category	Total	≤30	≤60	≤90	>90
Abuse/Neglect I & II	301	21	81	199	0
All others	415	25	114	276	0
<b>FY22 Totals</b>	<b>716</b>	<b>46</b>	<b>195</b>	<b>475</b>	<b>0</b>
<b>FY22</b>		<b>6%</b>	<b>27%</b>	<b>66%</b>	<b>0%</b>
FY21		9%	27%	64%	0%



# Timeframes For Completed Investigations

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FY21 Average Days  
To Complete  
Investigation

64.40



FY22 Average Days  
To Complete  
Investigation

66.05

This meets OCHN ORR  
departmental goal of <75 days

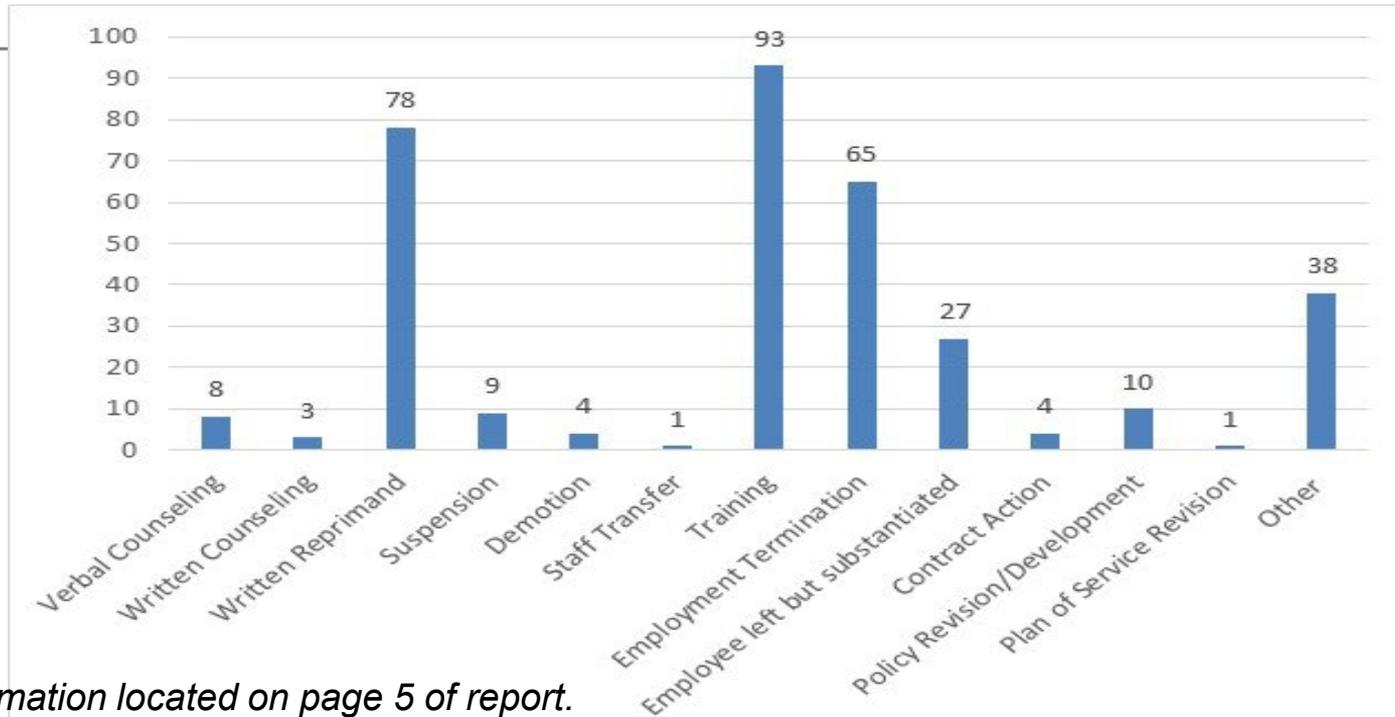
- Per the mental health code, investigations are required to be completed by 90 days.

## Appeals Information FY22

<b>Appeals Type</b>	<b># of Appeals</b>
Number of Appeal Requests Received	15
Number of Appeals Accepted	14
Number of Appeals Upheld	14
Number of Appeals Sent Back for Reinvestigation	0
Number of Appeals Requesting External Investigation by DHHS	0
Number of Appeals Sent Back for Further Action	0
Total Number of Appeals Reviewed by the Appeals Committee	15

*Information located on page 3 of report.*

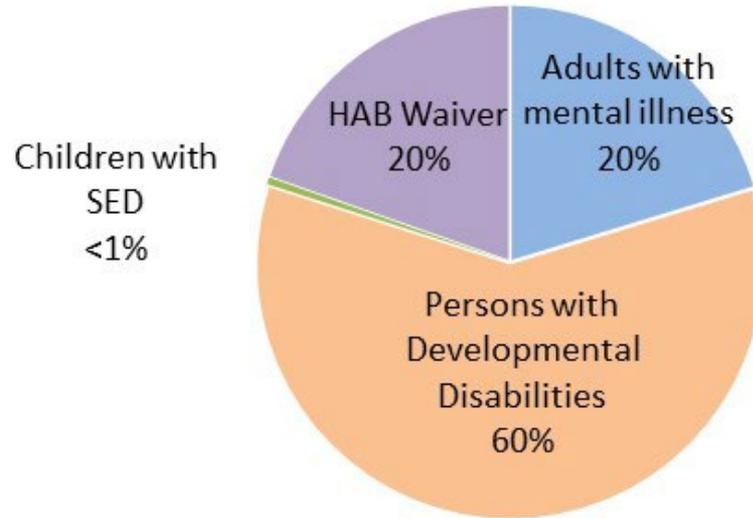
# Remediation Totals FY22



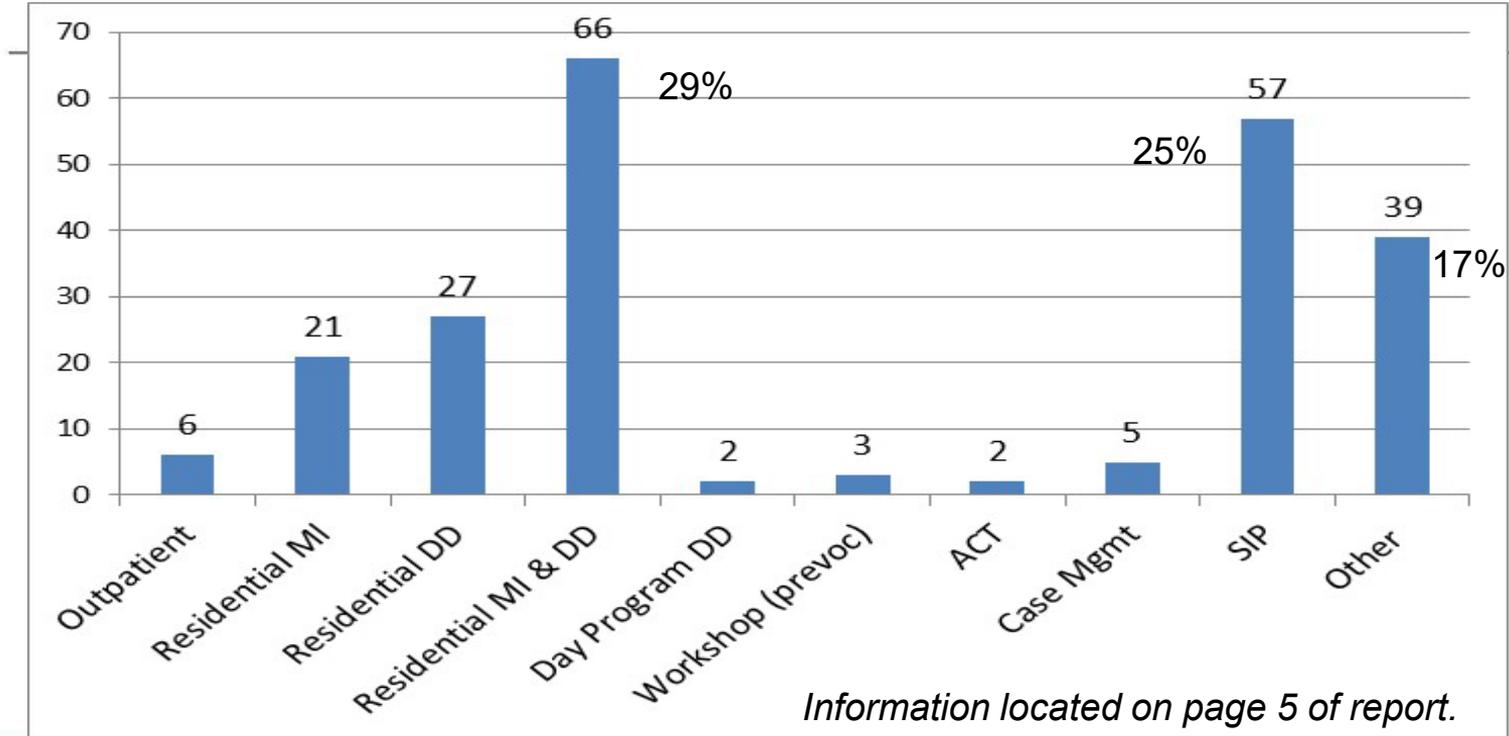
*Information located on page 5 of report.*

# Remediation by Individuals Served FY22

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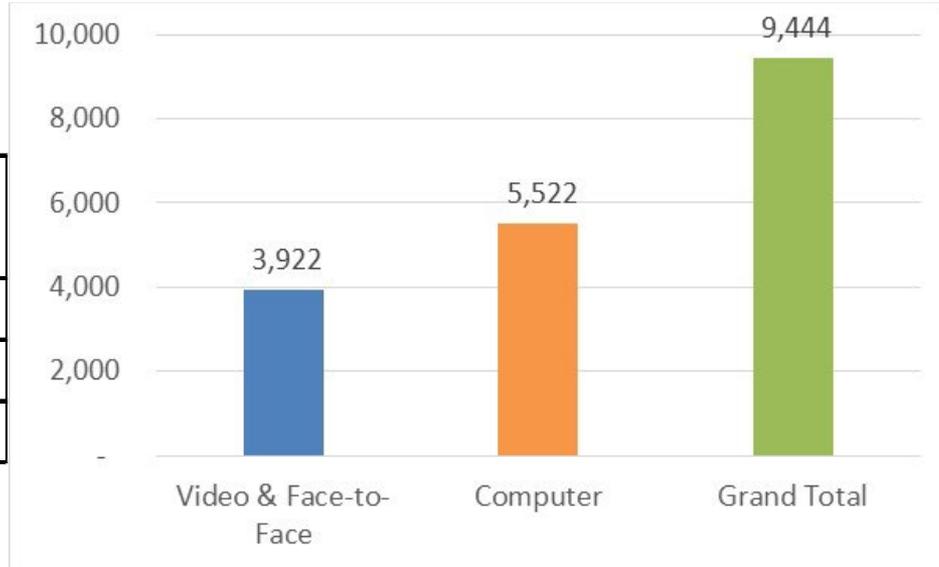


# REMEDATION REQUIRED BY PROVIDER TYPE



# Training Provided FY22

Method of Training	Agency Staff	Contractual Staff	Persons Served	GRAND TOTAL
Video & Face-to-Face	0	3,922	0	3,922
Computer	234	4,884	404	5,522
Total	234	8,806	404	9,444



*Information located on page 14 of report.*

# Progress of Outcomes for FY22

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1. Develop plan and implement for Mentoring [Beyond Tokenism] RRAC members. **Accomplished**
2. Highlight RRAC Members and Rights Staff at RRAC meetings to share strengths, passions and ideas. **Accomplished**
3. Discuss how stigma effects a person when engaging in the rights system and determine action steps. **Accomplished**

*Information located on page 15 of report.*

# Outcomes for FY23

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1. Develop calendar of trainings for RRAC members.
2. Members get to know each other and be understood.
3. Determine what RRAC can do to make a difference in the lives of persons served by bringing issues about Rights to the meeting and identify list of concerns.

*Information located on page 15 of report.*

# Recommendations

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1. OCHN/Exec Director provides necessary support of the Rights Office
2. Board reviews periodic reports and recommendations
3. Board considers Recipient Rights related topics in Board study sessions

*Information located on page 16 of report.*

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A hand is shown writing the text "ANY QUESTIONS?" on a dark chalkboard. The text is written in white, uppercase letters. The hand is positioned on the right side of the board, with the index finger pointing towards the question mark. The background of the slide is white with a blue border and green and blue decorative elements at the top and bottom.

ANY  
QUESTIONS?



Oakland Community  
Health Network

Developmental Disabilities • Mental Health • Substance Recovery