

Presented by:

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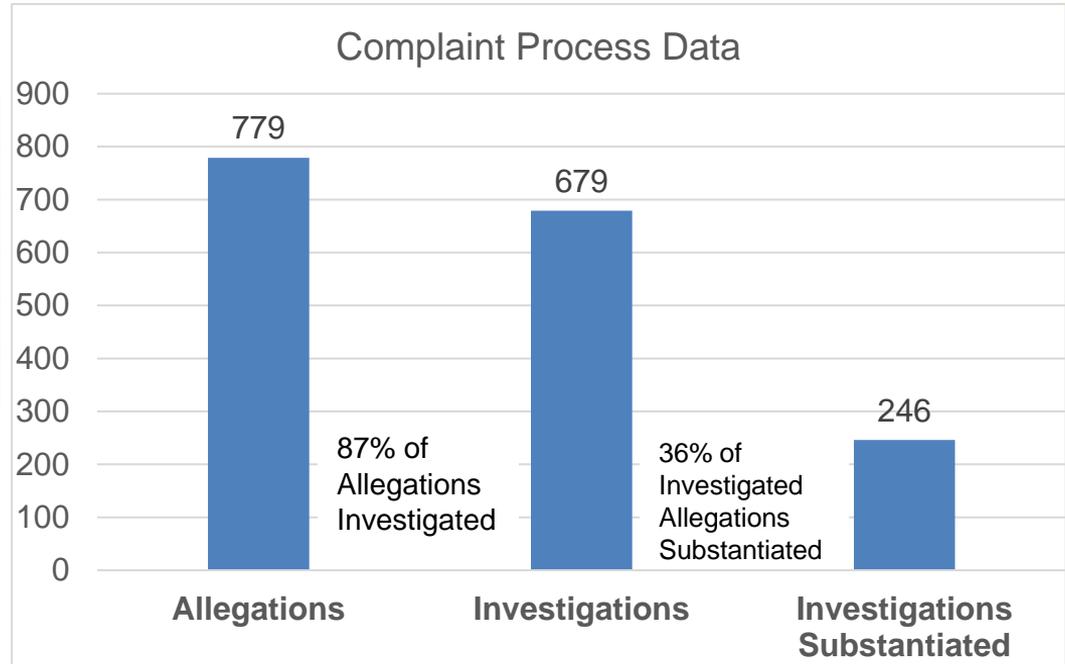


OCHN Rights Annual Report FY23

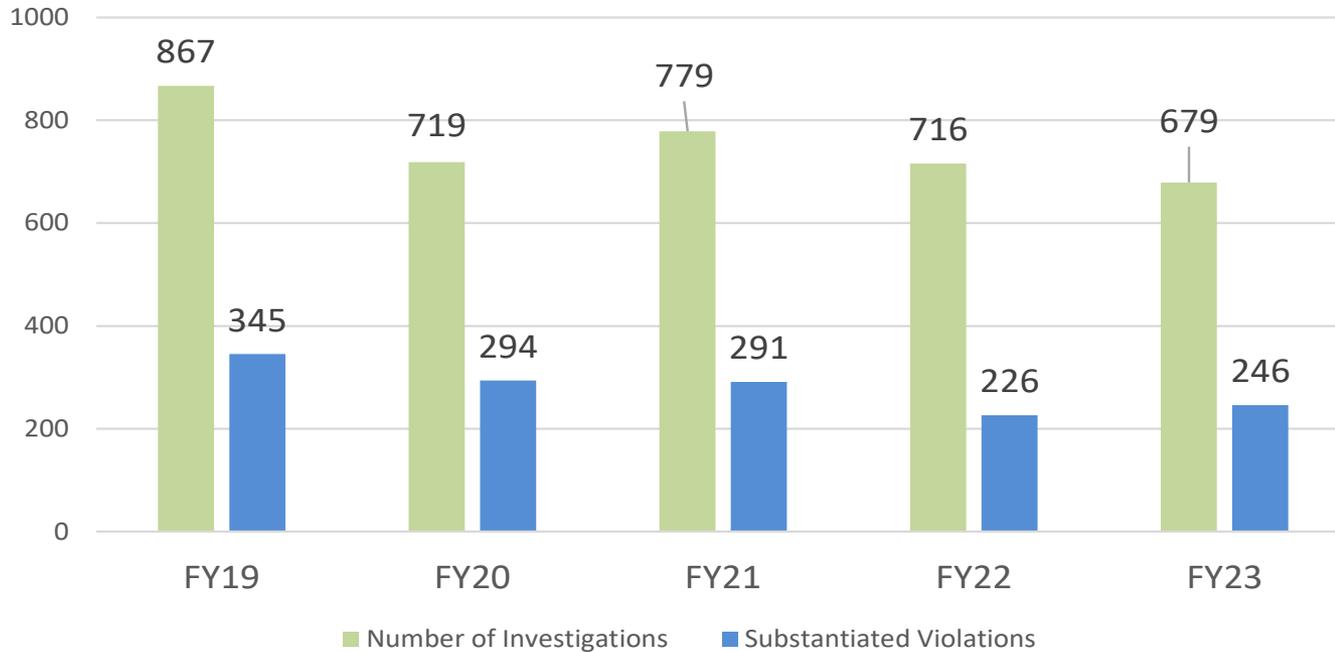
Complaint Data Summary FY23

Total Complaints Received	779
Allegations	679
Investigations	679
Investigations Substantiated	246
Interventions	0
Interventions Substantiated	0

Information Located on Page 1 of report



Number of Investigations and Substantiated Violations FY19 to FY23

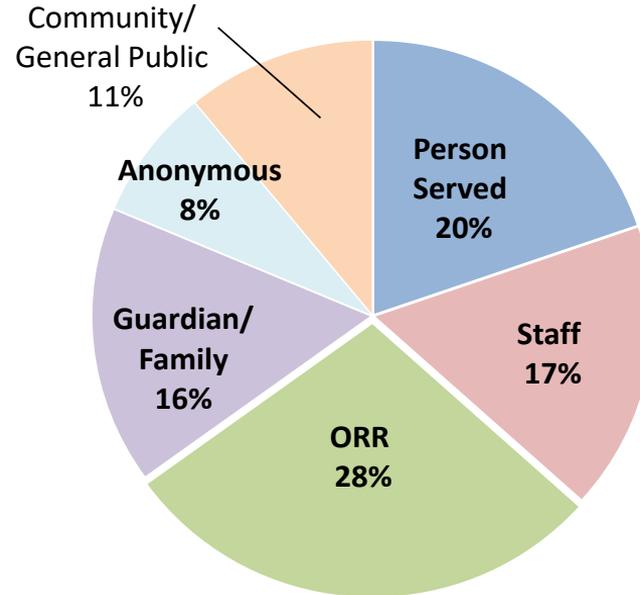


Complaint Data Comparison

FISCAL YEAR	OCHN Allegations % Substantiated	State CMHSP Allegations % Substantiated	Difference OCHN vs State
2019	40%	42%	-2%
2020	41%	42%	-1%
2021	37%	43%	-6%
2022	32%	39%	-7%
2023	36%		

Complaint Source FY23

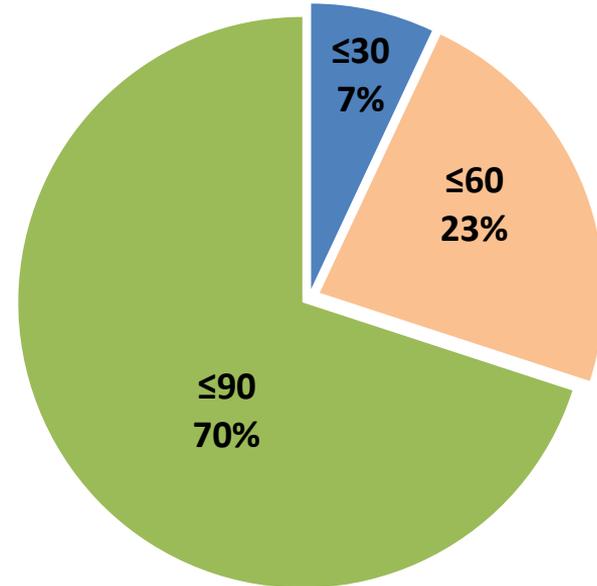
		FY2023	FY2022
Person Served	128	20%	14%
Staff	110	17%	22%
ORR	184	28%	32%
Guardian/Family	106	16%	19%
Anonymous	50	8%	6%
Community/General Public	71	11%	7%
<i>Total Complaints Received</i>	649	100%	100%



Timeframes For Completed Investigations

FY23

Category	Total	≤30	≤60	≤90	>90
Abuse/Neglect I & II	314	23	80	211	0
All others	341	22	72	245	2
FY23 Totals	655	45	152	456	2
FY23 Totals		7%	23%	70%	0%
FY22		6%	27%	66%	0%



Timeframes For Completed Investigations

FY22 Average Days
To Complete
Investigation

66.05



FY23 Average Days
To Complete
Investigation

67.52

This meets OCHN ORR
departmental goal of <75 days

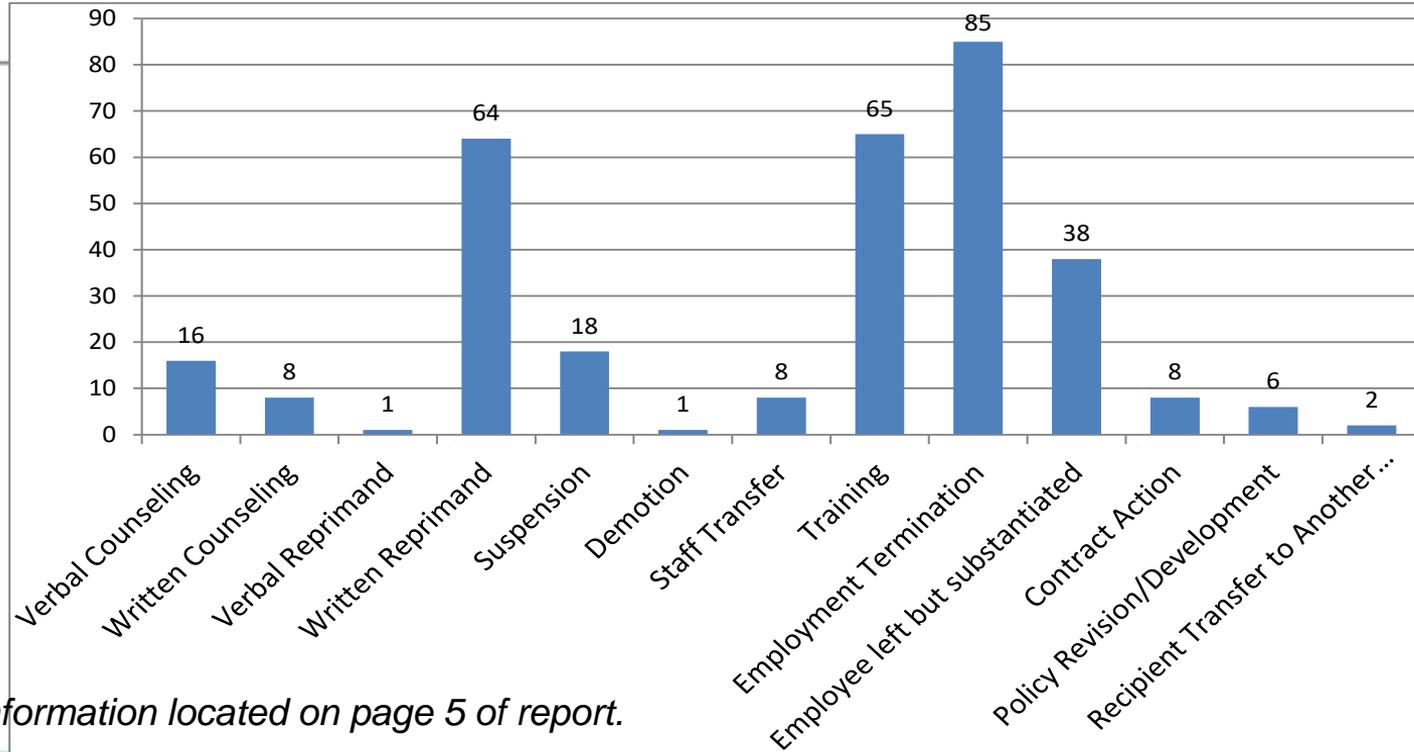
- Per the mental health code, investigations are required to be completed by 90 days.

Appeals Information FY23

Appeals Type	Number
Appeal Requests Regarding the Rights Office Investigation Received	7
Appeal Requests Regarding the Rights Office Investigation Accepted	7
Number Upheld	6
Number Sent Back for Reinvestigation	1
Number Where External Investigation by MDHHS-ORR Was Requested	0
Appeal Requests Regarding the Action Taken Received	1
Appeal Requests Received Regarding the Action Taken Accepted	1
Number Upheld	1
Number Sent Back for Further Action	0

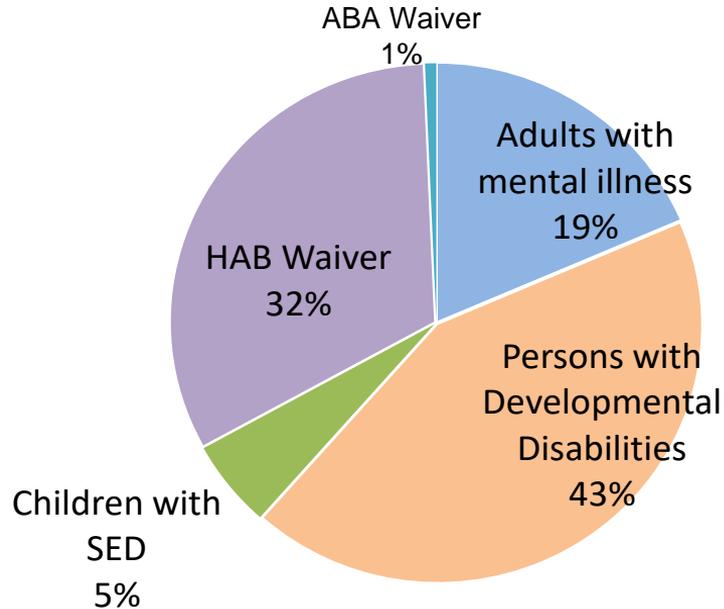
Information located on page 17 of report.

Remediation Totals FY23

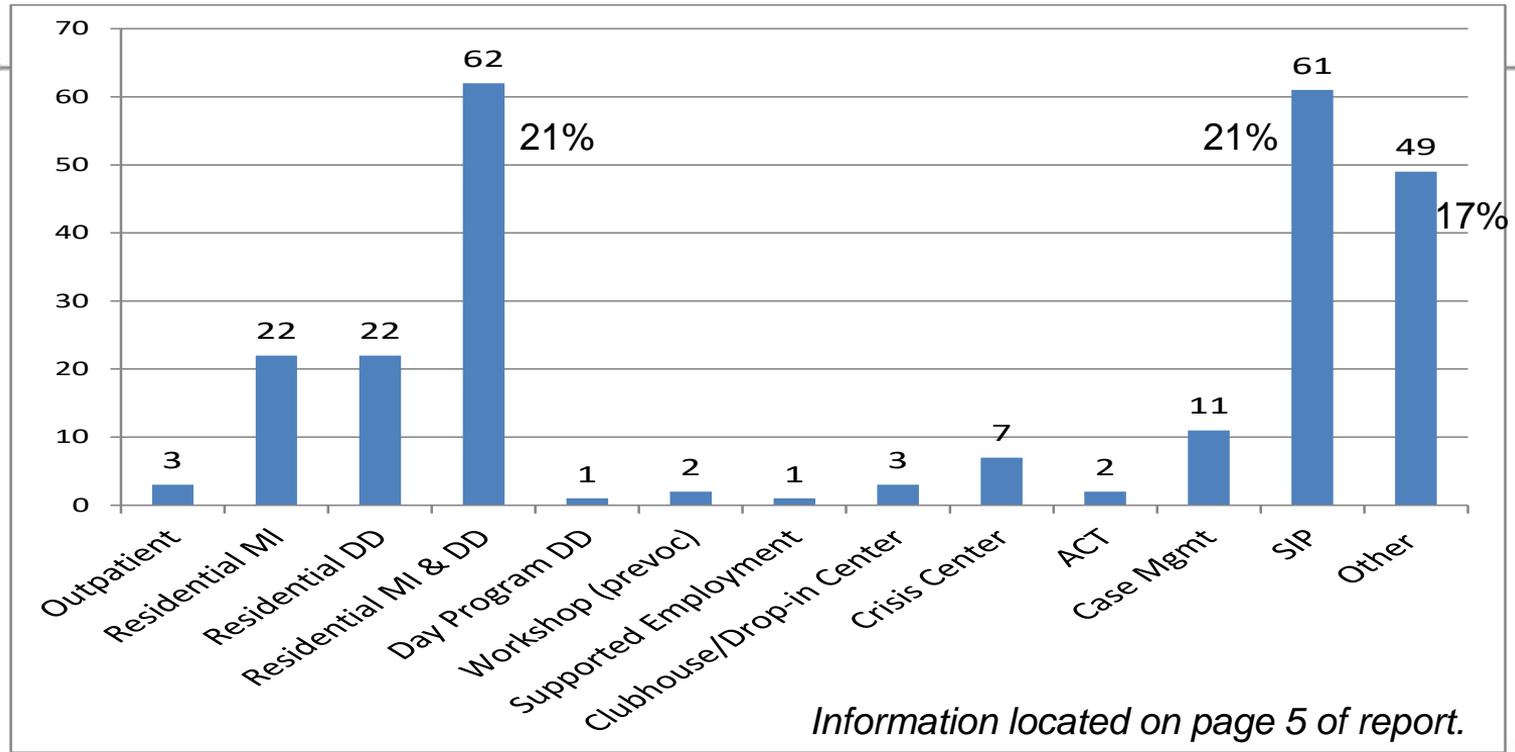


Information located on page 5 of report.

Remediation by Individuals Served FY23



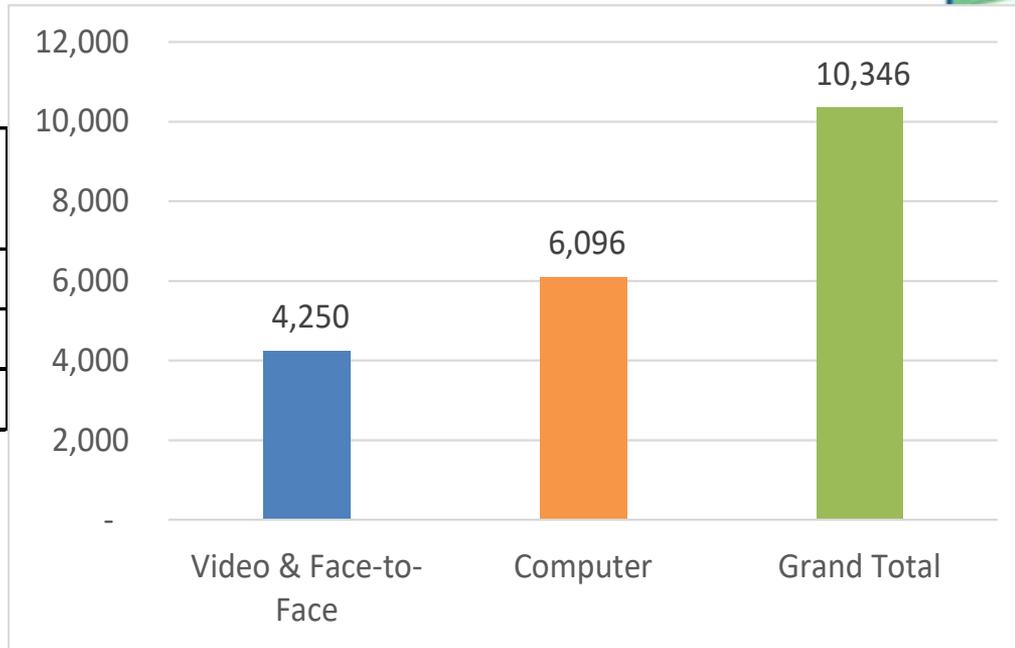
REMEDATION REQUIRED BY PROVIDER TYPE



Information located on page 5 of report.

Training Provided FY23

Method of Training	Agency Staff	Contractual Staff	Persons Served	GRAND TOTAL
Video & Face-to-Face	0	4,250	0	4,250
Computer	242	5,498	356	6,096
Total	242	9,748	356	10,346



Information located on page 25 of report.

Progress of Outcomes for FY23

1. Develop calendar of trainings for RRAC members. **Accomplished**
2. Members get to know each other and be understood. **Accomplished**
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. **Accomplished**

Information located on page 27 of report.

Outcomes for FY24

1. Discuss issues that are important to RRAC members.
2. Members get to know each other, OCHN Leadership and the Rights Team.
3. Bring to meetings and discuss challenges facing Rights Team.

Information located on page 27 of report.

Recommendations

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.
4. Board member representative and RRAC members determine if the meeting had something discussed at the meeting that rises to the level to be brought to the Board and be included in the Board Representatives monthly report to the Board.

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 at the bottom right of the text, holding a piece of white chalk and finishing the question mark.

ANY
QUESTIONS?



Oakland Community
Health Network

Developmental Disabilities • Mental Health • Substance Recovery