DHMH - Deputy Secretary for Behavioral Health

MISSION

The mission of the Office of the Deputy Secretary for Behavioral Health is to develop an integrated system for planning, services and policy across the three administrations.

VISION

To provide the best in quality of care and services to our mentally ill, intellectually disabled, and substance abusing citizens.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. **The Resident Grievance System (RGS) will conduct timely interviews and referrals (Information/Assistance), thorough investigations (Grievances), and assist residents who refuse medication (Clinical Review Panels) in the ten State run facilities (seven mental hygiene and three developmental disabilities).**

Obj. 1.1 At least 95 percent of all grievances will be resolved within 65 working days.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of requests for RGS services	3,652	3,892	3,311	3,132	3,402	3,296	3,291
Percent of grievances processed within 65 days	95%	95%	95%	95%	96%	95%	95%

Goal 2. **The Resident Grievance System will work toward prevention of grievances by responding to residents' concerns. Grievances filed will be successfully mediated and resolved at the lowest possible level.**

Obj. 2.1 Grievances will decline as the number of information/assistance interactions provided to residents increases.

Obj. 2.2 At least 93 percent of all grievances will be closed by Stage 3.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of grievances	1,027	1,143	961	813	684	915	900
Number of Information/Assistance interactions	2,443	2,546	2,158	2,120	2,491	2,184	2,193
Number of Clinical Review Panels	182	202	192	199	227	196	197
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	83%	94%	76%	70%	59%	73%	72%
Stage 2 – Unit Director	12%	4%	5%	9%	1%	7%	8%
Stage 3 – Superintendent	4%	1%	11%	17%	34%	14%	15%
Stage 4 – Central Review Committee	2%	1%	8%	4%	6%	6%	5%