

Presented by:

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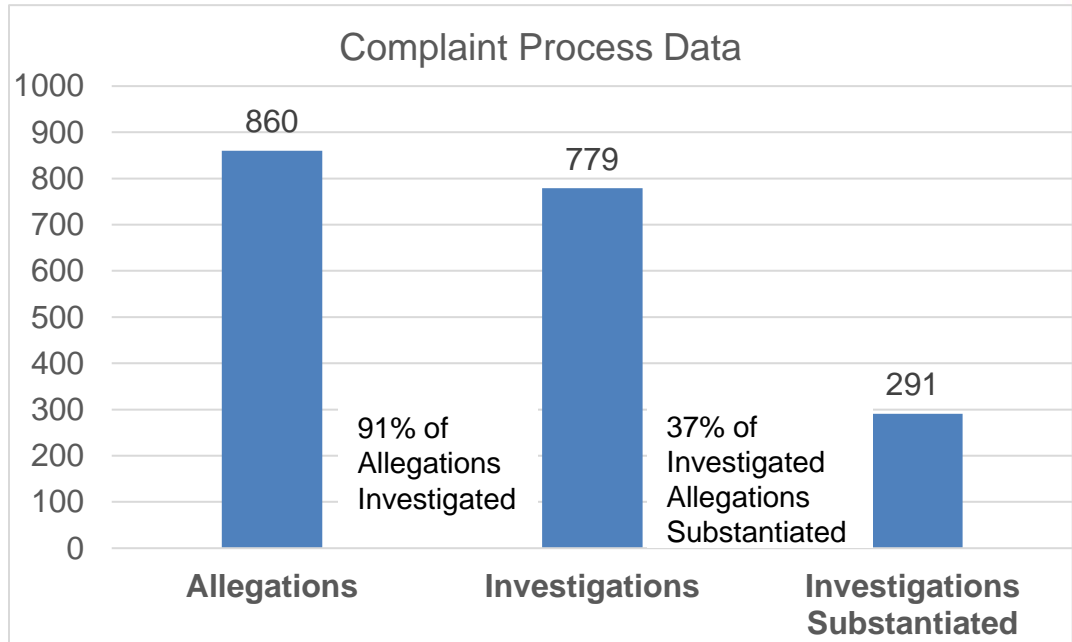


OCHN Rights Annual Report FY21

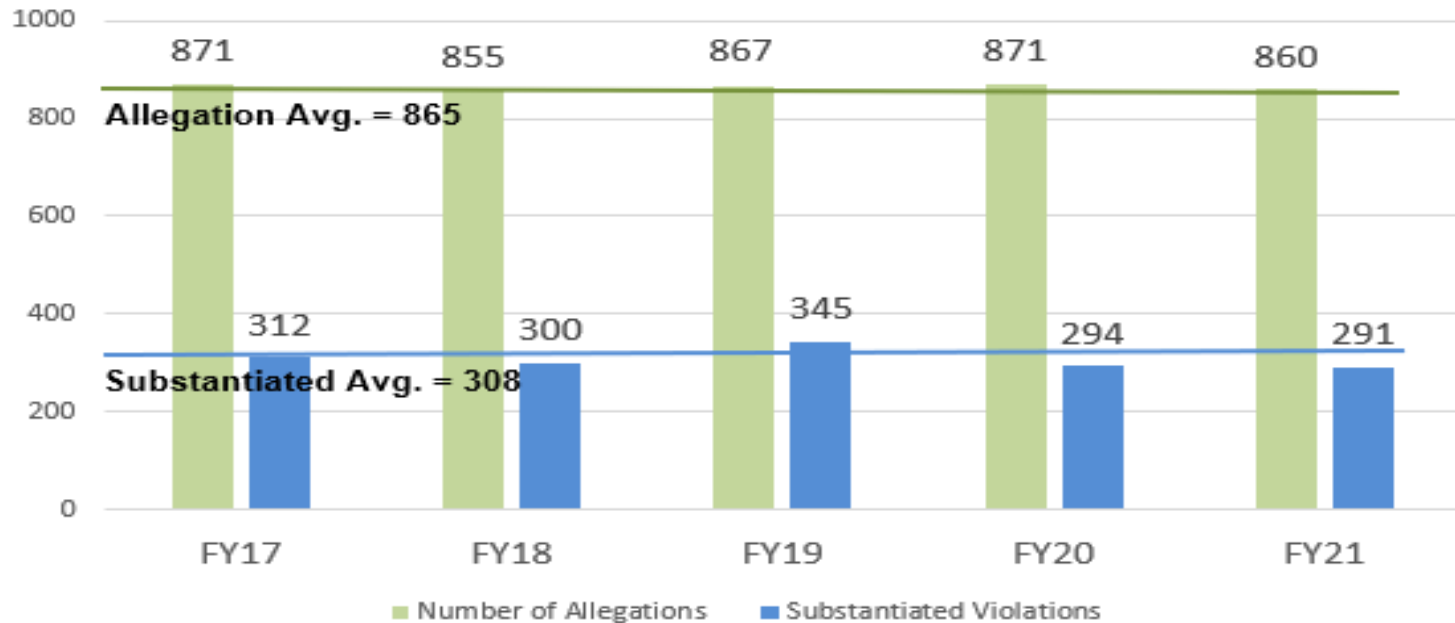
Complaint Data Summary FY21

Allegations	860
Interventions	0
Investigations	779
Interventions Substantiated	0
Investigations Substantiated	291

Information Located on Page 1 of report



Number of Allegations and Substantiated Violations FY17 to FY21



NOTE: Allegations is all allegation including No Right Involve and Out of Jurisdictions which are not investigated. Substantiated are only those allegations that were investigated and substantiated.

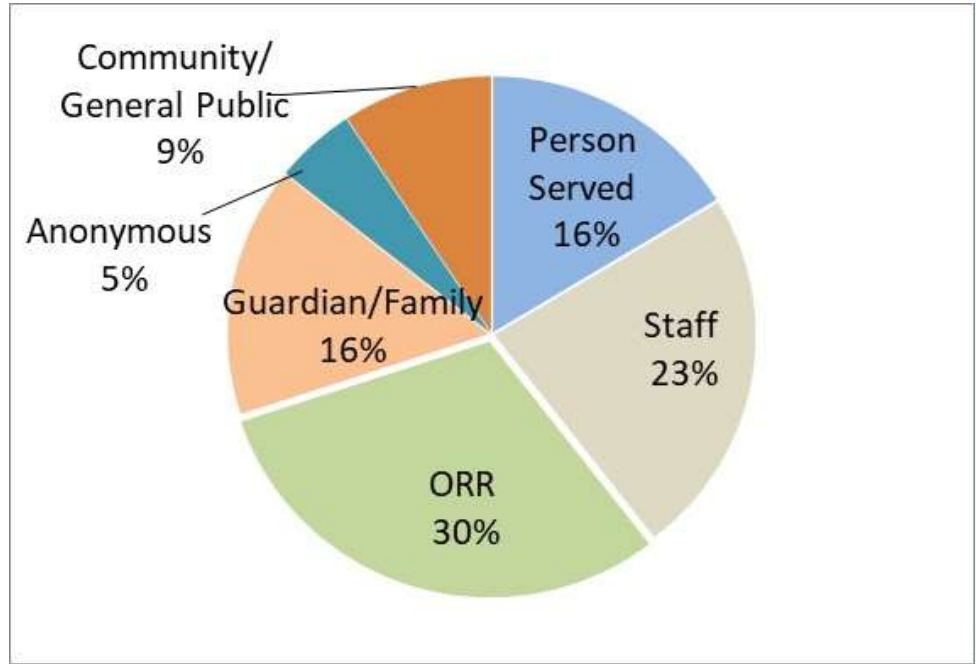
Complaint Data Comparison

FISCAL YEAR	OCHN Allegations % Substantiated	State CMHSP Allegations % Substantiated
2016	38%	37%
2017	36%	42%
2018	35%	42%
2019	40%	42%
2020	41%	42%
2021	37%	

NOTE: The % is redrived from only Allegations that were investigated. Allegations that are No Right Involve and Out of Jurisdictions are not investigated and not included in this %.

Complaint Source FY21

		FY2021	FY2020
Person Served	88	16%	21%
Staff	125	23%	23%
ORR	164	30%	34%
Guardian/Family	85	16%	14%
Anonymous	27	5%	6%
Community/General Public	50	9%	2%
Total Complaints Received	539	100%	100%

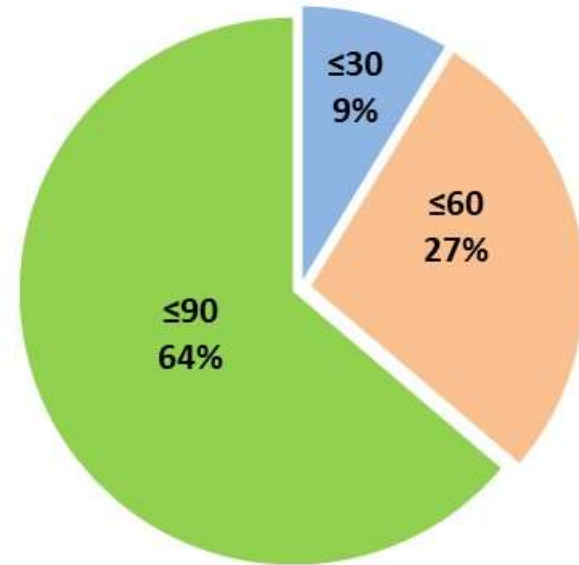


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Timeframes For Completed Investigations

FY21

Category	Total	≤30	≤60	≤90	>90
Abuse/Neglect I & II	327	34	92	201	0
All others	452	34	122	296	0
FY20 Totals	779	68	214	497	0
FY21		9%	27%	64%	0%
FY20		10%	34%	56%	0%



Information located on page 1 of report.

Timeframes For Completed Investigations

FY19 Average Days
To Complete
Investigation →

59.09

FY20 Average Days
To Complete
Investigation →

59.90

FY21 Average Days
To Complete
Investigation

62.39

This meets OCHN ORR
departmental goal of <75 days

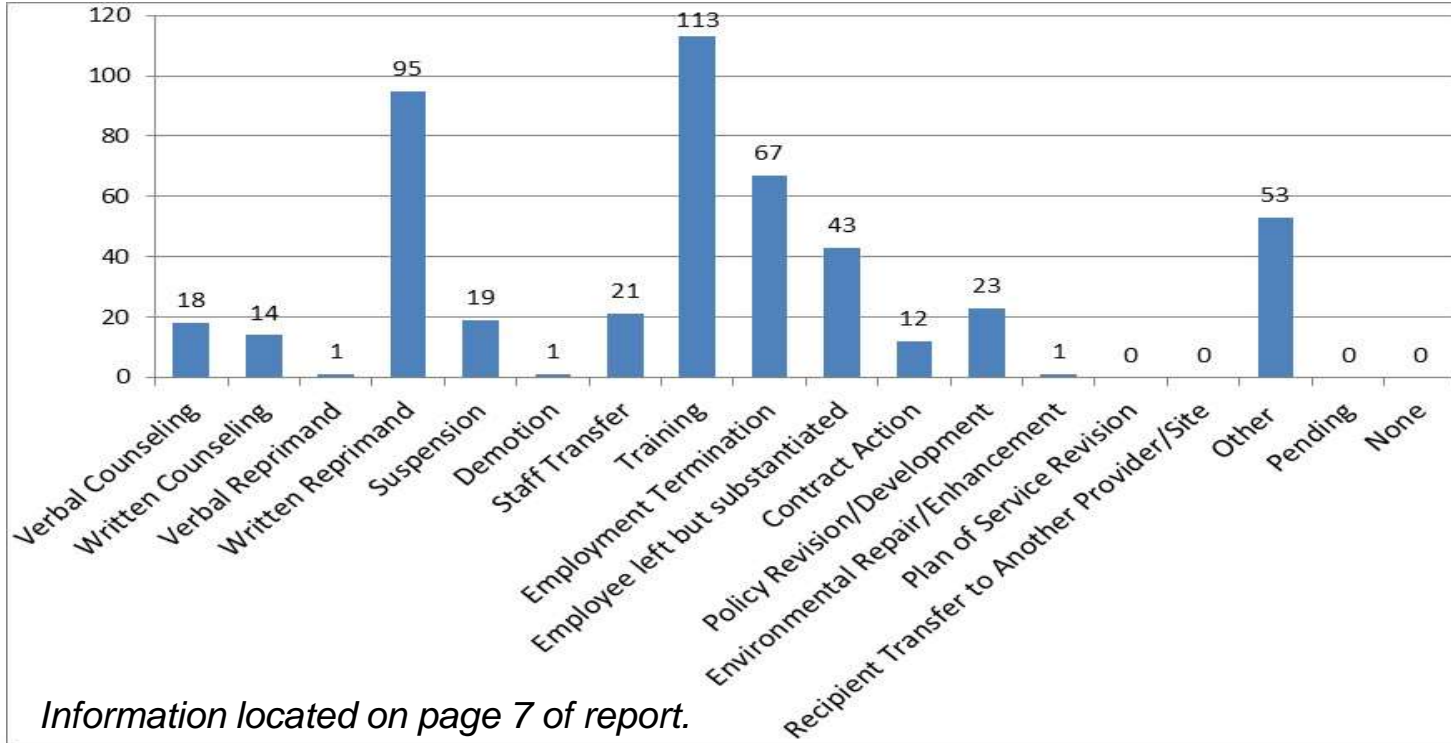
- Per the mental health code, investigations are required to be completed by 90 days.

Appeals Information FY21

Number of Appeal Requests Received	8
Number of Appeals Accepted	8
Number Number of Appeals Upheld	7
Number of Appeals Sent Back for Reinvestigation	1
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	8

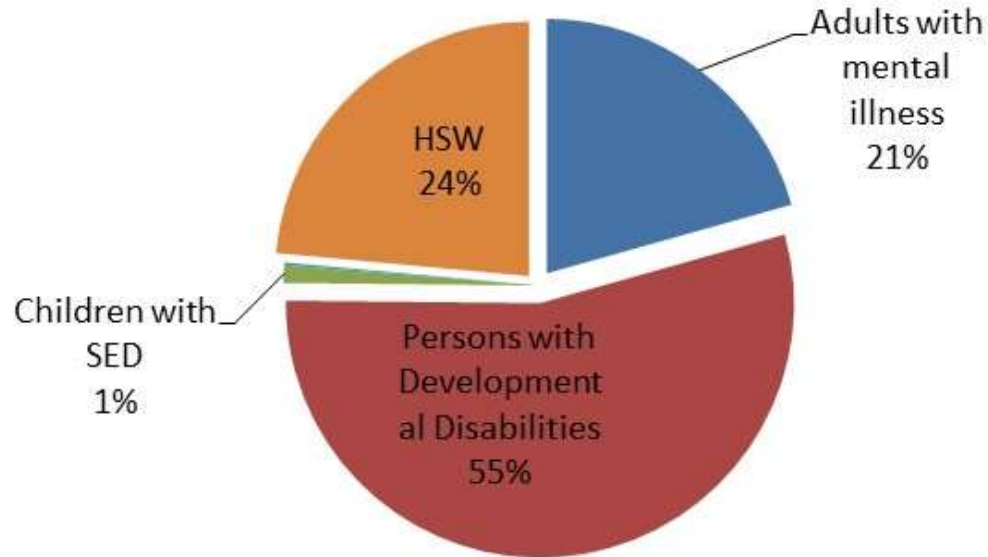
Information located on page 5 of report.

Remediation Totals FY21



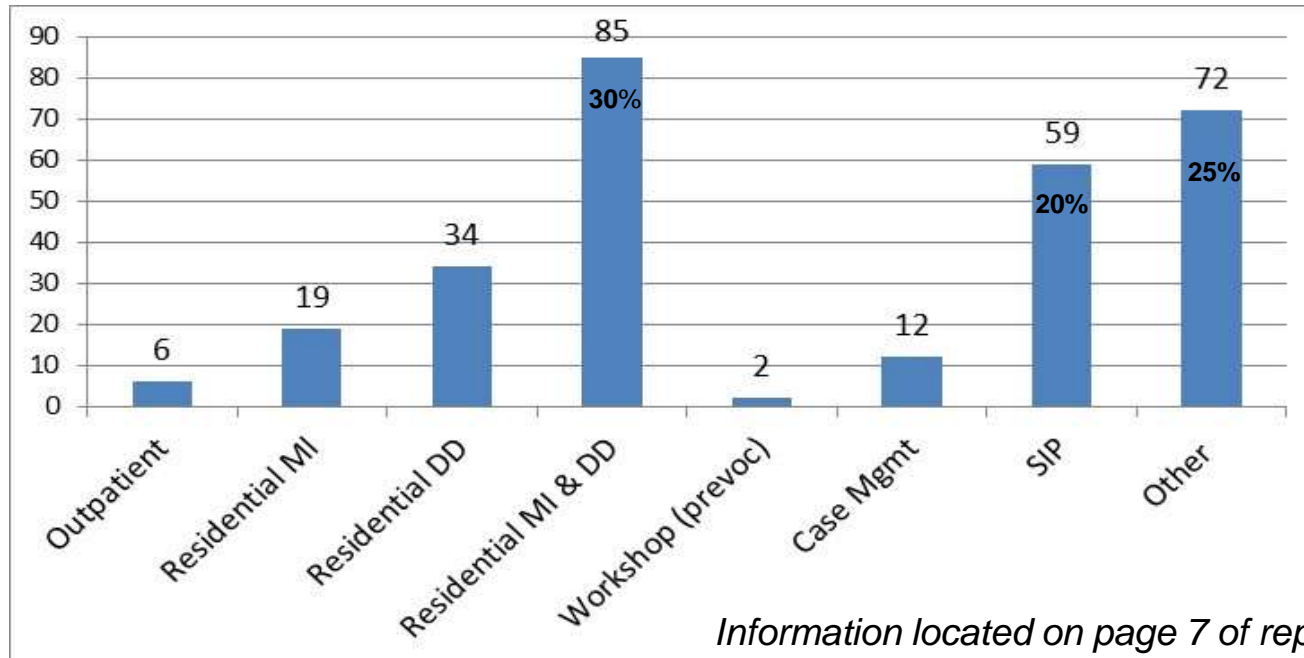
Information located on page 7 of report.

Remediation by Individuals Served FY21



Information located on page 7 of report.

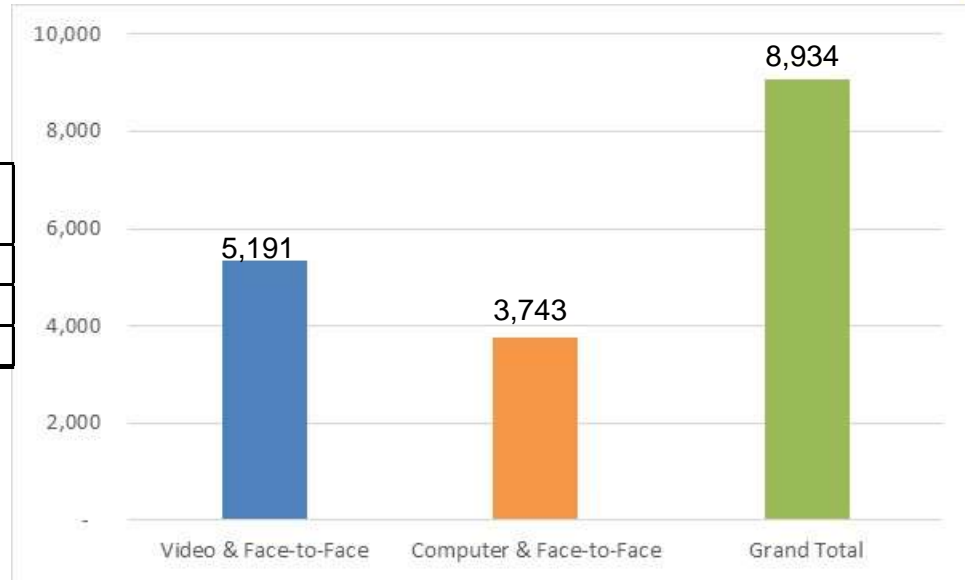
REMEDATION REQUIRED BY PROVIDER TYPE



Information located on page 7 of report.

Training Provided FY21

Method of Training	Contractual Staff	Persons Served	GRAND TOTAL
Video & Face-to-Face	5,191	0	5,191
Computer & Face-to-Face	3,405	338	3,743
Total	8,596	338	8,934



Information located on page 17 of report.

Progress of Outcomes for FY21

1. Educate the community about the Rights System. **Accomplished**
2. RRAC Members obtain education on guardianship and supported decision making and determine best way to have positive influence. **Accomplished**
3. Provide training/presentations to educate RRAC members about important issues impacting persons served. **Accomplished**

Information located on page 25 of report.

Outcomes for FY22

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

Information located on page 25 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

Information located on page 26 of report.



Oakland Community
Health Network

Developmental Disabilities • Mental Health • Substance Recovery