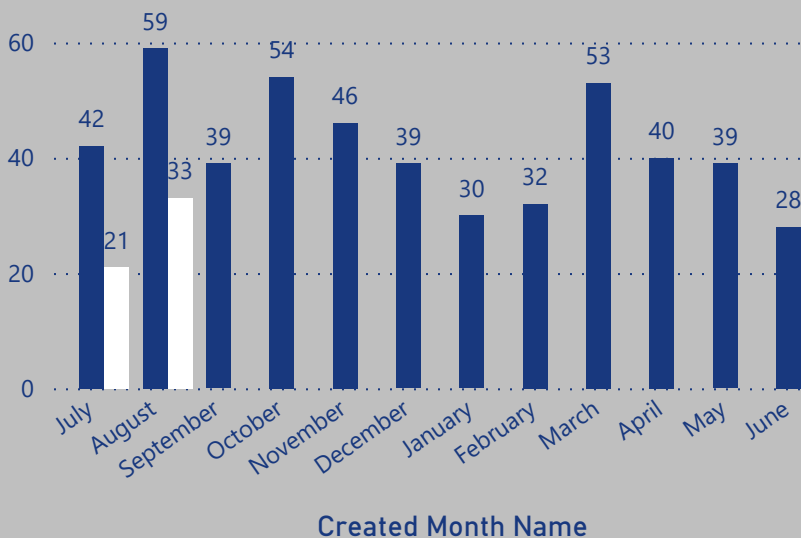


## Complaints Received for Current and Prior FY

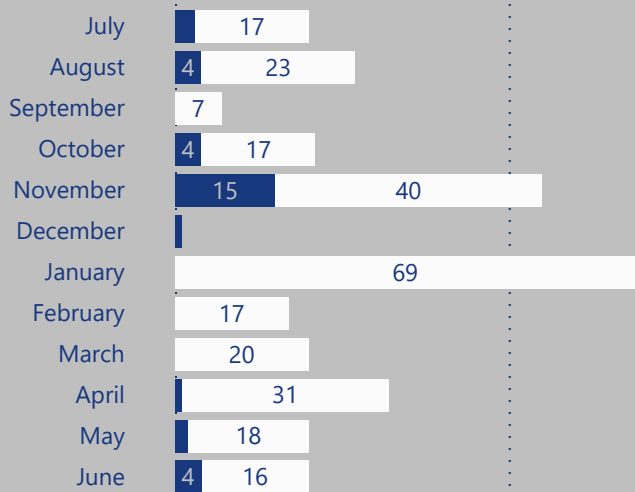
FY ● FY 2024 ● FY 2025



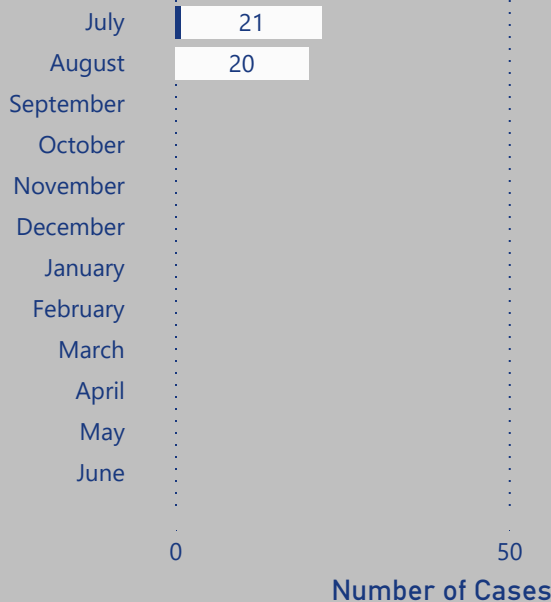
## Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

### FY 2024

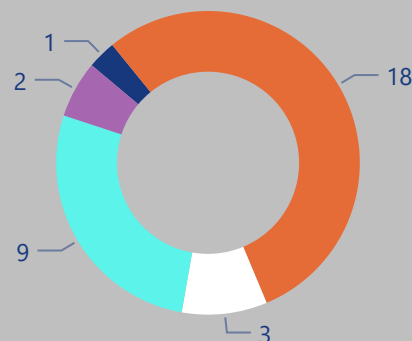


### FY 2025



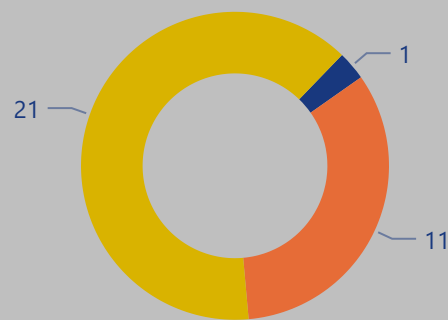
## Complaint Intake for August

- (Blank)
- Call
- Email
- Voicemail
- Web Submission

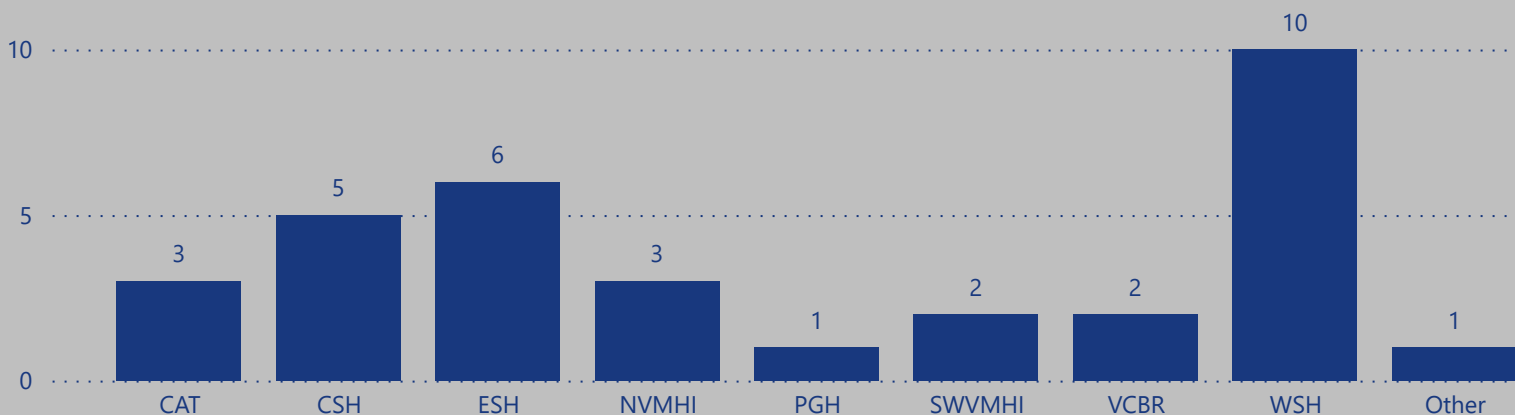


## Complaint Disposition for August

- DBHDS - Action
- DBHDS - Info
- OSIG HCU



## Complaints by Locations Received for August



### Number of Complaints Logged by Facility for the Prior Twelve Months

| DBHDS Facility<br>▲ | FY 2024   |           |           |           |           |           | FY 2025   |           |           |           |           |           | Total      |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
|                     | September | October   | November  | December  | January   | February  | March     | April     | May       | June      | July      | August    |            |
| CAT                 | 8         | 7         | 4         | 4         | 6         | 2         | 4         | 5         | 1         | 1         | 2         | 3         | 47         |
| CCCA                |           |           |           | 2         | 4         | 2         | 3         |           | 4         | 2         |           |           | 17         |
| CSH                 | 4         | 6         | 5         | 5         | 9         | 4         | 2         | 10        | 5         | 3         | 1         | 5         | 59         |
| ESH                 | 6         | 5         | 5         | 6         | 1         | 5         | 10        | 5         | 9         | 6         | 2         | 6         | 66         |
| HDMC                |           | 1         | 2         |           |           |           | 1         | 1         |           | 2         |           |           | 7          |
| NVMHI               | 4         | 12        | 3         | 5         |           | 1         | 8         | 4         | 3         | 3         | 2         | 3         | 48         |
| PGH                 |           |           |           | 1         |           | 2         | 2         | 1         | 2         | 1         |           | 1         | 10         |
| SVMHI               |           | 2         | 2         |           | 1         | 3         | 1         | 2         | 2         |           | 1         |           | 14         |
| SVTC                |           |           | 1         |           |           |           |           |           |           | 1         |           |           | 2          |
| SWVMHI              | 6         | 4         | 1         | 4         |           | 3         | 1         | 2         | 3         | 1         | 3         | 2         | 30         |
| VCBR                | 3         | 2         | 4         | 4         |           | 2         | 4         |           | 2         | 1         | 2         | 2         | 26         |
| WSH                 | 3         | 13        | 18        | 7         | 8         | 7         | 17        | 6         | 8         | 6         | 6         | 10        | 109        |
| Other               | 5         | 2         | 1         | 1         | 1         | 1         |           | 4         |           | 1         | 2         | 1         | 19         |
| <b>Total</b>        | <b>39</b> | <b>54</b> | <b>46</b> | <b>39</b> | <b>30</b> | <b>32</b> | <b>53</b> | <b>40</b> | <b>39</b> | <b>28</b> | <b>21</b> | <b>33</b> | <b>454</b> |

#### Legend

Number of Complaints Color Key

|       |        |
|-------|--------|
| 1-9   | Green  |
| 10-19 | Yellow |
| 20+   | Red    |