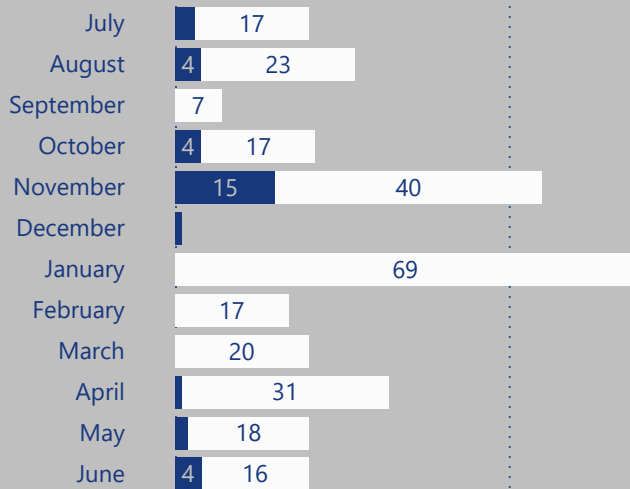


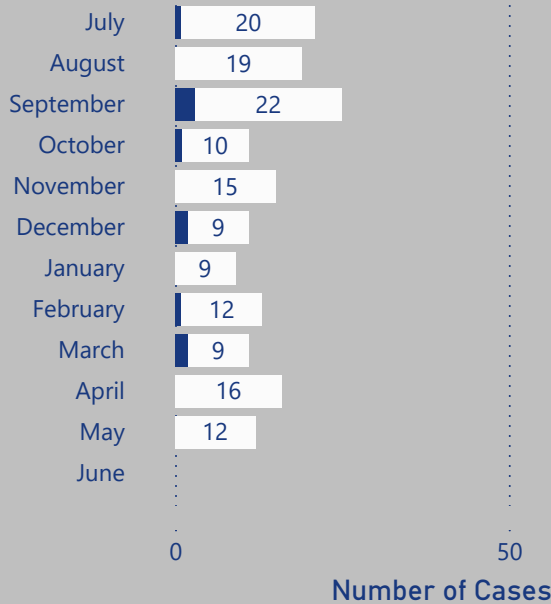
Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

FY 2024

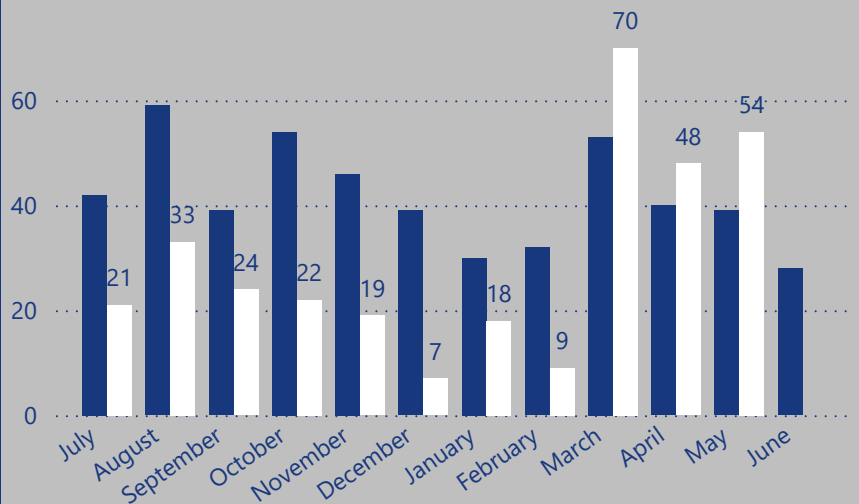


FY 2025



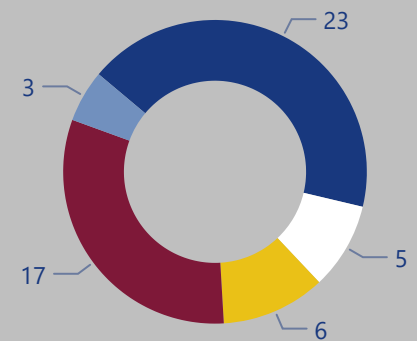
Complaints Received for Current and Prior FY

FY ● FY 2024 ● FY 2025



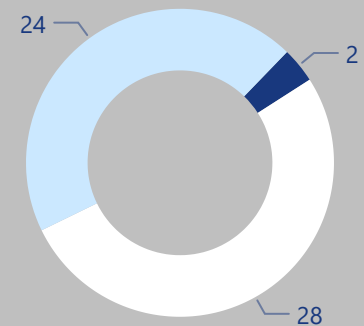
Complaint Intake for May

● Call
● Email
● Referral
● Voicemail
● Web Submission

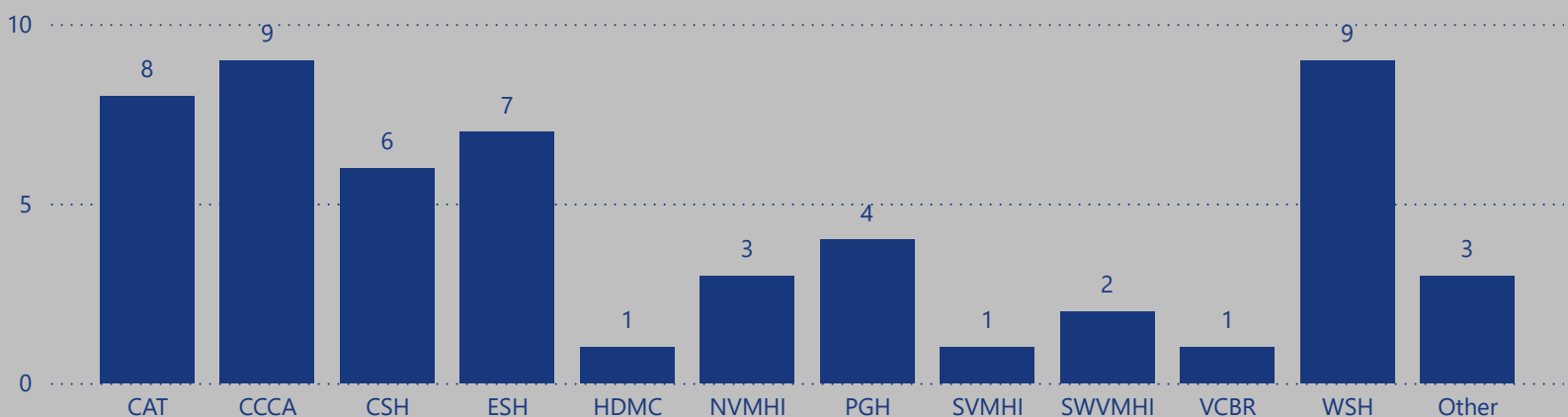


Complaint Disposition for May

● DBHDS - Action
● DBHDS - Info
● OSIG HCU



Complaints by Locations Received for May



Number of Complaints Logged by Facility for the Prior Twelve Months													
FY 2024 FY 2025													Total
DBHDS Facility ▲	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
CAT	1	2	3	2				2		10	4	8	32
CCCA	2				1		3		3	2		9	20
CSH	3	1	5		4	1	1	1		6	3	6	31
ESH	6	2	6	2	3	2	1			11	10	7	50
HDMC	2								1	1		1	5
NVMHI	3	2	3	3	3			1	1	5	6	3	30
PGH	1		1					1		2		4	9
SVMHI		1				1	1			4	1	1	9
SVTC	1							1					2
SWVMHI	1	3	2	5	1	1		1		4	3	2	23
VCBR	1	2	2	1	6	4		3		6	8	1	34
WSH	6	6	10	11	3	9	1	6	3	12	9	9	85
Other	1	2	1		1	1		2	1	8	4	3	24
Total	28	21	33	24	22	19	7	18	9	70	48	54	353

Legend	
Number of Complaints	Color Key
1-9	Green
10-19	Yellow
20+	Red