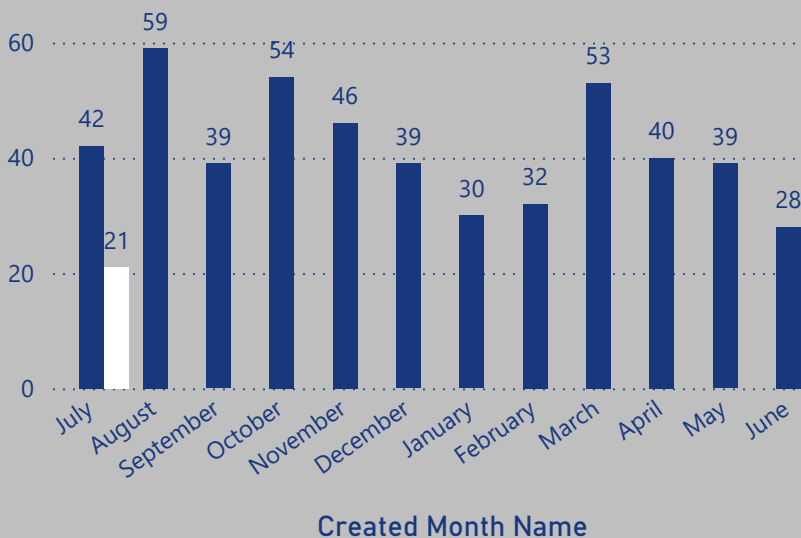




Complaints Received for Current and Prior FY

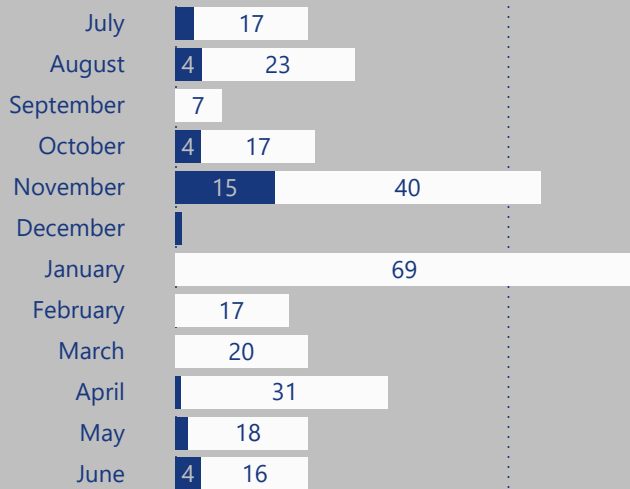
FY ● FY 2024 ● FY 2025



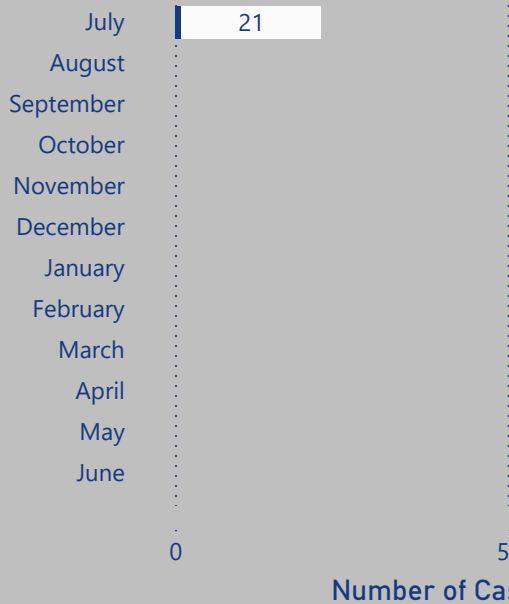
Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

FY 2024

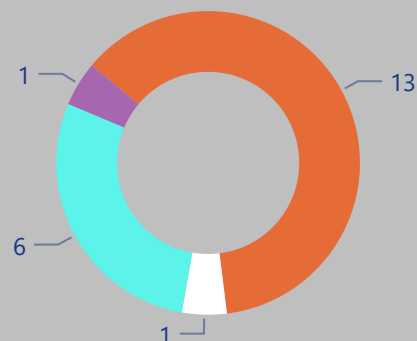


FY 2025



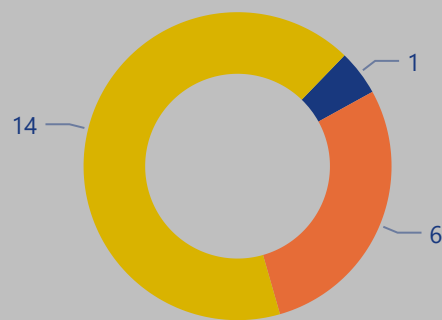
Complaint Intake for July

● Call
● Email
● Voicemail
● Web Submission

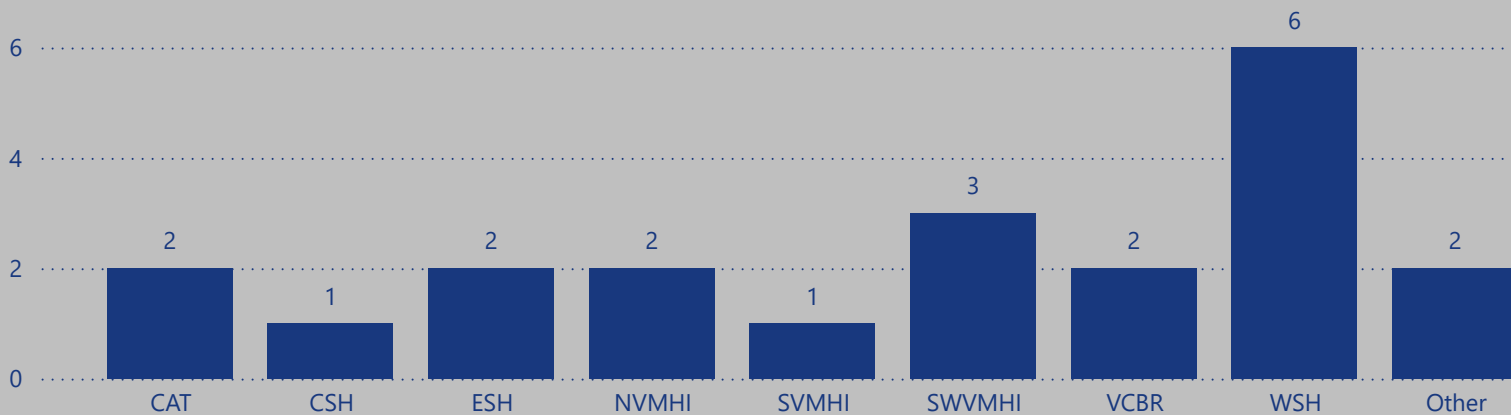


Complaint Disposition for July

● DBHDS - Action
● DBHDS - Info
● OSIG HCU



Complaints by Locations Received for July



Number of Complaints Logged by Facility for the Prior Twelve Months

DBHDS Facility ▲	FY 2024												FY 2025	Total
	August	September	October	November	December	January	February	March	April	May	June	July		
CAT	7	8	7	4	4	6	2	4	5	1	1	2	51	
CCCA					2	4	2	3		4	2		17	
CSH	7	4	6	5	5	9	4	2	10	5	3	1	61	
ESH	8	6	5	5	6	1	5	10	5	9	6	2	68	
HDMC	1		1	2				1	1		2		8	
NVMHI	5	4	12	3	5		1	8	4	3	3	2	50	
PGH	5				1		2	2	1	2	1		14	
SVMHI			2	2		1	3	1	2	2		1	14	
SVTC				1							1		2	
SWVMHI	8	6	4	1	4		3	1	2	3	1	3	36	
VCBR	4	3	2	4	4		2	4		2	1	2	28	
WSH	10	3	13	18	7	8	7	17	6	8	6	6	109	
Other	4	5	2	1	1	1	1		4		1	2	22	
Total	59	39	54	46	39	30	32	53	40	39	28	21	480	

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