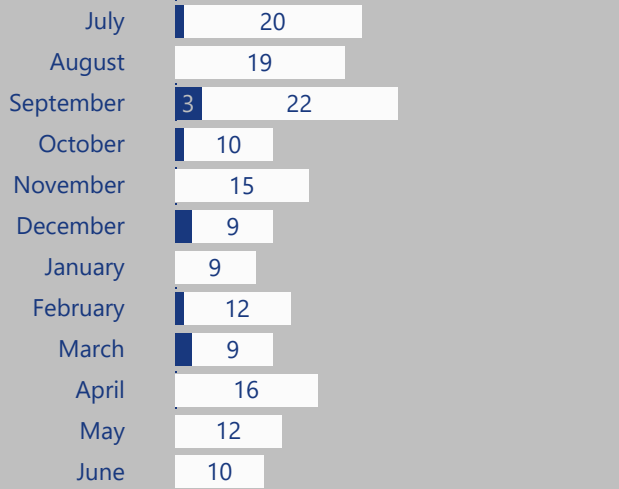


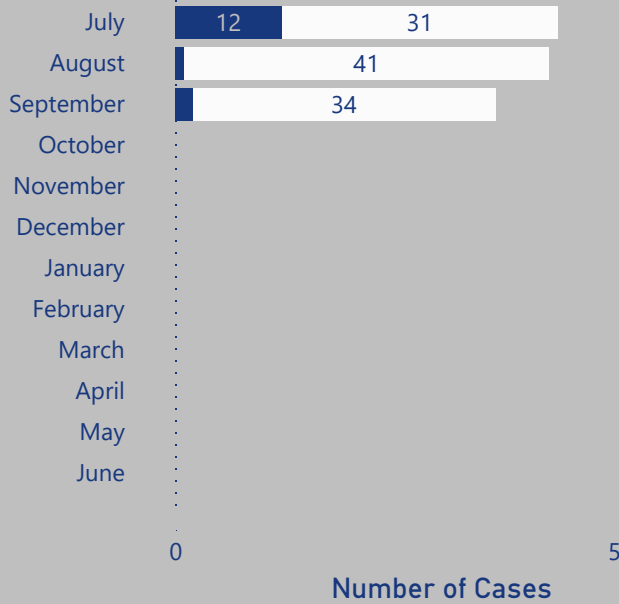
Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

FY 2025

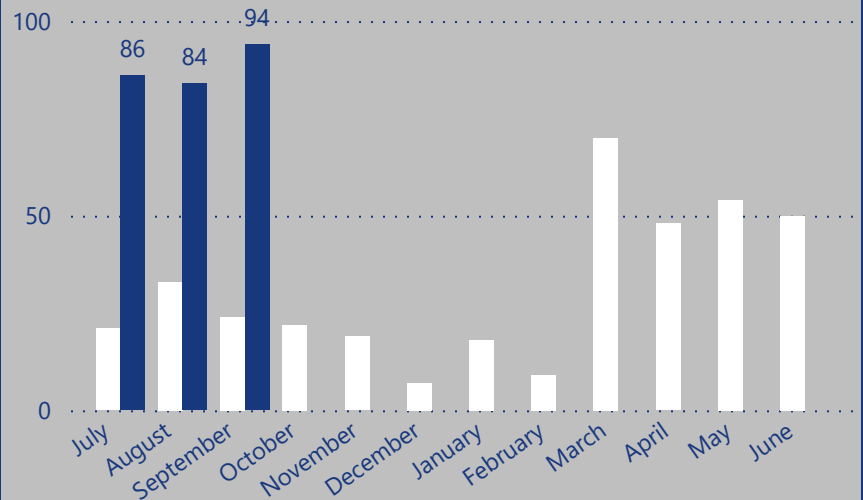


FY 2026



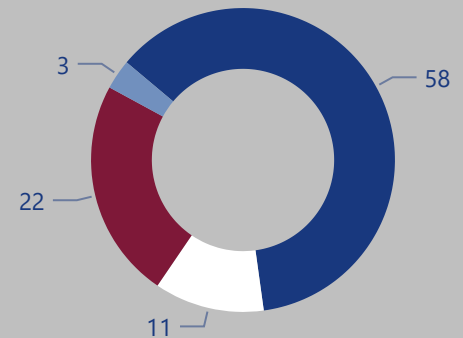
Complaints Received for Current and Prior FY

FY ● FY 2025 ● FY 2026



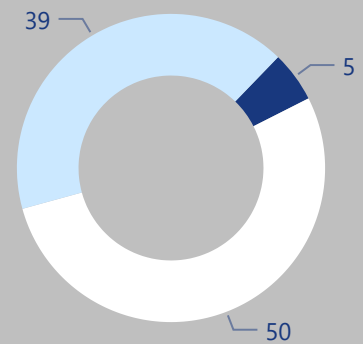
Complaint Intake for September

● Call
● Email
● Voicemail
● Web Submission

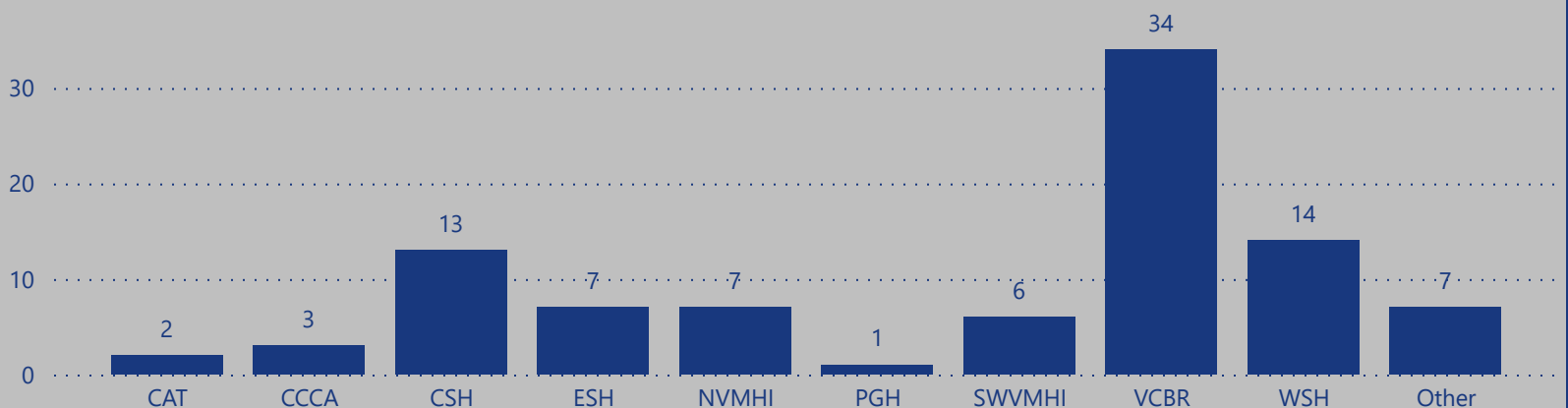


Complaint Disposition for September

● DBHDS - Action
● DBHDS - Info
● OSIG HCU



Complaints by Locations Received for September



Number of Complaints Logged by Facility for the Prior Twelve Months

DBHDS Facility	FY 2025						FY 2026						Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
CAT				2		10	4	8	9	7	3	2	45
CCCA	1		3		3	2		9		2	1	3	24
CSH	4	1	1	1		6	3	6	10	16	11	13	72
ESH	3	2	1			11	10	7	5	12	7	7	65
HDMC					1	1		1		2	1		6
NVMHI	3			1	1	5	6	3	2	6	7	7	41
PGH				1		2		4	2	4	1	1	15
SVMHI		1	1			4	1	1	5		6		19
SVTC				1						1			2
SWVMHI	1	1		1		4	3	2	3	2	2	6	25
VCBR	6	4		3		6	8	1	3	16	27	34	108
WSH	3	9	1	6	3	12	9	9	8	15	13	14	102
Other	1	1		2	1	8	4	3	3	3	5	7	38
Total	22	19	7	18	9	70	48	54	50	86	84	94	561

Legend

Number of Complaints Color Key

1-9	Green
10-19	Yellow
20+	Red