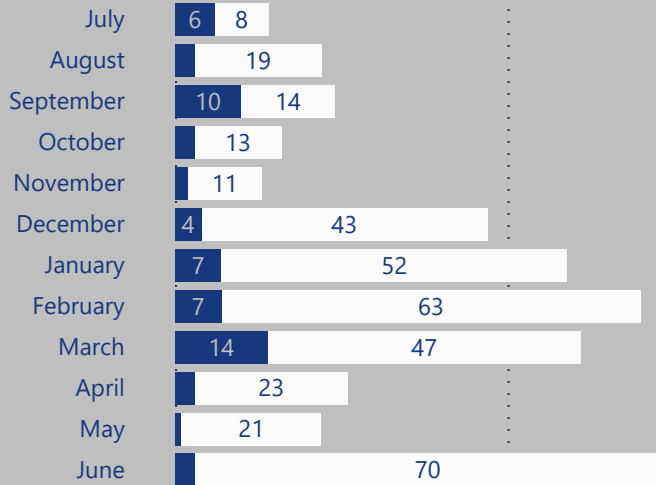


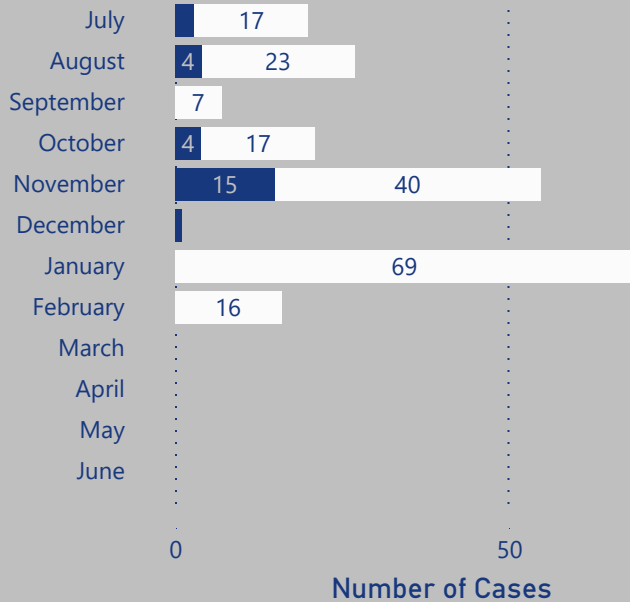
Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

FY 2023

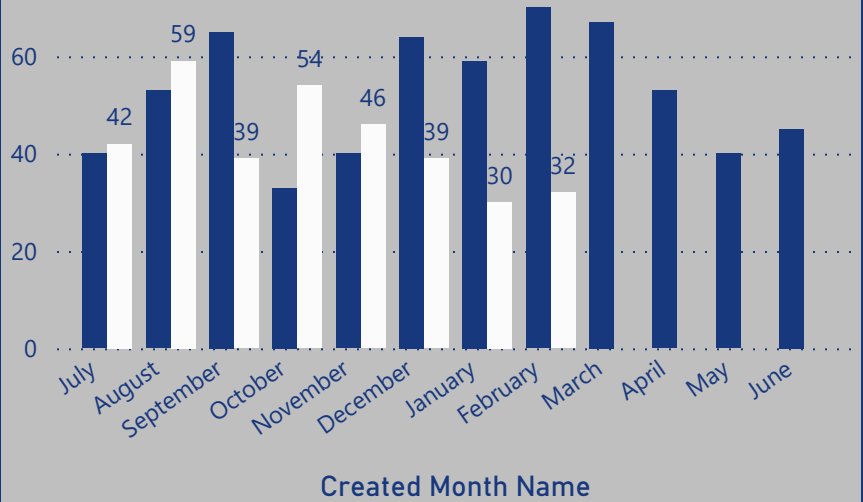


FY 2024



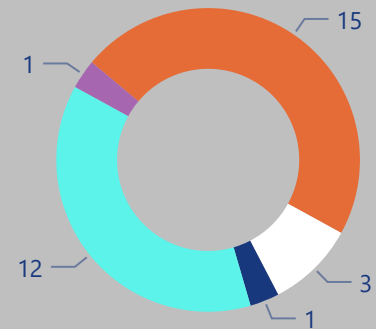
Complaints Received for Current and Prior FY

FY ● FY 2023 ● FY 2024



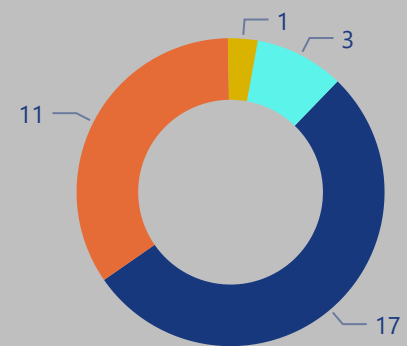
Complaint Intake for February

● Call
● Email
● U.S. Mail
● Voicemail
● Web Submission

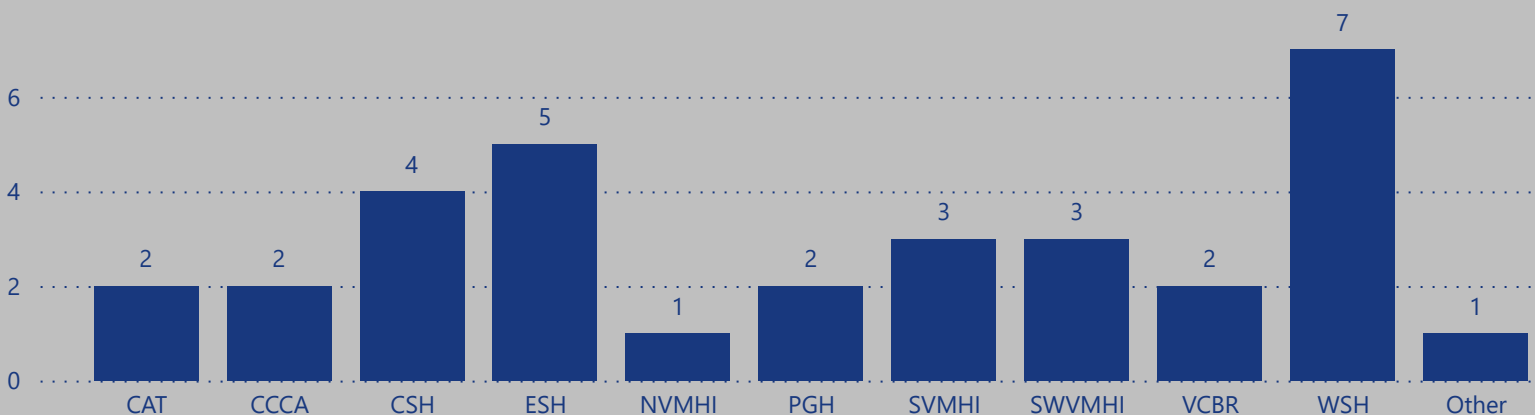


Complaint Disposition for February

● DBHDS - Action
● DBHDS - Info
● OSIG HCU
● Other



Complaints by Locations Recieved for February



| Number of Complaints Logged by Facility for the Prior Twelve Months | | | | | | | | | | | | | |
|---|---------|-------|-----|------|---------|--------|-----------|---------|----------|----------|---------|----------|-------|
| DBHDS Facility ▲ | FY 2023 | | | | FY 2024 | | | | | | | | Total |
| | March | April | May | June | July | August | September | October | November | December | January | February | |
| CAT | 12 | 4 | 4 | 8 | 5 | 7 | 8 | 7 | 4 | 4 | 6 | 2 | 71 |
| CCCA | 3 | 11 | 3 | | 1 | | | | | 2 | 4 | 2 | 26 |
| CSH | 8 | 11 | 6 | 7 | 6 | 7 | 4 | 6 | 5 | 5 | 9 | 4 | 78 |
| ESH | 4 | 3 | 8 | 3 | 4 | 8 | 6 | 5 | 5 | 6 | 1 | 5 | 58 |
| HDMC | 2 | | 1 | 3 | 1 | 1 | | 1 | 2 | | | | 11 |
| NVMHI | 6 | 5 | 3 | 1 | | 5 | 4 | 12 | 3 | 5 | | 1 | 45 |
| PGH | 2 | | | 4 | 2 | 5 | | | | 1 | | 2 | 16 |
| SVMHI | 2 | 1 | 1 | 2 | 2 | | | 2 | 2 | | 1 | 3 | 16 |
| SVTC | | | | | 1 | | | | 1 | | | | 2 |
| SWVMHI | 8 | 4 | 1 | 4 | 11 | 8 | 6 | 4 | 1 | 4 | | 3 | 54 |
| VCBR | 4 | 1 | 4 | 2 | 2 | 4 | 3 | 2 | 4 | 4 | | 2 | 32 |
| WSH | 14 | 10 | 5 | 8 | 5 | 10 | 3 | 13 | 18 | 7 | 8 | 7 | 108 |
| Other | 2 | 3 | 4 | 3 | 2 | 4 | 5 | 2 | 1 | 1 | 1 | 1 | 29 |
| Total | 67 | 53 | 40 | 45 | 42 | 59 | 39 | 54 | 46 | 39 | 30 | 32 | 546 |

Legend

Number of Complaints

Color Key

1-9

Green

10-19

Yellow

20+

Red