



Ohio Department of Mental Health

30 East Broad Street
Columbus, Ohio 43215-3430

DATE: NUMBER: ORIGINATOR & TITLE:
June 30, 2008 C-06-08-02 Ellen Deacon, Chief, Consumer Advocacy and Protection

OFFICE:
Program and Policy

APPROVED BY:
Debbie Nixon-Hughes, Deputy Director
Bill Harper, Assistant Director

DISTRIBUTION:
 BHO's Boards Provider Agencies Shareholder Organizations

SUBJECT:
 Allocations Certification Critical Information Licensure
 MACSIS Medicaid Community Plan Policy
 Procedure Other (specify): Annual Report

TITLE OF CORRESPONDENCE: Client Rights Grievance/Complaint Annual Summary for SFY 2008

CONTENT: The SFY 2008 Client Rights Grievance/Complaint Report is posted on the ODMH web site at <http://www.mh.state.oh.us/cnsmrrecovery/cnsmrrights/rights.index.html>

Boards are required to submit an annual client rights report (OAC 5122:2-1-02 (G)(H) &(I))

REQUIRED ACTION: The completed SFY 2009 Client Rights Grievance/Complaint Report is due to ODMH by September 2, 2008 for the period of SFY 2008. Boards are required to submit their Client Rights Grievance/Complaint Report electronically using the attached Word form template and also via mail. Electronic submissions are to be sent to Kathryn Remer at remerk@mh.state.oh.us and one hard copy with original signature of the report to be sent by mail to:

Kathryn Remer
Office of Consumer Advocacy and Protection
Ohio Department of Mental Health
30 E. Broad St., 8th Floor
Columbus, Ohio 54315-3430

DATES FOR REQUIRED ACTION: September 2, 2008

NAME, TELEPHONE NO., AND EMAIL OF CONTACT PERSON(S):

Carrol Hernandez, Ph.D., Assistant Deputy Director, 614-466-8641, hernandezc@mh.state.oh.us

cc: Sandra Stephenson, Director
Don Anderson, Deputy Director, Administrative Services
Sloan Spalding, Deputy Director, Legal Services
Jim Ignelzi, Deputy Director, IBHS
Howard Sokolov, M.D., Acting Medical Director
Cheri Walters, Ohio Association of County Behavioral Healthcare Authorities
Janet Galligan, Ohio Advocates for Mental Health
Hugh Wirtz, Ohio Council of Behavioral Healthcare Providers
James Mauro, NAMI Ohio
Terre Garner, Ohio Federation for Children's Mental Health
Charleta Tavares, Multiethnic Advocates for Cultural Competence
Darlene Zangara, Communication Services for the Deaf of Ohio
Penny Wyman, Ohio Association of Child Caring Agencies
Peg Burns, Family Service Council of Ohio