



# Ohio Department of Mental Health

30 East Broad Street  
Columbus, Ohio 43215-3430

DATE:                    NUMBER:                    ORIGINATOR & TITLE:  
July 24,2009    C-07-10-07                    Amy Price, MSW, LISW-S Chief, Consumer Advocacy and  
Protection

OFFICE:  
Program and Policy

APPROVED BY:  
Debbie Nixon-Hughes, MSW, LISW, Deputy 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 2009

CONTENT: The SFY 2009 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 24, 2009 for the period of SFY 2009. Boards are required to submit their Client Rights Grievance/Complaint Report electronically using the attached Word form template and the signature page via mail. Electronic submissions are to be sent to Kathryn Remer at [remerk@mh.state.oh.us](mailto:remerk@mh.state.oh.us). Please send the completed original signature page of the report by mail to:

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

DATES FOR REQUIRED ACTION: September 24, 2009  
NAME, TELEPHONE NO., AND EMAIL OF CONTACT PERSON(S):

Amy Price, MSW, LISW-S, Chief, ODMH Office of Consumer Advocacy and Protection, 614-466-0236, [pricea@odmh.state.oh.us](mailto:pricea@odmh.state.oh.us)

cc: Sandra Stephenson, Director  
Don Anderson, Deputy Director, Administrative Services  
Sloan Spalding, Deputy Director, Legal Services  
Jim Igelzi, Deputy Director, IBHS  
Marion Sherman, M.D., Medical Director  
Cheri Walters, Ohio Association of County Behavioral Healthcare Authorities  
Hugh Wirtz, Ohio Council of Behavioral Healthcare Providers  
James Mauro, NAMI Ohio  
Ellen Deacon, Ohio Empowerment Coalition  
Terre Garner, Ohio Federation for Children's Mental Health  
Charleta Tavares, Multiethnic Advocates for Cultural Competence  
Penny Wyman, Ohio Association of Child Caring Agencies  
Peg Burns, Family Service Council of Ohio  
Niki Hanselman, Ohio Wellness Network  
Robert Cooper, Communication Services for the Deaf- Ohio