

Agency Purpose

This independent agency was created in 1987 to promote the highest attainable standards for treatment, competence, efficiency, and justice for persons receiving care and treatment for mental illness, mental retardation and related conditions, chemical dependency, and emotional disturbance from a Minnesota agency, facility or program (M.S. 245.95, subd. 2).

The agency's vision is to bring about change that improves the effectiveness and efficiency of the service delivery system, while ensuring that consumers who are least able to care for themselves are protected.

Core Functions

- ⇒ Review identified serious injuries and deaths of consumers residing in or receiving services from licensed facilities, agencies, or programs.
- ⇒ Intervene through advocacy and mediation to resolve disputes.
- ⇒ Assist consumers to obtain the best quality care to meet their needs.
- ⇒ Recommend to elected officials, government agencies, and service providers how to improve services to consumers.
- ⇒ Identify systemic issues that affect the adequacy and quality of services delivered to all consumers.
- ⇒ Conduct training seminars and provide information to the citizens on the Civil Commitment Act and related law.
- ⇒ Team/Coordinate with other Minnesota state agencies.

Operations

This agency provides a direct statewide service to adults and children who are receiving treatment or services for mental illness, developmental disability, or chemical dependency. Secondary receivers of service are family members and persons or entities interested in high quality services for persons with mental disabilities. Eight regional offices provide the backbone in delivering these services including:

- ◆ information and referral;
- ◆ civil commitment information and training;
- ◆ neutral fact finding, mediation, and problem resolution;
- ◆ assertive representation when required; and
- ◆ investigation and reporting on broader issues impacting service delivery and quality.

The eight regional offices are located in

- ◆ Anoka
- ◆ Brainerd
- ◆ Duluth
- ◆ Fergus Falls
- ◆ St. Paul
- ◆ St. Peter (2 offices)
- ◆ Willmar

In addition, this agency has a direct responsibility to review deaths and serious injuries of clients in any Minnesota state licensed facility, agency, or program. This service is delivered by:

- ◆ reviewing deaths or serious injuries of persons with mental disabilities who are or were receiving services;
- ◆ providing direct feedback to facilities, agencies, or programs on how they can improve service delivery; and
- ◆ alerting and educating providers of service (via mass communications) of potential problems or dangers and recommending improvements of service delivery.

At A Glance

During the 2003-04 biennium we accomplished the following:

- ◆ Provided service in approximately 1,500 case reviews, 1,900 serious injury reviews, 900 death reviews and responded to over 3,000 requests for training, presentation, information, or assistance.
- ◆ Sent out medical alert mailings to over 6,600 providers twice annually.
- ◆ Provided training on civil commitment and other topics to professionals statewide.

Budget

- ◆ 100% of agency budget is from the General Fund
- ◆ 84% of the agency's budget is for staffing 16 full-time employees and three part-time employees, totaling 17.6 FTEs
- ◆ 16% of the agency's budget is for operating expenses

Contact

Office of the Ombudsman for Mental Health & Mental Retardation
Agency web site: <http://www.ombudmhm.state.mn.us>

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Dollars in Thousands

	Current		Forecast Base		Biennium 2006-07
	FY2004	FY2005	FY2006	FY2007	
<u>Direct Appropriations by Fund</u>					
General					
Current Appropriation	1,462	1,462	1,462	1,462	2,924
Forecast Base	1,462	1,462	1,462	1,462	2,924
Change		0	0	0	0
% Biennial Change from 2004-05					0%
 <u>Expenditures by Fund</u>					
Direct Appropriations					
General	1,340	1,561	1,462	1,462	2,924
Total	1,340	1,561	1,462	1,462	2,924
 <u>Expenditures by Category</u>					
Total Compensation	1,196	1,326	1,291	1,291	2,582
Other Operating Expenses	144	235	171	171	342
Total	1,340	1,561	1,462	1,462	2,924
 <u>Expenditures by Program</u>					
Ombudsman For Mh & Mr	1,340	1,561	1,462	1,462	2,924
Total	1,340	1,561	1,462	1,462	2,924
 Full-Time Equivalent (FTE)	 17.0	 17.0	 17.0	 17.0	