

Agency Purpose

This independent agency was created in 1987 in part as an outcome of the federal Welsch Consent Decree to promote the highest attainable standards for treatment, competence, efficiency, and justice for persons receiving care and treatment for mental illness, developmental disabilities 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 to resolve disputes through education, facilitation, and advocacy tools.
- ⇒ Assist consumers to obtain the highest attainable quality of care to meet their needs.
- ⇒ Recommend to elected officials, government agencies, and service providers ways to improve services to consumers.
- ⇒ Identify systemic issues that affect the adequacy and quality of services delivered to consumers.
- ⇒ Conduct training seminars and provide information to the citizens on the Civil Commitment Act and other related laws.
- ⇒ Team/coordinate/cooperate with other Minnesota state agencies on individual and systemic cases.

Operations

Client Services Unit

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:

- ◆ neutral fact finding reviews, coupled with facilitation, education and problem resolution;
- ◆ assertive representation when required;
- ◆ reviewing and reporting on broader issues impacting service delivery and quality;
- ◆ civil commitment information and training system wide, and;
- ◆ information, education and referrals to callers.

The eight regional offices are located in:

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

At A Glance

Recent agency actions include:

- ◆ Providing service in thousands of death and serious injuries reviews and thousands more client reviews, assistance, and information requests.
- ◆ Initiating a suicide education and outreach program as part of the medical review process.
- ◆ Developing a list service to provide information on medical alerts and related information.
- ◆ Providing training on civil commitment and other topics to professionals statewide, as well as consultation with North and South Dakota regarding inter-state compacts.
- ◆ Increasing information and links on the agency web site.

Medical Review Unit

In addition to the Client Services Unit, 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 were or are 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.

Key Measures

The agency's key goal is to ensure the mental health delivery system operates at the highest levels of effectiveness and efficiency. We cannot measure how many civil commitments, lawsuits or injuries were and are prevented as a result of our work and educational outreach, but we will continue the work as a value-added effort to improve the mental health system.

Additionally, the agency's activities generate approximately \$300,000 in federal medical assistance that is deposited to the General Fund each fiscal year. The agency list service saves approximately \$4,000 per year in printing and mailing expenses. The agency web site's hits, visits, and document view numbers have increased by 50% over the previous two years. The agency provided over 30 training sessions on civil commitment and other agency related services to professionals statewide, promoting efficient use of limited system resources.

Budget

- ◆ 100% of agency budget is from the General Fund;
- ◆ 89% of the agency's budget is for staffing 17 full-time employees and one part-time employee; and
- ◆ 11% of the agency's budget is for other operating expenses.

Contact

Office of the Ombudsman for Mental Health and Developmental Disabilities
121 7th Place East, Suite 420
Saint Paul, Minnesota 55101-2117
Phone: (651) 296-3848
Toll free: (800) 657-3506

Agency web site: <http://www.ombudmhdd.state.mn.us>

For additional information please contact:
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Dollars in Thousands

	Current		Forecast Base		Biennium 2008-09
	FY2006	FY2007	FY2008	FY2009	
<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 2006-07					0%
<u>Expenditures by Fund</u>					
Direct Appropriations					
General	1,496	1,478	1,462	1,462	2,924
Total	1,496	1,478	1,462	1,462	2,924
<u>Expenditures by Category</u>					
Total Compensation	1,276	1,311	1,311	1,311	2,622
Other Operating Expenses	220	167	151	151	302
Total	1,496	1,478	1,462	1,462	2,924
<u>Expenditures by Program</u>					
Ombudsman For Mh & Mr	1,496	1,478	1,462	1,462	2,924
Total	1,496	1,478	1,462	1,462	2,924
Full-Time Equivalent (FTE)	17.2	17.2	17.2	17.2	