

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, 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 some of Minnesota's most vulnerable persons 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 professionals and those involved with or affected by the Civil Commitment Act and other related laws.
- ◆ Team, coordinate, and cooperate with other Minnesota state agencies on individual and systemic cases.

At A Glance

Recent agency actions include:

- ◆ Providing service in almost two thousand death and serious injuries reviews and thousands more client reviews, assistance, and information requests.
- ◆ Continuation of a suicide education and outreach program as part of the medical review process.
- ◆ Updating a web-based list service to provide information on medical alerts and related information and increasing agency web site links and information.
- ◆ Providing education and training on civil commitment and related issues to professionals statewide, as well as consultation with North and South Dakota providers regarding inter-state compacts.

Operations

Client Services Unit

This agency provides a statutorily directed statewide service to adults and children who are receiving treatment or services for mental illness, developmental disabilities, chemical dependency, or emotional disturbance. Secondary receivers of service are family members and persons or entities interested in high quality services for persons with mental disabilities. There are seven regional client services offices, located in: Anoka, Brainerd, Duluth, Fergus Falls, St. Paul, St. Peter, and Willmar. Regional office staff is the backbone in delivering services, including:

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

Medical Review Unit

This agency has a statutory responsibility to review deaths and serious injuries of clients in any Minnesota state licensed facility, agency, or program providing services to the agency's client population. This review process includes:

- ◆ reviewing deaths or serious injuries of persons with mental, developmental, or chemical disabilities who were or are receiving services;
- ◆ providing direct feedback to agencies, facilities, or programs on how service delivery can be improved, and;
- ◆ alerting and educating providers of service (via web-based list service) of potential problems or dangers and recommending improvements in service delivery.

Key Goals

- ◆ Work with the service delivery system to achieve the highest attainable standards of treatment and respect for persons in Minnesota receiving services for mental and developmental disabilities, chemical dependency and emotional disturbance.
- ◆ Address unmet needs in the service delivery system relating to civil commitment.

These goals are directly related to the ombudsman’s statutorily directed mission, under M.S. 245.95.

Key Measures

- ◆ **Number of client contacts:** This represents the number of contacts the agency receives gauging the demand for the services provided. Contacts range from requests for basic information to complex inquiries reaching across multiple service systems. Responses are prioritized to address situations with the greatest need.

Fiscal Year	Total
2007	3,393
2008	3,803

- ◆ **Death and serious injury reports:** Whenever a death or serious injury occurs, providers are required to notify the agency. While a large percentage of these are not preventable, the agency seeks to reduce the preventable incidents and improve the quality of care provided through education and training activities.

Fiscal Year	Serious Injuries	Deaths
2007	1,254	552
2008	1,362	612

- ◆ **Civil commitment training provided:** The Civil Commitment Training and Resource Center (CCTRC) continues to provide training to a wide variety of professionals. In addition, the CCTRC has expanded to include agency staff on several issues, including the transport of those on hold orders; handling commitments; border state service challenges, and how managed care organizations prepare for providing case management for committed persons.

Fiscal Year	Training Sessions Provided	Professionals Trained
2007	14	642
2008	11	530

One of the purposes of these activities is to ensure the civil commitment process is utilized appropriately, to avoid unnecessary and costly usage. The agency cannot measure how many civil commitments, lawsuits or injuries have been prevented as a result of our efforts, but we will continue the work as a value-added effort to improve the mental, developmental, and chemical health systems.

Budget

- ◆ 100% of agency budget is from the general fund
- ◆ 88% of the agency's budget is for staffing 16 full-time employees and four part-time employees
- ◆ 12% of the agency's budget is for other operating expenses
- ◆ Agency operations generate \$300,000 per year in federal Medicaid reimbursement to the general fund

Contact

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Dollars in Thousands

	Current		Forecast Base		Biennium 2010-11
	FY2008	FY2009	FY2010	FY2011	
<u>Direct Appropriations by Fund</u>					
General					
Current Appropriation	1,584	1,655	1,655	1,655	3,310
Forecast Base	1,584	1,655	1,655	1,655	3,310
Change		0	0	0	0
% Biennial Change from 2008-09					2.2%
<u>Expenditures by Fund</u>					
Direct Appropriations					
General	1,495	1,744	1,655	1,655	3,310
Miscellaneous Special Revenue	3	0	0	0	0
Total	1,498	1,744	1,655	1,655	3,310
<u>Expenditures by Category</u>					
Total Compensation	1,339	1,521	1,503	1,525	3,028
Other Operating Expenses	159	223	152	130	282
Total	1,498	1,744	1,655	1,655	3,310
<u>Expenditures by Program</u>					
Ombudsman For Mh & Mr	1,498	1,744	1,655	1,655	3,310
Total	1,498	1,744	1,655	1,655	3,310
Full-Time Equivalent (FTE)	17.2	17.2	17.2	17.2	