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2016-17 Biennial Budget – Ombudsman for Mental Health and Developmental Disabilities

Agency Profile – Ombudsman for Mental Health and Developmental Disabilities 1

<http://mn.gov/omhdd/>

AT A GLANCE

- The OMHDD operates in seven offices throughout Minnesota with fewer than 20 staff
- We oversee more than 16,000 agencies, facilities and programs providing services to more than 300,000 Minnesotans with mental, developmental, chemical and emotional disabilities
- Staff responds to more than 4,500 requests for assistance and reviews more than 1,500 reports of serious injuries and approximately 700 reports of death annually
- The OMHDD was established as an independent agency in 1987 as a result of the federal Welsh Consent Decree
- 100% of the agency budget comes from the General Fund
- Historically over 90% of our budget is for compensation

PURPOSE

The OMHDD works to resolve client complaints (concerns) regarding treatment related issues, reviews serious injury and death reports, and provides civil commitment and other training in an effort to improve the care delivery system for some of Minnesota's most vulnerable residents.

We promote the highest attainable standards for treatment, competence, efficiency, and justice for person receiving care and treatment for mental illness (MI), developmental disabilities (DD), chemical dependency (CD), and emotional disturbance (ED).

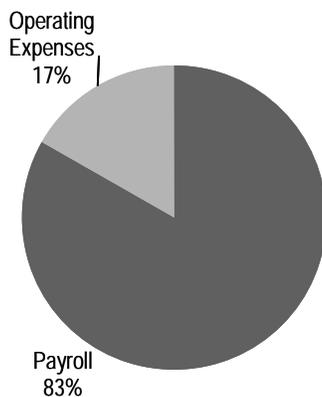
We act as a monitor over our clients' rights and services, providing education and intervention that aligns client treatment needs with service provision.

Using shared experiences and lessons learned from death and serious injury reviews we are able to offer providers treatment options and service delivery improvements often with no or little additional cost.

OMHDD contributes to the statewide outcomes that all Minnesotans have optimal health and efficient and accountable government services.

BUDGET

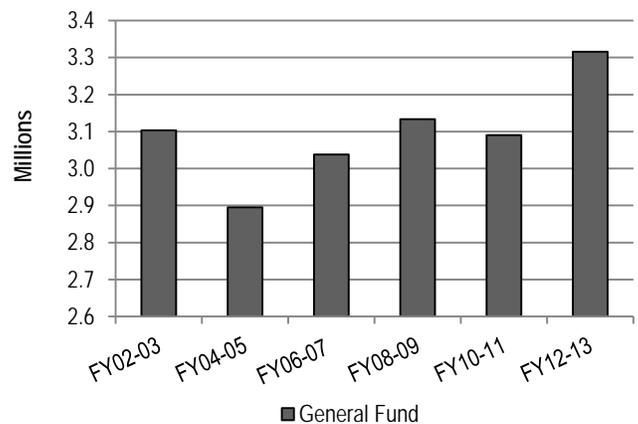
**Spending by Program
FY 13 Actual**



Normally payroll is 90+ percent of spending. We implemented a new client database in FY13-14, increasing operating expenses.

Source: SWIFT

Historical Spending



FY13 trended higher due to the implementation of a new case management system and increased staffing.

Source: Consolidated Fund Statement

STRATEGIES

The OMHDD monitors client cases not only for individual client needs but also for systemic issues in all areas of the MI, DD, CD and ED service systems. When we see issues occurring in multiple areas of the state we can quickly share information to providers on how we have seen and helped others deal with those issues without reinventing the wheel. Medical Review staff produces timely and topical Medical Alerts which focus on issues that impact client safety. These alerts are shared electronically via the state list service to licensed providers statewide. Staff provides civil commitment education to stakeholders in an effort to limit the number of inappropriate commitments, save valuable resources, and get clients to the level of service they require in the least restrictive environment needed.

We act as the intermediary between residents and state government funded or provided service systems. When things don't make sense, are unfair, or errors have been made, we can help bring the two sides together to obtain the best result for the client. We provide training to providers, families, law enforcement, legal, medical, local, county and state staff in order to improve services and increase understanding of service delivery systems and laws. We are involved in local and statewide work groups and committees covering a wide variety of topics related to client care provision. We review and follow up on questionable Behavioral Intervention Report Forms (BIRF) received from DHS' Disability Services Division regarding aversive deprivation (treatment practices used that restrict clients' rights or use of restraints/seclusion).

RESULTS

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Issues entered into database*	13,324	15,358	FY 10-11 & FY 12-13
Quantity	Civil commitment trainings/attendees**	27 / 2,065	27 / 819	FY 10-11 & FY 12-13

*The increase in the number of issues entered into database during the 12-13 Biennium corresponds with an increase in complexity of cases.

**The number of people attending civil commitment trainings increases in years when significant changes are made to civil commitment statute.

The following statutes apply to the OMHDD:

- MS Chapter 245.91 <https://www.revisor.mn.gov/statutes/?id=245.91>
- MS Chapter 245.9 <https://www.revisor.mn.gov/statutes/?id=245.92>
- MS Chapter 245.93 <https://revisor.mn.gov/statutes/?id=245.93>
- MS Chapter 245.94 <https://revisor.mn.gov/statutes/?id=245.94>
- MS Chapter 245.945 <https://revisor.mn.gov/statutes/?id=245.945>
- MS Chapter 245.95 <https://revisor.mn.gov/statutes/?id=245.95>
- MS Chapter 245.96 <https://revisor.mn.gov/statutes/?id=245.96>
- MS Chapter 245.97 <http://revisor.mn.gov/statutes/?id=245.97>