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2014-15 Governors Budget - Ombusman for Mental Health and Developmental Disabilities

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Ombudsman for Mental Health and Developmental Disabilities

<http://www.ombudmhdd.state.mn.us>

Small Agency Profile

Mission:

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, developmental disabilities, chemical dependency, and emotional disturbance (MI, DD, CD, and ED) from a Minnesota agency, facility, or program.

Statewide Outcome(s):

Ombudsman for Mental Health and Developmental Disabilities (OMHDD) supports the following statewide outcome(s).

Efficient and accountable government services.

Context:

The OMHDD focuses on holding state agencies and state funded services accountable for providing appropriate services for Minnesota citizens with MI, DD, CD, and ED consistent with Minnesota laws and rules in a manner that respects vulnerable citizens' rights and dignity. This work is important because holding care providers accountable contributes to increasing the quality of services and decreasing the cost of providing those services. What we learn from cases and reviews helps prevent negative occurrences system wide. The agency has adapted to the shift from residential state operated treatment centers to community based care of agency clientele. Agency funding is a 100 percent General Fund appropriation.

<https://www.revisor.mn.gov/statutes/?id=245.94>

Strategies:

To meet the charge given the agency, Regional Ombudsmen appropriately respond to contacts from clients, facility staff, family members, and others. The Regional Ombudsmen and Medical Review Coordinator also investigate and review all reported serious injuries. The Medical Review Unit (MRU) investigates and reviews all reported deaths. The Civil Commitment Training and Resource Center (CCTRC) and MRU Coordinators provide training to a wide variety of individuals involved with the provision of mental health services. <http://www.ombudmhdd.state.mn.us/cctrc/default.htm>

To advance OMHDD's priorities, agency staff monitor client cases for systemic issues in all areas of the MI, DD, CD, and ED systems. MRU staff also provide timely and topical Medical Alerts, which focus on issues of potential impact to client safety, to licensed providers statewide. These Medical Alerts are distributed electronically, and serve to educate providers and improve care delivery. The OMHDD also provides treatment and provider staff training to share the latest in effective treatment provision. <http://www.ombudmhdd.state.mn.us/mrs/default.htm>

To contribute to statewide outcomes, the OMHDD actively participates in systems change with stakeholders via workgroups and task forces.

Results:

There is no way to know how many holds, commitments, days of inpatient care, or outpatient care services were saved by the agency's work. Staff act as problem solvers to meet the service needs of the individual in the least restrictive and most appropriate placement. This reduces the costs of providing these services.

The agency also looks to continuously improve efficiency – for example, by distributing Medical Alerts electronically (versus via postal mail), the agency has reduced costs and increased the efficiency of this information distribution.

As an indicator of service provided, the agency tracks the number of client contacts received. The agency expects these service numbers to continue to increase.

The OMHDD also offers trainings and educational opportunities. These trainings have become more detailed and focused to meet staff requests for more targeted training.

Performance Measures	Previous	Current	Trend
Number of contacts received and entered into the agency data base	3,928	3,986	Improving
Training sessions on agency mission, services, and resources, civil commitment, and medical review	16 (including some partial day trainings)	9	Stable

Performance Measures Notes:

1. For contacts received, Previous is FY 2011 and Current is FY 2012. Source: OMHDD.
2. For training sessions provided, Previous is FY 2011 and Current is FY 2012. Source: OMHDD.

Ombudsman for Mental Health and Developmental
Current, Base and Governor's Recommended Expenditures
(Dollars in Thousands, Biennial Totals)

	General Funds	Other State Funds	Federal Funds	All Funds
Current Biennium Expenditures (FY 2012-13)	\$3,359			\$3,359
Current Law Expenditures (FY 2014-15)	\$3,478			\$3,478
Governor's Recommended Expenditures (FY2014-15)	\$3,478			\$3,478
\$ Change from FY 2014-15 Current Law to Governor's Rec	\$0			\$0
% Change from FY 2014-15 Current Law to Governor's Rec	0%			0%

**Ombudsman for Mental Health and Developmental
Sources and Uses**

(Dollars in Thousands)

	Biennium FY14-FY15			Total Funds
	General Funds	Other State Funds	Federal Funds	
BALANCE FORWARD IN	\$170			\$170
APPROPRIATION	\$3,308			\$3,308
SOURCES OF FUNDS	\$3,478			\$3,478
EXPENDITURES	\$3,478			\$3,478
PAYROLL EXPENSE	\$2,718			\$2,718
OPERATING EXPENSES	\$750			\$750
OTHER FINANCIAL TRANSACTIONS	\$10			\$10
USES OF FUNDS	\$3,478			\$3,478

**Ombudsman for Mental Health and Developmental
All Funds FTE by Program**

	Current	Forecast Base	Governor's Recommendation
Program	FY 2013	FY 2015	FY 2015
Program: Ombudsman For Mh & Dd	17.0	16.0	16.0
Ombudsman for Mental Health and Developmental	17.0	16.0	16.0