



Georgia Department of Behavioral Health &
Developmental Disabilities

Kevin Tanner, Commissioner

D·B·H·D·D

Office of the Commissioner

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RE: 2023 Annual Report on Complaints Received from Services Provided

House Bill 1013 (2022 legislative session) mandated that DBHDD provide an annual report to the Office of Health and Strategy and Coordination that outlines complaints from individuals receiving services and ensures the protection of their rights.

DBHDD has designated the Office of Constituent Services to receive and manage these complaints, subsequently making recommendations to my office.

DBHDD is pleased to present the findings and data compiled by the Office of Constituent Services regarding complaints received from July 1, 2023, to June 30, 2024.

1. **Total Number of Cases Received, Assigned, Solved, and Pending:** Chart 1 details the total cases received, highlighting their assignment to specific offices and regions responsible for handling and resolving constituent cases. Additionally, the chart offers a geographical perspective on the distribution of cases across the department.

	Office Site	Solved tickets	Pending tickets*	
Constituent Services	Constituent Liaisons	772	208	
	Constituent Services Support	134	17	
	CS Central Office	8	1	
Regional Field Offices	CS R1	2	0	
	CS R1 (RSA-BH)	28	2	
	CS R1 (RSA-DD)	41	3	
	CS R2	1	2	
	CS R2 (RSA-BH)	17	2	
	CS R2 (RSA-DD)	25	2	
	CS R3	34	15	
	CS R3 (RSA-BH)	32	18	
	CS R3 (RSA-DD)	89	15	
	CS R4	4	4	
	CS R4 (RSA-BH)	5	0	
	CS R4 (RSA-DD)	6	1	
	CS R5		3	
	CS R5 (RSA-BH)	3	27	
	CS R5 (RSA-DD)	16	0	
	CS R6	1	0	
	CS R6 (RSA-BH)	19	2	
	CS R6 (RSA-DD)	24	2	
Hospitals	CS Central State Hospital	1	0	
	CS Georgia Regional Atlanta	14	2	
	CS West Central Reg Hospital	6	0	
Totals		1282	326	1608

- *For details on pending tickets, refer to Graph 5, which breaks them down into four categories: New, Open, Pending, and On Hold.

2. **Source of Constituent Cases:** Chart 2 delves into the sources of these constituent cases, shedding light on the channels through which complaints have been brought to our attention.

Cases Received by Source	
Category	
Email (Voicemail)	1015 (67%)
Web	495 (33%)

3. **Efficiency Time:** Chart 3 provides a detailed breakdown of the time taken for a ticket to be opened, assigned, and resolved by the department.

Ticket Resolution Time	
> 30 days	3%
7-30 days	26%
1-7 days	44%
5-24 hours	7%
0-5 hours	20%

4. **First Initial Reply Time:** Chart 4 provides a detailed breakdown of the time taken by the department to send the first initial reply to a constituent.

Initial Reply Time	
> 24 hours	58%
8-24 hours	6%
1-8 hours	9%
0-1 hours	12%
No replies*	14%

- *The term "no replies" refers to instances in which a DBHDD employee initiates contact with a constituent but does not receive a response, resulting in the employee leaving a voicemail. In accordance with DBHDD protocol, the Office of Constituent Services is obligated to make two contact attempts. The case remains open for a period of seven (7) days during which these attempts are made. Should both attempts be unsuccessful within this timeframe, the case is subsequently closed. If the constituent responds after this period, the case will be reopened in accordance with standard procedures.

5. Case Status by Constituent Services and Regional Field Offices: Graph 5 provides an analysis of the case statuses within constituent service offices and regional field offices, categorized by new, open, pending, or on-hold cases.

