



September 29, 2023

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Director
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RE: 2022 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, 2022, to June 30, 2023.

1. **Type of Constituent Cases Received:** Chart 1 outlines the various categories of constituent cases received, providing insight into the nature of complaints and concerns raised by individuals receiving services.

Type of Constituent Cases Received	
Category	Number of Cases
Complaint	843
Compliment	20
Question	1453
Request	2180
Suggestion	28
Total	4524

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.

Source of Cases	
Category	Number of Cases
Email	772
Intake Form	326
Letter	51
Phone	3373
Walk-In	2
Total	4524

3. **Office and Region Handling Cases:** Chart 3 details the specific offices and regions responsible for receiving and resolving constituent cases. It offers a geographical perspective on the distribution of cases across our organization.

Site	Assigned	Resolved	Total
Central Office	131	3061	3192
Region 1	17	256	273
Region 2	6	137	143
Region 3	119	400	519
Region 4	0	65	65
Region 5	2	120	122
Region 6	9	131	140
Central State Hospital	4	21	25
East Central Regional Hospital - Augusta	0	7	7
Georgia Regional Hospital - Atlanta	1	22	23
Georgia Regional Hospital-Savannah	1	6	7
West Central Regional Hospital-	0	8	8
	290	4234	4524

4. **Status of Closed Cases:** Chart 4 presents an overview of the status of cases that have been closed, providing valuable information on the outcomes and resolutions achieved.

Status of Closed Cases	
Category	Number of cases
Duplicate	116
Fictitious	29
IDD Connect	5
Incomplete Information	151
Not DBHDD Issue	491
Office of Investigations	62
Provider Network	5
Resolved Favorable	2779
Resolved Unfavorable	16
Resolved with Follow-up	13
Unable to Contact	569
Subtotal	4236
Cases Deleted in Error	2
TOTAL	4234

Thank you for the opportunity to share this information with you. If you have any questions or concerns, please reach out to our Director of Legislative Affairs, Michael Polacek, at Michael.polacek@dbhdd.ga.gov.

Respectfully,

Commissioner Kevin Tanner
 Georgia Department of Behavioral Health and Developmental Disabilities