

Agency Purpose

This independent agency was created in 1987, in part as a result of the federal Welsh 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).

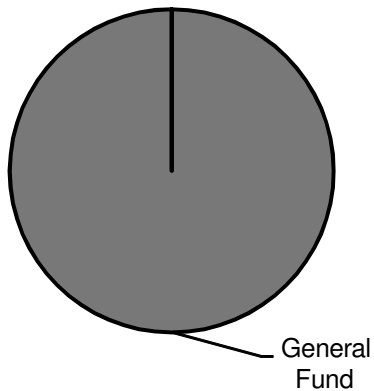
The agency’s vision is to bring about change that improves the effectiveness and efficiency of the service delivery system, while ensuring that some of Minnesota’s most vulnerable persons are protected.

At a Glance

Recent agency program actions include:

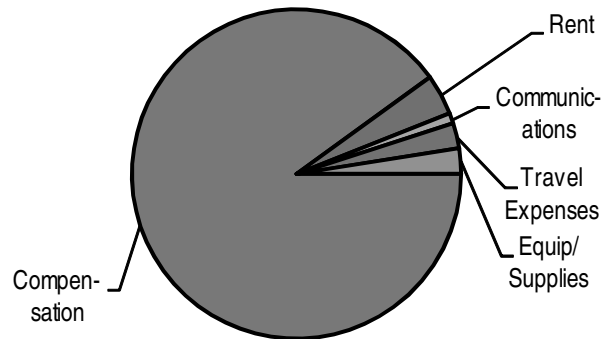
- Providing service in almost 2,000 death and serious injury reviews and thousands more client reviews, assistance, and information requests annually.
- Continuing a suicide education and outreach program as part of the medical review process.
- Updating a web-based list service to provide information on medical alerts and related information and increasing agency web site links and information.
- Providing 30 education and training sessions on civil commitment, guardianship and related issues statewide, as well as consultation with North and South Dakota regarding inter-state compacts.
- Installing a new Electronic Case Management system to improve the tracking of client cases and reporting on collected data.

Est. FY 2010-11 Expenditures by Fund



Source: Consolidated Fund Statement.

Est. FY 2010-11 Expenditures by Type



Source: Minnesota Accounting & Procurement System (MAPS).

Strategies

- Share identified preventive strategies gleaned from review of serious injuries and deaths of agency clients.
- Provide dispute resolution through education, facilitation, mediation, and advocacy.
- 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, guardianship and conservatorship statutes, and other related laws.

Strategic prioritization: The number of client-related calls received increases each year. To manage this trend, the agency has allowed the regional staff to prioritize the neediest cases. Death and serious injury reports also increase each year. This review process has been streamlined, giving added attention to each report meeting

criterion for further review. The Civil Commitment Training and Resource Center has expanded its trainings to include transport of those on hold orders, the commitment process, border state service challenges, and how managed care organizations will prepare for providing case management for committed patients. Through prioritization, the Ombudsman Office is working diligently to meet the increased needs of its vulnerable clients while maintaining the same number of FTEs and operating within its budget.

Operations

Client Services Unit

This unit 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. Regional office staff is the backbone in delivering these services, including:

- Conducting neutral fact finding reviews, coupled with facilitation, education and problem resolution;
- Advocating assertively when required;
- Reviewing and reporting on broader issues impacting service delivery and quality;
- Providing civil commitment information and training system-wide; and
- Offering information, education, self-advocacy assistance, and referral.

Regional office locations:

- Anoka
- Brainerd
- Duluth
- Fergus Falls
- St. Paul
- St. Peter
- Willmar

Medical Review Unit

This unit 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 the following components listed below:

- 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.
- Alerting and educating providers of service (via web-based list service) of potential problems or dangers and recommending improvements and preventive measures in service delivery.

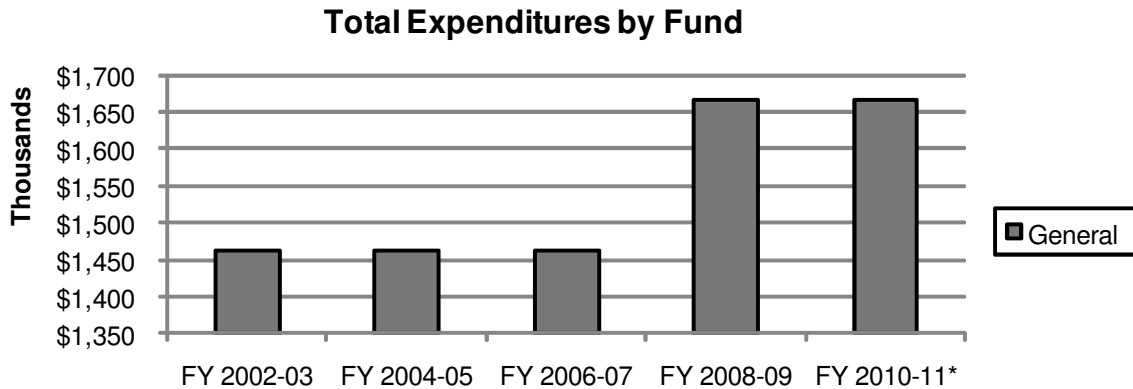
Key Goals & Measures

- 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.

Fiscal Year	Total Contacts	Serious Injuries	Deaths	CCTRC Trainings/# Trained
2009	5,483	1,898	846	14/642
2010	3,955	1,403	623	23/1,059

The agency cannot measure how many civil commitments, lawsuits or injuries were and are prevented resulting from agency work and educational outreach.

Budget Trends



* FY 2010-11 is estimated, not actual. Source data for the previous chart is the Minnesota Accounting and Procurement System (MAPS) as of August 2010.

External factors impacting agency operations include volume and increased difficulty of cases, reduced funding in the care delivery system, health care program reduction or elimination, patient numbers increasing while provider numbers decrease, the aging of parents taking care of family members at home, and the increased cost of providing care to specific residential populations while revenues decrease.

Contact

Office of the Ombudsman for Mental Health and Developmental Disabilities
 121 7th Place East, Suite 420
 Saint Paul, Minnesota 55101-2117
 Phone: (651) 757-1800
 Toll free: (800) 657-3506

Agency web site: <http://www.ombudmhdd.state.mn.us>