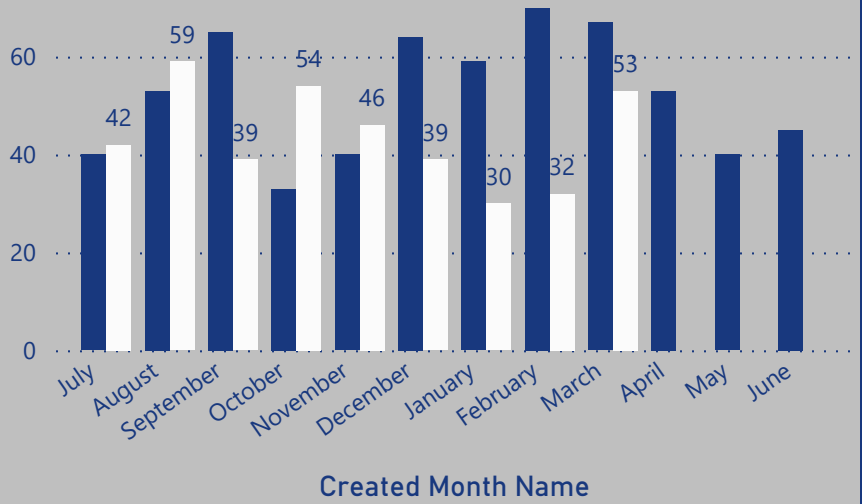




## Complaints Received for Current and Prior FY

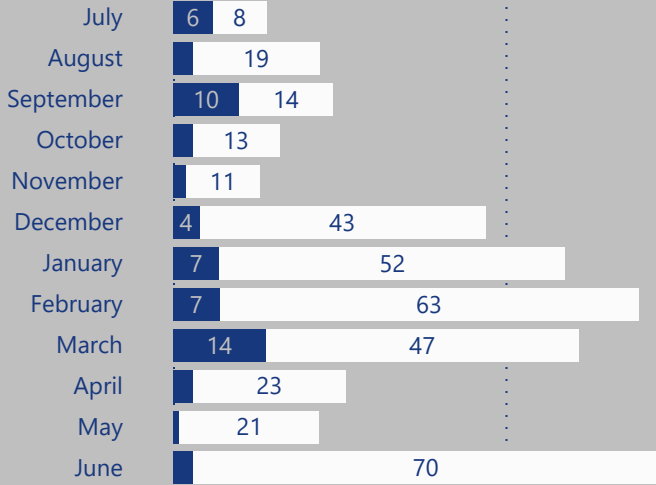
FY ● FY 2023 ● FY 2024



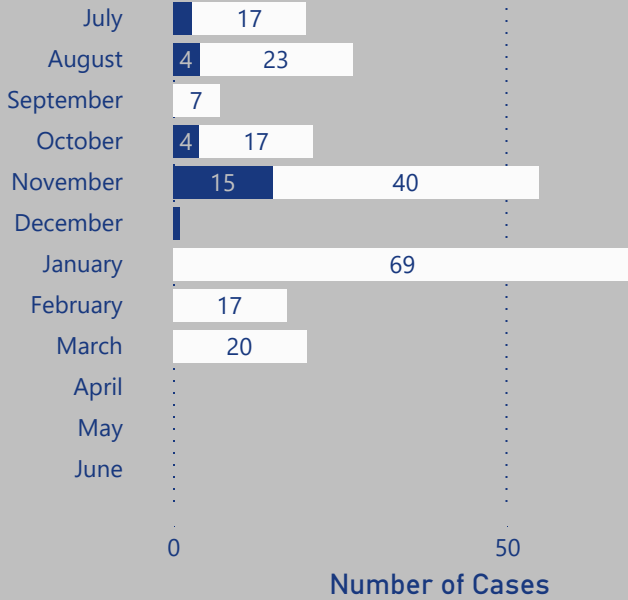
## Case Resolution for Current and Prior FY

Outcome ● Substantiated ● Unsubstantiated

### FY 2023

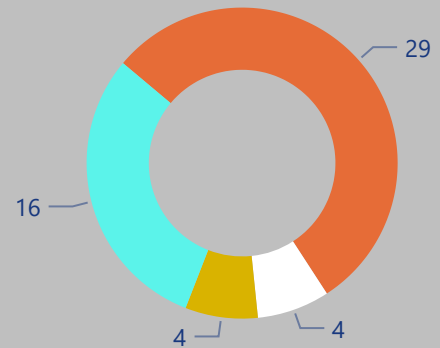


### FY 2024



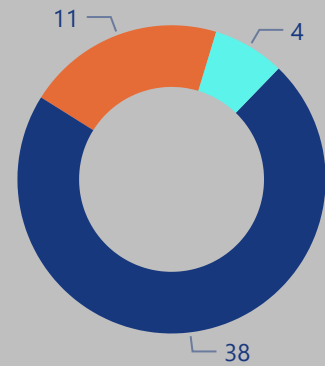
## Complaint Intake for March

● Call  
● Email  
● Referral  
● Voicemail

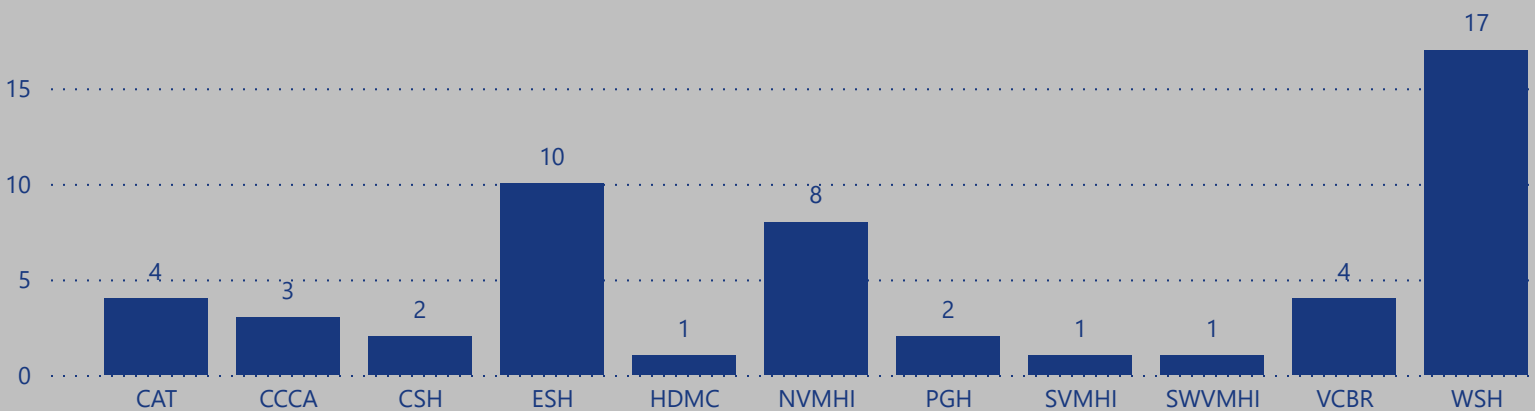


## Complaint Disposition for March

● DBHDS - Action  
● DBHDS - Info  
● Other



## Complaints by Locations Received for March



### Number of Complaints Logged by Facility for the Prior Twelve Months

DBHDS Facility ▲	FY 2023			FY 2024									Total
	April	May	June	July	August	September	October	November	December	January	February	March	
CAT	4	4	8	5	7	8	7	4	4	6	2	4	63
CCCA	11	3		1					2	4	2	3	26
CSH	11	6	7	6	7	4	6	5	5	9	4	2	72
ESH	3	8	3	4	8	6	5	5	6	1	5	10	64
HDMC		1	3	1	1		1	2				1	10
NVMHI	5	3	1		5	4	12	3	5		1	8	47
PGH			4	2	5				1		2	2	16
SVMHI	1	1	2	2			2	2		1	3	1	15
SVTC				1				1					2
SWVMHI	4	1	4	11	8	6	4	1	4		3	1	47
VCBR	1	4	2	2	4	3	2	4	4		2	4	32
WSH	10	5	8	5	10	3	13	18	7	8	7	17	111
Other	3	4	3	2	4	5	2	1	1	1	1		27
<b>Total</b>	<b>53</b>	<b>40</b>	<b>45</b>	<b>42</b>	<b>59</b>	<b>39</b>	<b>54</b>	<b>46</b>	<b>39</b>	<b>30</b>	<b>32</b>	<b>53</b>	<b>532</b>

#### Legend

Number of Complaints Color Key

1-9	Green
10-19	Yellow
20+	Red