

Office of Recipient Rights Director's Report
September 2022

Investigation Information:

Dates represented	10/1/19-09/02/20	10/1/20-09/02/21	10/1/21-09/02/22
Complaints	505	296	531
OJ, No Right Inv.	70	53	67
Interventions	10	3	28
Investigations	427	240	437
Investigations Comp	427	240	355
Investigations open	0	0	82
Inv > 90 days	21	27	0
Inv < 90 days	406/427(95.1%)	213/240(88%)	355/355 (100%)
Summary Report Avg	409/427(35.8%)	235/240(97.9%)	346/350(98.9%)
NLCMHA staff alleg.	102	52	36
NLCMHA Staff W/I 1 yr	26	5	33

Substantiation Rate:

	Total Substantiated	Total Allegations Investigated	Substantiation Rate
FY2019	193	379	51%
FY2020	309	637	49%
FY2021	172	383	45%
FY2022	238	486	49%

NOTES

Triennial review has been completed. As expected, and previously stated to the board the state auditors did note and deduct points for the deficiencies that were uncovered during FY2021. Timeliness of investigation completions, and lack of required site visits were the issues of concern. State auditors did note that the investigative work and reports were very well written and thorough and stated they have full confidence in the direction the rights office is headed to regain Compliance. Additionally, they provided valuable information on the work being done, and ways to improve. Even though we will not score well, we have taken the steps as indicated in the monthly reports that the changes that have been made are effective.

Respectfully submitted,

Brian Newcomb

Director of Recipient Rights