

Complaint Investigator Report

September 2011- March 2012

I. Current Data

Total Calls received by answering service/BEAS referral: 226

Formal Complaints: 119

abuse: 63	rights (dignity/respect): 5
neglect: 36	quality service: 12
exploitation: 3	

Founded: 44

Abuse: 18	Exploitation: 1
Neglect: 15	Other Rights: 10

Unfounded: 37

Informal: 31

Not within our purview: 76

(Allegations that do not involve agency employees, contractors, volunteers, etc.)

II. Historical Data

2008

Total Investigations: 284

Formal: 278

Founded: 105

Unfounded: 172

Informal: 64

2009

Total Investigations: 292

Formal: 207

Founded: 111

Unfounded: 193

Informal: 85

2010

Total Investigations: 282

Formal: 195

Founded: 80

Unfounded: 157

Informal: 87

III. Investigation Status

- Completing current investigations within the time frame of the rules (15-25 business days)
- The backlog of investigations that are beyond the rule deadline was reduced from 45 formal and 36 informal in February to 22 formal and 4 informal by the end of March.
- BDS/OCLS taken several steps to address the backlog and ensure timely investigations:
 - Brought the coordinating of complaints and investigators into the Bureau instead of contracting for the services
 - Brought in temporary experienced contract investigators
 - Began training Bureau staff to provide coverage on an emergency as-needed basis
 - Began recruiting new investigators and reviewing current contracted investigators

III. Systemic Factors

Investigators are currently identifying systemic factors within the individual investigations.

BDS/OCLS are beginning to compile the factors and will provide any identified trends and factors in the next report.