



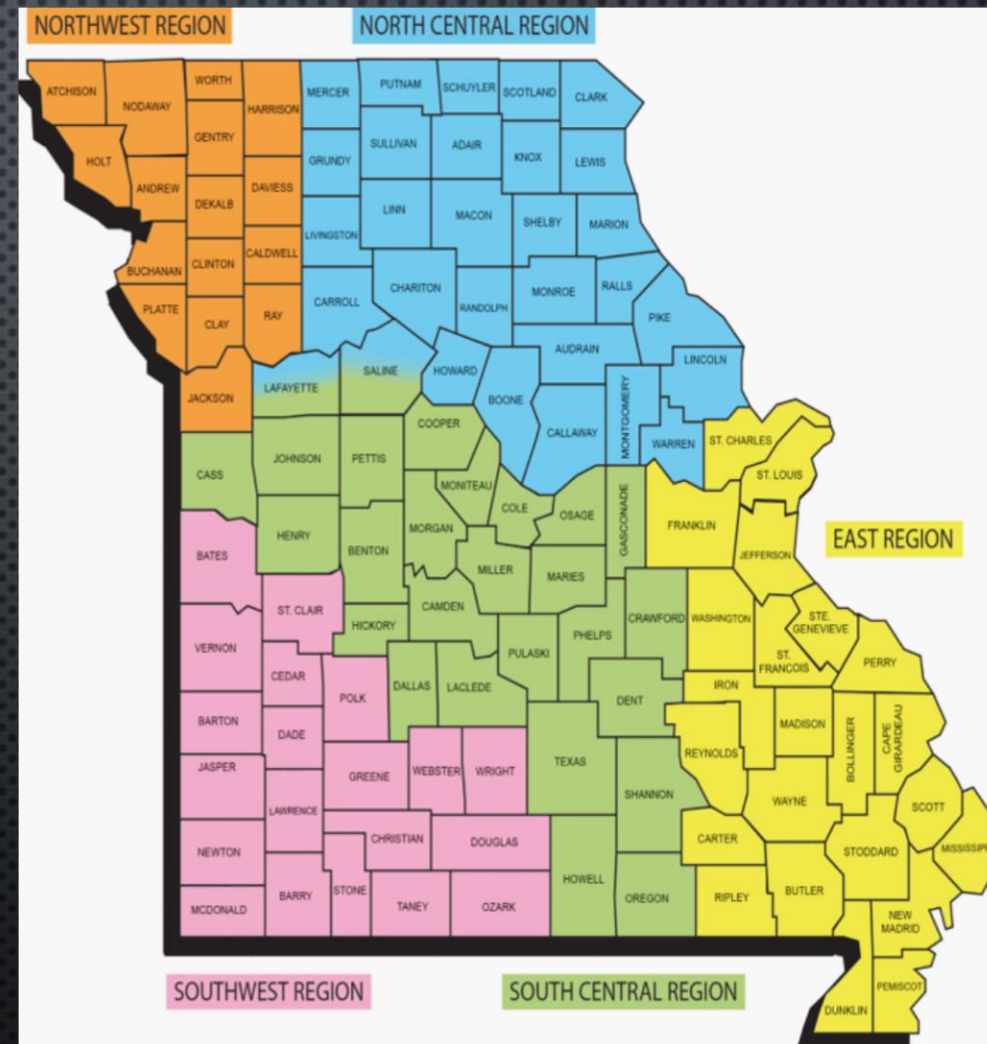
AMBER L. DAUGHERTY, J.D.

DIRECTOR OF INVESTIGATIONS

MENTAL HEALTH COMMISSION, APRIL 2019

INVESTIGATIONS UNIT

- 5 REGIONS – TEAM OF 40
- IMPARTIAL FACT GATHERING
- PHYSICAL ABUSE, SEXUAL ABUSE, NEGLECT, VERBAL ABUSE, AND MISUSE OF FUNDS-PROPERTY
- SPECIAL REQUEST INQUIRIES



2018 SNAPSHOT

- 535 ALLEGATIONS OF ABUSE AND NEGLECT WERE INVESTIGATED
- 507 TOTAL INVESTIGATIONS
- 40 SPECIAL REQUEST INQUIRIES COMPLETED
- AVERAGE OF 32 WORKING DAYS FROM TIME AN INVESTIGATION REQUEST IS RECEIVED UNTIL A FINAL REPORT IS ISSUED

2018 PRIORITIES

- REVISED REPORT TEMPLATE
- STREAMLINED IU PROCESS
- INCREASED TRAINING EFFORTS
- STRENGTHENED RELATIONSHIPS WITH INTERNAL AND EXTERNAL PARTNERS
- WORKED TO IMPROVE UNIT CULTURE

2019 1STQ SNAPSHOT

- 120 ALLEGATIONS OF ABUSE AND NEGLECT WERE INVESTIGATED
- 106 TOTAL INVESTIGATIONS
- 15 SPECIAL REQUEST INQUIRIES COMPLETED
- AVERAGE OF 30 WORKING DAYS FROM TIME AN INVESTIGATION REQUEST IS RECEIVED UNTIL A FINAL REPORT IS ISSUED

2019 PRIORITIES

- IU MANUAL UPDATE
- PROVIDER & COMMUNITY OUTREACH
- STAFF INVESTMENT
- CSR REVIEW

THANK YOU!