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Ombudsman for Mental Health and Developmental Disabilities

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<https://mn.gov/omhdd>

AT A GLANCE

- Operates seven offices statewide with fewer than 24 FTE
- Oversees more than 25,000 agencies, facilities, programs, and licensees providing services to over 300,000 Minnesotans with mental illness, developmental disabilities, substance use, and emotional disturbance
- Responds to more than 9,000 cases per year, including review of over 2000 serious injury reports, and over 1,600 death reports annually
- Monitors quality of care related to Department of Human Services and Department of Health Licensing, the Department of Education, Special Review Board, Nursing Home and Assisted Living closures, reports on the use of manual restraint, and the U of M Clinical Trials on psychiatric medications

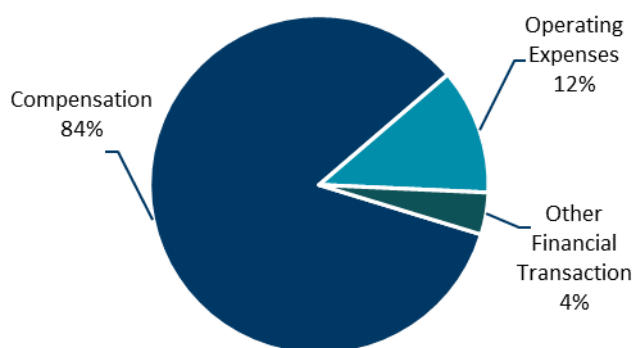
PURPOSE

The Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD) serves to promote the highest attainable standards for treatment, competence, efficiency, and justice for persons receiving services for mental illness (MI), developmental disabilities (DD), substance use disorder (SUD), and emotional disturbance (ED). These include services that are licensed, certified, or registered by the Departments of Health, Human Services, and Education as well as local school districts, county social service agencies, and sober homes.

OMHDD works to resolve client complaints and concerns regarding services, treatment, and rights-related issues. OMHDD reviews serious injury and death reports involving clients, monitors University of Minnesota clinical drug trials on psychiatric medication, and provides civil commitment and other training statewide.

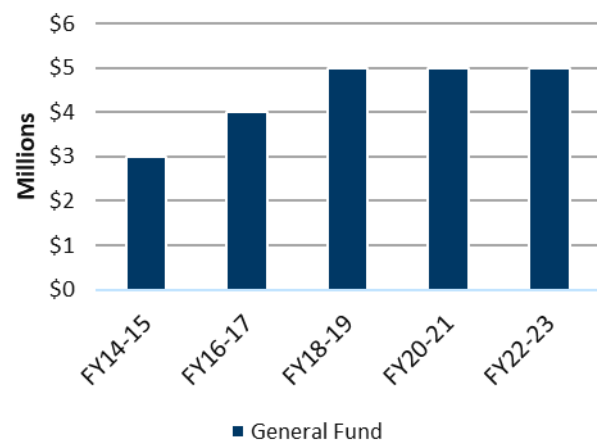
BUDGET

**Spending by Category
FY 2023 Actual**



Source: Budget Planning & Analysis System (BPAS)

Historical Spending



Source: Consolidated Fund Statement

STRATEGIES

OMHDD staff work to address individual client needs and identify systemic issues in all areas of the MI, DD, SUD, and ED service systems. OMHDD reviews serious injury and death reports to detect any concerns or trends, issue recommendations to improve the quality of services delivered, and to ensure clients receive timely access to

needed medical care. OMHDD also uses this data to produce topical medical alerts which focus on education, best practices, and prevention of issues that negatively impact client safety. The alerts are shared broadly with service providers and interested persons statewide.

Regional staff serve distinct geographic regions across the state to provide services equitably across Minnesota. This helps build relationships with clients and stakeholders, foster community, and provide services and resources with expertise specific to the region in which the client is present. Regional staff receive complaints and monitor client cases to address individual client concerns and to identify systemic issues. OMHDD staff advocate for individual and systemic solutions, and provide service providers, lead agencies, and other stakeholders recommendations to improve service quality and protect clients' rights. OMHDD also participates in local and statewide work groups and committees covering a wide variety of topics related to client services, rights, choice, and quality of care.

OMHDD monitors the quality of services via review of multiple agencies, facilities, and programs. OMHDD acts as an intermediary between Minnesota residents and state government funded or provided service delivery systems. When practices, policies, and procedures do not make sense to clients, are unfair, or errors have been made, OMHDD staff can help bring the two sides together to obtain the best result for the clients. OMHDD provides training to providers, families, law enforcement, legal, medical, local, county, and state staff to improve services and increase understanding of service delivery systems, laws, and best practices.

OMHDD operates the state Civil Commitment Training and Resource Center, providing civil commitment education to stakeholders to reduce the number of inappropriate commitments, save valuable resources, and get clients to the level of service they require in the least restrictive and most integrated environments.

RESULTS

Measure name	Measure type	Measure data source	Historical trend	Most recent data
Number of Cases	Quantity	Unduplicated count of the number of cases per fiscal year	The number of cases has risen steadily; there has been a 50% increase in cases since FY 2018.	FY 2024 9,037 cases
Civil Commitment Training Attendees	Quantity	The number of attendees for all Civil Commitment Training and Resource Center trainings	Demand for civil commitment training continues to grow, nearly doubling the previous biennium total of 1,119.	FY 2024 2,144 attendees

The following statutes apply to OMHDD:

MS Chapter 245.91 <https://www.revisor.mn.gov/statutes/?id=245.91>
MS Chapter 245.92 <https://www.revisor.mn.gov/statutes/?id=245.92>
MS Chapter 245.93 <https://www.revisor.mn.gov/statutes/?id=245.93>
MS Chapter 245.94 <https://www.revisor.mn.gov/statutes/?id=245.94>
MS Chapter 245.945 <https://www.revisor.mn.gov/statutes/?id=245.945>
MS Chapter 245.95 <https://www.revisor.mn.gov/statutes/?id=245.95>
MS Chapter 245.96 <https://www.revisor.mn.gov/statutes/?id=245.96>
MS Chapter 245.97 <http://www.revisor.mn.gov/statutes/?id=245.97>

Ombudsman for Mental Health and Developmental

Agency Expenditure Overview

(Dollars in Thousands)

	Actual FY22	Actual FY23	Actual FY24	Estimate FY25	Forecast Base FY26 FY27		Governor's Recommendation FY26 FY27	
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Expenditures by Fund

1000 - General	2,261	2,462	2,475	4,803	3,648	3,648	3,706	3,765
Total	2,261	2,462	2,475	4,803	3,648	3,648	3,706	3,765
Biennial Change				2,554		18		193
Biennial % Change				54		0		3
Governor's Change from Base								175
Governor's % Change from Base								2

Expenditures by Program

Ombudsman for MH & DD	2,261	2,462	2,475	4,803	3,648	3,648	3,706	3,765
Total	2,261	2,462	2,475	4,803	3,648	3,648	3,706	3,765

Expenditures by Category

Compensation	1,951	2,063	2,136	3,113	3,209	3,279	3,267	3,396
Operating Expenses	310	291	333	1,685	434	364	434	364
Other Financial Transaction		108	5	5	5	5	5	5
Total	2,261	2,462	2,475	4,803	3,648	3,648	3,706	3,765

Full-Time Equivalents

17.39	18.35	17.83	24.60	24.60	24.60	24.60	24.60
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Ombudsman for Mental Health and Developmental

Agency Financing by Fund

(Dollars in Thousands)

	Actual	Actual	Actual	Estimate	Forecast Base		Governor's Recommendation	
	FY22	FY23	FY24	FY25	FY26	FY27	FY26	FY27
1000 - General								
Balance Forward In	193	498	193	1,159				
Direct Appropriation	2,487	2,536	3,441	3,644	3,648	3,648	3,706	3,765
Transfers Out		200						
Cancellations		179						
Balance Forward Out	418	193	1,159					
Expenditures	2,261	2,462	2,475	4,803	3,648	3,648	3,706	3,765
Biennial Change in Expenditures				2,554		18		193
Biennial % Change in Expenditures				54		0		3
Governor's Change from Base								175
Governor's % Change from Base								2
Full-Time Equivalents	17.39	18.35	17.83	24.60	24.60	24.60	24.60	24.60

(Dollars in Thousands)

	FY25	FY26	FY27	Biennium 2026-27
<i>Direct</i>				
Fund: 1000 - General				
FY2025 Appropriations	3,644	3,644	3,644	7,288
Base Adjustments				
Minnesota Paid Leave Allocation		4	4	8
Forecast Base	3,644	3,648	3,648	7,296
Change Items				
Operating Adjustment		58	117	175
Total Governor's Recommendations	3,644	3,706	3,765	7,471

Ombudsman for Mental Health and Developmental Disabilities

FY 2026-27 Biennial Budget Change Item

Change Item Title: Operating Adjustment

Fiscal Impact (\$000s)	FY 2026	FY 2027	FY 2028	FY 2029
General Fund				
Expenditures	58	117	117	117
Revenues	0	0	0	0
Other Funds				
Expenditures	0	0	0	0
Revenues	0	0	0	0
Net Fiscal Impact = (Expenditures – Revenues)	58	117	117	117
FTEs	0	0	0	0

Recommendation:

The Governor recommends additional funding of \$58,000 in FY 2026 and \$117,000 in each subsequent year from the general fund to help address operating cost increases at the Ombudsman for Mental Health and Developmental Disabilities (OMHDD).

Rationale/Background:

The cost of operations rises each year due to increases in employer-paid health care contributions, FICA and Medicare, along with other salary and compensation-related costs. Other operating costs, like rent and lease, fuel and utilities, and IT and legal services also grow. This cost growth puts pressure on agency operating budgets that remain flat year to year.

Agencies face challenging decisions to manage these rising costs within existing budgets, while maintaining the services Minnesotans expect. From year to year, agencies find ways to become more efficient with existing resources. For FY 2026-27, agencies will need to continue to find additional efficiencies and leverage management tools to help address budget pressures. Holding open vacancies in certain programs or delaying hiring in other programs are examples of ways agencies manage through constrained operating budgets. Such decisions are difficult and must be weighed against a program's ability to conduct business with less staffing and its impact to service delivery.

This recommendation provides additional resources to help address these cost pressures and pay for agency operations.

Proposal:

The Governor recommends increasing agency operating budgets to support current services. For OMHDD, this funding will help cover expected growth in employee compensation and insurance and other operating costs.

Dollars in Thousands

Net Impact by Fund	FY 26	FY 27	FY 26-27	FY 28	FY 29	FY 28-29
General Fund	58	117	175	117	117	234
Total All Funds	58	117	175	117	117	234

Fund	Component Description	FY 26	FY 27	FY 26-27	FY 28	FY 29	FY 28-29
GF	Compensation	58	117	175	117	117	234

Results:

This recommendation is intended to help the Ombudsman for Mental Health and Developmental Disabilities address rising cost pressures and mitigate impacts to current levels of service and information to the public.