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Ombudsman for Mental Health and Developmental Disabilities

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<https://mn.gov/omhdd>

AT A GLANCE

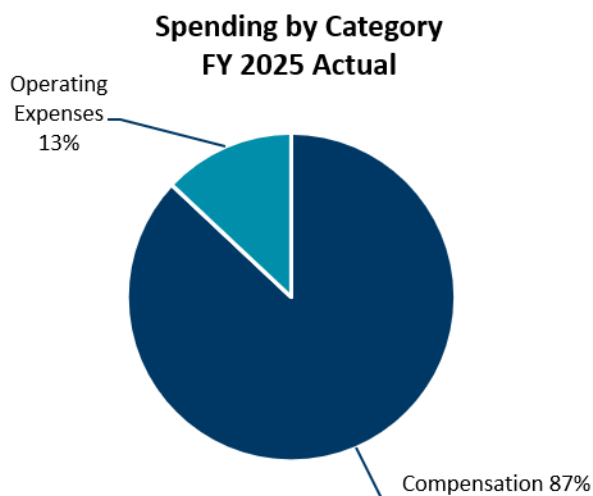
- Provides all agency services in 14 geographic regions, covering all counties statewide, with fewer than 24 FTE
- Oversees more than 25,000 agencies, facilities, programs, and licensees providing services to over 300,000 Minnesotans with mental illness, developmental disabilities, and substance use disorder
- Responds to more than 10,000 cases and requests for assistance per year, including review of over 2800 serious injury reports, and over 1,700 death reports annually
- Monitors quality of care related to the Departments of Human Services, Health, Direct Care and Treatment, Department of Education, entities they regulate or oversee, the 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

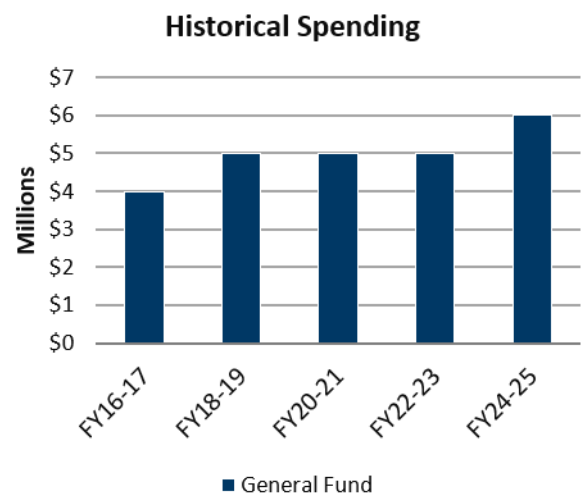
The Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD) serves to promote the highest attainable standards for treatment, competence, efficiency, and justice for persons receiving services for mental illness (MI), developmental disabilities (DD), and substance use disorder (SUD). These include services that are licensed, certified, or registered by the Departments of Health, Human Services, Direct Care and Treatment, and Education as well as local school districts, county social service agencies, recovery residences, and peer recovery support services provided by a recovery community organization.

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



Source: Budget Planning & Analysis System (BPAS)



Source: Consolidated Fund Statement

STRATEGIES

OMHDD staff work to address individual client needs and identify systemic issues in all areas of the MI, DD, and SUD 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's Medical Review Unit also uses this data to produce topical medical alerts which focus on education, promoting best practices, and prevention of issues that negatively impact client safety. The alerts are shared broadly with service providers and interested persons statewide.

Regional client services 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 facilitate clients receiving the level of service they require in the least restrictive and most integrated environments.

RESULTS

Part A: Performance Data (Required)

Measure	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 continues to rise steadily; with an increase of over 38% since FY 2020.	FY 2026 10,073 cases
Civil Commitment Training Attendees	Quantity	The number of attendees for all Civil Commitment Training and Resource Center trainings	Demand for civil commitment training remains strong	FY 2025 31 trainings 651 attendees

Part B: Evidence of Effectiveness (Required)

OMHDD is largely a complaint-driven agency and therefore cannot control the data obtained via incoming calls or complaints. OMHDD does not have statutory authority to compel compliance with existing regulatory requirements and client protections, nor with our agency's recommendations. Rather, we use other advocacy strategies to maximize acceptance and implementation of both formal and informal recommendations. OMHDD is modernizing its case management system, with a focus on a platform that improves timely reporting capacity, more clearly documents agency recommendations across the service continuum, with enhanced aggregate reporting functionality. These additional efficiencies will support the agency continuing promoting the highest attainable standards of treatment, competence, efficiency, and justice for clients while demand for our services continues to outpace capacity.

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>