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**Ombudsman for Mental Health and Developmental Disabilities**

*Agency Profile* ..... 1

<https://mn.gov/omhdd>

**AT A GLANCE**

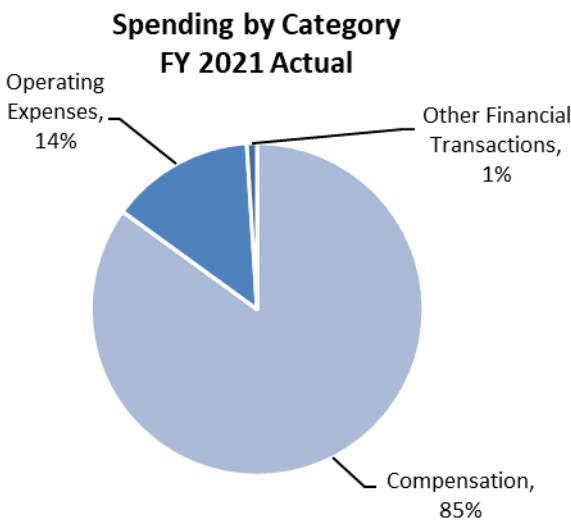
- Operates eight offices statewide with fewer than 20 staff
- Oversees more than 16,000 agencies, facilities, programs, and licensees providing services to over 300,000 Minnesotans with mental, developmental, chemical, and emotional disabilities
- Responds to more than 7,000 cases per year, including more than 4,000 individual requests for assistance, review of over 1,500 serious injury reports, and over 1,000 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 closures, Behavior Intervention Report Forms, and the U of M Clinical Trials on psychiatric medications

**PURPOSE**

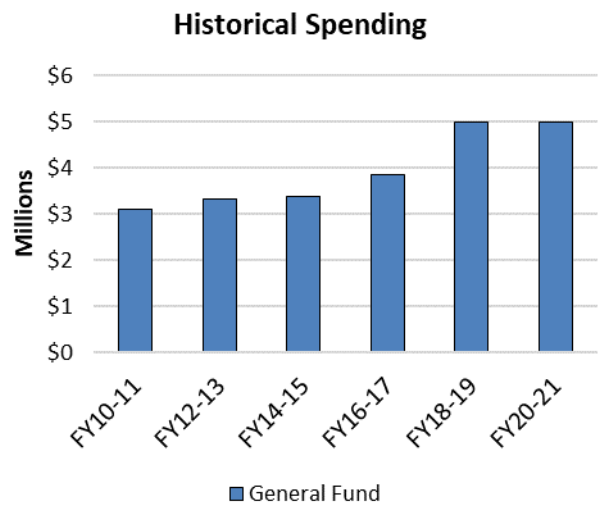
The Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD) promotes the highest attainable standards for treatment, competence, efficiency, and justice for persons receiving services for mental illness (MI), developmental disabilities (DD), chemical dependency (CD), substance use 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 and county social service agencies.

OMHDD works to resolve client complaints and concerns regarding treatment and rights-related issues. The OMHDD reviews serious injury and death reports involving clients, monitors Clinical Drug Trials at the U of M, and provides civil commitment and other training statewide.

**BUDGET**



Source: Budget Planning & Analysis System (BPAS)



Source: Consolidated Fund Statement

## STRATEGIES

The OMHDD regional and medical review staff monitor client cases to address individual client needs and identify systemic issues in all areas of the MI, DD, CD/SUD, and ED service systems. When staff see issues occurring in multiple areas of the state, they can quickly share information to counties, providers, and other stakeholders on what issue has been identified and how OMHDD staff have helped others deal with those issues. Medical Review staff produce timely and topical medical alerts which focus on education and prevention of issues that negatively impact client safety. The alerts are shared electronically with licensed providers and interested persons statewide. OMHDD staff operate the statewide 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.

The OMHDD acts as the intermediary between Minnesota residents and state government provided or funded 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 client. OMHDD provides training to providers, families, law enforcement, legal, medical, local, county, and state staff in order to improve services and increase understanding of service delivery systems and laws. OMHDD staff are involved in local and statewide work groups and committees covering a wide variety of topics related to client care provision. OMHDD staff also monitor the quality of care via report review from multiple agencies, facilities, and programs.

## RESULTS

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Cases by all issue types	13,387	14,368	FY 18-19; FY 20-21
Quantity	Civil commitment trainings/attendees	66/1630	27/882	FY 18-19; FY 20-21

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The following statutes apply to the 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>.