

**LEGAL ASSISTANCE PROVIDER  
ANNUAL REPORT FOR  
FISCAL YEAR 2011-2012**

John L Gildner Regional Institute for Children and Adolescents

Law Office of Nikki Behre, LLC

TOTAL CASE COUNT

Total number of cases opened during fiscal year	6
Total number of cases closed during fiscal year	7
Number of cases carried over from previous fiscal year	1
Total number of cases open at close of fiscal year	0

SUMMARY OF SERVICES PROVIDED

Entitlements

Total number of entitlements referrals/cases 1

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.); lump sum amount awarded and the monthly benefit amount awarded for each case handled:

Approximately \$6,114.00 lump sum awarded + \$698/monthly benefit and Medical Assistance

Clinical Review Panel Appeals

Number of Administrative Appeals 0

Number of Circuit Court Appeals 0

Rights Issues

Number of issues referred/handled 6

Rights and Entitlement Issues:

Stage 3 hearing held regarding recurrence of bedbug activity and proper response of facility. Finding of inconclusive was issued and the facility agreed to enact additional protocols to ensure timely communication with the parents, guardians, students and RGS.

Individual resident issues included SSI, transportation and clothing.

<u>Legal Case Reviews:</u>	0
<u>Referrals for General Civil Claims</u>	
Number of requests for information regarding general civil claims	1
Number of cases successfully referred	0
Names of Legal Providers who accepted LAP's referral for services:	0
Number of cases that did not result in a referral	1
Number of cases referred to other providers but not accepted	0
<u>Informational Meetings</u>	
Total number of informational meetings conducted	3
<u>Training</u>	
Total number of trainings conducted:	0

Nikki S Behre  
Nikki S Behre

12-14-12  
Date

LEGAL ASSISTANCE PROVIDER  
 ANNUAL REPORT  
 FISCAL YEAR 2011-2012  
 SPRING GROVE HOSPITAL  
 LAW OFFICE OF TERRI D. MASON

**TOTAL CASE COUNT**

total number of cases opened during the fiscal year: 132  
 total number of cases closed during the fiscal year 97

**Legal Proceedings**

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices

	<b>Total No. of cases handled</b>	<b>Total No. of hours billed</b>
1. Entitlements	38	95.0
2. Clinical Review Panel Administrative Appeals		
a. Administrative Hearings	8	52.0
b. Appeals to Circuit Ct		
c. Appeals to Appellate Ct		
3. Rights Issues	26	39.0

4. Legal case Reviews	12	49.5
5. General Civil Claims		
a. Claims that were referred to other LAP	37	37.0
b. Claims that were handled by LAP	11	11.0
6. Quaterly Informational Meetings	54	81.0
7. Annual Staff Training on Entitlements		6.0
8. Brief Intake		20.0

**SUMMARY OF SERVICES PROVIDED**

**ENTITLEMENTS:**

total number of entitlements	1
referral/cases	38

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans), etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled

<b><u>Type of benefits</u></b>	<b><u>Lump Sum Amount</u></b>	<b><u>Monthly Amount</u></b>
SSI	0	\$698.00
SSI	\$2409.00	\$803.00
SSI	674.00	\$674.00

**Clinical Review Panel Appeals**

Number of issues Administrative Appeals	8
Number of issues Circuit Court Appeals	0

**Rights Issues**

Number of issues referred/handled

Narrative summary highlighting a random selection of interesting/unusual cases

1) In June 2012, the LAP filed a grievance on behalf of a client who complained about the unsanitary and unsafe condition in the restrooms. The LAP and the Rights Advisor took the time to inspect the unit upstairs and downstairs men’s lavatories. As a result of the grievance, the cleanliness of both the upstairs and downstairs bathrooms was much improved. Also, the maintenance department has put in place a system wherein the Maintenance Department receives “trouble calls/emails” and then prioritizing the problems, assigns work orders to specific maintenance staff for completion.

2) In April 2012, the LAP filed a grievance on behalf of a client whose request for Kosher meal has been denied by the hospital. As a result of the grievance, client has been provided Kosher meal per his request.

3) In March 2012, the LAP filed a grievance on behalf of a client who complained of being constantly exposed to secondary smoking in the restrooms. As a result of the grievance, staff has been more vigilant monitoring activities in the restrooms and incidence of smoking has decreased considerably.

**Legal Case Reviews**

Total number of Legal Case Reviews	12
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Total number of Legal Case Reviews in which	11
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no legal issues were identified

Total number of Legal Case Reviews in which legal issues were identified 1

Narrative summary of legal issues identified by the LAP

- 1) In September 2011, a client from DayHoff A was referred for a legal case Review by the Rights Advisor. The client is diagnosed as Intellectually Disabled . She has a criminal charge of "Trespass."  
It is the opinion of clinical staff that money may be the motivation for keeping the client hospitalized. The client's mother is her representative payee for SSI, and is receiving an alleged \$3,000 per month for the client. The client's mother actively encourages her NOT to comply with recommended treatments.  
The case was successfully referred to DDA.

**Informational meetings**

Number of informational meetings 54

LEGAL ASSISTANCE PROVIDER  
 ANNUAL REPORT  
 FISCAL YEAR 2011-2012  
 SPRINGFIELD HOSPITAL  
 LAW OFFICE OF TERRI D. MASON

**TOTAL CASE COUNT**

total number of cases opened during the fiscal year: 76  
 total number of cases closed during the fiscal year 58

**Legal Proceedings**

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices

	<b>Total No. of cases handled</b>	<b>Total No. of hours billed</b>
1. Entitlements	12	32.0
2. Clinical Review Panel Administrative Appeals		
a. Administrative Hearings	15	126.00
b. Appeals to Circuit Ct	3	22.00
c. Appeals to Appellate Ct		
3. Rights Issues	<del>16</del>	<del>29.0</del>

4. Legal case Reviews	9	37.0
5. General Civil Claims		
a. Claims that were referred to other LAP	22	22.0
b. Claims that were handled by LAP	9	9.0
6. Quaterly Informational Meetings	39	58.0
7. Annual Staff Training on Entitlements		6.0
8. Brief Intake		20.0

**SUMMARY OF SERVICES PROVIDED**

**ENTITLEMENTS:**

total number of entitlements

referral/cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans), etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled

<b><u>Type of benefits</u></b>	<b><u>Lump Sum Amount</u></b>	<b><u>Monthly Amount</u></b>
SSI		\$435.40
SSI	\$51,308	\$1,973.00

### Clinical Review Panel Appeals

Number of issues Administrative Appeals	15
Number of issues Circuit Court Appeals	3

### Rights Issues

Number of issues referred/handled	16
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Narrative summary highlighting a random selection of interesting/unusual cases

### Legal Case Reviews

Total number of Legal Case Reviews	9
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Total number of Legal Case Reviews in which no legal issues were identified	9
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Total number of Legal Case Reviews in which  
legal issues were identified

Narrative summary of legal issues identified by the LAP

- 1) In June 2012, the LAP filed a grievance on behalf of a client who alleged that she was forced to take her clothes off in the dining room in front of a male staff as part of a contraband search.

The Rights Advisor found the complaint invalid, stating that “the staff followed the correct protocol to ensure the safety of the patients and staff. The patient did not have any portion of her clothing removed but was asked to remove a bottle of body wash from the waist band of her pants.”

- 2) In November 2011, the LAP filed a grievance on behalf of a client who alleged that, while he was in the clinic for labwork, a technician pulled an instrument called a “butterfly” out of a jar and used it on the client. The client reported that the instrument was not individually wrapped or sterilized, and he was concerned about contamination and infection. The client complained that unit staff have not been responsive to his concerns, and he was not assisted to fill out a complaint regarding the incident. The Rights Advisor found the grievance to be invalid due to lack of witnesses .

At stage 2, the Unit Director found the grievance invalid, stating that “the staff used all approved procedures when providing phlebotomy services.”

#### **Informational meetings**

Number of informational meetings 39