**Section 380.520 Information to Be Made Available to the Public**

a) The following information shall be conspicuously posted in a prominent location accessible to the public:

1) A listing of all services and programs provided directly by the facility and those provided through written contracts;

2) *Staffing and personnel levels* for each level of licensed service;

3) The location of the most recent *licensure and inspection information* for the facility, and the related plan of correction, if applicable, and that this information is available for public review;

4) *National accreditation information*;

5) *Consumer charges*;

6) *Consumer complaint information*;

7) State specialized mental health rehabilitation facility benchmark performance percentages for all certified programs provided by the facility;

8) That the facility's written admission and discharge policies are available upon request; and

9) A notice of how to file a complaint with the Department's complaint hotline.

b) Procedures *for the public disclosure of information shall be in accordance with provisions for inspection and copying of public records in the Freedom of Information Act*. (Section 3-205 of the Act)