

CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: November 10, 2020

Note: This meeting was held by conference call.

APPROVED

Date/time/location of next meeting: February 9, 2021; Time and Location TBD

Attending: George E. Reynolds, Jr., Lori Richardson, Carol Whitaker

Absent: Walter Ferguson, Ross Streater

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins, Mary Kidd

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Call to Order</p> <hr/> <p>Carol Whitaker, Chair</p>	<p>➤ The meeting was called to order at 5:00p.m. by Carol Whitaker. Roll-call was held.</p>	
<p>Approval of Minutes</p> <hr/> <p>Anne Kimball, Liaison</p>	<p>➤ Minutes of the August 11, 2020, meeting of the Client Rights Committee were reviewed.</p>	<p>George E. Reynolds, Jr., made a motion to accept the meeting minutes from August 11, 2020. Carol Whitaker seconded the motion. Members present voted unanimously to approve the minutes.</p>
<p>Incidents & Grievances Report October-November 2020 and Case Study</p> <hr/> <p>Liz Hammond-Stebbins Incidents & Grievances Manager</p>	<p>➤ Ms. Stebbins reviewed the Quarterly Incidents & Grievances Report for October-November 2020. A cumulative report of suicide attempts and completed suicides was provided, such as age, gender, method, and in which services the individuals were enrolled. Ms. Stebbins reported we are back to the normal numbers as opposed to last quarter, which showed a decrease in the numbers due to COVID-19. Ms. Stebbins responded to questions from the committee.</p> <p>➤ Ms. Stebbins also presented a case study. George and Carol asked if there are resources available to the parents that could educate them on how they can effectively handle/react when a crisis occur. Ms. Stebbins replied that when a child is enrolled in family centered therapy, the parent/guardian is required to participate. Ms. Kimball added that we have</p>	

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	<p>family support advocates in our counties who hold support groups and educational sessions, and that information is posted on our website.</p>	
<p>QIP Summary July-September 2020</p> <hr/> <p>Mary Kidd Quality Management Director</p>	<ul style="list-style-type: none"> ➤ Ms. Kimball welcomed Mary Kidd, Quality Management Director who discussed performance on QIPs (Quality Improvement Projects). A handout was provided. ➤ Ms. Kidd reminded the committee the QIP is based on our contract with the State and reviewed by EQR. ➤ Ms. Kidd informed the committee that due to COVID-19, they have been unable to gather data in the monitoring area. ➤ Ms. Kidd responded to questions from the committee. 	
<p>Other Business</p>	<ul style="list-style-type: none"> ➤ Anne Kimball announced to the committee that Hannah Carroll with NAMI-Lee, Harnett and Cumberland counties has expressed an interest in joining the CRC committee. 	<p>Lori Richardson made a motion to accept Hannah Carroll as a CRC member. George seconded the motion. Members present approved Ms. Carroll as a new member.</p>
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes, August 11, 2020 ➤ Quarterly Grievances & Incident Reports ➤ QIP Summary 	
<p>Adjournment</p>		<p>The meeting adjourned at 5:48 p.m.</p>