

**CLIENT RIGHTS COMMITTEE**

Date this meeting: February 14, 2023    Date/time of next meeting: May 9, 2023 at 5:00 p.m.

Attending: Commissioner Karen Watford, George E. Reynolds, Jr., Cindy Mallernee, Walter Ferguson, Dr. Walter Salinger, Commissioner Mary Hassell

Call-ins: Hannah Carroll (our technical issues prevented her call from coming through)

Absent: Jackie McLean, Ross Streater

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins

Recorder: Joann Cozart

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b><u>Roll Call</u></b>	Mr. Walter Ferguson, Chair, held roll call of members present.	
<b><u>Call to Order</u></b> Walter Ferguson, Chair	Mr. Walter Ferguson called the meeting to order at 5:05 p.m.	
<b><u>Approval of Minutes</u></b> Walter Ferguson	Members reviewed the minutes of the November 10, 2022 meeting of the Client Rights Committee.	Mr. George E. Reynolds Jr., made a motion to accept the meeting minutes from November 10, 2022. Dr. Commissioner Karen Watford seconded the motion. Members present voted unanimously to approve the minutes.
<b><u>Incidents &amp; Grievances Report 2<sup>nd</sup> Quarter FY 2022-23 Case Study</u></b> Liz Hammond-Stebbins Incidents & Grievances Manager	Ms. Stebbins reviewed the Incidents & Grievances Report for the 2 <sup>nd</sup> Quarter of FY 2022-23 and answered questions from members. The grievances numbers were similar to the 1 <sup>st</sup> quarter reporting. A breakdown of the grievances and a cumulative report of suicide attempts were provided and included data such as age, gender, method and in which services the individuals were enrolled. The report indicated an increase in grievances against Sandhills Center. This increase was from providers encouraging consumers to file a report stating they had not received payments from Sandhills Center.	As requested by the committee, Liz will find out if our reserves could be used whenever the federal fundings are late. She will report back to Anne.

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	<p>Liz explained that we had received the federal fundings late. The matter was investigated and rectified.</p> <p>This quarter had no appeals. A Grievances Specialist was hired to assist in processing grievances due the implantation of the Tailored Plan.</p> <p>At our November meeting, committee asked if our incident reports will be changing as we become a Tailor Plan. Liz reported, it was not anticipated that we would get a huge increase in the incident reporting.</p> <p>Ms. Stebbins reported the incident report continues to show that aggressive behavior remains the highest type of incident reporting. Ms. Stebbins will include the race and sex on her future incident reports as requested by Mr. Ferguson. No consumers' death by suicide was reported for the 2<sup>nd</sup> quarter. The committee shared their thoughts on the impact of social media outlooks and their personal experiences in dealing with mental illnesses, bullying, etc.</p> <p>Ms. Stebbins presented a case study. Ms. Stebbins responded to questions related to the case study from the committee.</p>	
<b>Other Business</b>	<p>Commissioner Mary Hassell of Montgomery County, introduced herself to the committee.</p> <p>Anne Kimball informed the committee that we need to appoint a chairperson. In accordance to the Board of Director's bylaws, the CRC chairperson must be member of the Board.</p>	Mr. George E. Reynolds, Jr., renominated Mr. Walter Ferguson. Dr. Salinger seconded the motion. None opposed; the motion carried.
<b>Handouts</b>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Sandhills Center Client Rights Committee meeting minutes, November 10, 2022</li> <li>• Incidents and Grievances Report for 2<sup>nd</sup> Quarter of fiscal year 2022-2023</li> </ul>	
<b>Adjournment</b>	The meeting adjourned at 5:50 p.m. with Mr. Ferguson thanking all who attended.	Cindy Mallernee made a motion to adjourn the meeting. Commissioner Mary Hassell seconded the motion. None opposed; the motion carried.