

**CLIENT RIGHTS COMMITTEE**

Date this meeting: August 10, 2021    Date/time/of next meeting: November 9, 2021 at 5:00 p.m.

Attending:     George E. Reynolds, Jr., Carol Whitaker, Walter Ferguson

Absent:         Ross Streater, Hannah Carroll, Lori Richardson

**APPROVED**

Liaison:        Anne Kimball

Guest(s):      Liz Hammond-Stebbins

Recorder:     Joann Cozart

| <b>TOPIC/SUBJECT</b>  | <b>DISCUSSION/CONTENT</b>   | <b>DECISION</b>   |
|---|---|---|
| <b>Call to Order</b><br><hr/> Walter Ferguson, Chair  | <ul style="list-style-type: none"><li>➤ The meeting was called to order at 5:03 p.m. by Committee Chair, Walter Ferguson. Roll-call was held.</li></ul>   |   |
| <b>Approval of Minutes</b><br><hr/> Walter Ferguson, Chair  | <ul style="list-style-type: none"><li>➤ Minutes of the May 11, 2021 meeting of the Client Rights Committee were reviewed.</li></ul>   | Carol Whitaker made a motion to accept the meeting minutes from May 11, 2021. George E. Reynolds, Jr., seconded the motion. Members present voted unanimously to approve the minutes. |
| <b>Incidents &amp; Grievances Report April-June 2021 and Case Study</b><br><hr/> Liz Hammond-Stebbins<br>Incidents & Grievances Manager | <ul style="list-style-type: none"><li>➤ Ms. Stebbins reviewed the Quarterly Incidents &amp; Grievances Report for April-June 2021. A cumulative report of suicide attempts was provided, and included data such as age, gender, method, and in which services the individuals were enrolled. Ms. Stebbins noted that in the 3<sup>rd</sup> quarter there was a decrease in the number of grievances reported, and noted that there was an increase in the number of grievances in the 4<sup>th</sup> quarter. Ms. Stebbins responded to questions from the committee.</li><li>➤ Ms. Stebbins also presented a case study. Ms. Stebbins responded to questions related to the case study from the committee. She will email Anne the information requested from the members.</li></ul> |   |
| <b>Other Business</b>   | <ul style="list-style-type: none"><li>➤ George Reynolds told the committee that he had received answers to his questions regarding Medicaid transformation from NAMI North Carolina. In addition to having been emailed, this material will be mailed to the members.</li></ul>   |   |

| TOPIC/SUBJECT             | DISCUSSION/CONTENT  | DECISION  |
|---------------------------|---|---|
| <p><b>Handouts</b></p>    | <ul style="list-style-type: none"> <li>➤ Agenda</li> <li>➤ Sandhills Center Client Rights Committee meeting minutes, May 11, 2021</li> <li>➤ Quarterly Grievances &amp; Incident Reports</li> </ul> |   |
| <p><b>Adjournment</b></p> |   | <p>Carol Whitaker made a motion to adjourn. George Reynolds, Jr. seconded the motion. No members opposed; the motion carried.</p> <p>The meeting adjourned at 5:32 p.m.</p> |