

APPROVED

CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: February 9, 2016

Date/time/location of next meeting: April 12, 2016, 1120 Seven Lakes Drive, West End NC

Attending: George E. Reynolds, Jr., Lori Richardson, Teresa Butler, Carol Whitaker, Marilyn Gilliam, Nancy McNiff

Absent: Ross Streater, Anthony Copeland, Leann Henkel

Liaison: Anne Kimball

Guest: Anna Hearth, Mary Kidd (Sandhills Center)

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Call to Order _____ Carol Whitaker</p>	<p>➤ The meeting was called to order at 5:03 p.m. by Carol Whitaker.</p>	
<p>Approval of Minutes _____ Carol Whitaker</p>	<p>➤ George E. Reynolds, Jr. made a motion to accept the October 13, 2015 minutes. Lori Richardson seconded the motion.</p>	<p>Members present voted unanimously to approve the minutes.</p>
<p>Quarterly Routine Monitoring Report October-December 2015 _____ Anna Hearth</p>	<p>➤ Anna Hearth and Mary Kidd shared a new format of reports which does not include a narrative. The Committee voiced their concerns, stating the narrative is needed in order to understand the graphs. On behalf of the Committee, Anne Kimball will express the Committee's concerns to the appropriate Sandhills Center Director.</p> <p>➤ Ms. Hearth shared the Quarterly Routine Monitoring Report for October-December 2015. A handout was provided to the committee members. Ms. Hearth responded to questions from the committee.</p>	
<p>Quarterly Investigations Report October-December 2015 _____ Mary Kidd</p>	<p>➤ Mary Kidd reviewed the Quarterly Investigations Report for October-December 2015. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</p>	

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<p>Quarterly Incident Report October-December 2015</p> <hr/> <p>Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Mary Kidd reviewed the Quarterly Incident Report for October-December 2015. A handout was provided to the committee members. Ms. Kidd noted an error on the overdose section and will provide us with the corrected information. Ms. Kidd responded to questions from the committee. 	
<p>Quarterly Complaint Report October-December 2015</p> <hr/> <p>Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Ms. Kidd reviewed the Quarterly Complaint Report for October-December 2015. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee. ➤ Mr. Reynolds asked that the Committee be included on any discussions when it comes to changes to the reports that are presented to the CRC. ➤ The Committee commended Ms. Kidd and Ms. Hearth on delivering the reports. 	
<p>Announcements</p>	<ul style="list-style-type: none"> ➤ Sandhills Center's most recent Quarterly and Annual Community Reports were distributed. Ms. Kimball discussed some of the highlights. ➤ Anne Kimball acknowledged Marilyn Gilliam and George Reynolds for their contributions to the CIT trainings resulting in an increase of 1189 attendees across the state. ➤ Ms. Kimball announced that Phil Hewett, Justice Systems Coordinator is retiring at the end of March. We wish him well and thank Phil for his service. ➤ Ms. Kimball announced that Pam Morgan, Medicaid Waiver Contract Manager is retiring at the end of March. There will be some restructuring in that area. ➤ Ms. Kimball informed the Committee the URAC visit was completed last week. This was our 3 year renewal which involves all departments. Everything went very well. ➤ Ms. Kimball informed the Committee that the federal rate for mileage reimbursement decreased. Please be sure to submit the revised travel form. 	
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes 10/13/15 ➤ Quarterly Routine Monitoring Report ➤ Quarterly Investigations Report ➤ Quarterly Incident Report ➤ Quarterly Complaint Summary Report ➤ Quarterly Community Report ➤ Annual Community Report 	
<p>Adjournment</p>		<p>The meeting adjourned at 6:10 p.m.</p>

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