

CLIENT RIGHTS COMMITTEE (CRC)

APPROVED

Date this meeting: May 14, 2019

Date/time/location of next meeting: August 13, 2019, at 5:00 p.m., 185 Grant St., 1st Floor Conference Room, West End

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

Absent: Teresa Butler, Bill Larrison, Walter Ferguson, Ross Streater

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
Call to Order _____ Anne Kimball, Liaison	➤ The meeting was called to order at 5:00 p.m. by Anne Kimball.	
Approval of Minutes _____ Anne Kimball, Liaison	➤ Minutes of the February 12, 2019, meeting of the Client Rights Committee were reviewed.	Although there was no quorum, Nancy McNiff made a motion to accept the meeting minutes from February 12, 2019. Carol Whitaker seconded the motion. Members present voted unanimously to approve the minutes.
Quarterly Grievances Report January-March 2019 _____ Liz Hammond-Stebbins Grievances & Incidents Manager	➤ Ms. Stebbins reviewed the Quarterly Grievances Report for January-March 2019. A handout was provided to committee members. Ms. Stebbins responded to questions from the committee.	
Quarterly Incidents Report January-March 2019 _____ Liz Hammond-Stebbins Grievances & Incidents Manager	➤ Ms. Stebbins reviewed the Quarterly Incidents Report for January-March 2019. A handout was provided to committee members. Ms. Stebbins responded to questions from the committee. She will be presenting more requested information on the next fiscal year reports.	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Case/Incident Report Study January-March 2019</p> <p>_____ Liz Hammond-Stebbins Grievances & Incidents Manager</p>	<ul style="list-style-type: none"> ➤ Ms. Stebbins presented a case study, which came in as a grievance and an incident report. Ms. Stebbins responded to questions from the committee. 	
<p>Other Business</p>	<ul style="list-style-type: none"> ➤ After distributing revised Member Handbooks, Ms. Kimball informed the committee that the revisions to Sandhills Center Member Handbooks 2-1-19 are fairly cosmetic. We are revising all of our materials with a new look. ➤ Ms. Kimball informed committee that Ms. Teresa Butler (Montgomery County) is no longer able to attend our meetings. Ms. Kimball suggested that a vote be taken at the next meeting to remove Ms. Butler from the membership. ➤ The committee members that were present reviewed and approved the CRC 2019-20 meeting dates for the upcoming fiscal year August 13, November 12, February 11, May 12. ➤ Ms. Kimball will provide the Appeals brochure at our next meeting for the committee's review. ➤ Lori Richardson was told that some members are not understanding the Standard Plan letter and are throwing them away. Ms. Kimball will follow-up with Division staff to see if letters have been mailed as her understanding was that they would not be mailed until June. 	
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes, February 12, 2019 ➤ Quarterly Grievances & Incident Reports ➤ Revised Sandhills Center Member Handbooks 2-1-19 ➤ 2019-20 Meeting Dates 	
<p>Adjournment</p>		<p>The meeting adjourned at 6:00 p.m.</p>