

CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: August 9, 2016

Date/time/location of next meeting: November 8, 2016, 1120 Seven Lakes Drive, West End, NC

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

Absent: Anthony Copeland, Leann Henkel, Nancy McNiff, Teresa Butler, Ross Streater, Bill Larrison

Liaison: Anne Kimball

Guest: Mary Kidd, Theresa Clark (Sandhills Center)

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 5:03 p.m. by Carol Whitaker.</p>	
<p>Approval of Minutes</p> <hr/> <p>Carol Whitaker</p>	<p>➤ George E. Reynolds, Jr., made a motion to accept the June 14, 2016 minutes. Lori Richardson seconded the motion.</p>	<p>Members present voted unanimously to approve the minutes.</p>
<p>Quarterly Complaints Report April-June 2016</p> <hr/> <p>Mary Kidd</p>	<p>➤ Mary Kidd reviewed the Quarterly Complaints Report for April-June 2016. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</p>	
<p>Quarterly Incidents Report April-June 2016</p> <hr/> <p>Mary Kidd</p>	<p>➤ Ms. Kidd reviewed the Quarterly Incidents Report for April-June 2016. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</p>	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Quarterly Complaints Report (LME-MCO) April-June 2016</p> <hr/> <p>Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Ms. Kidd reviewed the Quarterly Complaints Report (LME-MCO) for April-June 2016. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee. 	
<p>Quality of Care Concerns Report April-June 2016</p> <hr/> <p>Mary Kidd</p>	<p>Ms. Kidd reviewed the Quality of Care Concerns Report for April-June 2016. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</p>	
<p>2015 Consumer Perception of Care Survey Results Report</p> <hr/> <p>Theresa Clark</p>	<ul style="list-style-type: none"> ➤ Anne Kimball introduced Theresa Clark, Sandhills Center - Project Manager. Theresa highlighted some of her duties to include any projects that Sandhills Center encounters, gather resources, timelines and data analysis. ➤ Ms. Clark said the purpose of this survey is administered to satisfy a Substance Abuse and Mental Health Services Administration (SAMHSA) reporting requirement for the Community Mental Health Services Block Grant. Ms. Clark responded to questions from the committee. 	
<p>Annual Member Orientation</p> <hr/> <p>Anne Kimball</p>	<ul style="list-style-type: none"> ➤ Annual member orientation paperwork will be issued at our next meeting. 	
<p>Announcements</p>	<ul style="list-style-type: none"> ➤ Marilyn Gilliam informed the committee that Lee County CIT reception and graduation will be held on August 19th, at the Central Carolina Community College, Emergency Services Training Center. ➤ George E. Reynolds, Jr announced Moore County will hold its 3rd Class - Mental Health Crisis Invention next Monday and Tuesday. ➤ Anne Kimball spoke about the Quarterly Community Report -July 2016. The Quarterly Report contains CIT information, Integrated Care, various Mental Health Month celebrations and the budget. 	

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<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes 6/14/16 ➤ Quarterly Quality Management Reports ➤ MH & SA PoC Report ➤ Quarterly Community Report, July 2016 	
<p>Adjournment</p>		<p>The meeting adjourned at 6:07 p.m.</p>