

CLIENT RIGHTS COMMITTEE

Date this meeting: November 10, 2022 Date/time of next meeting: February 14, 2023 at 5:00 p.m.

Attending: Commissioner Karen Watford, George E. Reynolds, Jr.

Call-ins: Cindy Mallernee, Walter Ferguson, Hannah Carroll

Absent: Jackie McLean, Ross Streater, Dr. Walter Salinger, Commissioner Mary Hassell

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Roll Call</u>	Joann Cozart, Recorder, held roll call of members present.	
<u>Call to Order</u> Walter Ferguson, Chair	Walter Ferguson called the meeting to order at 5:05 p.m.	
<u>Approval of Minutes</u> Walter Ferguson	Members reviewed the minutes of the August 9, 2022 meeting of the Client Rights Committee.	Cindy Mallernee made a motion to accept the meeting minutes from August 9, 2022. Commissioner Karen Watford seconded the motion. Members present voted unanimously to approve the minutes.
<u>Incidents & Grievances Report 1st Quarter FY 2022-23 Case Study</u> Liz Hammond-Stebbins Incidents & Grievances Manager	Ms. Stebbins reviewed the Incidents & Grievances Report for the 1 st Quarter of FY 2022-23 and answered questions from members. The numbers were down this quarter. 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.	Commissioner Watford inquired about the abuse and exploitation number and how it has changed over the past quarters. Ms. Stebbins will compare the numbers over previous quarters and report back.

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	<p>Ms. Stebbins shared with the committee that one grievance appeal was reported (slide not available). This happens when someone is not happy with end the results after an investigation. Data is presented to the clinical committee and they vote. On this appeal, the committee voted to uphold that decision.</p> <p>Ms. Stebbins reported incident reports were also down this quarter.</p> <p>Ms. Stebbins reported that unfortunately, we had 2 suicides this quarter and 5 attempts were made.</p> <p>In regards to the last case study, Ms. Stebbins did reach out to the care coordinator. The care coordinator was unable to get a response from the provider.</p> <p>Ms. Stebbins presented a case study. Ms. Stebbins responded to questions related to the case study from the committee.</p> <p>Anne asked Ms. Stebbins about the Tailored Plan, which starts on April 1st, how incidences and grievances will be changing. Ms. Stebbins said they anticipate an increase in the grievances. They are not expecting many changes on the incidences side. They will be hiring an additional staff to accommodate. We will have vendors contracted with us, based on members health needs.</p> <p>Mr. Reynolds asked about the standard plan and Tailored Plan and how will it be monitored so that no one falls through the cracks. Ms. Kimball said there will be safeguards in place to prevent this from happening.</p> <p>Mr. Reynolds thinks there should not be a separate CRC and CFAC committees once the Tailored Plan starts. Ms. Kimball has inquired about this but has not received an answer yet.</p>	<p>George E. Reynolds, Jr. asked what were the ages, the gender and if any were repeated attempts. Anne Kimball asked what drug was used. Ms. Stebbins will report back.</p> <p>Anne asked if we will be accepting incident reportings from our physical health partners on April 1st. Ms. Stebbins will report back.</p>
Other Business	No other business to report.	
Handouts	<ul style="list-style-type: none"> • Agenda • Sandhills Center Client Rights Committee meeting minutes, August 9, 2022 • Incidents and Grievances Report for 1st Quarter of fiscal year 2022-2023 	
Adjournment	The meeting adjourned at 5:50 p.m. with Mr. Ferguson thanking all who attended.	Commissioner Karen Watford made a motion to adjourn the meeting. George E. Reynolds, Jr. seconded the motion. None opposed; the motion carried.