

BLUE RIDGE REGIONAL HUMAN RIGHTS COMMITTEE MINUTES JUNE 9, 2008

The Blue Ridge Regional Human Rights Committee met, Monday, June 9, 2008 at 3:30 pm at The Burrell Center located at 611 McDowell Avenue, SW.

MEMBERS PRESENT

Rebecca Baker, Chair
Lynn Lawson
Geraldine Cleary

ADVOCATE

Nan Neese

AFFILIATES REPRESENTED

A Better Life Counseling Services
Alleghany Highlands CSB
Blue Ridge Behavioral Healthcare
Braley Thompson
Cee-Breeze
DePaul Family Services
Dominion Day Services
Family Preservation
Family Services Roanoke Valley
Hall Community Services
Hope Tree Family Services
Intercept Youth Services
Key Living Options
Lutheran Family Services
Mayo Residential Service
Minnick Education Center
Mt Regis
National Counseling Group
Roanoke League of Therapists
Total Life Counseling

GUESTS

Mitzi Tuck
Tammy Solari
Mark Solari
Nancy Fields
Jay Fields

MINUTES

1. Call to order/welcome

Rebecca Baker, Chair called the meeting to order at 340 pm.

2. Introductions

Committee members and affiliates in attendance introduced themselves.

3. Comment

Nan Neese noted she was passing around a listing of affiliates and requested they update their information.

Nan also introduced the new Advocate, Adrian Monte. Adrian has been on board for a couple of months and is acclimating herself to the duties of her job and the providers. She will soon take over the responsibilities of the Human Rights Committee.

4. Approval of minutes of April 14, 2008 minutes

Lynn Lawson moved to approve the minutes of April 14, 2008 and the motion was seconded by Geri Cleary and it carried unanimously.

5. Alleghany Highlands CSB – Notification of change of location/ Annual Report

Betty Crance presented the Annual Report and gave an overview of the report and answered questions. She also presented a letter of notification of the change of location for their Clubhouse Program from Clifton Forge to Covington.

6. Dominion Day Services – Notification of new services

Dianna Parrish appeared before the Committee to request affiliation for this new service, Mental Health Supports; the parent company is Dominion Youth Service. They operate as two separate organizations so there is confusion as to whether they are only required to report the beginning of the new service or have to request affiliation with the Human Rights Committee. They have applied for a license for the Roanoke site, but have not received it because license regulations state the program has to be affiliated with a human rights committee before a license can be issued.

Nan's recommendation to the Committee was to extend affiliation to this service. Geri Cleary motioned to extend the current affiliation to include the new service, Mental Health Supports for adults and adolescents; it was seconded by Rebecca Baker and carried unanimously.

7. Blue Ridge Residential Services – Notification of 2 new sponsored homes

Richard Gilman appeared to notify the Committee of two new sponsored homes. Kelly Murphy was due to appear before the Committee in April, however at the very last minute she was unable to. The Committee entertained the request in her absence and approved to accept the material in the Committee packet as a request and approved the affiliation of the sites;

Kelly was due to appear before the Committee on this date and is unable and Richard is presenting in her absence. They have an annual license for both locations as of February. Richard noted services are not being offered in these homes at his time, but may be in the future and that is the reason for the licensing and affiliation.

Lynn Lawson moved the current affiliation be extended to the new sites; Geri Cleary seconded the motion and it carried unanimously.

8. Annual Reports

Alleghany Highlands

Reported earlier in the meeting.

A Better Life Counseling – Material received too late to be included in packet, and they were not on the agenda. Material was given to Committee members at the meeting for review.

Shenneta Reid appeared before the Committee to request full affiliation. Nan requested that the Hand Book be reviewed next year along with the Annual Report.

Lynn Lawson moved permanent affiliation be granted; Geri Cleary seconded the motion and it carried unanimously.

Nan stated she would be addressing Ms Reid's concerns regarding temporary affiliation in her Advocate's Report.

DePaul Family Services

Vena Duncan, Program Director for Clinical Services appeared before the Committee to present the annual report for Mental Health Supports, In-Home and Out-Patient Services. She will also present the report for Debbie McIvor, Program Director for MR services that covers Sponsored Residential, Respite Services and Day Support.

She reported the office has moved to a larger office in the same complex. She reported the annual report contained no complaints or licensure citations. She gave a brief overview of the services provided by the group.

Mayo Residential

Edna Vernon and Ionia Jackson appeared before the Committee to present an annual report. Ms. Vernon gave an overview of the facilities located in Roanoke and Martinsville (this Committee does not oversee issues with the Martinsville site).

After reviewing the written report and questioning both representatives of Mayo Residential the Committee requested they return for the August meeting to present a full report of incidents and the corrective actions taken. This will be heard at the end of the meeting in closed session.

Total Life Counseling

Steve Price attended the meeting to present the Annual Report. He gave an over view of the program and noted there have been no incidents to report. He answered questions from Committee members.

Minnick Education Center

Gary Wilburn, Director of Operations attended the meeting to present the Annual Report. He gave an overview of the services of Minnick. He discussed the one incident that occurred in this report. He also explained the restraint system that is used and why restraint is used.

Lutheran Family Services

Gary Wilburn, Director of Operations presented the Annual Report. An overview of the services was presented. There were no incidents to report.

Braley and Thompson

Lynn McDowell gave an overview of services provided by their agency. There have been no incidents or citations during this reporting period.

Cee-Breeze

Baker's Home is no longer affiliated with the Human Rights Committee. Tameka Walloe and _____ attended the meeting to present the annual report. _____ gave an overview of the service of Cee-Breeze. Tameka requested clarification of a reporting question.

Mt Regis Center

Ronda Boutte', Director of Community Services attended the meeting to present the Annual Report. She gave a brief overview of Mt Regis's services. There are no complaints or incidents. She has questions about what and when a complaint is reportable. Nan stated there is no formal and informal complaint and everything should be reported.

It was noted that the Committee has not seen a program handbook, program rules in several years. Policy changes required by Department for compliance for 2007 have not been submitted; thus putting Mt. Regis out of compliance. The Committee requested the handbook, program rules and statement of confidentiality be brought to the October meeting.

Goodwill of the Valleys

Once again they are not present to report; this is the third time they have not appeared. Geri Cleary motioned the affiliation be suspended from the

Committee and Lynn Lawson seconded the motion. Nan will notify them and the Committee should anticipate them to come before the August meeting.

Mitzi Tuck with It's About Time, Inc., appeared before the Committee to request affiliation. Her letter of request was received after the packet was prepared for mailing so she was not on the agenda. Policies and Procedures are not complete at this time and she is working with Nan and licensing.

Nan reported at this time a provider applicant should not appear before a Human Rights Committee to request affiliation until all human rights policies and procedures are approved by the Human Rights Advocate. She noted that in the past she and Sonia had encouraged the Committee to grant temporary affiliation with the assumption the provider would be ready by the next meeting. Due to a complaint by a provider in the past couple of weeks, Nan has been ordered by her Director not to recommend temporary affiliation. Providers will not be coming before the Committee until they have received a letter from Nan or one of her Advocates that Policy and Procedures are recommended. If the material is completed before the next meeting she will come before the Committee in August. Nan stated to the Committee they have the authority to determine affiliation.

Advocate Report

Nan stated it is understood that providers are struggling with the current regulations about the complaint resolution process; it is a significant change. It is an allegation of violation; a violation of law or regulation. In looking at the dignity piece in the regulations almost any complaint could be attached to these regulations. The complaint resolution is to be person centered. It is not an informal/formal complaint and that language should be discontinued. A complaint is a complaint and the process is how people want to seek resolution. New regulations do not speak to being satisfied with the complaint process, but whether or not resolution was reached. Was there evidence that indicated violation and was it corrected; was there no violation, but a resolution was offered and the client was more acceptable of services being received? The monthly report form will be changed. Every complaint is to be reported to the Office of Human Rights and the individual chooses the process they want to pursue.

Lee Frazier will be moving to the Catawba Human Rights Committee. She has offered to host a dispute resolution meeting for providers and that should be coming up in August at Lewis Gale. Please make sure that Nan has correct information.

Nan is requesting that for next year's reporting that providers share with the Committee what is going on in the program even if there are no complaints or incidents to report. She is going to recommend the Committee request Rules of Conduct or Program Rules or Client Handbooks to review from providers. She also stated she would recommend the curriculum and testing device for providers Human Rights Training.

Adjournment

The meeting adjourned at 5:05 PM.

Rebecca Baker, Chair

Date signed

Recorder

Date signed