

**Suffolk Local Human Rights Committee Meeting**  
**5268 Godwin Blvd.**  
**Suffolk, Va**  
**March 1, 2011**

**Committee Members Present:**

- Jacqueline Blackett, Chair
- Steven Alexander, Vice Chair
- Denise N. Tynes
- Yvonne Green

**Committee Members Absent:**

- Joan Edwards

**Others Present:** Reginald Daye, Regional Advocate

**SLHRC Affiliates Present:** *Baker's Home, Inc.* (Claudette Jones, Stephanie Olds), *Better Care Family Homes, Inc.* (Natasha Nation, Amanda Poplin), *Bralely and Thompson, Inc.* (Nicki Sirko), *CSTO, Inc.* (Pierre Dugue, Georgiana Smith), *Quality Care Community Services* (April Campbell), *Quality Community Supports, Inc.* (Sebrina Porter), *Rehobeth Residences* (Cheral Dixon), *Sentara Obici Hospital* (Dana Miller, Linda D. Austin), *Visions Community Services, LLC* (Eulamae R. Myers, Dorothy Johnson), *Western Tidewater Community Services Board* (Mary Heiler), *Zuni Campus – Presbyterian Homes* (Edward Byron Nagle, Ernestine Davison)

**I. CALL TO ORDER:**

- ✓ The meeting was called to order by Ms. Blackett at 8:40 AM.

**II. ACKNOWLEDGEMENTS AND INTRODUCTIONS:**

- ✓ Ms. Blackett asked all in attendance to introduce themselves and indicate their role or respective organization.

**III. PUBLIC COMMENTS:**

- ✓ Ms. Blackett asked if any public was present. None were present.

**IV. REVIEW AND APPROVAL OF MINUTES:**

- ✓ Chair, Ms. Blackett asked for a review of minutes from December 7, 2010. Discrepancies of minutes were noted for correction. The minutes from December 7, 2010 were adopted and approved.

**V. TREASURER AFFILIATES' REPORT:**

- ✓ A written financial summary report was presented by Sebrina Porter, Quality Community Supports. Total ledger balance as of 12/31/10 was \$2,273.05.
- ✓ The following disbursements were made for mileage to and from Committee meetings: 01/25/11 check for \$28.28: Y. Green, 02/03/11 check for \$18.18: J. Blackett. The following disbursements were made for Committee refreshments: 01/27/11 check for \$124.49: WTCSB, 01/27/11 check for \$152.90: WTCSB, 01/27/11 check for \$157.75: WTCSB.
- ✓ Total ledger balance as of 12/03/10 is \$1,791.45.

**VI. REGIONAL ADVOCATE'S REPORT:**

- ✓ Mr. Daye reported his office is still short staffed. He will be interviewing to fill one clerical position next week. Then one Advocate position will be filled, and another after that.

- ✓ Mr. Daye reminded everyone to FAX reports to his office. DO NOT CALL because his voice mail box fills very quickly. DO NOT FAX Licensing Specialist reports and communications to Mr. Daye's office. Mail a copy instead. Continue to FAX to the Office of Licensing. He provided Barry Lee's FAX # 757-988-0794.
- ✓ Mr. Daye conducted a review of the LHRC Bylaws. He highlighted any significant changes and provided thorough explanation.
  - Reminder that membership caps are in the bylaws. Caps haven't been enforced before but he hasn't had to send any new providers for affiliation.
  - Re Article II, E., the change is that the State Committee is asking to be notified.
  - Reviewed the process of requesting a variance.
  - Mr. Daye strongly recommended removing an absentee member (missed 33% of meetings) in order to fill the vacancy. Failure to fill the vacancy within timelines according to bylaws would result in dismantling the Committee. Providers would have to find another committee on their own and would be cited during the process.
  - A new change is that the Chair can develop a 2 member subcommittee that can do almost all of what a 3 member committee can do, except approve minutes. The full Committee can vote to approve subcommittee report at regular full committee meeting.
  - A Secretary needs to be elected. WTCSB will continue to do minutes. Secretary checks to see that their done. Final minutes to be submitted to Margaret Walsh within 3 days of approval. Draft minutes are due 10 days from meeting. Minutes are emailed directly to Margaret Walsh. She will forward to posting. Secretary also makes sure of place to meet.
  - Voting for officers will take place at next meeting.
  - LHRC must meet at least quarterly, not including call meetings, etc.
  - To go into Closed Session, it must be stated, the VA Code must be cited, and the reason must be named. Everyone not involved must step out. The Committee must vote to come out of closed session. Each member certifies what was talked about. Clerical support is supposed to call providers to inform them what recommendations were made, if they did not stay.
  - The meeting agenda should be posted in advance. Mr. Daye recommends sending draft agenda with minutes and attachments.
  - Providers need to notify Chair of request to be included on Agenda, then contact support person to add after receiving Chair approval.
  - Mr. Daye reviewed the process of adding a new or different service, and the process to expand a service.
    - The Committee voted to continue to consist of 5 members.
    - The Committee voted to continue to meet quarterly.
    - The Committee voted to adopt the Bylaws which will replace the existing Bylaws.
- ✓ Mr. Daye conducted a review of the Local Human Rights Committee and Affiliated Provider Cooperative Agreement. He highlighted the substantive portions of the agreement.
  - Eliminates fees and eliminates temporary affiliations.
  - Provider must have only 1 LHRC affiliation per region.
  - It is the role of the provider to recruit LHRC members.
  - The Committee decides how often to meet. Mr. Daye reviewed pros and cons of different schedules. Members were encouraged to forward any comments regarding the quarterly reports sufficing for the annual report, to Christina Delzingaro, State Human Rights Committee Chair.
  - Since there are no longer affiliation fees, providers have to decide what to do with the remaining balance (\$1791.45). Options were reviewed. The Treasurer report is not longer submitted to the Committee, but directly to providers.
    - Members decided to keep the money in the bank and spend it down on refreshment costs and mileage.

- All agenda items must be submitted 2 weeks prior to meeting. If Licensing informs Mr. Daye that they are not aware of the item, then it can't be presented.
- The Agency Director needs to sign the Cooperative Agreement and name Liaison's. It's acceptable to name as many liaisons as needed. Reminder that if a liaison is terminated/resigns it is necessary to send an update.
- The signed Cooperative Agreement is to be brought to the next meeting for Committee Chair signature.
  - The Committee voted to continue meeting quarterly.
  - The Committee voted to adopt the Cooperative Agreement.

## VII. PROGRAM UPDATES AND HUMAN RIGHTS REPORT:

***Baker's Home, Inc.:*** Ms. Jones reported they had no complaints or human rights violations (allegations of abuse, neglect, exploitation). No incidents of using behavior management techniques. Ninety-five (95) consumers served in Mental Health Support program. Ninety-two (92) consumers served in Psychosocial Rehabilitation program. One consumer died of natural causes at his place of residence. Currently there are no consumers in In-Home, Day Treatment and Partial Hospitalization programs. The programs are in good standing with Licensing and SLHRC. Mr. Daye requested report of complaint.

***Better Care Family Homes, Inc.:*** Dr. Becerra reported there were no human rights violations or allegations of abuse/neglect to report this past quarter (report was received post meeting). Dr. Becerra sent 2 representatives in his place due to significant traffic delays. Ms. Nation and Ms. Puplin requested **Temporary Affiliation** for one new home at 6708 Whaleyville Boulevard, Whaleyville, VA

- ✓ SLHRC approved **90-day Temporary Affiliation** for the above home.

***Braley and Thompson:*** Ms. Sirko reported they had no incidents of consumer rights violations this reporting period. Outpatient Mental Health services served nine (9) clients and Mental Health Support Services served five (5) clients. The Community Seclusion and Restraint Reporting Form 2010 Report was submitted. There were no incidents of seclusions or restraints for the year 2010.

***CSTO, Inc.:*** Mr. Dugue introduced a new employee, Georgiana Smith. Ms. Smith reported they are currently serving 39 individuals in their In-Home Services Program, 2 male residents in the Rose Marie group home, and 1 female resident in the Kempsville group home. The seclusion and restraint report was submitted on 01/12/11 by fax. There were no incidents involving seclusions, restraints, or allegations of abuse. There were no formal or informal complaints. CSTO, Inc. is in good standing with SLHRC. CSTO, Inc. informed the Committee of intention to open a day program. They will follow procedures prior to opening and request affiliation at the next SLHRC meeting.

***Quality Care Community Services, Inc.:*** Ms. Campbell reported there were no complaints of human rights violations or allegations of abuse/neglect this past quarter. She reported that QCCS remains in good standing with this Committee and Office of Licensure.

***Quality Community Supports:*** Ms. Porter reported they had no instances of implementation of restraints, complaints, or allegations of abuse/neglect this past quarter. They provide services to 49 individuals in their Supported Living, Intensive In-Home, and Mental Health Support

programs. Quality Community Supports continues to be in good standing with LHRC and Licensure.

**Rehobeth Residence:** Ms. Dixon requested return to **Permanent Affiliation** after being absent at last meeting.

- ✓ SLHRC approved request to restore **Permanent Affiliation**.

Ms. Dixon informed Committee that Rehobeth Residence is no longer requesting Permanent Affiliation for 3605 Forest Hill , Portsmouth, VA.

- ✓ SLHRC confirmed the request for Permanent Affiliation for the above address has been dropped.

Ms. Dixon reported that for this quarter, Rehobeth experienced no complaints of abuse, neglect, or any other human rights violations. Rehobeth continues to be in good standing with the Office of Licensure and this Committee.

**Sentara Obici Hospital:** Ms. Miller introduced Linda D. Austin as their new Director. Ms. Miller reported there were no complaints of human rights violations during the past quarter. There were a total of 4 seclusions and 2 restraints. No injuries resulted from the use of seclusion/restraints. Sentara Obici had their annual licensing review on 10/4/10. Issues cited were minor and easily corrected. A CAP was submitted promptly and accepted. Sentara Obici Hospital is in good standing with the SLHRC.

**Visions Community Services, LLC:** Ms. Myers reported that Visions is serving 15 individuals in the Sponsored Residential Program and 17 individuals in the Day Support Program. There were no complaints or human rights violations, and no incidents this reporting period. Visions will need to report in closed session the status of the complaint reported at the December 7, 2010 meeting.

Visions requested **Permanent Affiliation** for Sebrina Porter at 3217 Duquesne Drive, Chesapeake, VA 23321.

- ✓ SLHRC approved request for **Permanent Affiliation** for the above indicated program.

**Western Tidewater Community Services Board:** Ms. Heiler reported 1 founded allegation of consumer to consumer physical abuse, 1 serious injury, and 1 consumer death. A number of programs were slated to move into the newly renovated site at 135 Saratoga Street in January, 2010, however, the date has been changed to March 14, 2011. WTCSB is in good standing with the Office of Human Rights and Office of Licensing.

**Zuni Campus – Presbyterian Homes & Family Services:** Mr. Nagle reported they have two vacancies, one for a male and one for a female. He reported one incident of neglect during the past quarter. The Community Seclusion and Restraint Report was submitted in January.

## VIII. EXECUTIVE SESSION:

The SLHRC made a motion and the Committee voted to go into Executive Session (Closed Session) per VA Code 2.2-3711A to discuss client information exempt from public disclosure for the purpose of reviewing abuse, serious injuries, deaths and behavioral plans for the following programs:

- o Better Care Family Homes
- o Visions Community Services
- o Western Tidewater Community Services Board
- o Zuni – Presbyterian Homes

The SLHRC voted to come out of closed session at 11:50 AM. Upon reconvening in Open Session, each member of SLHRC certified that, to the best of each Committee Member’s knowledge, only public business matters, lawfully exempted from statutory Open meeting requirements and only public matters identified in the motion to convene the Executive Session were discussed in accordance to Virginia Code 2-2-3711A.

**IX. RECOMMENDATIONS:**

- ✓ **Better Care Family Homes: Provide Committee with update at the next meeting on the case of SB.**
- ✓ **Visions Community Services: No recommendations.**
- ✓ **Western Tidewater Community Services Board: No recommendations.**
- ✓ **Zuni – Presbyterian Homes: Train all staff on medication management; review policy and procedures on medication management: provide Committee with update at the next meeting. No additional recommendations regarding update of KW.**
- ✓ **Affiliates recommended to the Committee to leave remaining balance in the bank to be spent; and to continue rotating Secretary duties.**

The next meeting is scheduled for June 7, 2011 at WTCSB at 8:30 AM.

Meeting adjourned at 11:55 AM.

Respectfully Submitted by,

Mary Heiler  
 U.R. Supervisor, WTCSB  
 03.15.11