

Suffolk Regional Local Human Rights Committee Meeting
5268 Godwin Blvd.
Suffolk, VA
June 7, 2011 – Draft Minutes

Committee Members Present:

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

Committee Members Absent:

- Joan Edwards

Others Present: Reginald Daye, Regional Advocate
Hillary Zaneveld, Office of Human Rights

SRLHRC Affiliates Present: *Baker's Home, Inc.* (Claudette Jones), *Better Care Family Homes, Inc.* (Dr. Pedro Becerra), *Braley and Thompson, Inc.* (Niki 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* (Iris Blocker & Dorothy Johnson), *Western Tidewater Community Services Board* (Cheryl Collier), *Zuni Campus – Presbyterian Homes* (Deborah J. Banks)

Non-Affiliate Visiting Organizations: *Citadel Family Services* (Heather Ingraham, Ex. Director, Brian Glover, Operations Director, Cheryl Fowlkes, Admin. Director, Tawnya Hurdle, Marketing Director), *Sister's Developing Growth and Change, LLC* (Zenda Jones, CEO and Erica Baker, Program Director)

I. CALL TO ORDER:

- ✓ The meeting was called to order by Ms. Blackett at 8:53 AM.

II. ACKNOWLEDGEMENTS AND INTRODUCTIONS:

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

III. ADOPTION OF AGENDA

- ✓ Ms. Blackett asked for approval of Agenda; unanimously approved.

IV. PUBLIC COMMENTS:

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

V. REVIEW AND APPROVAL OF MINUTES:

- ✓ Chair, Ms. Blackett asked for a review of draft minutes from March 1, 2011. No discrepancies in the minutes were noted for correction: the March 1, 2011 minutes were approved and adopted.

VI. TREASURER AFFILIATES' REPORT:

- ✓ A written financial summary report was presented by Sebrina Porter, Quality Community Supports. Copies were provided to all Affiliates.

VI. REGIONAL ADVOCATE'S REPORT:

- ✓ Mr. Daye reminded Affiliates there are no requirements for renewal of affiliation fees. He asked if any Affiliate that has temporary affiliation needs to let the Committee know today.
- ✓ Mr. Daye advised all Affiliates that they must each submit their **Provider Contact Information** either today or at the next SRLHRC meeting. This must be signed by the Chair. He encouraged Affiliates to bring two copies for Ms. Blackett to sign.
- ✓ Mr. Daye spoke about the *Quarterly Report Form of Human Rights Activities* and advised that this is a uniform format for all Affiliates to use; this may be a different format from what each has been submitting. He spoke of the pros and cons of using a grid format of abuse, neglect, etc. Affiliates should use initials not clients names, the allegation type, what occurred, whether it was substantiated or not and add if there is a Correction Plan.
- ✓ Mr. Daye responded to a question from Sentara Obici Hospital representative – they may to attach same information for Seclusion and Restraints situations. She does not need to create anything new.
- ✓ If Affiliates complete page three of the Provider Quarterly Report (Complaint Cases), licensing issues should be included here.
- ✓ As of Friday, SRLHRC will have a full complement of Committee Members. Mr. Daye will present this individual to the State Human Rights Committee. He thanked Rehobeth for submitting the prospective Committee Member's name.
- ✓ Mr. Daye responded to a question from Baker's Home representative regarding how to properly report the number of individuals served. He advised to give separate numbers (per service) then put grand total served. He recommended avoid adding additional information to the form.
- ✓ Mr. Daye advised that if Affiliates are unable to attend the LHRC meeting then the agency should submit a second letter with substitute attendee's name and information to assure the staff is representing said organization.
- ✓ Mr. Daye introduced his new staff, Hillary Zaneveld, new Human Rights Advocate. His new support staff is Annette Joseph-Walker. His office will be relocating to new hospital building next week. He advised that we should fax information instead of calling it in. He suggested if we have any questions or information for Office of Licensing that Affiliates should contact their Specialist, as they are seldom in the Eastern State Hospital office. He asked each Affiliate to give Hillary an update on their individual agency's services and our jobs. Each affiliate did so.

VII. CHAIR COMMENTS:

- ✓ Ms. Blackett provided her address, email address and phone number for Affiliates to complete each *Provider's Contact Information Form*.
- ✓ She reminded Dr. Becerra (Better Care Homes, Inc.) that the meeting starts at 8:30 AM. She advised him that he does not have to attend meetings but is free to send his staff. It is important to attend to hear information presented by the Regional Advocate.

VIII. 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-four (94) consumers served in Mental Health Support program. One hundred and four (104) consumers were served in the Psychosocial Rehabilitation Program. Currently there are no consumers in In-Home, Day Treatment and Partial Hospitalization programs. The Annual Seclusion and Restraint Report has been submitted. The programs are in good standing with Licensing and SRLHRC.

Better Care Family Homes, Inc.: Dr. Becerra apologized for being late. He reported there were no human rights violations or allegations of abuse/neglect to report this past quarter. (Written report emailed to C. Collier on 6.16.11.)

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 (6) clients.

CSTO, Inc.: Mr. Dugue reported they are currently serving 38 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. In two and half weeks CSTO Inc. will be able to secure the occupancy of its Day Program from the City. After following proper procedures, CSTO Inc. will subsequently request affiliation for its Day Program during the next SRLHRC meeting. Mr. Dennis Riddick, Senior Licensure Specialist stopped by CSTO, Inc. to audit their files. There were some minor discrepancies in their files. Mr. Riddick made recommendations. CSTO took Corrective Action Measures. 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 SRLHRC.

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 provided services to 55 individuals in their Supported Living, Intensive In-Home, and Mental Health Support programs. She reported once death. Quality Community Supports Inc. continues to be in good standing with LHRC and Licensure.

Rehobeth Residences: 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 reported there were no complaints of human rights violations during the first quarter. Regarding Seclusions and Restraints: There were the following: January - 0 seclusions and 0 restraints, February – 2 seclusions and 0 restraints, March – 0 seclusions and 0 restraints - for a Quarterly total of 2 seclusions and 0 restraints. Sentara Obici Hospital is in good standing with the SRLHRC.

Visions Community Services, LLC: Ms. Blocker reported that Visions is serving 16 individuals in the Sponsored Residential Program and 16 individuals in the Day Support Program. There were no complaints or human rights violations; there were two (2) incidents this reporting period.

Western Tidewater Community Services Board: Ms. Collier reported no allegations of abuse, exploitation or neglect, this past quarter; there were 3 consumer deaths that occurred outside of our programs. WTCSB is in good standing with the Office of Human Rights and Office of Licensing.

Zuni Campus – Presbyterian Homes & Family Services: Ms. Banks reported they have three vacancies on the campus, two for men and one for a woman. She reported there were two incidents of neglect during the past quarter. They had an unannounced visit from Licensing on May 18, 2011; Corrective Action has not been received.

IX. Old Business: None.

XI. New Business:

- i. ***Sister's Developing for Growth and Change, LLC*** – Ms. Zenda Jones and Ms. Erica Baker introduced themselves and reported they were seeking affiliation with the SRLHRC. They are a new provider of EDCD and MR Waiver Services. They gave an overview of their services. They are awaiting a visit from Dennis Riddick, Office of Licensing.
 - o The Committee voted to approve **SDGC, LLC for affiliation with the SRLHRC.**
 - o Ms. Tynes commented on the professional of the packets that the Committee had received and would support this organization providing training to other new providers on putting together such documents. Mr. Daye stated that the Committee could not endorse a provider providing this type of service.
 - o In giving an overview of their policies and procedures and their Rules of Conduct, Mr. Daye asked a number of questions regarding policies that require residents to perform chores at their home and that each resident must attend a day program. He asked them what the consequences are when residents chose not to follow these program rules. Several responses were given by Ms. Jones and Ms. Baker. He advised that certain activities are better addressed in the resident's Individual Service Plan or otherwise, "work" performed might have to be compensated. He advised that the Provider must assure the home is sanitary to avoid licensing citations.
 - o Mr. Daye ***supported approval of their Behavior Management Plan and this was approved by the Committee.***
 - o Mr. Daye ***did not support*** their current **Rules of Conduct**. He recommended that SDGC, LLC review their Rules of Conduct and consider thoroughly what these should be and revise if necessary. They were asked by the Committee to bring this back to the September, 2011, SRLHRC meeting for reconsideration.

- i. ***Citadel Family Supports, LLC*** staff attended this meeting and was seeking affiliation with SRLHRC. Their home office is located at 429 N. Main Street, Suffolk, VA 23434. In attendance was Heather Ingraham (Executive Director).
 - o ***The Committee approved affiliation of Citadel Family Supports with this Committee.***

- ii. A letter had been submitted from ***Quality Community Supports Inc.*** to add a new group home. This matter was tabled, as they explained everything was not in order.

XII. EXECUTIVE SESSION:

The SRLHRC 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 SRLHRC voted to come out of closed session. Upon reconvening in Open Session, each member of SRLHRC 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.

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: Provide update on hiring of new nurse and medication management training at the next meeting.**

The next meeting is scheduled for September 6, 2011 at WTCSB at 8:30 AM.

Meeting adjourned at 10:55 AM.

Respectfully Submitted by,

Cheryl T. Collier
Quality Assurance Director, WTCSB
06.27.11

DRAFT