VALLEY COMMUNITY SERVICES BOARD LOCAL HUMAN RIGHTS COMMITTEE
MEETING MINUTES
September 12, 2008

Chuck Collins, Regional Advocate

Members Present
Elizabeth Bouldin-Clopton, Chair
Jeffrey Jones, Vice Chair
Donna Logan, Secretary
Tammy Johnston
Josephine Carpenter

Members Absent
Marita Rhodes
Bradley Houff

Closed Session
Family Sharing, LLC- Meneika Keith

TOPIC	DISCUSSION
Call to Order	*Elizabeth Bouldin-Clopton, Chair called the September LHRC meeting to order and asked that the Board members and guests introduce themselves.*
Approval of Minutes	**Upon Motion by Josephine Carpenter and supported by Jeff Jones, July minutes were approved.**
Public Comment	Ms. Bouldin-Clopton opened the meeting for public comment and invited individuals to come forward and address the committee. • No public comments

Affiliate Presentation
 	
(handouts filed with minutes)
	• **Blue Ridge Residential Services Annual Report**
	- Staff Human Rights Training
	  o All staff are trained initially and annually on Human Rights during general orientation training. Training information, policies, and procedures have been updated to reflect changes in Human Rights regulations.
	- Notification of Rights
	  o All individuals receiving services are provided a handout, which details their rights. Handout are reviewed at initiation of services, during any changes in locations of services, and annually. Another document detailing human rights, “Guide to Blue Ridge”, is also provided and reviewed.

- Human Rights Complaints
  - In the area covered by the Valley Local Human Rights Committee, there were no human rights complaints this year.
- Human Rights Complaint Process
  - For general complaints, the sponsor attempts to reach a resolution with the individual immediately; if not resolved by the sponsor, the regional coordinator is contacted. If a satisfaction resolution is not reached, the regional manager is notified.
  - For Human Rights complaints, the risk management coordinator is notified immediately; the coordinator or executive director contacts the regional advocate and attempts to resolve the issue to individual's satisfaction within 24 hours.
  - If necessary, an investigation is conducted, and resolution sought. If the issue cannot be resolved in 5 days, the complaint becomes formal. The individual may also choose to pursue the formal complaint process at initiation of complaint.
- Citations from DMHMRSAS Licensure
  - The agency has received no citations from the Office of Licensure in the area covered by the Valley LHRC.
- Staff Qualifications
  - All Staff required to complete the following trainings/certifications:
    - CPR (annually)
    - First Aid (every 3 yrs.)
    - TOVA (annually)
    - Medication Administration (4 day training initially/ 1 day re-certification annually)
    - General Orientation, including MR Orientation test (initially) and Human Rights (initially and annually)
  - Staff must also submit or have:
    - Verified Educational experience (transcripts)
    - Acceptable DMV transcripts
    - 2 professional reference letters
    - 3 personal reference letters
    - Some experience in human services or comparable work.
  - Sponsored Home locations are licensed with DMHMRSAS.
- Culture of Human Rights
  - A culture of human rights permeates Blue Ridge Residential Services. Mission statement and slogan, "changing lives, one person at a time" focuses on the individual.
    - Participate in person centered planning and focus on helping individuals develop desired life.
    - Address issues of human rights in staff interview process.
    - Policies and Procedures set at or above the standards set by the human rights/licensure standards.

- Human rights discussed regularly with individuals in the delivery of services.
- Posters displayed in individual's rooms with their rights and phone number of VOPA and Regional Advocate.

- **Fidura & Associates Annual Report**
  - Staff Human Rights Training
    - Staff trained in Human Rights at the time of employment and again at their annual performance evaluation.
    - Competency test administered as required by the Human Rights Regulations.
  - Notification of Rights
    - Consumers are notified of their Human Rights at time of their admission and again at time of their annual review. In most cases, this is done with the consumer's authorized representative or guardian.
  - Human Rights Complaints
    - One allegation of physical abuse (staff/consumer), unfounded.
    - One allegation of verbal abuse (staff/consumer), also unfounded.
  - Human Rights Complaint Process
    - When complaint is received, the regional advocate is notified within 24 hours and at the same time an internal investigation is started. Findings of the investigation are forwarded to the office of human rights and the Office of Licensing.
  - Citations from DMHMRSAS Licensure
    - No licensing violations. Fidura & Associates holds a Triennial License, which expires July 2009.
  - Staff Qualifications
    - Look for background in Human Services and/or management skills.
    - High school diploma or Equivalency
    - Some staff have associates degree and bachelor degree.
    - Professional/Personal reference checks are done
    - Criminal background check, Child Protective Services check, DMV check, FBI check.
  - Culture of Human Rights
    - At the initial in-service, human rights are covered and then carried out throughout the year.

The Committee asked that all Affiliates please answer the seven questions in "formatted question style" for their annual report; this ensures that all seven topics are covered.

- Tammy Johnson inquired about the process for reporting allegations. Mr. Collins pointed out that the most important human right that a client has is to be safe in a program. On page 11 of the Human Rights Regulations Manual there is an outlined procedure that is to be followed every time there is an allegation. This is also listed again on page 41 concerning "reporting requirement". Karen Cunningham inquired about a specific form that was previously used for reporting

allegations; Mr. Collins stated that providers should follow the instructions in the blue book. At this point, there is not a particular form that is required; however, it is important to make sure you communicate the facts as noted on page 41.

- **Creative Family Solutions, Inc. Annual Report**
  - Staff Human Rights Training
    - All clinicians receive initial training upon hire and annually thereafter. To include the following:
      - Human Rights Rules and Regulations training
      - Mandated Reporting
      - Orientation to persons with Mental Retardation
      - Orientation to persons with Developmental Disabilities
      - Complaint resolutions procedures
    - All staff are required to complete a competency based test regarding Human Rights and various orientations.
  - Notification of Rights
    - Individuals are informed initially by Creative Family Solution's supervisor; each consumer receives a family packet that is explained by the supervisor.
    - All consumers or legally authorized representatives sign acknowledgment of orientation and receipt of packet.
    - Families receive notification and explanation of rights annually.
    - A questionnaire form is used to determine if individuals need an authorized representative; this form is used as a screening tool to make sure that individuals have the capacity to understand their rights. *Mr. Collins asked that Ms. Halterman email him the form so that he can share it with others.*
  - Human Rights Complaints
    - CFS Inc. had one complaint for the period of 9/1/07-8/31/08. Complaint involved allegation of abuse by Therapist; complaint founded. Therapist was terminated.
  - Human Rights Complaint Process
    - Each individual is giving a copy of complaint resolution procedures and encouraged to express opinions, concerns, or complaints.
    - All staff are expected to resolve any issues as soon as possible.
    - If issue is not resolved to consumer's satisfaction at the Therapist/Clinician level then the complaint is referred to Supervisor/Manager and a written report is generated.
  - Citations from DMHMRSAS Licensure
    - No Citations were issued. CFS Inc. currently holds a Triennial License that expires November 2010.
  - Staff Qualifications
    - Service Providers are required to have the following:
      - High School Diploma or Equivalency

	➢ Valid Driver's license ➢ Acceptable vehicle insurance ➢ Acceptable criminal history report o Must complete the following training within 30 days of employment: ➢ First Aid, CPR, Non-violent Crisis Intervention, TB screening, Human Rights competency based testing, competency based orientation. o Therapist who provide MH services are required to meet the classification of qualified mental health professionals. o Supervisors and Managers are required to have all of the above as well as be qualified as QMHP,QMRP, or QDDP under the current licensure standards, which is at minimum a Bachelors degree in Human Services field and one year of experience or 5 years experience assessing, implementing and monitoring Assessments and ISP's for individuals with disabilities. - Culture of Human Rights o CFS Inc. establishes a culture of human rights through the philosophy of the owner who has been in the field for a number of years and has based CFS, Inc. on the philosophy of meeting the needs of persons with handicapping conditions in our local community. o Each individual employee is trained in various aspects of human rights and it is emphasized that the individual is the first concern whether the issue be health and safety, dignity, or the appropriateness of the service.
Valley CSB Update	• Brenda Sasser, Interim Executive Director: - The apartments at 1314 W. Johnson Street, Staunton, have opened. Three of the ten apartments have been rented. - The apartments at 600 E. Main Street, Waynesboro, should open soon. - We are in the process of hiring a part-time staff to assist with developing a Crisis Stabilization Program. - We are also in the process of hiring a Quality Assurance Supervisor. This person will be working with Gretchen Horton. *Mr. Collins commented on the excellent job that Ms. Horton does handling complaints and stated that he hopes to maintain this effective system.* - VCSB held an all staff meeting on September 4th and kicked off a customer service campaign. Valley will be doing extensive training with staff in the future. - All VCSB polices have been updated to support the new mental health laws. Additional staff have been hired to support the new requirements. - Valley is anticipating big changes with the new case management billing changes. *Ms. Bouldin-Clopton inquired about the economy's impact on Valley's finances. Ms Sasser commented that finances are very challenging at this point with case management billing changes pending and with the recent change in Day Support rates.* State cuts are pending; Valley could face between 5% and 15% cuts in the budget.

LHR Update	Previously at the July LHRC meeting, a motion was passed that requires affiliates to attend three of the six scheduled meetings. *Ms. Bouldin-Clopton stated that affiliates are required to stay for the entire meeting.* Chuck Collins, Regional Advocate: • *Mr. Collins inquired about a crisis stabilization site. Ms. Horton commented that originally the property at 600 E. Main St, Waynesboro was going to be used as crisis stabilization but with property regulations this may not be possible.* • Case Updates since July 18th meeting: o 3 cases from VCSB, all successfully resolved at the informal level through Ms. Horton. o 2 cases from AMC Crossroads, regarding discharge issues. o 1 case from DePaul Family Services. o 1 case from C C & Associates, alleged neglect, not founded. o 2 cases from Wall Residence: alleged neglect, not founded; alleged sexual exploitation, not founded. • Cases for August: o 5 complaints from VCSB, all resolved internally. o 1 case of verbal abuse from DePaul Family Services, founded. • Cases from September 1st - present o 1 case from AMC Crossroads, discharge issue. o 4 cases from Community Living Services, cases pending. • The changes in Mental Health Commitment Statutes have not increased admissions at WSH as anticipated. *Ms. Bouldin-Clopton asked if anyone would like to host an upcoming meeting. A meeting room large enough to host over 20 people would be needed.* In addition, the committee has an opening for a new board member because Ms. Marita Rhodes has requested to step down from the committee. Please contact a Board member if you know of a consumer that would like to join the Board.
Closed Session	**I, Elizabeth Bouldin-Clopton moved that the LHRC go into executive session pursuant to VA Code § 2.2-3711, paragraph A.4. for the protection of the privacy of individuals and their records in personal matters not related to public business, namely to conduct a hearing pursuant to the Regulations."** <u>Family Sharing, LLC</u> Presented of G.P. G. P is meeting the terms of her probation positively and there have been visible improvements. Request to continue with the probation as set forth and report at the next committee meeting. **Board approved.**

	UNDER THE VIRGINIA FREEDOM OF INFORMATION ACT §2.2-3700 ET. SQ. CODE OF VIRGINIA The LHRC Committee reconvened in Open Session. Upon reconvening in open session, each member of the LHRC certified that only appropriate client related business was discussed. All committee members and advocate attested, stating, I so certify.
Family Sharing Request	Ms. Meneika Keith requested that Family Sharing be allowed to consolidate and report to Valley LHRC on four individual that are being served in Augusta County. *Ms. Bouldin-Clopton stated that the Board would be in approval if the other two LHRC involved also agreed.* **Ms. Johnson motioned to approved, Mr. Jones seconded. Motion Carried.** Ms. Keith will provided documentation of approval from the other LHRCs.
Administrative	*Mr. Collins asked that Ms. Umbarger send out information to Affiliates and Board Members concerning the following.* - Request for a Consumer to fill the vacant position on the Board. - Affiliates must attend 3 of the 6 scheduled meeting and must stay for entire meeting. - Affiliation dues will remain at $250.00 yearly; dues are due by January 15, 2009. - The schedule for meetings and annual presentations for next year will be set at the November 7th meeting. - A current list of Affiliates.
Adjournment	**The September LHRC Meeting was Adjourned.**

NEXT MEETING OF THE LHRC is November 7th at 9:00 a.m.

November Presenting Affiliates:

Community Living Services
Valley Community Services Board
Arc of Augusta