

VALLEY COMMUNITY SERVICES BOARD LOCAL HUMAN RIGHTS COMMITTEE
MEETING MINUTES
November 07, 2008

Chuck Collins, Regional Advocate

Members Present

Jeffrey Jones, Vice Chair
Donna Logan, Secretary
Bradley Houff
Tammy Johnston
Josephine Carpenter

Closed Session

Wall Residences – Annie Tanverdi

Members Absent

Elizabeth Bouldin-Clopton, Chair

TOPIC	DISCUSSION
Call to Order	<i>Jeffrey Jones, Vice Chair, called the November LHRC meeting to order and asked that the Board members and guests introduce themselves.</i>
Approval of Minutes	Upon Motion by Josephine Carpenter and supported by Donna Logan, September minutes were approved.
Public Comment	Mr. Jones opened the meeting for public comment and invited individuals to come forward and address the committee. <ul style="list-style-type: none"> • No public comments
Affiliate Presentation (handouts filed with minutes)	Mr. Jones invited presenters to come forward and sit near a microphone. <ul style="list-style-type: none"> • ARC of Augusta Annual Report; Sarah Honnoll <ul style="list-style-type: none"> ✚ Staff Human Rights Training <ul style="list-style-type: none"> ○ All of our staff receive human rights training, as they come into positions as program staff, and again annually. Chuck Collins and Randy Urgo provided training for staff last year. This year and in the future, this training will be provided by VCSB's Larry Friedland. ✚ Notification of Rights <ul style="list-style-type: none"> ○ All individuals entering the program receive a handout detailing their rights. That handout is reviewed with them to ensure understanding both at the time they enter the program, and again annually.

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- ✚ Human Rights Complaints
 - We have handled one complaint this year, involving alleged neglect by staff members. An incident report was completed, along with an action plan and submitted to the regional advocate and family. The matter was satisfied informally.
- ✚ Human Rights Complaint Process
 - If a complaint is received, the regional advocate is contacted within 24 hours, an investigation is conducted and findings are reported. If the complaint is not resolved, it is turned over to the regional advocate.
- ✚ Citations from DMHMRSAS Licensure
 - No citations received.
- ✚ Staff Qualifications
 - Staff are required to:
 - have an acceptable criminal history report
 - pass a drug screening
 - complete TB screening
 - sign a statement of confidentiality
 - have acceptable driving record
 - receive training on the following: First aid, CPR, Human Rights, MR orientation, blood borne pathogens, medication management, behavior management (TOVA) and emergency preparedness.
- ✚ Culture of Human Rights
 - The ARC attempts to foster an environment where individuals are treated with dignity and respect in all aspects of their daily interactions. All staff are appropriately trained and expected to acknowledge and abide by those skills they have learned, as they work with the individuals we serve. Clients are reminded of their rights formally once yearly, but also occasionally through more casual interactions in hopes to keep them fresh.

Mr. Collins asked Ms. Honnoll to give a brief overview of the services they provide.

- ❖ ARC has two (2) day programs, one at VCSB and one in Waynesboro next to Vector Industries.
- ❖ The program at Valley operates five days a week from 9:00am-3:00pm and has no more than six participants daily. The ratio for client/staff is 2 to 1. Transportation is not provided.
- ❖ The Waynesboro location operates four days a week from 10:00am to 3:00pm and has 18 participants in the program; however, there is no more than 12 participants on any day. Transportation is provided at the Waynesboro location, some clients have a ride of 1 ½ hours or more.

Ms. Honnoll commented that ARC has a very good relationship with Valley. Brenda Sasser stated that Valley works closely with ARC and provides a space and some funding for the program. Tammy Johnson commented that Valley provides the space for this program due to the request of the parents.

- **Community Living Services (rescheduled, will present in closed session at January meeting)**

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- **Valley Community Services Board Annual Report, Gretchen Horton**

- ✚ Staff Human Rights Training

- All staff are trained upon hiring as part of their orientation process and annually thereafter. During annual presentations, the human resources trainer and the human rights liaison provide an overhead presentation, handouts and administer a test. This year, every employee received a copy of the new human rights regulations. The regional human rights advocate provides training during the year, and Valley's staff is encouraged to attend. This year, training was provided at Valley Community Services Board. Supervisors are encouraged to have small training sessions during their staff meetings throughout the year. In addition, Valley has applied for e learning through TRILOGY, which includes a Human Rights Module that is available to all Valley employees.
 - Larry Friedland explained that during orientation staff are given a 2 ½-hour overview of the entire human rights code. Everyone gets a copy of the new human rights codes as explained at orientation. Staff are expected to read the entire booklet. A test is administered.

Mr. Collins asked to set-in during an upcoming orientation.

- ✚ Notification of Rights

- Human Rights posters are posted at every site. Upon admission to the agency and then annually, each consumer is given a copy of their rights. The document is required to be signed and is then placed in the client's file. A handbook is given out at admission that clearly spells out the human rights process and how to obtain outside assistance with Mr. Collins.

- ✚ Human Rights Complaints

- Since November's 2007 annual report, VCSB has responded to 28 complaints. Of these complaints, seven have been formal and the remainder informal. Currently, all but one has been resolved. Mr. Collins is currently looking into one case that concerns funds. Mr. Collins is contacted whenever a complaint is received. The majority of the other complaints range from dissatisfaction with their case manager, requesting a new case manager or doctor to those who want to be their own payee, or request for services that were denied. When possible, VCSB tries to mediate or resolve differences. If this is not attainable, then VCSB tries to accommodate the consumer. In the case of the client being his own payee, that decision is left up to the attending physician and the Social Security Administration. The consumer, who had previously been denied services, will be provided with medication and case management from VCSB.

- ✚ Human Rights Complaint Process

- Consumers contact the human rights liaison for VCSB or are referred to the regional advocate. If needed, the liaison will speak directly with the consumer to find out what their concerns are. This is done within the first 24 hours, and if it occurs on a weekend, the next business day. The supervisor of the program where the complaint originates is notified and the supervisor and/or

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	<p>clinician work to resolve the concerns. If the concern cannot be resolved within the next 5 working days, the Director of the program and/or Executive Director will be brought in to address the complaint. If the consumer still does not believe the situation has been resolved, it is then turned over to the Regional Advocate and the formal complaint process begins. All complaints, whether formal or informal, are reported to the Regional Advocate.</p> <ul style="list-style-type: none"> ✚ Citations from DMHMRSAS Licensure <ul style="list-style-type: none"> ○ VCSB received one citation from Licensure on 06-18-2008. A corrective action plan was submitted to Ms. Angel and the files were corrected with the updated Human Rights review signed by the consumer. Another file required an updated Emergency Medical Data sheet with advance directive information. This was completed immediately and signed by the consumer. ✚ Staff Qualifications <ul style="list-style-type: none"> ○ The qualifications of employees range from High School Diploma/GED to Ph.D., Bachelor and Master level clinicians, LPC, and LCSW, medical doctors, QMHP, QMRP, and paraprofessionals are employed. Past working experience is taken in consideration including knowledge, skills and abilities. Background and licensure checks are conducted by the Human Resources Department. VCSB hires those that meet licensure and Medicaid requirements. ✚ Culture of Human Rights <ul style="list-style-type: none"> ○ Valley establishes a strong culture of human rights by viewing human rights as an intensely held core value beginning with the Executive Director and radiating to all employees. Lots of time and emphasis is placed on training with regards to human rights. All consumers are notified of their human rights through posters and handbooks. It is also made clear to employees that the assurance of rights to consumers is everyone's responsibility and staff have a responsibility to report anything that may be viewed as a rights violation to the HR liaison or Mr. Collins. I also believe that the quick and appropriate response given to allegations sends a message about our commitment to human rights.
Valley CSB Update	<ul style="list-style-type: none"> • Brenda Sasser, Interim Executive Director: <ul style="list-style-type: none"> ○ Ms. Sasser introduced Danielle Ross, Compliance Supervisor. Ms. Sasser explained the structure of the Compliance Department; Ms. Ross will supervise Gretchen Horton and Larry Friedland. ○ Dr. Don Lewis will assume the role of Executive Director at VCSB on December 2, 2008. Dr. Lewis comes to Valley from Region Ten CSB. ○ There was a ribbon cutting ceremony at 1314 W. Johnson Street, Staunton, on Thursday, November 6, 2008. The members of Virginia Area Community Support Inc. (VACSI) hosted the open house for the apartments. VACSI members are commended for their total volunteer efforts in making this project a success. ○ DMAS recently conducted an audit at Valley. This was the first DMAS audit at Valley in ten years. Valley did not have any reported issues. ○ Valley received a 5% cut from the state budget. These cuts were absorbed through administrative funds.

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<p>LHR Update</p>	<ul style="list-style-type: none"> • Chuck Collins, Regional Advocate: <ul style="list-style-type: none"> ○ The Department's Central Office endured a 15% cut, which resulted in 32 losses in positions. Within the Office of Human Rights, which is comprised of 25 people, two positions were lost. Two licensing positions were lost as well. • Case updates for September <ul style="list-style-type: none"> ○ 1 case of alleged neglect at ARC of Augusta- unfounded. ○ 2 cases of alleged abuse at CLS- pending. ○ 2 cases at AMC regarding discharge planning- resolved. ○ 3 cases at Valley- resolved. <p>Cases for October:</p> <ul style="list-style-type: none"> ○ 1 case at Presbyterian Group Home- resolved. ○ 4 cases at CLS- pending. ○ 1 case at Valley, concerning CLS- pending ○ 1 case at DePaul Family Services- resolved. 												
<p>Schedules</p>	<p>The meeting dates and affiliate presentation schedule for 2009.</p> <table style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #ffffcc;"> <td style="padding: 5px;">January 9, 2009</td> <td style="padding: 5px;">CC & Associates Family Sharing Community Living Services</td> </tr> <tr style="background-color: #ccffcc;"> <td style="padding: 5px;">March 6, 2009</td> <td style="padding: 5px;">Wall Residences, LLC Heart Havens Presbyterian Homes</td> </tr> <tr style="background-color: #ccffff;"> <td style="padding: 5px;">May 1, 2009</td> <td style="padding: 5px;">AMC - Crossroads DePaul Family Services</td> </tr> <tr style="background-color: #ccccff;"> <td style="padding: 5px;">July 10, 2009</td> <td style="padding: 5px;">Blue Ridge Residential Services</td> </tr> <tr style="background-color: #ffcc99;"> <td style="padding: 5px;">September 18, 2009</td> <td style="padding: 5px;">Fidura & Associates Creative Family Solutions</td> </tr> <tr style="background-color: #cccccc;"> <td style="padding: 5px;">November 6, 2009</td> <td style="padding: 5px;">Community Living Services Valley Community Services Board Arc of Augusta</td> </tr> </table>	January 9, 2009	CC & Associates Family Sharing Community Living Services	March 6, 2009	Wall Residences, LLC Heart Havens Presbyterian Homes	May 1, 2009	AMC - Crossroads DePaul Family Services	July 10, 2009	Blue Ridge Residential Services	September 18, 2009	Fidura & Associates Creative Family Solutions	November 6, 2009	Community Living Services Valley Community Services Board Arc of Augusta
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	<p>Upon Motion by Bradley Houff and supported by Josephine Carpenter, the new schedule was approved. Mr. Jones asked that other affiliates consider hosting a meeting at their location. Please contact Tammy Umbarger or any board member if you are interested in hosting a meeting.</p>
<p>Closed Session</p>	<p>I, Jeffrey Jones 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."</p> <p><u>Wall Residence</u></p> <p>Presented on N.B. Request to continue use of mesh bed rails for safety. Consent form and doctor order has been obtained. Board approved.</p> <p>UNDER THE VIRGINIA FREEDOM OF INFORMATION ACT §2.2-3700 ET. SQ. CODE OF VIRGINIA The LHRC Committee reconvened in Open Session.</p> <p>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.</p>
<p>Adjournment</p>	<p>The November LHRC Meeting was Adjourned.</p>

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

January Presenting Affiliates:
CC & Associates
Family Sharing
Community Living Services (closed session)