

Minutes

Committee Name:	Clients Rights Committee
Date:	April 7, 2008
Time:	6:00-7:00
Meeting Place:	First Plaza-5 th floor
Members Present:	Tony B., Crystal L., David I.,
Members/Others Absent:	
Others in Attendance:	Vanessa A., Judy D., Trudy M.
Minutes:	January 7, 2008
<i>Action:</i>	Minutes of the January 7, 2008 meeting were presented.
<i>Decision:</i>	The minutes were accepted as presented. The motion was made by David I. And second by Crystal L.
(Agenda Item #3)	CRC Policy
<i>Presenter:</i>	Tony Berry
<i>Information Presented:</i>	It was announced that the Client Rights policy change of meeting quarterly instead of monthly, as submitted by the CRC, was approved by the Area Board.
<i>Decision:</i>	Information only
(Agenda Item # 4):	Review Of Client Rights Regulations
<i>Presenter:</i>	Tony Berry/Committee
<i>Information Presented:</i>	A copy of Article 3, Client Rights and Advance Instructions was distributed at the last meeting. The Article was discussed among the members.
<i>Decision:</i>	The members agreed to utilize this Article as resource to obtain information as well as how to operate as a Committee.
(Agenda Item # 5):	Review of Complaint Reports
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	A copy of the Quarterly Complaint Report was distributed to each member. The report was in a different format but contained the same information. This report is a summary of all complaints made to the Area Authority. Vanessa reported there were 59 complaints so far this year almost equally split between both Burke and Catawba Counties. The 3 rd quarter report numbers were a little higher; not sure if this is due to better tracking or an increase in complaints. Of those reported, 22% were Client Right Issues, 27% were Access to Care Services (providers not rendering or responding to care in a timely manner.) and 24% were from Residential Services (mostly group home issues).
<i>Decision:</i>	The Committee requested to receive a more detailed copy focusing on nature of complaints.
(Agenda Item # 6):	Needs Assessment

<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	<p>A copy of the Community Needs Assessments, March 2008 Executive Summary was distributed to each member. A steering Committee was formed to help guide the Needs Assessment process. Input was received from CFAC, consumers, providers, and community stakeholders through forums or surveys. Based on the information received strengths and weakness in the service system were identified. The Steering Committee prioritizes these items accordingly.</p> <ul style="list-style-type: none"> • Greater public awareness of service availability, service types, and access to services. • Focus on the crisis service array • Development of more integrated service delivery models(MH/DD MH/SA , any dual diagnosis needs)
<i>Decision:</i>	As the implementation process occurs a quarterly report will be furnished to the CFAC and Area Board. A complete Community Needs Assessment will be conducted annually.
(Agenda Item #7):	Membership
<i>Presenter:</i>	Tony Berry
<i>Information Presented:</i>	<p>Applications of potential members were distributed to each member. There may be more applications than vacancies based on categories (county of residence and discipline represented) of available positions. Donna H., Jerry W., Laura B., Pat R., and Wilma S. have submitted applications There is an application expected from Dorraine H. which will be submitted to the committee by mail for approval. The committee approved the applications for submission to the Board.</p>
<i>Decision:</i>	The applications will be presented to the Board for approval.
Other:	
<i>Presenter:</i>	Vanessa Anderson/Judy Dahlstrom
<i>Information Presented:</i>	<ul style="list-style-type: none"> • There will be a welcome packet that will be issued to each new client that enters into the system for service. This will allow public awareness of available services. David asked; how many of our consumers are being served by CVBH and Family Net? Judy agreed to research the answer.
<i>Changes/Concerns:</i>	<ul style="list-style-type: none"> • David asked; Are there any issues for our consumers with dual-diagnosis not being able to pick the provider of their choice. Their needs not being met by the provider is more of an issue.
<i>Decision:</i>	
Adjournment:	The meeting was adjourned @ 7:00 p.m.
Next Meeting:	June 2, 2008 @ 6:00 p.m.
Attachments:	Community Needs Assessment, Quarterly Complaint Report, Client Rights Regulations Article 3, CRC Applications
Respectfully Submitted By:	Trudy Logan-McSwain