

Northwestern Local Human Right Committee

The next scheduled meeting of the Northwestern Local Human Right Committee will be on November 12, 2013, at Winchester Medical Center. Please go to www.nwcsb.com for directions and meeting information.

MINUTES OF THE AUGUST 13, 2013, LHRC MEETING

The August 13, 2013, meeting of the Northwestern Local Human Rights Committee was held at Timber Ridge School, located at 1463 New Hope Road, Cross Junction, Virginia, 22625.

Members Present: Jeannie Decker; Audrey Brown

Advocates Present: Mark Seymour

Affiliates Present: William F. Orth, Bridging the Gaps, Inc.; Christine Hartman, Crossroads Counseling Center, Inc.; Jay Salesky, Community Alternatives of VA; Patricia Kidd, Corum Human Services; Scott Worley, Creative Family Solutions; Alexia Rosen, Family Preservation Services, Inc.; Kelly Coffman, Grafton; Kesia Gwaltney & Dena Goetne, Heart Havens; Chris Rousseau, Intensive Supervision & Counseling Services; Eddie Cassidy, Lord Fairfax House; Artea Ambrose, Cassie Phipps Purtlebaugh, Lutheran Family Services of Virginia; Ariel Place, National Counseling Group; Troy Hawkins & Betsey Anderson, NW Works; Ralph Combs, SVCR, Inc.; John Lamanna, Timber Ridge School; Lana Hurt, Wall Residences; Mandy Caracofe & Rhonda Foster, Where the Heart Is; Julie Alexander, Winchester Medical Center; Mary Zirkle, Winchester Community Mental Health Center; and, Decision Points LLC, Darrell Callis; NOVA Family Services.

Affiliates Absent: Blue Ridge Opportunities (excused per Chuck Collins); Family Insight; Northwestern CSB; Shen-Paco Industries; Winchester Addiction Services

Others Present: Jack Starry & Shelly Drago

Call To Order: Jeannie Decker called the meeting to order at 6:04 p.m. and welcomed everyone. She thanked Timber Ridge School for hosting and everyone for coming.

Meeting Minutes: Audrey Brown made a motion to approve the May 13, 2013, minutes. Jeannie Decker seconded and the motion was held for full quorum.

Public Comments/Comments by LHRC Affiliates or Members

1. Reports – watch email
2. LFSVA starting fall version of Essential Pieces – September 19, 8 weeks from 6-7pm. This program has grown tremendously – 32 children signed up for social group
3. Audrey Brown – NAMI (National Alliance on Mental Illness) is offering Basic Education Class starting Tuesday, August 27, 2013, from 6-8:30pm. Winchester Hospital in conference room by Subway. See Audrey for more information. FREE to families – staff,

- etc. Will help give insight to services in our area, what families are dealing with, educational maze, public services, etc. Will accept up to 15 individuals.
4. Chris Rousseau – Moved office 2 blocks effective August 1. 225 South Street – more conducive to outpatient services – Chris Cart aware.
 5. Creative Family Solutions – Referrals are growing – increase in number of people served in this area – when they obtain 3 more cases, will open office in Front Royal.
 6. Ralph Combs – webinar for October 24, 2-4pm, interactive, main topic is supporting individuals with ID/DD through serious illness, grief, and loss. Hoping to have this as LFCC – will send info to Cassie who will then send out
 7. NSV-SOS – contact www.nsv.org for adding to email – Save our Services Committee designed to keep CDC services local. Per Jack Starry, JMU is open to satellite services being offered in our community – The battle may be with the State – we hope this is the beginning of services being offered for our children in this community.
 8. TRS – John Lamanna – TRS is a residential treatment center, and recently expanded into day program within past year, also licensed for IIHS – also have license for OP services. Moving toward Medicaid funded intake unit. Recently accredited through COA – opening mid-September.
 9. LFSVA – changed BTS license from IIHS to OP ABA license – Chris Cart is aware and now providing services under this new license.

Advocate Update

Chuck Collins Update: Not present for this meeting

Mark Seymour Update:

A few months ago, electronic questionnaire re: complaint process was emailed. This email came from ODU:

- Statistics from this questionnaire:
 - 337 from consumers
 - 20 who have used complaint process
 - 88 LHRC
 - 336 providers
 - Advocates
 - This survey was designed to determine how the complaint process is working
 - Current: 2 tiered system – informal complain/formal complaint
 - Blue Book is up for review – upshot is that we are hopeful to see an updated complaint process – complain will be a complaint – consumer may lodge a complaint, provider will need to respond to the complaint – not sure how it will look, but needs to be simplified
 - 70-75% of consumers think it is easy for consumers to make or find out how to make a complaint
 - 2/3 of consumers agree that complaint process is easy to understand
 - 55.5% indicated rights have not been violated
 - Some able to resolve without making a complaint
 - Felt voice was heard during complaint process

- **Reduction of LHRC's**
 - 1 community per region
 - Ex. Region 1 is 22 counties – Commonwealth, Western State Hospital – imagine having one central localized LHRC to cover all of these counties
 - This would be to reduce burden on providers in more populated areas
- **START Program**
 - Thought this was a mobile emergency room for individuals with ID who are in crisis – thought it would come to a home, or provide a respite bed in a time of need
 - While wanting to be responsive, START recognizes that, in order to provide respite to an individual in crisis, they need to know the individual and his/her history. Need to know the individual in advance of the crisis – very difficult and ironic.
 - Want to have individuals who may need individuals essentially “registered/known” to them by completing form to let START know who these consumers are. Would be almost prohibitive time wise to do this.
 - Be mindful of those consumers who you do know who may need this mobile emergency service known/registered by START – go to DBHDS under Human Rights, START services, Contact information, and then register them
 - Per Lana, START has been very responsive with Wall Residences – exploring ways around the paperwork – ex.) send service plans; have had some individuals make use of facility. NWWorks is site for this year’s training. Lana will send to Cassie to send out to affiliates.
- **CHRIS**
 - Many individuals are having difficulty with the new system
 - Some providers are still not able to access this
 - Run-time errors, multiple problems
 - Times out
 - Browser problems
 - Go to DBHDS, Human Rights, CHRIS – will provide contact information to assist you with any complaints (Margaret Walsh will be overseeing these complaints)

Program Reports:

- Blue Ridge Opportunities
- Bridging the Gaps
- Children’s Services of VA
- CORUM Human Services
- Family Insight
- Lord Fairfax House
- Winchester Community Mental Health Center

There were no questions on these reports. A motion to accept reports was made by Aucrey

Brown. Jeannie Decker seconded and the motion was held for full quorum.

****Per Mark, on your reports, you are the liaison to the committee (the provider)**

Clarification: If you are listed on the website, you have an annual report due, a quarterly report due, and the data form. Quarterly reports are due from providers for each meeting.

Old Business:

1. **Non-local site affiliation** – proposed new form to committee. Discussion was held for full quorum.
 - a. Mark recommends that the non-local site affiliation form be accepted for use
 - i. Jeannie votes no
 - ii. Audrey has mixed feelings – has requested to see the forms again – Cassie to email back out to committee members for individual review – members should submit questions to Cassie to send to workgroup/committee
 - iii. Tabled for future discussion with full committee.
2. **Forms & Schedule** – www.nwcsb.com
 - a. Please do not send any identifying information in your reports!!!
3. **LHRC Secretary Rotation** – proposed 2 year term for providers. Discussion was held for full quorum.
 - a. Regulations state that if committee is low on membership, providers must be responsible for recruitment
 - b. Lana – dues to pay someone to do it?
 - c. Providers will think about this and send ideas to Jeannie to decrease time on secretary, ideas for secretary rotation – jneggia@comcast.net by 9/13/2013/ or call 540-636-1604, x4
 - d. Tabled for future discussion with full committee

New Business:

1. Meeting Schedule
 - a. February, 2014 - Grafton
 - b. May, 2014 – SVCR, Our Health Building
 - c. August, 2014 - TRS
 - d. November, 2014 – WCMH – 36 Ricketts Drive, Winchester, VA

Program Requests:

- **Wall Residences**
 - Review and approval of new services (handouts x4)
 - Requesting to add respite on case-by-case basis
 - Motion to approve respite and affiliation by Audrey Brown for new services, Jeanie 2nd request. Motion to approve will be presented to full committee.
- **NOVA Family Services**

- Change in terminology in program rules – one locked refrigerator, one locked pantry – recent dating relationship that needed to be addressed
 - Other consumers have their own keys, or can request staff keys
 - Motion to approve revised program rules from NOVA Family Services. Motion to approve will be presented to full committee.
- **Crossroads Counseling Center**
 - Changing behavioral management curriculum from MANDT to Safety Care – Quality Behavioral Solutions
 - TDT, In-Home, and MHS staff transitioning to this new system
 - MANDT – theory and ideas are wonderful, but cumbersome and the three days of training were intense and not necessarily needed
 - Motion to recommend new plan by CCC by Audrey Brown, seconded by Jeannie Decker. Motion to approve will be presented to full committee.

Adjournment: The meeting was adjourned at 7:29 by Audrey Brown. The next meeting of the LHRC will be at Winchester Medical Center on November 12, 2013.

Executive Session:

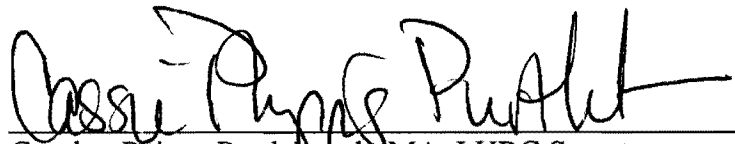
Ms. Decker made a motion that the LHRC convene into closed session to discuss confidential matters pursuant to the protection of privacy exemption as noted in Virginia Code Section 2.2-3711 (A) (4). Ms. Brown seconded and the motion was approved.

Executive session was adjourned at 7:51pm where it is certified that only confidential matters were discussed.

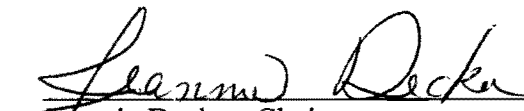
During the Executive Session:

- 1) 2 potential members were interviewed for LHRC membership


Respectfully Submitted by:



 Casalyn Phipps Purtlebaugh, MA, LHRC Secretary

 11/12/13

 Jeannie Decker, Chair



 Mark Gleason, LHRC Liaison