

**Rappahannock Area CSB  
(Multi-Group)  
Personnel Committee  
February 14, 2018, 10:30 am - 12:00 pm  
Board Room 208, 600 Jackson Street,  
Fredericksburg, VA 22401**

**AGENDA and DOCUMENTS**

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## AGENDA

### Rappahannock Area CSB

#### Personnel Committee

Wednesday, February 14, 2018, 10:30 am - 12:00 pm

Board Room 208, 600 Jackson Street, Fredericksburg, VA 22401

A. CLOSED MEETING, VA CODE 2.2-3711 A(4), A(7) and A (15) (Jack Rowley)

B. January 2018 EEO Report and Recruitment Update (Teresa McDonnel)

RACSB received 151 applications through January 31, 2018. This is an increase of 19.84% compared to the month of December 2017, and a decrease of 14.20% when compared to the month of January 2018.

C. January 2018 Retention Report

Terry Moore

Human Resources processed a total of eleven employee separations for the month of January, 2018. Nine of the separations were voluntary and two were involuntary. Six of the employees were full-time and five were part-time.

D. January 2018 Disability Claims Report

Terry Moore

The total premiums paid to The Standard for January, 2018 were \$8,349.04. The ShortTerm Disability Loss Ratio was 26.10% and the Long-Term Loss Ratio was 93.73%.

According to the January, 2018 data there were a total of 3 short term claims filed and one long term claim through The Standard. One short term claim remains active and the long term claim also remains active at this time.

Full-time employees hired January 1, 2014 and after are covered under the Virginia Local Disability Program (VLDP), administered by The Reed Group. This plan is self-funded by RACSB. A total of 5 short term claims have been filed. Three of the claims are active, one has been closed, and one is pending at this time. There have been no long term claims filed with VLDP.

E. Ongoing Employee Handbook Review

Terry Moore

As a result of an ongoing review of the Employee Handbook, RACSB was provided with feedback from several CSB's regarding our Military Leave Policy.

F. Leadership Training Review

Terry Moore

A Leadership Training entitled "Achieving Excellence in Customer Service" was developed and presented on January 17 and January 31, 2018. This training was delivered to a total of 105 employees in three sessions.

G. Other Business (Jack Rowley)

Jack Rowley

## H. Adjournment



**RAPPAHANNOCK AREA  
COMMUNITY SERVICES BOARD**



**MENTAL HEALTH SERVICES  
DEVELOPMENTAL SERVICES  
SUBSTANCE ABUSE SERVICES  
EARLY INTERVENTION/PREVENTION**

Service Area: Caroline/Fredericksburg  
King George/Spotsylvania/Stafford

600 Jackson Street / Fredericksburg, Virginia 22401 / [www.rappahannockareacs b.org](http://www.rappahannockareacs b.org)

## **MEMORANDUM**

**To:** Jane Yaun, Executive Director

**From:** Teresa McDonnel, Human Resources Staffing Specialist

**Date:** February 1, 2018

**Re:** Summary – EEO Report – January, 2018 and Recruitment Update

RACSB received 151 applications through January 31, 2018. This is an increase of 19.84% compared to the month of December, 2017, and a decrease of 14.20% when compared to the month of January, 2018.

Of the applications received, 80 applicants listed the RACSB applicant website as their recruitment source, and 37 applicants mentioned RACSB employee referrals. We continue to offer the Employee Referral Bonus Program. To date, thirteen employees have been paid the bonus.

According to the attached list, there are currently 49 open positions. New positions account for 5 of the open positions.

A summary is attached indicating external applicants hired, internal applicants moved, and actual number of applicants applying for positions in the month of January.

**EEO Report 2018**

<b>APPLICANT DATA</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Oct-17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Jan-18</b>
Female	116	98	128	68	136	108	128	89	142	86	77	79	104
Male	17	15	28	22	17	21	40	14	27	13	11	7	16
Not Supplied	43	33	33	34	42	50	44	41	77	30	31	40	31
<b>Total</b>	<b>176</b>	<b>146</b>	<b>189</b>	<b>124</b>	<b>195</b>	<b>179</b>	<b>212</b>	<b>144</b>	<b>246</b>	<b>129</b>	<b>119</b>	<b>126</b>	<b>151</b>
<b>ETHNICITY</b>													
Caucasian	65	46	86	30	75	58	58	43	63	66	51	40	70
African American	54	60	60	45	73	54	103	54	104	27	26	43	40
Hispanic	4	2	7	4	9	5	1	6	5	3	2	2	8
Asian	1	1	1	1	3	5		3	2	3		2	1
American Indian	2	2	1	2					2	1			
Native Hawaiian	0	0	1	0									
Two or More Races	7	3	3	2		2	2	1	3	2	11	3	4
<b>RECRUITMENT SOURCE</b>													
Newspaper Ads	12	2	10	1	2	4	29	17	36	6		4	4
RACSB Website	112	79	97	88	99	114	130	81	145	64	71	88	80
RACSB Intranet	11	2	3	0	8	7	13	2	4	5	4	2	2
Employee Referrals	57	54	68	30	70	48	76	51	57	49	47	27	37
Radio Ads	0	0	0	0								3	7
Indeed.com	0	5	8	15	2	6	1			1	2	4	9
VA Employment Commission	1	0	3	2	3	2		1	5	5	1	1	7
Monster.com													2
Other -	13	7	19	6	11	1	9	2	3	5	1	4	6
Facebook	0	0	0	1						2			
Multi Site Search	5	0	5	0		4			1	3		1	
NHSC	0	0	0	0		1							
Goodwill referral	0	0	0	0									
Job Fair	1	0	1	0			2		23				5
<b>Total # of Applicants</b>		<b>90</b>	<b>113</b>	<b>72</b>	<b>121</b>	<b>110</b>	<b>117</b>	<b>87</b>	<b>123</b>	<b>90</b>	<b>77</b>	<b>87</b>	<b>98</b>

## Open Position Report - February 1, 2018

Date Posted	Position No.	Position	Position Title	Location	RU	Full-time/ Part-time	Notes
1/12/2018	004-2018	ADMIN	Reimbursement Coordinator	Fredericksburg	1000	FT	
7/22/2016	172-2016	CLINICAL	Psychiatrist	F'burg, Caroline, King George	2200	FT	2 (1.5 filled)
8/1/2017	139-2017	CLINICAL	MH Therapist	Stafford	2200	PT	
7/12/2017	116-2017	CLINICAL	Engagement Specialist	Fredericksburg	2200/4200	FT	NEW
11/6/2017	195-2017	CLINICAL	MH/SA Therapist - Floater	Fredericksburg	2200/4200	FT	
12/12/2017	209-2017	CLINICAL	MH/SA Therapist	Fredericksburg	2200/4200	FT	
11/22/2017	201-2017	CLINICAL	Clinic Coordinator III	Fredericksburg	2200/4200	FT	
1/30/2018	020-2018	CLINICAL	Clinic Coordinator II	Stafford	2200/4200	FT	
10/4/2017	168-2017	CLINICAL	SA Therapist Women's Services	Fredericksburg	4260	FT	
10/23/2017	183-2017	CLINICAL	MH Nurse - RN (MAT)	Fredericksburg	4261	FT	NEW - Grant Funded
1/23/2018	010-2018	CLINICAL	SA Therapist/Case Manager (MAT)	Fredericksburg	4261	FT	NEW - Grant Funded
9/29/2017	165-2017	CLINICAL	JDTC Therapist	Fredericksburg	4295	FT	
7/3/2017	105-2017	CSS	PACT MH Nurse - RN	401 Bridgewater St.	2370	FT	
1/25/2018	012-2018	CSS	Peer Coach	Crisis Stabilization	2770	PT	
1/25/2018	011-2018	CSS	MH Res. Counselor I	Crisis Stabilization	2770	PT	
1/24/2018	009-2018	CSS	MH Res. Specialist	Crisis Stabilization	2770	PRN	2 positions
8/28/2017	142-2017	CSS	MH Res. Counselor I	Home Road	2778	FT	
8/2/2017	136-2017	CSS	MH Res. Counselor I	Bridgewater	2784	FT	
12/1/2017	203-2017	CSS	MH Res. Counselor II	Bridgewater	2784	FT	
12/20/2017	176-2017	CSS	MH Res. Counselor I	Lafayette Boarding House	2786	FT	
3/23/2017	040-2017	CSS	MH Res. Counselor II	Lafayette Boarding House	2786	FT	
12/1/2017	205-2017	CSS	Dev. Serv. Support Coordinator	Spotsylvania	3400	FT	
12/1/2017	203-2017	CSS	Infant/Child Support Coordinator	PE-ID	3500	FT	
1/26/2018	014-2018	CSS	Day Support Counselor	RAAI Kings Highway	3652	PT	
1/30/2018	016-2018	CSS	Day Support Counselor	RAAI Kings Highway	3652	PT	NEW
1/30/2018	017-2018	CSS	Day Support Counselor	RAAI Kings Highway - ICF	3652	PT	
1/26/2018	015-2018	CSS	Day Support Counselor	RAAI King George	3652	PT	NEW
1/19/2018	006-2018	CSS	Day Support Counselor	RAAI Stafford	3655	PT	
1/3/2018	107-2017	CSS	ID Res. Counselor I	Wolfe Street ICF	3771	PT	
1/25/2018	013-2018	CSS	ICF Nurse - LPN	Wolfe Street ICF	3771	FT	
10/26/2017	135-2017	CSS	ID Res. Counselor I	Stonewall Estates	3773	PT	
1/19/2018	001-2018	CSS	ID Res. Counselor I	Stonewall Estates	3773	FT	
12/21/2017	215-2017	CSS	Asst. Group Home Manager	Devon Drive	3774	FT	
10/19/2017	182-2017	CSS	ID Res. Counselor I	New Hope Estates	3778	PT	
1/10/2018	003-2018	CSS	ID Res. Counselor I	Scottsdale Estates	3779	PT	
2/24/2017	026-2017	CSS	ID Res. Counselor I	Galveston Road	3790	PT	
9/29/2017	166-2017	CSS	ID Res. Counselor I	Churchill Drive	3791	PT	
5/18/2017	098-2016	CSS	ICF Nurse - LPN	ICF Ross	3792	FT	
10/26/2017	185-2017	CSS	ICF Nurse - LPN	ICF Ross	3792	FT	
10/16/2017	174-2017	CSS	ID Res. Counselor I	ICF Ross	3792	PT	
1/10/2018	002-2018	CSS	ID Res. Counselor I	ICF Ross	3792	PT	
4/28/2016	097-2016	CSS	ICF Nurse - LPN	ICF-Lucas	3793	FT/PT	
10/27/2017	188-2017	CSS	ID Res. Counselor I	ICF-Lucas	3793	PT	
1/30/2018	011-2018	CSS	ID Res. Counselor I	ICF-Lucas	3793	FT	
3/29/2017	045-2017	CSS	ID Res. Counselor I	Myers Dr Respite	3794	PT	
7/18/2017	125-2017	CSS	ID Res. Counselor I	Myers Dr Respite	3794	PT	
8/3/2015	055-2015	CSS	Physical Therapist	PE-ID	3910	FT or PT	
5/18/2017	069-2017	CSS	Special Educator	PE-ID	3910	FT	

RECRUITMENT REPORT 2018

<b>MONTHLY RECRUITMENT</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>
<b>External Applicants Hired:</b>												
Part-time	16											
Full-time	5											
<b>Sub Total External Applicants Hired</b>	<b>21</b>											
<b>Internal Applicants Moved:</b>												
Full-time to PRN As Needed	0											
Full-time to Part-time	0											
Part-time to PRN As Needed	0											
Part-time to Full-time	5											
Lateral Transfer	1											
Non-Lateral Change in Position	0											
Promotion	4											
<b>Sub Total Internal Applicant Moves</b>	<b>10</b>											
<b>Total Positions Filled:</b>	<b>31</b>											
<b>Total Applications Received:</b>	<b>151</b>											
<b>Actual Total of Applicants:</b>	<b>98</b>											
<b>Total External Offers Made:</b>	<b>18</b>											
<b>Total Internal Offers Made:</b>	<b>13</b>											





## MEMORANDUM

To: Jane Yaun, Executive Director  
From: Terry Moore, Human Resources Manager  
Date: January 31, 2018  
Re: Summary – Retention Report – January, 2018

Human Resources processed a total of eleven employee separations for the month of January, 2018. Nine of the separations were voluntary and two were involuntary. Six of the employees were full-time and five were part-time.

Two employees were not able to return from medical leave and one employee retired. These three separations do not count in turnover calculations.

Resignations were submitted due to accepting other job offers, health issues, to attend school full time, scheduling issues, and relocation. One of the clinical employees voiced a concern over the size of the case load, as well.

According to the attached report, the Retention Rate for January was 99.89% and the turnover rate was .11%. Annualized turnover comparison is included, and indicates a retention rate just slightly above prior year.

RACSB RETENTION & TURNOVER REPORT  
 JANUARY, 2018

<u>ORGANIZATIONAL UNIT</u>	<u>NUMBER OF TERMS</u>	<u>VOLUNTARY</u>	<u>INVOLUNTARY</u>	<u>EXPLANATION</u>
Administrative	1	1	0	Another opportunity
	0	0	0	
<i>Unit Totals</i>	<b>1</b>	<b>1</b>	<b>0</b>	
Clinical Services	1	1	0	Relocation and size of case load
	0	0	0	
	0	0	0	
<i>Unit Totals</i>	<b>1</b>	<b>1</b>	<b>0</b>	
Community Support Services	2	2	0	Accepted another position
	2	2	0	Relocation
	1	1	0	Attend school full-time
	1	1	0	Scheduling issues
	1	1	0	Health concerns
	2	0	2	
<i>Unit Totals</i>	<b>9</b>	<b>7</b>	<b>2</b>	
<b>Grand Totals for the Month</b>	<b>11</b>	<b>9</b>	<b>2</b>	
Not Able to Return from Leave	2			Do Not Count in Turnover Percentage
Retirements	1			Do Not Count in Turnover Percentage

Total Employees for the Month	566
Retention Rate	99.89%
Turnover Rate	0.11%

Total Separations	11
Part-time Separations	44.50%
Full-time Separations	55.50%

**RACSB Turnover 2014**

<u>Employees</u>	<u>Jan-14</u>	<u>Feb-14</u>	<u>Mar-14</u>	<u>Apr-14</u>	<u>May-14</u>	<u>Jun-14</u>	<u>Jul-14</u>	<u>Aug-14</u>	<u>Sep-14</u>	<u>Oct-14</u>	<u>Nov-14</u>	<u>Dec-14</u>	<u>2014 Year End</u>
Average Total Positions	554	554	554	554	554	554	554	554	554	554	554	554	554
Monthly Terminations*	9	7	8	5	14	11	17	18	9	10	6	15	129
Turnover by Month YTD	1.62%	1.26%	1.44%	0.90%	2.53%	1.99%	3.07%	3.25%	1.62%	1.81%	1.08%	2.71%	23.29%
Cumulative Turnover YTD	1.62%	2.89%	4.33%	5.23%	7.76%	9.75%	12.82%	16.06%	17.69%	19.49%	20.58%	23.29%	23.29%
Average % Turnover per Month YTD	1.62%	1.44%	1.44%	1.31%	1.55%	1.62%	1.83%	2.01%	1.97%	1.95%	1.87%	1.94%	1.94%

\*Monthly Terminations Does Not Include: Employee Retirements, Employees Not Able to Return from Disability Leave, Employees Not Completing NEO, Interns/Volunteers

**RACSB Turnover 2015**

<u>Employees</u>	<u>Jan-15</u>	<u>Feb-15</u>	<u>Mar-15</u>	<u>Apr-15</u>	<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>	<u>Aug-15</u>	<u>Sep-15</u>	<u>Oct-15</u>	<u>Nov-15</u>	<u>Dec-15</u>	<u>2015 Year End</u>
Average Total Positions	586	586	586	586	586	586	586	586	586	586	586	586	586
Monthly Terminations*	10	8	13	2	10	17	10	17	10	12	8	10	127
Turnover by Month YTD	1.71%	1.37%	2.22%	0.34%	1.71%	2.90%	1.71%	2.90%	1.71%	2.05%	1.37%	1.71%	21.67%
Cumulative Turnover YTD	1.71%	3.07%	5.29%	5.63%	7.34%	10.24%	11.95%	14.85%	16.55%	18.60%	19.97%	21.67%	21.67%
Average % Turnover per Month YTD	1.71%	1.54%	1.76%	1.41%	1.47%	1.71%	1.71%	1.86%	1.84%	1.86%	1.82%	1.81%	1.81%

\*Monthly Terminations Does Not Include: Employee Retirements, Employees Not Able to Return from Disability Leave, Employees Not Completing NEO, Interns/Volunteers

**RACSB Turnover 2016**

<u>Employees</u>	<u>Jan-16</u>	<u>Feb-16</u>	<u>Mar-16</u>	<u>Apr-16</u>	<u>May-16</u>	<u>Jun-16</u>	<u>Jul-16</u>	<u>Aug-16</u>	<u>Sep-16</u>	<u>Oct-16</u>	<u>Nov-16</u>	<u>Dec-16</u>	<u>2016 Year End</u>
Average Total Positions	586	586	586	586	586	586	586	586	586	586	586	586	586
Monthly Terminations*	4	12	7	9	8	13	11	11	7	9	5	5	101
Turnover by Month YTD	0.68%	2.05%	1.19%	1.54%	1.37%	2.22%	1.88%	1.88%	1.19%	1.54%	0.85%	0.85%	17.24%
Cumulative Turnover YTD	0.17%	2.73%	3.92%	5.46%	6.83%	9.04%	10.92%	12.80%	13.99%	15.53%	16.38%	17.24%	17.24%
Average % Turnover per Month YTD	0.17%	1.37%	1.31%	1.37%	1.37%	1.51%	1.56%	1.60%	1.55%	1.55%	1.49%	1.44%	1.44%

\*Monthly Terminations Do Not Include: Employee Retirements, Employees Not Able to Return from Disability Leave, Employees Not Completing NEO, Interns/Volunteers

**RACSB Turnover 2017**

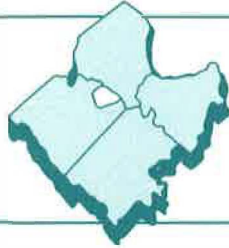
<u>Employees</u>	<u>Jan-17</u>	<u>Feb-17</u>	<u>Mar-17</u>	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Jul-17</u>	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>	<u>Dec-17</u>	<u>2017 Year End</u>
Average Total Positions	614	614	614	614	614	614	614	614	614	614	614	614	614
Monthly Terminations*	10	10	7	11	6	12	14	8	10	8	9	8	129
Turnover by Month YTD	1.63%	1.63%	1.14%	1.79%	0.98%	1.95%	2.28%	1.30%	1.63%	1.30%	1.47%	1.30%	18.40%
Cumulative Turnover YTD	0.16%	3.26%	4.40%	6.19%	7.17%	9.12%	11.40%	12.70%	14.33%	15.64%	17.10%	18.40%	18.40%
Average % Turnover per Month YTD	0.16%	1.63%	1.47%	1.55%	1.43%	1.52%	1.63%	1.59%	1.59%	1.56%	1.55%	1.53%	1.53%

\*Monthly Terminations Do Not Include: Employee Retirements, Employees Not Able to Return from Disability Leave, Employees Not Completing NEO, Interns/Volunteers

**RACSB Turnover 2018**

<u>Employees</u>	<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Apr-18</u>	<u>May-18</u>	<u>Jun-18</u>	<u>Jul-18</u>	<u>Aug-18</u>	<u>Sep-18</u>	<u>Oct-18</u>	<u>Nov-18</u>	<u>Dec-18</u>	<u>2018 Year End</u>
Average Total Positions	615	615	615	615	615	615	615	615	615	615	615	615	615
Monthly Terminations*	11												11
Turnover by Month YTD	1.79%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.79%
Cumulative Turnover YTD	0.16%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%	1.79%
Average % Turnover per Month YTD	0.16%	0.89%	0.60%	0.45%	0.36%	0.30%	0.26%	0.22%	0.20%	0.18%	0.16%	0.15%	0.15%

\*Monthly Terminations Do Not Include: Employee Retirements, Employees Not Able to Return from Disability Leave, Employees Not Completing NEO, Interns/Volunteers



## MEMORANDUM

To: Jane Yaun, Executive Director

From: Terry Moore, Human Resources Manager

Date: February 1, 2018

Re: Summary – Disability Claims January, 2018

The total premiums paid to The Standard for January, 2018 were \$8,349.04. The Short-Term Disability Loss Ratio was 26.10% and the Long-Term Loss Ratio was 93.73%.

According to the January, 2018 data there were a total of 3 short term claims filed and one long term claim through The Standard. One short term claim remains active and the long term claim also remains active at this time.

Full-time employees hired January 1, 2014 and after are covered under the Virginia Local Disability Program (VLDP), administered by The Reed Group. This plan is self-funded by RACSB. A total of 5 short term claims have been filed. Three of the claims are active, one has been closed, and one is pending at this time. There have been no long term claims filed with VLDP.

**DISABILITY CLAIMS WORKSHEET**  
**1/1/18--1/31/18**

<b>STANDARD SHORT TERM</b>		Employee	Disability	Date Last	Approved	Last	Amount	Claim
<u>Claim #</u>	<u>Type</u>	<u>Status</u>	<u>Date</u>	<u>Worked</u>	<u>Claim Period*</u>	<u>Payment Date</u>	<u>Paid to Date</u>	<u>Status</u>
OOFL3239	ST	Maternity	12/1/17	11/30/17	12/1/17--1/13/18	1/15/18	1,123.17	Closed
OOFL5827	ST	Medical Leave	12/15/17	1/2/18	12/15/17--1/1/18	1/5/18	128.48	Closed
OOFM0313	ST	Medical Leave	1/4/18	1/2/18	1/4/18--2/22/18	1/23/18	140.63	Active
3 Total Claims								
0 Claims Pending								
Paid in 2018 on above-listed claims							\$	1,392.28
Short Term Premiums Paid YTD							\$	5,334.11

<b>STANDARD LONG TERM</b>		Employee	Disability	Date Last	Approved	Last	Amount	Claim
<u>Claim #</u>	<u>Type</u>	<u>Status</u>	<u>Date</u>	<u>Worked</u>	<u>Claim Period</u>	<u>Payment Date</u>	<u>Paid to Date</u>	<u>Status</u>
OOFD5193	LT	Term. 6/23/17	3/30/17	3/29/17	7/4/17--	1/22/18	2,825.98	Active
1 Total Claim								
0 Claims Pending								
Paid in 2018 on above-listed claims							\$	2,825.98
Long Term Premiums Paid YTD							\$	3,014.93

<b>REED GROUP ADMINISTRATOR</b>		Employee	Disability	Date Last	Approved	**Last	Amount	Claim
<b>VLDP SHORT TERM</b>		<u>Status</u>	<u>Date</u>	<u>Worked</u>	<u>Claim Period*</u>	<u>Payment Date</u>	<u>Paid to Date</u>	<u>Status</u>
582667590167	ST	Maternity Leave	11/6/17	10/20/17	11/6/17--1/22/18	2/2/18	3,207.36	Active
182299023806	ST	Auto Accident	10/6/17	10/5/17	10/6/17--1/20/18	2/2/18	1,763.40	Active
997073879167	ST	Surgery	12/5/17	12/13/17	12/15/17--1/30/18	2/2/18	3,787.78	Active
323838246965	ST	RTW-1/2/18	12/15/17	12/14/17	12/15--1/1/18	1/19/18	500.76	Closed
968257525317	ST	Medical Leave			none yet	N/A	0.00	Pending
5 Total Claims								
1 Claim Pending								
Paid in 2018 on above-listed claims							\$	9,259.30
VLDP is Self-Funded								

<b>VLDP LONG TERM</b>		Employee	Disability	Date Last	Approved	**Last	Amount	Claim
<u>Claim #</u>	<u>Type</u>	<u>Status</u>	<u>Date</u>	<u>Worked</u>	<u>Claim Period*</u>	<u>Payment Date</u>	<u>Paid to Date</u>	<u>Status</u>
0 Total Claims								
0 Claims Pending								



## MEMORANDUM

To: Jane Yaun, Executive Director

From: Terry Moore, Human Resources Manager

Date: January 30, 2018

Re: Ongoing Employee Handbook Review

As a result of an ongoing review of the Employee Handbook, RACSB was provided with feedback from several CSB's regarding our Military Leave Policy.

The current RACSB Military Leave Policy reads:

### MILITARY LEAVE

Military leave will be granted for employees who are absent from work as a result of their membership in an organized reserve unit of the U.S. armed forces, the National Guard or the Naval Militia. A copy of the official orders for duty must accompany the request for leave.

- ◇ An employee who enlists in the National Guard, Naval Militia, or a reserve unit of the U.S. armed forces will be entitled to a leave of absence without pay for the period of the initial active duty training.
- ◇ An employee who is officially ordered to annual active duty for training as a member of the National Guard, Naval Militia, or an organized reserve unit of the U.S. armed forces shall be entitled to a leave of absence with full pay for not exceeding 15 calendar days regardless of whether the training is fragmented. The agency will pay the difference between the employee's military reserve pay and his regular pay, if the military pay is less than his regular pay.
- ◇ An employee who is scheduled for pre-induction physical examination during work hours shall be given leave of absence with full pay for a maximum of eight hours.
- ◇ An employee who is absent from duty with the National Guard or Naval Militia under orders of the Governor during emergencies shall be given leave of absence with full pay for the period of the ordered absence.

- ◇ An employee who attends regular weekend military drills when such weekends are scheduled workdays shall be granted the time off without pay for the performance of such duties.
- ◇ In cases where the employee is granted a leave of absence with full pay and receives military pay in addition to his/her regular salary the employee shall reimburse RACSB the amount equal to the military pay. Documentation of the amount of military pay earned must be presented to the employee's supervisor and Director of Finance and Administration before supplemental RACSB pay can be authorized.
- ◇ A copy of the official military orders or notice of scheduled weekend drills shall be furnished to the employee's supervisor with a written request for military leave, whether with or without pay not later than 30 days prior to the beginning date of the military leave unless leave is during declared state of emergency.

The suggested revision would be simple and concise, as follows:

#### **MILITARY LEAVE**

RACSB will comply with all federal and State laws, including USERRA and Virginia Code, regarding the payment to regular employees who are members of State or National Armed Forces or Reserves for required active annual training and federally funded tours of active military duty. RACSB will continue regular pay for such employees up to fifteen (15) workdays per federal fiscal year or per federally funded tour of active military duty. Employees shall be required to present a copy of the official orders for training or active duty. RACSB may alter this policy to comply with the applicable laws.



600 Jackson Street / Fredericksburg, Virginia 22401 / [www.rappahannockareacs.org](http://www.rappahannockareacs.org)

## MEMORANDUM

To: Jane Yaun, Executive Director  
From: Terry Moore, Human Resources Manager  
Date: January 31, 2018  
Re: Leadership Training – January 17 and January 31, 2018

A Leadership Training entitled “Achieving Excellence in Customer Service” was developed and presented on January 17 and January 31, 2018. This training was delivered to a total of 105 employees in three sessions. Topics discussed included:

- Defining Customer Service
  - Adopting a Philosophy of True Customer Service
  - Identifying Internal Customers Vs. External Customers
  - Essential Tools for Providing Excellent Customer Service
  - Maintaining Professionalism in Uncomfortable Situations
  - Fulfilling the Needs of the Customer, Providing Solutions
    - Self-Evaluation
  - Adopting the Golden Rule

The training was well received by those attending, and provoked comments such as:

- Thank you for taking the time to present what we may already know, but what we need an occasional reminder of; I believe it makes us better leaders.
- I shared one of the stories with my family.
- I thought the material and presentation was engaging.
- I learned a lot from the training and feel it would be beneficial to support staff as well.
- Thank you; I am always interested in learning strategies for making people's experiences positive, even in challenging times.
- I loved all the stories that really put the points into perspective and drove the concepts home.
- The exercises were awesome and focused on teambuilding.
- I have definitely learned from this experience; the connections made by fate in the exercise have been most beneficial to me. I left the session with a big smile, ready to face new challenges.
- There were many “take-aways” in the handouts and exercises; I liked the one which enabled us to make connections within the agency.