



Voice/TDD (540) 373-3223 | Fax (540) 371-3753

NOTICE

To: Personnel Committee
Susan Gayle, Linda Carter, Ken Lapin, Greg Sokolowski

From: Joseph Wickens
Executive Director

Subject: Personnel Committee Meeting
September 13, 2022, 1:30 PM
600 Jackson Street, Board Room 208, Fredericksburg, VA

Date: September 8, 2022

A Personnel Committee Meeting has been scheduled for Tuesday, September 13, 2022 at 1:30 PM. The meeting will be held at 600 Jackson Street, Board Room 208, Fredericksburg VA 22401.

Looking forward to seeing you on September 13, 2022 at 1:30 PM.

Cc: Susan Gayle, Chairperson

RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD

Personnel Committee Meeting

September 13, 2022 – 1:30 PM

In-Person | 600 Jackson Street, Room 208 | Fredericksburg, VA 22401

Agenda

- I. Retention Report, August 2022, *Runyon*.....3
- II. EEO Report and Recruitment Update, August 2022, *Runyon*.....6
- III. Recruitment and Retention Presentation, *Runyon*12
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- V. CSB Turnover and Vacancy Survey, *Runyon*19
- VI. Other Business, *Gayle*



MEMORANDUM

To: Joe Wickens, Executive Director

From: Michelle Runyon, Human Resources Director

Date: September 7, 2022

Re: Summary – Retention Report – **August 2022**

Human Resources processed a total of **13** employee separations for the month of **August**, 2022. All but one of the separations were voluntary. Of the 13 employees, 1 were part-time and 12 were full-time.

Resignations were submitted due to other employment (12), continuing education (1), moving (2) and personal/health reasons (2).

According to the attached report, the Retention Rate for **August** was 97.83% and the turnover rate was 2.17%. Annualized turnover comparison is included.

RACSB RETENTION & TURNOVER REPORT
Aug-22

<u>ORGANIZATIONAL UNIT</u>	<u>NUMBER OF TERMS</u>	<u>VOLUNTARY</u>	<u>INVOLUNTARY</u>	<u>EXPLANATION</u>
Administrative	1	1	0	Resigned - No notice
	1	1	0	Other Employment
Unit Totals	2	2	0	
Clinical Services	1	1	0	Moving
	3	3	0	Other Employment
Unit Totals	4	4	0	
Community Support Services				
	1	1	0	Health Reasons
	2	2	0	Unknown
	2	2	0	Other Employment
	1	1	0	Child Care
	1	0	1	Terminated for Attendance
Unit Totals	7	6	1	
Grand Totals for the Month	13	12	1	

Total Employees for the Month	600
Retention Rate	97.83%
Turnover Rate	2.17%

Total Separations	13
Part-time Separations	7.00%
Full-time Separations	93.00%

RACSB Turnover 2019

<u>Employees</u>	<u>Jan-19</u>	<u>Feb-19</u>	<u>Mar-19</u>	<u>Apr-19</u>	<u>May-19</u>	<u>Jun-19</u>	<u>Jul-19</u>	<u>Aug-19</u>	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>	<u>Dec-19</u>	<u>2019 Year End</u>
Average Total Positions	616	616	616	616	616	616	616	616	616	616	616	616	616
Monthly Terminations*	8	6	8	18	9	5	10	17	14	7	6	4	112
Turnover by Month YTD	1.30%	0.97%	1.30%	2.92%	1.46%	0.81%	1.62%	2.76%	2.27%	1.14%	0.97%	0.65%	18.18%
Cumulative Turnover YTD	0.16%	2.27%	3.57%	6.49%	7.95%	8.77%	10.39%	13.15%	15.42%	16.56%	17.53%	18.18%	18.18%
Average % Turnover per Month YTD	0.16%	1.14%	1.19%	1.62%	1.59%	1.46%	1.48%	1.64%	1.71%	1.66%	1.59%	1.52%	1.52%

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

RACSB Turnover 2020

<u>Employees</u>	<u>Jan-20</u>	<u>Feb-20</u>	<u>Mar-20</u>	<u>Apr-20</u>	<u>May-20</u>	<u>Jun-20</u>	<u>Jul-20</u>	<u>Aug-20</u>	<u>Sep-20</u>	<u>Oct-20</u>	<u>Nov-20</u>	<u>Dec-20</u>	<u>2020 Year End</u>
Average Total Positions	624	624	624	624	624	624	624	624	624	624	624	624	624
Monthly Terminations*	8	3	10	7	4	7	11	16	11	17	12	6	112
Turnover by Month YTD	1.28%	0.48%	1.60%	1.12%	0.64%	1.12%	1.76%	2.56%	1.76%	2.72%	1.92%	0.96%	17.95%
Cumulative Turnover YTD	0.16%	1.76%	3.37%	4.49%	5.13%	6.25%	8.01%	10.58%	12.34%	15.06%	16.99%	17.95%	17.95%
Average % Turnover per Month YTD	0.16%	0.88%	1.12%	1.12%	1.03%	1.04%	1.14%	1.32%	1.37%	1.51%	1.54%	1.50%	1.50%

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

RACSB Turnover 2021

<u>Employees</u>	<u>Jan-21</u>	<u>Feb-21</u>	<u>Mar-21</u>	<u>Apr-21</u>	<u>May-21</u>	<u>Jun-21</u>	<u>Jul-21</u>	<u>Aug-21</u>	<u>Sep-21</u>	<u>Oct-21</u>	<u>Nov-21</u>	<u>Dec-21</u>	<u>2021 Year End</u>
Average Total Positions	601	601	601	601	601	601	601	601	601	601	601	601	601
Monthly Terminations*	10	4	6	13	13	13	13	6	13	11	11	15	128
Turnover by Month YTD	1.66%	0.67%	1.00%	2.16%	2.16%	2.16%	2.16%	1.00%	2.16%	1.83%	1.83%	2.50%	21.30%
Cumulative Turnover YTD	0.17%	2.33%	3.33%	5.49%	7.65%	9.81%	11.97%	12.97%	15.13%	16.96%	18.79%	21.29%	21.29%
Average % Turnover per Month YTD	0.17%	1.16%	1.11%	1.37%	1.53%	1.64%	1.71%	1.62%	1.68%	1.70%	1.71%	1.94%	1.94%

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

RACSB Turnover 2022

<u>Employees</u>	<u>Jan-22</u>	<u>Feb-22</u>	<u>Mar-22</u>	<u>Apr-22</u>	<u>May-22</u>	<u>Jun-22</u>	<u>Jul-22</u>	<u>Aug-22</u>	<u>Sep-22</u>	<u>Oct-22</u>	<u>Nov-22</u>	<u>Dec-22</u>	<u>2022 Year End</u>
Average Total Positions	600	600	600	600	600	600	600	600	600	600	600	600	600
Average Number of PRN's	43	43	42	41	39	38	38	43					
Monthly Terminations*	11	13	11	7	8	16	17	13					96
Turnover by Month YTD	1.83%	2.17%	1.83%	1.17%	1.33%	2.67%	2.83%	2.17%					16.00%
Cumulative Turnover YTD	0.17%	4.00%	5.83%	7.00%	8.33%	11.00%	13.83%	16.00%					0.00%
Average % Turnover per Month YTD	0.17%	2.00%	1.94%	1.75%	1.67%	1.83%	1.98%	2.00%					0.00%

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



Office of Human Resources
600 Jackson Street • Fredericksburg, VA 22401 • 540-373-3223
RappahannockAreaCSB.org

MEMORANDUM

To: Joe Wickens, Executive Director

From: Teresa McDonnell, Human Resources Specialist

Date: September 7, 2022

Re: Summary – August 2022 EEO Report and Recruitment Update

RACSB received **90** applications through August 31, 2022. This is an **increase of 8.43%** compared to the month of July 2022, and a **decrease of 33.33%** when compared to the month of August 2021.

RACSB received **733** resumes and advertised **29** positions through Indeed for **August 2022**.

Of the applications received, 31 applicants listed the RACSB applicant website as their recruitment source, 30 stated employee referrals as their recruitment source, and 13 listed Indeed.com as their recruitment source.

According to the attached list, there are currently **128** open positions. New positions account for **9** 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 **August 2022**.

Rappahannock Area Community Services Board Overview

2022-08-01 – 2022-08-31

Job performance summary

Performance of your jobs across Indeed

The data shown is all organic data and sponsored data for all cost-per-click campaigns

Candidate behavior funnel

Sponsored

Impressions	→	Click-through rate	→	Clicks	→	Apply start rate	→	Apply starts	→	Apply completion rate	→	Applies
35,963		11.65%		4,191		22.52%		944		77.65%		733

Cost-per-click campaign performance

Spend Sponsored Clicks Sponsored Applies

Spend

\$1,200

\$1,000

\$800

\$600

\$400

\$200

0

Sponsored Clicks and Applies

300

250

200

150

100

50

0



Total spend
\$19,594.65

Cost per click (CPC)
\$4.68

Cost per apply start
\$20.76

Cost per apply (CPA)
\$26.73

Desktop vs mobile clicks

Total



Desktop Mobile

Desktop clicks
2,999

Mobile clicks
1,497

[View jobs dashboard](#) [View jobs campaigns](#) [View billing summary](#)

Cost-per-application campaigns

Jobs
0

Total spend
-

Applies
0

[Manage job postings](#)

EEO Report 2022

APPLICANT DATA	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Female	66	60	83	43	45	41	46	35	24	31	45	30	41
Male	22	12	26	15	7	8	7	11	3	13	11	9	11
Not Supplied	47	26	73	61	43	27	33	26	30	25	33	44	38
Total	135	98	182	119	95	76	86	72	57	69	89	83	90
ETHNICITY													
Caucasian	35	30	69	29	28	31	25	13	13	22	30	19	30
African American	48	26	34	28	20	15	20	27	16	17	24	17	18
Hispanic	6	2	14	5	9	7	6	5	5	5	3	4	5
Asian	2	3	5	2		2	3		1	1			1
American Indian	2		3	1	1		2	1		1	1	1	
Native Hawaiian		1	1										
Two or More Races													
RECRUITMENT SOURCE													
Newspaper Ads						1							
RACSB Website	78	40	84	52	39	36	32	33	27	28	39	28	31
RACSB Intranet	10	1	7	3	1	2	7	5	2	5	7	3	6
Employee Referrals	48	31	47	31	34	18	32	15	23	18	30	29	30
Radio Ads								1		1			4
Indeed.com	20	16	49	25	20	20	7	17	9	11	15	11	13
VA Employment Commission	6	4	4		1	3	2	3	2	7	2	2	1
Monster.com													
Other -			4			1	8	3		3	4	5	2
Colleges/Handshake											1		
Facebook		1											
Multi Site Search	1	2									1	1	2
NHSC													
Linked In		1											1
Goodwill referral													
Zip Recruiter		2		1									
Job Fair	2	3	2	6			2	1			1		
Total # of Applicants	93	74	121	80	68	62	65	59	47	52	77	59	72

Open Positions Report - September 2, 2022						
Date Posted	Position No.	Position Title	Location	RU	Full-time/Part-time	
8/20/2021	236-2021	ADMIN Utilization Review Specialist	Fredericksburg		1000 FT	
5/12/2022	116-2022	ADMIN Office Associate II	Fredericksburg		1000 FT	
5/27/2022	127-2022	ADMIN Property Maintenance Technician	Fredericksburg		1000 FT	
6/28/2022	169-2022	ADMIN Financial Analyst	Fredericksburg		1000 FT	
7/20/2022	185-2022	ADMIN IT Specialist (PC & Network Support)	Fredericksburg		1000 FT	
8/8/2022	210-2022	ADMIN Lead Landscape Technician	Fredericksburg		1000 FT	
8/11/2022	219-2022	ADMIN HR Benefits Specialist	Fredericksburg		1000 FT	
8/11/2022	216-2022	ADMIN Landscape Technician I	Fredericksburg		1000 PT	
8/16/2022	223-2022	ADMIN Senior Compliance Specialist	Fredericksburg		1000 FT	
8/17/2022	224-2022	ADMIN Medical Billing/Reimbursement Tech II	Fredericksburg		1000 FT	
8/26/2022	239-2022	ADMIN HR Associate - Training Cord/Records	Fredericksburg		1000 FT	
				11		
1/10/2022	003-2022	CLINICAL Psychiatrist	Fredericksburg		FT	
6/10/2022	146-2022	CLINICAL Emergency Services Therapist	Fredericksburg		2000/4000 FT	
7/20/2022	183-2022	CLINICAL Emergency Services Therapist - Overnight	Fredericksburg		2000/4000 FT	
7/22/2022	197-2022	CLINICAL Emergency Services Therapist	Fredericksburg		2000/4000 FT	
8/8/2022	212-2022	CLINICAL MH/SA Therapist - Outpatient	Fredericksburg		2200/4200/6430 FT	
6/9/2021	123-2021	CLINICAL Child/Adolescent ES Therapist	Fredericksburg		2070 FT	
8/30/2022	245-2022	CLINICAL Psychiatric Nurse Practitioner	Fredericksburg		2200 FT	
9/20/2021	265-2021	CLINICAL Peer Recovery Specialist MH	Fredericksburg		2200 FT	
1/11/2022	005-2022	CLINICAL Clinical Outreach Therapist	Fredericksburg		2220 FT	
1/28/2022	030-2022	CLINICAL MH Therapist (Jail Based)	RRJ Stafford		2200-4200/6430 FT	
6/1/2022	125-2022	CLINICAL MH Therapist	Caroline		2210 FT	
3/30/2022	093-2022	CLINICAL School Based Therapist	Spotsylvania		2240 FT	
4/15/2022	107-2022	CLINICAL MH Outpatient Therapist	Spotsylvania		2240 FT	
8/23/2022	230-2022	CLINICAL Clinic Coordinator II	Stafford		2200/4200 FT	
1/28/2022	029-2022	CLINICAL MH Therapist	Stafford		2250/6430 FT	
8/22/2022	227-2022	CLINICAL Child/Adolescent Therapist	Stafford		2200/6430 FT	
6/29/2020	092-2020	CLINICAL Peer Specialist (Adult MH C. Mgmt)	Fredericksburg		2400 FT	
4/15/2022	106-2022	CLINICAL Child/Adolescent Therapist (Safe Harbour)	Spotsylvania		2400 FT	
6/23/2022	164-2022	CLINICAL Lead Peer Specialist	Fredericksburg		2400 FT	
8/30/2022	236-2022	CLINICAL Adult MH Case Manager	Fredericksburg		2400 FT	
9/21/2021	199-2021	CLINICAL Family Support Peer	Spotsylvania		2500 PT	
7/8/2022	172-2022	CLINICAL Child/Adolescent MH Case Manager	Stafford		2500 FT	
8/30/2022	240-2022	CLINICAL Senior Child & Adolescent Case Manager	Stafford		2500 FT	
7/23/2021	200-2021	CLINICAL Therapist/Office On Youth	Fredericksburg		4200 PT/FT	
6/22/2022	152-2022	CLINICAL Substance Abuse Therapist (Jail Based)	RRJ Stafford		4200 FT	
7/13/2021	174-2021	CLINICAL S. A. Therapist	Fredericksburg		4220 FT	
3/30/2022	092-2022	CLINICAL S.A. Therapist, Women's Services	Spotsylvania		4220 FT	
9/1/2020	146-2020	CLINICAL S. A. Therapist	Spotsylvania		4240 FT	
1/26/2021	350-2021	CLINICAL SA Therapist, Women's Services	Fredericksburg		4260 FT	
4/28/2021	083-2021	CLINICAL MH/SA Therapist - Detention Based	RRJ		4290 FT	
7/29/2022	206-2022	CLINICAL MH/SA Therapist - Detention Based	RRJ		4290 FT	
3/24/2021	056-2021	CLINICAL SA Therapist/Case Manager	Fredericksburg		4296 FT	
8/11/2022	217-2022	CLINICAL Project LINK Specialist, SUD	RC		4970 FT	
8/6/2021	221-2021	CLINICAL MH Therapist (Intakes)	Fredericksburg		6430 FT	
				34		
6/10/2022	148-2022	CSS Nurse Manager - RN	Crisis Stabilization		2770 FT	
7/15/2022	182-2022	CSS MH Nurse - RN/LPN	Crisis Stabilization		2770 FT	
8/8/2022	209-2022	CSS MH Residential Specialist	Crisis Stabilization		2770 FT	
7/20/2022	184-2022	CSS MH Nurse - RN/LPN	Crisis Stabilization		2770 PT/PRN	
8/18/2022	226-2022	CSS Intake Specialist	Crisis Stabilization		2770 FT	
				6		
8/26/2022	237-2022	CSS MH Residential Asst. Coordinator	401 Bridgewater		Split FT	
7/20/2022	190-2022	CSS Psychoosocial Advocate	Kenmore Club		2680 FT	
6/10/2022	150-2022	CSS MH Supv Apartment Asst. Mgr	Lafayette		2786 FT	
12/21/2021	345-2021	CSS MH Residential Counselor	Lafayette		2786 PT	
11/17/2021	313-2021	CSS MH Residential Counselor II	Home Rd		2778 FT	
8/12/2022	220-2022	CSS MH Residential Counselor II	Home Rd		2778 FT	
7/11/2022	170-2022	CSS MH Residential Counselor I	Home Rd		2778 FT	
6/2/2022	143-2022	CSS MH Nurse - RN/LPN - ACT South	401 Bridgewater		2372 FT	
4/26/2022	109-2022	CSS PSH Case Manager	401 Bridgewater		2760 FT	
8/30/2022	242-2022	CSS Developmental Svcs Support Coordinator	Caroline		3400 FT	
8/30/2022	241-2022	CSS Developmental Svcs Support Coordinator	Spotsylvania		3400 FT	
3/21/2022	077-2022	CSS Developmental Svcs Support Coordinator	Stafford		3400 FT	
6/24/2022	129-2022	CSS Developmental Svcs Support Coordinator	Stafford		3400 FT	
8/17/2022	226-2022	CSS Infant/Child Support Coordinator	PEID		3500 FT	
6/10/2022	144-2022	CSS Early Childhood Special Educator	PEID		3910 FT	
8/1/2022	309-2021	CSS Speech/Language Pathologist	PEID		3910 FT	
				16		
7/11/2022	177-2022	CSS Office Associate II	RAAI KH		RAAI Split PT	
8/17/2022	222-2022	CSS Direct Support Professional - Day Support	RAAI Caroline		3651 FT	
1/22/2022	020-2022	CSS Direct Support Professional - Day Support	RAAI Caroline		3651 PT	
8/11/2022	208-2022	CSS Direct Support Professional - Day Support	RAAI KH		3652 FT	
8/11/2022	214-2022	CSS Direct Support Professional - Day Support	RAAI KH		3652 FT	
6/24/2021	156-2021	CSS Direct Support Professional - Day Support	RAAI KH		3652 PT	
6/24/2021	158-2021	CSS Direct Support Professional - Day Support	RAAI KH		3652 PT	
6/24/2021	159-2021	CSS Direct Support Professional - Day Support	RAAI KH		3652 PT	
7/26/2021	196-2021	CSS Direct Support Professional - Day Support	RAAI KH		3652 PT	
2/9/2022	046-2022	CSS Direct Support Professional - Day Support	RAAI KH		3652 PT	
10/26/2021	292-2021	CSS Direct Support Professional - Day Support	RAAI KG		3653 PT	
6/23/2022	163-2022	CSS Direct Support Professional - Day Support	RAAI Spotsylvania		3654 PT	
8/24/2022	233-2022	CSS Direct Support Professional - Day Support	RAAI Spotsylvania		3654 FT	
8/11/2022	215-2022	CSS Direct Support Professional - Day Support	RAAI Stafford		3655 FT	
7/26/2021	194-2021	CSS Direct Support Professional - Day Support	RAAI Stafford		3655 PT	
8/10/2021	227-2021	CSS Direct Support Professional - Day Support	RAAI Stafford		3655 PT	
8/24/2022	234-2022	CSS Direct Support Professional - Day Support	RAAI Stafford		3655 PT	
5/12/2022	116-2022	CSS Direct Support Professional - Day Support	RAAI ICF		3656 FT	
7/11/2022	174-2022	CSS Direct Support Professional - Day Support	RAAI ICF		3656 PT	
				19		
3/21/2022	079-2022	CSS Direct Support Professional - ICF	Wolfe Street ICF		3771 FT	

RECRUITMENT REPORT 2022

MONTHLY RECRUITMENT	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL YTD
External Applicants Hired:													
Part-time	8	8	2	1	6	6	2	8					
Full-time	15	11	15	10	11	8	15	12					
Sub Total External Applicants Hired	23	19	17	11	17	14	17	20					
Internal Applicants Moved:													
Full-time to PRN As Needed	1	1	1		1	1	1	6					
Full-time to Part-time													
Part-time to PRN As Needed	1			1		1							
Part-time to Full-time		1	2	1			1	1					
PRN As Needed to Part-time													
Lateral Transfer	1		6	3		1		2					
Non-Lateral Change in Position			1		1		1						
Promotion	4	6	2	5	6	3	6	6					
Temporary to Regular													
PRN As Needed to Full-Time							1	1					
Temporary Promotion								1					
Sub Total Internal Applicant Moves	7	8	12	10	8	6	10	17					
Total Positions Filled:	30	27	29	21	25	20	27	37					
Total Applications Received:													
Actual Total of Applicants:	62	65	59	47	52	77	59	72					
Total External Offers Made:	20	16	19	6	15	14	19	16					
Total Internal Offers Made:	8	11	13	11	3	11	12	20					

hopestarter!

Recruitment & Retention

For years the employer had more applicants than positions, employers "chose" who they wanted.

Applicants are now in the driver's seat, applicants are the making the "choice".



RECRUITEMENT

Do you know what our reading level requirement is for our current postings for applicants to understand our requirements?

Changes to our Indeed Ads - Fewer words, make it simple.

Do *you* feel this way?



WHAT CAN WE DO???

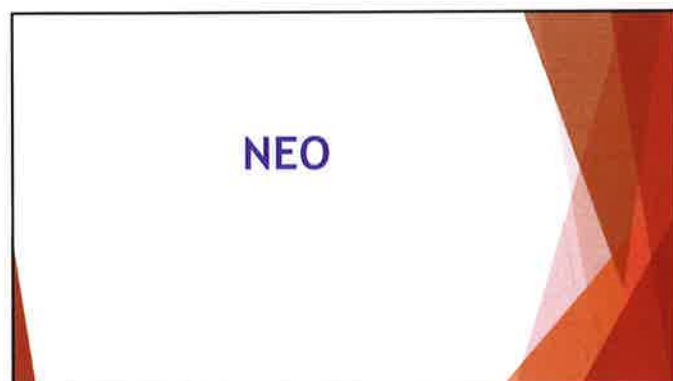


Set Up the Interview -
Follow up with a text message showing the location and giving them the address.

Day before the interview - text a reminder and a message:
Hi Sarah, I am looking forward to meeting you tomorrow at 2pm at our Churchill Group Home for your interview. Have a good evening! Paul

During the Interview -
Have an employee who is working there talk to the applicant and let them know what **THEY LIKE** about the job during the interview at some point.
BE POSITIVE!!!

After the Interview -
Later that day or early the next day text the applicant and thank them for taking the time to interview. Let them know them going forward any communication will come from HR.



Who has had previous interviewing
experience prior to their current
position?

Michelle Runyon

From: Michelle Runyon
Sent: Thursday, September 8, 2022 1:12 PM
To: Stephanie Terrell
Subject: FW: HR September Update - Please review before I send it out.

Michelle Runyon
Director of Human Resources
Rappahannock Area Community Services Board
600 Jackson Street
Fredericksburg, VA 22401
Phone: 540-899-4400
mrnyon@rappahannockareacsb.org



From: Michelle Runyon
Sent: Thursday, September 8, 2022 1:05 PM
To: Teresa McDonnel <tmcdonnel@rappahannockareacsb.org>
Subject: HR September Update - Please review before I send it out.



Employee Events

Craft Night - HopeStarter Logo Items

September 15 - 5:00pm @ River Club. This works on fabric, so you can bring a shirt, a tote bag, etc. The cost is \$15 which covers expenses and then a donation to charity. Please sign up and let us know what you're bringing, so we can make sure we have enough logos on hand:

<https://www.signupgenius.com/go/10COD49A9AD2DA5F8CF8-september>



September 16th - Spirit Day!!

Wear your favorite sports team jersey and/or hat – show your team spirit!



Employee In-Service Day Thursday, September 29

Events/speakers will take place at Jackson Street, Kenmore Club and River Club. More information to follow. Be on the lookout for an email soon to order your lunch (boxed lunches will be from Honey Baked Ham).



Save the date - Flu Shot Clinics have been scheduled with Genoa!
October 13th, 14th, 27th & 28th, 8:45-12 and 1-4:30 – 600 Jackson Street

HAVE A GREAT REST OF THE WEEK – HAPPY SEPTEMBER!!

Michelle Runyon
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This document provides all of the questions and information from the Microsoft Forms Survey so that you can prepare your answers prior to completing the survey.

CSB Turnover and Vacancy Survey

The 2022 Appropriation Act from the Virginia General Assembly requires DBHDS to collect compensation, turnover, and vacancy data from the Community Services Boards to be reported no later than 15 October. Compensation data was collected from the recent SESCO study that all CSBs participated in. Acquiring turnover and vacancy data is more challenging. Following consultation with VACSB, the CSB Executive Committee, the VACSB HR Council, and others, this survey hopes to capture the required detail to support the report. Please provide the most complete response available.

1. Your Name:
2. Your CSB Name:

Turnover and Vacancy Data by Category (Required)

Over the next 44 questions, you'll be asked to report turnover and vacancy data across 11 categories. Due to the variability among CSBs, there is no category structure that will fit your CSB perfectly. You'll have an opportunity to share additional data if you feel these categories to not accurately reflect your critical needs.

Turnover Rate is calculated by dividing the number of employees who left the organization (for any reason including retirement) by the average number of employees (within the category) for FY22. This number is multiplied by 100 to get a percentage.

Vacancy Rate is calculated by dividing the number of filled positions by the number of authorized positions within the category. This number is multiplied by 100 to get a percentage. Reported as a point in time, more recent is preferable.

The categories are:

Licensed Mental Health Professional (LMHP; including LCSW, LPC, Psychologists)
License Eligible Mental Health Professional (LMHP-E)
Qualified or Certified Mental Health Professional (non-licensed): QMHP/QDDP/CSAC
Other provider including Bachelor's Level Case Managers, QMHP-E, Direct Service Professionals
Peer Recovery Specialist
Registered Nurse (RN)
Licensed Professional Nurse (LPN)
MD
Administrative - Bachelor's Level
Administrative - Master's Level
Administrative - Beyond Master's (Certifications, Ph.D., etc.)

- | | | |
|----|---|----|
| 3. | LMHP Turnover Rate (single line text; must be numeric) | 6 |
| 4. | LMHP Vacancy Rate (single line text; must be numeric) | 27 |
| 5. | Total Authorized LMHP Positions (single line text; must be numeric) | 75 |

6. Turnover and vacancy challenges at the LMHP position have critically impacted service delivery in the following functional areas: (checkboxes):
 - A. MH ☒
 - B. SUD ☒
 - C. DD ☒
 - D. Emergency Services ☒
 - E. Other: (please describe:)
7. License Eligible MHP Turnover Rate (single line text; must be numeric) 10
8. License Eligible MHP Vacancy Rate (single line text; must be numeric) 27
9. Total Authorized License Eligible MHP Positions (single line text; must be numeric) 75
10. Turnover and vacancy challenges at the License Eligible MHP position have critically impacted service delivery in the following functional areas: (checkboxes):
 - A. MH ☒
 - B. SUD ☒
 - C. DD ☒
 - D. Emergency Services ☒
 - E. Other: (please describe:)
11. QMHP/QDDP/CSAC Turnover Rate (single line text; must be numeric) 9
12. QMHP/QDDP/CSAC Vacancy Rate (single line text; must be numeric) 25
13. Total Authorized QMHP/QDDP/CSAC Positions (single line text; must be numeric) 35
14. Turnover and vacancy challenges at the QMHP/QDDP/CSAC position have critically impacted service delivery in the following functional areas: (checkboxes):
 - A. MH ☒
 - B. SUD ☒
 - C. DD ☒
 - D. Emergency Services ☒
 - E. Other: (please describe:)
15. Bachelor's Level Case Managers, QMHP-E, Direct Service Professionals Turnover Rate (single line text; must be numeric) 22
16. Bachelor's Level Case Managers, QMHP-E, Direct Service Professionals Vacancy Rate (single line text; must be numeric) 13
17. Total Authorized Bachelor's Level Case Managers, QMHP-E, Direct Service Professionals Positions (single line text; must be numeric) 45
18. Turnover and vacancy challenges at the Bachelor's Level Case Managers, QMHP-E, Direct Service Professionals position have critically impacted service delivery in the following functional areas: (checkboxes):
 - A. MH ☒
 - B. SUD ☒
 - C. DD ☒
 - D. Emergency Services ☒
 - E. Other: (please describe:)
19. Peer Recovery Specialist Turnover Rate (single line text; must be numeric) 3
20. Peer Recovery Specialist Vacancy Rate (single line text; must be numeric) 30
21. Total Authorized Peer Recovery Specialist Positions (single line text; must be numeric) 10

22. Turnover and vacancy challenges at the Peer Recovery Specialist position have critically impacted service delivery in the following functional areas: (checkboxes):
- A. MH ☒
 - B. SUD ☒
 - C. DD
 - D. Emergency Services
 - E. Other: (please describe:)
23. RN Turnover Rate (single line text; must be numeric) 5
24. RN Vacancy Rate (single line text; must be numeric) 27
25. Total Authorized RN Positions (single line text; must be numeric) 19
26. Turnover and vacancy challenges at the RN position have critically impacted service delivery in the following functional areas: (checkboxes):
- A. MH ☒
 - B. SUD ☒
 - C. DD
 - D. Emergency Services
 - E. Other: (please describe:)
27. LPN Turnover Rate (single line text; must be numeric) 3
28. LPN Vacancy Rate (single line text; must be numeric) 26
29. Total Authorized LPN Positions (single line text; must be numeric) 27
30. Turnover and vacancy challenges at the LPN position have critically impacted service delivery in the following functional areas: (checkboxes):
- A. MH ☒
 - B. SUD ☒
 - C. DD ☒
 - D. Emergency Services
 - E. Other: (please describe:)
31. MD Turnover Rate (single line text; must be numeric) 0
32. MD Vacancy Rate (single line text; must be numeric) 0
33. Total Authorized MD Positions (single line text; must be numeric) 6
34. Turnover and vacancy challenges at the MD position have critically impacted service delivery in the following functional areas: (checkboxes):
- A. MH
 - B. SUD
 - C. DD
 - D. Emergency Services
 - E. Other: (please describe:)
35. Administrative-Bachelor's Level Turnover Rate (single line text; must be numeric)
36. Administrative-Bachelor's Level Vacancy Rate (single line text; must be numeric)
37. Total Authorized Administrative-Bachelor's Level Positions (single line text; must be numeric)
38. Turnover and vacancy challenges at the Administrative-Bachelor's Level position have critically impacted service delivery in the following functional areas: (checkboxes):
- A. MH

- B. SUD
- C. DD
- D. Emergency Services
- E. Other: (please describe:)

- | | | |
|-----|--|---|
| 39. | Administrative-Master's Level Turnover Rate (single line text; must be numeric) | 0 |
| 40. | Administrative-Master's Level Vacancy Rate (single line text; must be numeric) | 0 |
| 41. | Total Authorized Administrative-Master's Level Positions (single line text; must be numeric) | |
| 42. | Turnover and vacancy challenges at the Administrative-Master's Level position have critically impacted service delivery in the following functional areas: (checkboxes): | 2 |
| | A. MH | |
| | B. SUD | |
| | C. DD | |
| | D. Emergency Services | |
| | E. Other: (please describe:) | |
| 43. | Administrative-Master's + Certification Turnover Rate (single line text; must be numeric) | 0 |
| 44. | Administrative-Master's+ Certification Vacancy Rate (single line text; must be numeric) | |
| 45. | Total Authorized Administrative-Master's + Certification Positions (single line text; must be numeric) | 0 |
| 46. | Turnover and vacancy challenges at the Administrative-Master's + Certification position have critically impacted service delivery in the following functional areas: (checkboxes): | 1 |
| | A. MH | |
| | B. SUD | |
| | C. DD | |
| | D. Emergency Services | |
| | E. Other: (please describe:) | |

Compensation Adjustments (Required):

We have acquired the SESCO Salary Study data for each CSB. Please indicate any organization or category-wide salary actions not reflected in the data you submitted to SESCO in March of 2022. Example 1: All employees received a 2.5% increase on XX date. Example 2: LMHPs received ongoing bonuses of XXX quarterly. Example 3: Scheduled tenure-based increases that were not reflected in the data you submitted to SESCO this past March.

47. Salary actions not reflected in the SESCO data:

Turnover Data by Functional Area (Optional)

We know turnover and vacancy rates are higher for employees within certain functional areas. This is your opportunity to share turnover and vacancy data for specific program areas, irrespective of position type.

48. Emergency Services Turnover/Vacancy (please clearly distinguish between the two rates)
(text box)

49. ID Day Support Turnover and Vacancy
(text box)

50. CSU Nursing Turnover and Vacancy
(text box)

51. ACT Turnover and Vacancy
(text box)

52. ID/DD Case Management

(text box)

53. Additional Information (Optional)

If you feel this survey has not accurately reflected the critical workforce conditions your CSB is facing, you can use this area to BRIEFLY AND CONCISELY give us additional DATA. We are aware of a lot of anecdotal information and do not need that here. For this survey, we need DATA - Turnover and Vacancy rate data, in particular. If you don't have the space you need here, please send your data to craig.camidge@dbhds.virginia.gov. Please do not send any PHI/PII, etc.

(text box)