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## meeting notice

**TO:** Board of Directors

**FROM:** Gregory Sokolowski, Secretary  
Joe Wickens Executive Director

**SUBJECT:** Board of Directors Meeting  
Tuesday, September 20, 2022 5:00 PM  
Rappahannock Area CSB – Board Room 208  
600 Jackson Street, Fredericksburg, VA 22401

**DATE:** September 16, 2022

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A Board of Directors Meeting has been scheduled for Tuesday, September 20 at 5:00 PM, Rappahannock Area CSB – Board Room 208, 600 Jackson Street, Fredericksburg, VA 22401.

Looking forward to seeing everyone on September 20, 2022.

Best.

GS/JW

Enclosure (Agenda Packet)

RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD  
**BOARD OF DIRECTORS MEETING**  
*September 20, 2022*  
*In-Person*

600 Jackson Street, Board Room 208  
Fredericksburg, VA 22401

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- I. MINUTES, BOARD OF DIRECTORS, August 16, 2022 Lapin , page 5
- II. PUBLIC COMMENT- Public Comment Lapin
- III. EMPLOYEE SERVICE AWARDS Wickens
  - 10 Years  
Megan Hartshorn – Clinic Coordinator III
  - 15 Years  
Courtney Ross – Assistant Coordinator, ID Resident Services
  - 20 Years  
Timothy Alsfeld – Lead Landscape Technician
  - 25 Years  
Joe Wickens – Executive Director
- IV. BOARD ORIENTATION – Strategic Plan Williams , page 9
- V. CONSENT AGENDA Lapin
  - RECOMMENDED: PROGRAM PLANNING AND EVALUATION COMMITTEE September 13, 2022 Beebe , page 18
  - A.1 Information Only – Extraordinary Barriers List Update
  - A.2 Information Only – Independent Assessment Certification and Coordination Team (IACCT) Update
  - A.3 Information Only – Information Technology/Electronic Health Record Update
  - A.4 Information Only – Crisis Intervention Team (CIT) Assessment Center Report
  - A.5 Information Only – Emergency Custody/Temporary Detention Order Report
  - A.6 Information Only – Waitlist, July 2022
  - A.7 Approved – Licensing Reports (CAPs)

A.8 Information Only – Assertive Community Treatment Monthly State Report

RECOMMENDED: FINANCE COMMITTEE September 13, 2022

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B.1 Approved – Investment Options

B.2 Information Only – July 2022 Investment Report

B.3 Information Only – July 2022 Reimbursement Report

B.4 Information Only – July 2022 Health Insurance Account Report

B.5 Information Only – July 2022 Other Post-Employment Benefits Review

B.6 Information Only – Payroll Statistics

B.7 Information Only – Write Off Report

B.8 Information Only – Additional Funding Summary

B.9 Approved – Financial Report

RECOMMENDED: PUBLIC INFORMATION/PREVENTION  
COMMITTEE September 13, 2022

Beebe , page 76

C.1 Information Only – Communication Goals FY 2022

C.2 Information Only – Media Releases FY 2022

C.3 Information Only – Prevention Programs FY 2022 Year-end Summary

C.4 Information Only – Understanding Adverse Childhood Experiences Training FY 2022  
Year-end Summary

C.5 Information Only – Suicide Prevention Initiatives FY 2022 Year-end Summary

C.6 Information Only – Prevention Efforts Related to Opioid Epidemic FY 2022 Year-end  
Report

C.7 Information Only – Virginia Problem Gambling and Gaming Prevention

C.8 Information Only – Healthy Families Rappahannock Area FY 2022 Year-end Report

C.9 Information Only – Upcoming Events

RECOMMENDED: PERSONNEL COMMITTEE September 13, 2022

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D.1 Information Only – August 2022 Retention Report

D.2 Information Only – August 2022 EEO Report and Recruitment Update

D.3 Information Only – Recruitment and Retention Presentation

D.4 Information Only – HR September Update

D.5 Information Only – CSB Turnover and Vacancy Survey

D.6 Approved – Annual Leave Payout

VI. ITEMS FOR FULL BOARD DISCUSSION/VOTE

VII. REPORT FROM THE EXECUTIVE DIRECTOR

Wickens

VIII. REPORT OF DIRECTORS and COORDINATORS

A. Clinical Services

Kobuchi , page 161

B. Finance and Administration

Cleveland

C. Human Resources

Runyon

D. Compliance

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E. Public Information

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F. Prevention

Wagaman

G. Community Support Services

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H. Deputy Executive Director

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IX. BOARD TIME

Lapin

X. ADJOURNMENT

Lapin

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# August 2022 Board of Directors Meeting Minutes

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## Call to order

A meeting of the **Board of Directors of Rappahannock Area Community Services Board** was held **August 16, 2022 at 600 Jackson Street**. Attendees included Nancy Beebe, Greg Sokolowski, Glenna Boerner, Matt Zurasky, Susan Gayle, Melissa White, Ken Lapin, Jacob Parcell, Brandie Williams, Hosanna Gifford, Jacque Kobuchi, Michelle Wagaman, Amy Jindra, Amy Umble, Michelle Runyon, Joe Wickens, Tina Cleveland, Stephanie Terrell, Lacey Fisher, William Ferguson, Wilber Galindo, Tamara Johnson-Maiden, Dawn Williams. Linda Carter, Claire Curcio, Kheia Hilton, and Susan Muerdler were not present.

## Employee Service Awards

Joe Wickens announced that the following employees celebrated an anniversary for their service:

### 5 Years

Kimberly Ulrich – Speech and Language Pathologist, Infant/Child  
Gabriella DeLeon – Therapist, MH/SA  
Kathleen Fragosa – Teen Support Worker  
Dr. James Spadoni – Psychiatrist  
Stephanie Whiting – Office Manager II  
William Ferguson – Day Support Counselor  
Brittany Durante – Day Support Counselor  
Wilber Galindo – Employment Manager  
Sol Redd-Martin – Therapist, Emergency Services  
Linda Church – RN – Primary Care Screen, MH  
Tamara Johnson-Maiden – Manager, Project LINK  
Carter Collins – Office Manager I

### 10 Years

Christina Martinez – MH Residential Specialist, Crisis Stabilization  
Rebecca Alger – Purchasing Specialist

### 15 Years

Dawn Williams – Admin Office Associate

### 30 Years

Victoria Newton – Office Manager II

## Employee of the Quarter

Cecelia Sawyer – Direct Support Professional

## Board Presentation: 988 Suicide & Crisis Lifeline

Jacque Kobuchi and Kari Norris presented information on the 988 Suicide and Crisis Lifeline. Nancy Beebe expressed her excitement about the Lifeline. Matt Zurasky asked if there are any concerns regarding HIPAA compliance. Kari said that with joint calls between 988/911 it may be an issue, but HIPAA has some lenience for crisis care. Matt stated that he's unsure whether the two systems are compatible given that issue. Jacque agreed that it may cause problems.

## June 21, 2022 Minutes Board of Directors

The Board approved the minutes from the June meeting.

**ACTION TAKEN: The Board approved the minutes.**

**Moved by: Matt Zurasky Seconded: Greg Sokolowski**

## Consent Agenda

### **I. RECOMMENDED: PROGRAM PLANNING AND EVALUATION COMMITTEE, August 9, 2022**

- A. 1 Information Only – Local Early Intervention System Monitoring Report
- A. 2 Information Only – Extraordinary Barriers List Update
- A. 3 Information Only – Independent Assessment Certification and Coordination Team (IACCT) Update
- A. 4 Information Only – Information Technology/Electronic Health Record Update
- A. 5 Information Only – Crisis Intervention Team (CIT) Assessment Center Report
- A. 6 Information Only – Emergency Custody/ Temporary Detention Order Report
- A. 7 Information Only – Waitlist, July 2022
- A. 8 Approved – Licensing Reports (CAPs)
- A. 9 Information Only – Data Dashboard Report
- A. 10 Approved – FY23 Community Impact Grant Funding

### **II. RECOMMENDED: FINANCE COMMITTEE, August 9, 2022**

- B. 1 Information Only – June 2022 Investment Report
- B. 2 Information Only – June 2022 Reimbursement Report
- B. 3 Approved – June 2022 Financial Report
- B. 4 Information Only – June 2022 Health Insurance Account Report
- B. 5 Information Only – June 2022 Other Post-Employment Benefits Review

B. 6 Information Only – Payroll Statistics

B. 7 Information Only – Write Off Report

B. 8 Information Only – Additional Funding Summary

### **III. RECOMMENDED: PERSONNEL COMMITTEE, August 9, 2022**

C. 1 Information Only – July 2022 Retention Report

C. 2 Information Only – July 2022 EEO Report and Recruitment Update

C. 3 Information Only – July 2022 HR Update

C. 4 Information Only – Topside Federal Credit Union Membership Information

**ACTION TAKEN:** The Board approved the consent agenda, with the exception of C.4, which was pulled for further discussion/vote.

Moved by: Melissa White Seconded: Nancy Beebe

### **Items for Full Board Discussion/Vote**

PERSONNEL COMMITTEE: Topside Federal Credit Union Membership Information

Michelle Runyon stated that she had received clarification from the credit union following the Personnel Committee Meeting last week. Topside requires that individuals who don't live in the City of Fredericksburg have a letter in order to become members.

**ACTION TAKEN:** The Board moved to approve the Topside Federal Credit Union Membership Information.

Moved by: Matthew Zurasky Seconded: Susan Gayle

### **Report from the Executive Director**

Joe Wickens announced the upcoming VACSB Conference and invited the Board to attend. Nancy Beebe said she would be interested in attending. Matt Zurasky said he may attend but not stay overnight. The other Board Members said that they would check their calendars.

A compensation study will soon be underway. The RACSB will be meeting with vendors by the end of the month and the study will take four to six months. The goal is to find solutions to our workforce shortage. In the meantime, bonuses and supplements are being offered to certain positions to help with retention. Matt asked if compensation is the reason for workforce problems. Joe said that it is one of the main ones.

Joe shared information about the Rappahannock Area Behavioral Health Workforce Summit. The goal is to build a career ladder in association with Germanna, Mary Washington Healthcare, the local school systems, and more. Funding has been committed to the initiative and, after execution, it has the potential for larger implementation.

Lastly, Joe stated that committee meetings in September will include the Public Information/Prevention Committee. He asked if the Board would rather the meetings go a bit late, or start earlier. The Board agreed that it would be preferable to start at 10:00 AM.

## Report of Directors and Coordinators

Jacque Kobuchi reviewed information on Outpatient Services, Emergency Services, Case Management, Jail and Detention, Specialty Dockets, and Substance Use. She told the Board that funding was provided for additional training for SUD staff.

Tina Cleveland said that at the next Finance Committee Meeting investment options would be presented.

Michelle Runyon informed the Board of the upcoming job fair, as well as the Barbershop Talk event.

Michelle Wagaman reviewed her report, highlighting the PhotoVoice Project and stating that a formal invitation is yet to come. She also shared that International Overdose Awareness day is August 31.

Amy Jindra briefly shared from her report, then thanked Michelle Runyon for all of her work with the YMCA.

Brandie noted that there have been some DBHDS organizational changes that will hopefully improve relationships with CSBs.

## Board Time

Susan Gayle thanked everyone for all that they do.

Greg Sokolowski echoed Susan Gayle and also thanked Joe for his work.

Nancy Beebe expressed her amazement at all the RACSB does.

Matt Zurasky welcomed all of the new Board Members.

Jacob Parcell thanked the Board Members and staff for all of their onboarding support.

Ken Lapin asked if it was possible to have a board tour before January to give the new members an opportunity to get to know the organization better. Amy Umble said yes, that an earlier one can be scheduled. Ken told the other Board Members that the tours are worthwhile and informative.

## Adjournment

The meeting adjourned at 6:12 PM.



# **Rappahannock Area Community Services Board**



## **Strategic Plan**

**October 1, 2022 - June 30, 2025**

## Introduction

The Rappahannock Area Community Services Board (RACSB) is one of 39 community services boards and one (1) behavioral health authority throughout the Commonwealth of Virginia. Community Services Boards (CSB) are established by local governments and are responsible for delivering community-based mental health, developmental disability, substance use, and prevention services either directly or through contracts with private providers.

CSBs are the single points of entry into publicly funded mental health, developmental disability, and substance use services, with responsibility and authority for assessing individual needs, accessing a strategic array of services and supports, and managing state-controlled funds for community-based services. CSBs focus on providing individualized, effective, flexible treatment, and habilitation and prevention services in the most accessible and integrated yet least restrictive setting possible. CSBs draw upon available community resources along with individuals' natural support systems to decrease the effects of mental health disabilities, substance use disorders, developmental disabilities, encourage growth and development, support recovery and self-determination, and assist individual their fullest potentials.

As a partner with the Virginia Department of Behavioral Health and Developmental Services (DBHDS) and other stakeholders, RACSB shares a common desire for the system of care to excel in the delivery and seamless continuity of services for individuals and their families. We believe that a collaborative strategic planning process helps to identify the needs of individuals and guides operational decisions that contribute to the effectiveness of care.

The plan focuses on the core initiatives mandated by the Commonwealth of Virginia and incorporates input obtained from key stakeholder and staff. The strategic plan identifies goals and objectives required to guide the delivery of services for persons with mental illness, developmental disability, or substance use disorders in the City of Fredericksburg, and the surrounding Counties of Caroline, King George, Spotsylvania, and Stafford. The goals are reflective of input received by individuals receiving services, family members, state reports and studies, staff members, and community partners within Planning District 16.

RACSBs' plan for the next three (3) years compliments state initiatives and goals in its efforts to respond to the service and support needs of persons with mental health or substance abuse disorders or developmental disability in Planning District 16. This includes System Transformation Excellence and Performance (STEP-VA), Marcus Davis-Peters Act, and the DOJ Settlement Agreement. The plan also addresses community-based health promotion and prevention initiatives.

## Mission

RACSB is dedicated to education, recovery, treatment, and wellness of Planning District 16 residents affected by mental health, substance use disorders and developmental disabilities.

## **RACSB Services**

- Adult and Juvenile Drug Treatment (Court) Services
- Assertive Community Treatment (ACT)
- Case Management (Developmental Disabilities, Mental Health and Substance Use) - adult and children/adolescents
- Child Mobile Crisis
- Crisis Intervention Team (CIT)
- Developmental Disabilities Day Support Services
- Emergency Mental Health and Substance Use Services
- Group Homes for adults with Developmental Disabilities
- Healthy Families (fiscal agent)
- Intermediate Care Facilities (ICF)
- Jail Services
- Medication Assisted Treatment (MAT)/Office Based Opioid Treatment (OBOT)
- Medication Management
- Mental Health and Substance Use Outpatient Services
- Mental Health Residential Services
- Part C/Early Childhood Intervention
- Peer Support Services
- Permanent Supportive Housing
- Prevention Services
- Project Link
- Psychosocial Rehabilitation
- Residential Crisis Stabilization
- Sponsored Placement

## **Accreditation and Compliance**

RACSB behavioral health programs and services have received international accreditation by CARF (Commission on Accreditation of Rehabilitation Facilities) for the past 23 years. The following programs have received three-year accreditations on recognized standards of quality in the provision of outcomes driven programs and services:

- Case Management/Services Coordination: Integrated Alcohol and Other Drug (AOD)/Mental Health (MH) (Adults);
- Case Management/Services Coordination: Integrated Alcohol and Other Drug (AOD)/Mental Health (MH) (Children and Adolescents);
- Community Housing Mental Health (Adults);
- Community Integration: Psychosocial Rehabilitation (Adults);
- Drug Court Treatment: Integrated: Alcohol and Other Drug (AOD)/Mental Health (MH)(Adults);

- Drug Court Treatment: Integrated: Alcohol and Other Drug (AOD)/Mental Health (MH) (Children and Adolescents);
- Outpatient Treatment: Integrated Alcohol and Other Drug (AOD)/Mental Health (MH) (Adults);
- Outpatient Treatment: Integrated Alcohol and Other Drug (AOD)/Mental Health (MH) (Children and Adolescents);
- Supported Living: Mental Health (Adults); and
- Crisis Stabilization Program

In addition to achieving compliance with international standards as developed by CARF, the Rappahannock Area Community Services Board has consistently maintained compliance with the Virginia Department of Behavioral Health and Developmental Services licensure standards.

## **Input to Local Strategic Plan**

To respond to the mental health, developmental disability and substance use needs of the community, it is critical to work cooperatively with other provider organizations, community agencies, and statewide organizations. Input to the Strategic Plan was sought through the completion of an online survey, which was sent to multiple community partners via email, posted on the RACSB website, and promoted via social media. There were 131 respondents to the survey. By regularly monitoring, obtaining and analyzing feedback from individuals served, RACSB can continue to improve and enhance the quality of services provided.

In addition to survey responses, input was also received from the Rappahannock Area Health District (RAHD) and Mary Washington Healthcare's Community Health Assessment and Community Health Improvement Plan (CHIP) which identifies Mental Health and Access to Healthcare as two of top three priorities for our region. This assessment was completed in 2021 – 2022 and the plan is for FY 2023 – FY 2025.

## **Community**

Based on the estimated 2021 data from the Weldon Cooper Center (WCC), the population for the areas served by RACSB is 382,551. This is a 1.2% total increase from 2020. Caroline County had the highest percentage of growth with 2.2%, followed by Stafford County with 1.5%. The WCC projects that the population for areas served by RACSB will grow to 431,060 by 2030. During fiscal year 2021, RACSB provided 14,149 individuals with mental health services, 1,787 individuals with substance use service, and 3,387 individuals with developmental disability services. Additionally, we reached more than 263,000 community members through trainings, events, prevention campaigns and environmental strategies.

## **Strategic Plan Goals**

RACSB has identified four (4) critical goals to address during the next three (3) years. These

ambitious goals indicate our organizational priorities and directly support our mission. Each respective goal is supported by strategies to support successful implementation.

**Goal #1: Provide access to timely, holistic and appropriate services through evaluation, realignment, or implementation of service delivery to correspond with the changing environment and the expectations and needs of individuals served and the community.**

Strategy 1: Expand the capability for integrated care of behavioral health and developmental supports and physical health services.

- Expand access to primary care within CSB and other settings in partnership with community stakeholders.
- Employ a Primary Care Physician or Nurse Practitioner, to be located primarily at the Fredericksburg Clinic (600 Jackson Street), to provide general health care screenings, monitoring of health for individuals served and employees..
- Address primary care needs are in plans of care as appropriate, to include referrals for annual physicals for all service recipients.
- Develop and maintain relationships with Managed Care Organization (MCO) Care Coordinators across all CSB service areas.
- Increase the percentage of individuals receiving CSB services who have a primary care provider by partnering with MCOs and local health care agencies.
- Continue to work with Anthem Behavioral Health Home Model to enhance integrated care for those insured by Anthem.
- Explore innovative technologies to support Medication Adherence and less restrictive health care options in order to reduce emergency department encounters and hospitalizations.

Strategy 2: Evaluate opportunities for development of Intellectual Disability/ Developmental Disability (ID/DD) services.

- Research and evaluate ID/DD employment service models for potential incorporation or alignment with currently offered day support services.
- Evaluate and analyze current Support Coordination caseload assignments based and assess ability to reduce caseloads while ensuring compliance standards.
- Determine feasibility of augmenting ID/DD residential services to provide additional services focused on independent living options offered in current ID/DD Waiver system.
- Conduct a stakeholder meeting with community partners, family members, guardians, and individuals served to evaluate service needs and preferences, by June 30, 2023.
- Explore employment opportunities through RAAI to provide workplace assistance for individuals desiring to work.

Strategy 3: Strengthen the health of the entire community, including individuals receiving

services from RACSB, through increased prevention, wellness, and health promotion activities. Facilitate prevention initiatives/programs to include: Mental Health Promotion and Suicide Prevention; Adverse Childhood Experiences; Resiliency; Opioid Overdose Prevention and Education; Tobacco Retailer Education; Prevention of Problem Gambling and Gaming; and Marijuana Use Prevention.

- Utilize a strategic prevention framework to assess needs, build capacity, plan, implement, and evaluate prevention and health promotion activities.
- Engage with communities and stakeholders to develop and coordinate prevention initiatives and activities.
- Provide community education on prevention, signs and symptoms, and available treatment resources. Solicit Program Supervisors and Directors to assist in promoting trainings within RACSB and community.
- Promote community activities that create awareness and reduce stigma surrounding suicide, mental illness, and overdose.

**Goal #2: Recruit, hire, and retain a talented, diverse, and well-trained workforce based on the needs of the organization and the community.**

Strategy 1: Increase employee engagement and retention while providing opportunities for professional development.

- Promote a positive work culture and environment that supports RACSB's mission, vision and values.
- Provide ongoing training, education, and professional development opportunities for RACSB staff.
- Enhance and build upon benefits to support wellness and retention of RACSB staff.
- Continue facilitating position-specific networking and collaboration opportunities.
- Consistently present position and program-specific trends in vacancy and turnover rates.
- Implement strategies, trainings, and community events to promote diversity, equity, and inclusion.

Strategy 2: Review grade, classification, and compensation initiatives to address workforce shortages based on the needs of the organization and community.

- Complete a classification and compensation study to further define positions and classifications as well as explore recommendations for merit-based compensation benefits, by December 23, 2022.
- Review examples of performance/merit-based evaluations and develop a merit-based annual performance evaluation process, by October 1, 2022.
- Implement recommendations of classification and compensation study as financially feasible, by July 2023.

- Evaluate funding opportunities to support workforce development.
- Improve organizational and operational efficiency by the re-evaluation of our administrative support structure.

**Strategy 3:**     Develop a career ladder in partnership with educational institutions to build and develop behavioral health and developmental disability workforce.

- Develop and implement process to increase the utilization of interns across program settings and business operation, through broader recruitment, partnerships with academic program and enhanced retention practices. RACSB currently utilizes interns in the Parent Education – Infant Development Program, Kenmore Club, Outpatient Services, and Crisis Stabilization Program at The Sunshine Lady House for Mental Health Wellness and Recovery.
- Lead the Rappahannock Area Behavioral Health Workforce as part of the RAHD CHIP, in partnership with Germanna Community College and community partners.
- Explore the E-badge certification and incentive programs which provides nationally recognized certification at three (3) levels for Direct Support Professionals.
- Develop career ladder within positions to allow increased opportunities to advance along a career path within RACSB.

**Goal #3:**     **Implement all core System Transformation Excellence and Performance Services (STEP-VA) as mandated by the Code of Virginia and defined through work of the Virginia Association of Community Services Boards (VACSB) and DBHDS.**

**Strategy 1:**     Expand community capacity of behavioral health crisis services.

- Establish services needed to allow an individual experiencing a behavioral health crisis to remain in the least restrictive environment, preferably in their home or community.
- Implement crisis services as defined and mandated by the General Assembly, while maintaining a voice in how those services are defined through participation in various work groups on the Executive Director, Director, and Coordinator level.
- Explore funding opportunities to expand RACSB crisis services across the Crisis Continuum of Services, to include specifically community-based crisis stabilization, 23-hour observation facility, and expansion of detoxification services.
- Develop and implement a plan for Marcus Alert legislatively mandated program with local law enforcement agencies and community partners, by July 2023.
- Implement TDO policy at Sunshine Lady House to accept individuals under Temporary Detention Orders to the program in order to alleviate strain on local behavioral healthcare system while maintaining SLH capacity.
- Provide community education and outreach around the development of the crisis continuum and crisis initiatives to community partners around the Marcus Alert, crisis services re-design, 9-8-8 National Suicide and Crisis Lifeline, and regional crisis call

centers.

Strategy 2: Strengthen Peer Support and Family Support.

- Increase access to peer and family support as recommended and/or requested by individuals and family members, with DBHDS validating performance outcomes July 2023.
- Support all peers hired to become certified/registered within 18 months of employment.
- Explore funding and reimbursement options to support peer service provision.
- Provide community education and outreach around peer services and benefits of services provided by those with lived experiences.

Strategy 3: Improve Psychiatric Rehabilitation Services beyond currently defined psychosocial rehabilitation services.

- Support individuals with serious mental illness, substance use disorder and serious emotional disorder in developing or regaining independent living skill in accordance with DBHDS definition, with DBHDS validating performance outcomes July 2023

Strategy 4: Provide Case Management to individuals with serious mental illness, serious emotional disturbances, substance use disorder, and developmental disability.

- Coordinate behavioral health services in an effective and efficient manner to support the needs of the individual across all disabilities.
- Enhance case management services, with DBHDS validating performance outcomes April 2023

Strategy 5: Develop Care Coordination for individuals with multiple needs and service providers.

- Coordinate needed services for individuals, across all disabilities, to include physical health care. While similar to case management functions, care coordination is often considered to involve a broader scope of services and individuals.
- Develop and implement care coordination services, with DBHDS validating performance outcomes July 2023

**Goal #4: Maximize organizational efficiencies to create the most effective delivery system.**

Strategy 1: Use technology to streamline the agency's business processes.

- Fully implement new Human Resources Payroll system



- Fully automate requisition and payment processes
- Improve property maintenance tracking

Strategy 2: Support the use sound fiscal responsibility and sustainability practices.

- Expand financial literacy at all levels of leadership by providing trainings to all levels of leadership in budget management.
- Provide Quarterly reviews of program budgets at all levels of leadership
- Evaluate and ensure all revenue sources are being maximized.
- Identify and analyze services unit cost to better understand costs of care and ensure resources are being used efficiently.

Strategy 3: Provide an excellent customer service experience.

- Enhance existing training modules to include a customer service emphasis for all staff
- Develop ongoing supervision and support specifically for both external and internal customers.
- Establish developmental cross-training about services, especially within service model.

The pace of statewide healthcare and system changes, and the pace of needs within the community require a time limited plan to address service needs and system mandates. This strategic plan serves as a guidance document that addresses statewide initiative, mandates and local needs.

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# September 2022 Program Planning and Evaluation Committee Meeting Minutes

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## Call to order

A meeting of the Program Planning and Evaluation Committee of Rappahannock Area Community Services Board was held at 600 Jackson Street on September 13, 2022. Attendees included Sarah Ritchie, Melissa White, Matt Zurasky, Nancy Beebe, Glenna Boerner, Jacob Parcell, Claire Curcio, Susan Muerdler, Jacque Kobuchi, Stephanie Terrell, Amy Jindra, Tina Cleveland, Joe Wickens, Michelle Runyon, Michelle Wagaman, Hosanna Gifford, Patricia Newman, and Suzanne Poe. Ken Lapin, Susan Gayle, Kheia Hilton, Greg Sokolowski, and Linda Carter were not present.

## Extraordinary Barriers List – August 2022

Patricia Newman gave a brief overview of her program then reviewed the cases of four individuals on the Extraordinary Barriers List.

The first individual's barriers to discharge include identifying and being accepted to a nursing home. This individual has recently experienced some increased medical concerns and a medical hospitalization. This individual requires assistance from staff to complete all activities of daily living. A location accepted the individual, however there were concerns regarding the placement due to the high cost and the fact that they did not have in-home medical providers. Numerous referrals to nursing homes and assisted living facilities continue to be made, some resulting in denials for admissions as well as wait lists.

The second individual's barriers to discharge include identifying and being accepted to a group home that has the ability to support this individual in the community. This individual had previously been residing with family but would be best supported in a group home setting. This individual has interviewed with numerous group homes in hopes of finding a home that is a good fit and one that is able to support their needs. They were accepted to a group home and are scheduled for discharge. This individual does have an active Developmental Disability (DD) waiver.

The third individual's barriers to discharge include identifying and being accepted to the most appropriate housing or residential program. This individual has a diagnosis of serious mental illness and their personality traits of impulsivity and reactivity place them at greater risk to others. This individual has a history of hospitalizations as well as incarcerations and is a registered sex offender. They were also recently charged with a misdemeanor offense while hospitalized in response to groping a female staff member and not immediately releasing her. A previous placement had been identified; however the cost was high as they required an all-male assisted living facility and a higher level of supervision. Discharge was delayed due to cost as well as the individual obtaining new legal charges. This individual continues to lack insight into their illness as well as their need for continued treatment, is often inappropriate with staff, and has made statements regarding wanting to reside close to their victim of the original offense. RACSB has expressed concerns regarding their readiness for discharge, however, hospital staff report that because they are at their baseline in their mental health they are ready for discharge. A referral was completed and an interview has taken place with a location that operates an all-male program and accepts registered sex offenders. At this time a pass to discharge is

being coordinated and this individual will be discharged once the pass is completed and the address of the program is approved by their monitoring officer.

The fourth individual's barriers to discharge include identifying and being accepted to a housing program that will offer this individual the supports necessary to be successful in the community. This individual has a mental health diagnosis, has experienced numerous hospitalizations as well as has resided in a variety of different settings in the community. Once in the community, this individual often seeks out drugs which have a negative impact on their mental health, resulting in decompensation and typically readmission to the hospital. This individual has been accepted to a transitional housing program and will discharge once a bed is available.

## Independent Assessment Certification and Coordination Team Update

Jacque Kobuchi told the Committee that RACSB received 11 IACCT referrals in August and completed 10 assessments. Five referrals were initial assessments and six were re-authorizations. Five were from Spotsylvania, four from Stafford, none from Caroline, one from King George, and one from the City of Fredericksburg.

## Information Technology/Electronic Health Record Update

Suzanne Poe said that the information technology department closed 1,168 help tickets in August. Community Consumer Submission data was sent to the state July 27, 2022 and on August 17, 2022 for the final and complete FY22 end-of-year submission. The go-live date for the Individual Service Plan changes in WaMS was May 17, 2022. Due to errors with the new extract we were not able to initially implement the changes. The initial extract is now working as expected, and Individual Service Plans are able to be uploaded, however, Netsmart is still working on implementation of the other two extracts for discarding and updating an Individual Service Plan. The go-live date for the new Trac-It program, a state-wide data platform/electronic health record, was June 27, 2022. The new system has resulted in an untenable increase in data entry time. Part C has indicated that the additional 280+ data requirements will not occur November 15, 2022 as planned. They will let us know when these will go into effect. RACSB is still negotiating the current Part C Contract for this fiscal year due to additions to wording related to the new data system. RACSB continues to utilize Zoom with 3,023 video meetings held with a total of 8,273 participants in August. We are working with Netsmart to implement a new piece of networking equipment to allow for more efficient networking speeds when staff access Avatar and run Avatar reports. The Bells.ai implementation continues, working with PEID staff to identify their note workflow and give the Bells team more insight into how PEID uses their notes. CareQuality kickoff was August 4. This project will allow for a more seamless transition when RACSB gets new clients transferred from other facilities within the CareQuality Network to get some of their records from other participating organizations. Brittney Commons moved to Merchants Square in Spotsylvania on August 1, 2022. Phones and computer network have been set up for the new site. One of our IT Technicians resigned his position on July 14, 2022 and we are currently advertising for a replacement.

## Crisis Intervention Team (CIT) Assessment Center Report – August 2022

Jacque Kobuchi reported that the CIT program held a 40-hour training with 21 participants from the following areas: Fredericksburg 2, Spotsylvania 4, Stafford 7, RACSB 1, District 21 1, Caroline 1, King George 2, CISM 1, Warsaw 1, and NGI 1.

Jacque also stated that the CIT Assessment Center Assessed 28 individuals in the month of August 2022: Fredericksburg 8; Caroline 0; King George 1; Spotsylvania 10; Stafford 9.

## Emergency Custody Order and Temporary Detention Order Report – August 2022

Jacque Kobuchi told the Committee that emergency services staff completed 367 emergency evaluations in August 2022. Seventy-nine Emergency Custody Orders (ECO) were issued, 76 Temporary Detention Orders (TDO) were issued and 76 Temporary Detention Orders were executed.

## August 2022 Wait List

Stephanie Terrell reported that 239 individuals were waiting more than 30 days for outpatient therapy appointments as of August 31, 2022. As of September 7, 2022, there were 7 older adolescents and adults and 0 children under the age of 13 waiting longer than 30 days for a psychiatry intake appointment.

The Community Support Services waiting lists included: Mental Health Residential, 6 (needs, 0; referral, 5; acceptance, 1); Developmental Disability Residential, 94 (needs, 90; referral, 4; acceptance, 0); Assertive Community Treatment, 19 (needs, 6; referral, 10, acceptance, 2); and DD Waiver Services, 769.

## Licensing Reports

Stephanie Terrell shared that the RACSB submitted CAPs for two programs during the month of August 2022. Developmental Disabilities Ross Drive Intermediate Care Facility and Mental Health Outpatient Services, Fredericksburg Clinic, each received a licensing report for a substantiated case of a human rights violation.

**ACTION TAKEN:** The Committee unanimously approved a motion to accept the licensing reports as presented.

Moved by: Susan Muerdler Seconded by: Matt Zurasky

## Assertive Community Treatment Monthly State Report

ACT submitted the following data to the state for the month of August: ACT currently has six individuals working and four actively job searching; ACT had one individual move into his own apartment during the month of August; four individuals were incarcerated as of August 2022; One program participant experienced psychiatric hospitalization during the month of August; approximately thirty of ACT clients have comorbid health conditions; ACT North Team has 31 individuals enrolled while ACT South Team has 27 individuals. Two more individuals are scheduled for enrollment during the week of September 12, 2022.

## Other Business

No other business was addressed.

## Adjournment

The meeting adjourned at 11:25 AM.



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

## NOTICE

**To:** Program Planning and Evaluation Committee  
Nancy Beebe, Kheia Hilton, Ken Lapin, Matt Zurasky

**From:** Joseph Wickens  
Executive Director

**Subject:** Program Planning and Evaluation Meeting  
September 13, 2022, 10:00 AM  
600 Jackson Street, Board Room 208, Fredericksburg, VA

**Date:** September 8, 2022

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A Program Planning and Evaluation Committee Meeting has been scheduled for Tuesday, September 13, 2022 at 10:00 AM. 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 10:00 AM.

Cc: Nancy Beebe, Chairperson

# Program Planning & Evaluation Committee Meeting

September 13, 2022 – 10:00 AM

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

## ***Agenda***

- I. Extraordinary Barriers List, July 2022, *Newman* .....3
- II. Independent Assessment Certification & Coordination Team (IACCT) Update,  
*Andrus* .....5
- III. Information Technology/Electronic Health Record Update, *Poe* .....7
- IV. Crisis Intervention Team (CIT) Assessment Center Report, July 2022, *Kobuchi* .....10
- V. Emergency Custody Order (ECO)/Temporary Detention Order (TDO), July 2022,  
*Kobuchi* .....12
- VI. Waitlist, July 2022, *Terrell* .....16
- VII. Other Business, *Beebe*

## MEMORANDUM

TO: Joe Wickens, Executive Director

FROM: Patricia Newman – Mental Health Case Management Supervisor  
Elizabeth Wells – Lead State Hospital Liaison & NGRI Coordinator  
Chanda Bernal – Adult Mental Health Case Manager

PC: Brandie Williams – Deputy Executive Director  
Jacqueline Kobuchi, LCSW – Clinical Services Director  
Amy Jindra – Community Support Services Director  
Nancy Price – MH Residential Coordinator  
Tamra McCoy – ACT Coordinator  
Jennifer Acors – Coordinator Developmental Services Support Coordination

SUBJECT: Extraordinary Barriers List (EBL)

DATE: September 13, 2022

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RACSB currently has four individuals on the Extraordinary Barriers List (EBL), to include one individual at Piedmont Geriatric Hospital (PGH) and three individuals at Western State Hospital (WSH). Individuals ready for discharge from state psychiatric hospitals are placed on the EBL when placement in the community is not possible within 7 days of readiness, due to barriers caused by waiting lists, resource deficits, or pending court dates.

### **Piedmont Geriatric Hospital**

Individual #1: Was placed on the EBL 7/12/22. Barriers to discharge include identifying and being accepted to a nursing home. This individual has recently experienced some increased medical concerns and a medical hospitalization but has returned to PGH. This individual requires assistance from staff to complete all activities of daily living as well as requires the use of a Hoyer lift to change bed linens and transfer out of the bed. Avalon Homes had accepted this individual, however there were concerns regarding this placement due to the high cost and the fact that they did not have in home medical providers, necessary for this individual's care. Numerous referrals to nursing homes and assisted living facilities continue to be made, some resulting in denials for admissions as well as wait lists.

### **Western State Hospital**

Individual #2: Was placed on the EBL 5/24/22. Barriers to discharge include identifying and being accepted to a group home that has the ability to support this individual in the community. This individual had previously been residing with family but would be best supported in a group home setting. This individual has interviewed with numerous group homes in hopes of finding a home that is a good fit and one that is able to support their needs. They were accepted to

Amazing Grace group home and are scheduled for discharge on 9/7/2022. This individual does have an active Developmental Disability (DD) waiver.

Individual #3: Was placed on the EBL 7/26/22. Barriers to discharge include identifying and being accepted to the most appropriate housing or residential program. This individual has a diagnosis of a serious mental illness and their personality traits of impulsivity and reactivity place them at greater risk to others. This individual has a history of hospitalizations as well as incarcerations and is a registered sex offender whose convictions include indecent liberties with a child (2014). They were also recently charged with a misdemeanor offense while hospitalized at Western State Hospital (WSH) in response to groping a female staff member and not immediately releasing her. A previous placement had been identified; however, the cost was \$15,000 per month as they required an all-male assisted living facility and a higher level of supervision. Discharge was delayed due to cost as well as the individual obtaining new legal charges. This individual continues to lack insight into their illness as well as their need for continued treatment, is often inappropriate with staff and has made statements regarding wanting to reside close to their victim of the original offense. RACSB has expressed concerns regarding their readiness for discharge as they have not had any interactions with female peers while at the hospital or participated in increased social integration activities due to the amount of supervision needed to maintain safety, however, WSH staff report that because they are at their baseline in their mental health, they are ready for discharge. A referral was completed and an interview has taken place with Hawkins Residential, a residential provider in the Richmond area, who operates an all-male program and who accepts Registered Sex Offenders. This program requires a pass to be completed before one is officially accepted to the program. At this time a pass to discharge is being coordinated and this individual will be discharged once the pass is completed and the address of the program is approved by their monitoring officer.

Individual #4: Was placed on the EBL 8/23/2022. Barriers to discharge include identifying and being accepted to a housing program that will offer this individual the supports necessary to be successful in the community. This individual has a diagnosis of Bipolar Disorder, has experienced numerous hospitalizations as well as has resided in a variety of different settings in the community. Once in the community, this individual often seeks a prescriber that will prescribe Adderall, which has a negative impact on their mental health, resulting in decompensation and typically readmission to the hospital. This individual has been accepted to Gateway Homes, a transitional housing program and will discharge once a bed is available.



**MEMORANDUM**

**To:** Joe Wickens, Executive Director

**From:** Donna Andrus, Child and Adolescent Support Services Supervisor

**Date:** September 1, 2022

**Re:** Independent Assessment Certification and Coordination Team (IACCT) Update

\*\*\*\*\*

I am writing to provide an update to the Independent Assessment Certification and Coordination Team (IACCT) program. The Department of Medical Assistance Services (DMAS) with Magellan launched the IACCT program July 1, 2017. The Rappahannock Area Community Services Board is the IACCT provider for Planning District 16.

RACSB received eleven IACCT referrals and completed ten assessments in the month of August. Five referrals were initial IACCT assessments and six were re-authorizations. Five were from Spotsylvania, four from Stafford, none from Caroline, one from King George and one from the City of Fredericksburg. One assessment was not completed due to the individual being placed in juvenile detention. Of the ten completed assessments in August, four recommended Level C Residential, two recommended Level B group home, one recommended community-based services and one reauthorization recommended step-down from residential to community-based services. Two initial IACCT assessment are still in process so there has not been a recommendation yet.

Attached is the monthly IACCT tracking data for August 2022.

Report Month/Year	Aug-22
1. Total number of Referrals from Magellan for IACCT:	11
1.a. total number of auth referrals:	5
1.b. total num. of re-auth referrals:	6
2. Total number of Referrals per county:	
Fredericksburg:	1
Spotsylvania:	5
Stafford:	4
Caroline:	0
King George:	1
Other:	0
3. Total number of extensions granted:	3
4. Total number of appointments that could not be offered within the prescribed time frames:	0
5. Total number of "no-shows":	1
6. Total number of cancellations:	0
7. Total number of assessments completed:	10
8a. Total number of ICA's recommending: <b>residential:</b>	4
8b. Total number of ICA's recommending: <b>therapeutic group home:</b>	2
8c. Total number of ICA's recommending: <b>community based services:</b>	2
8g.Total number of ICA's recommending: <b>Other:</b>	0
8h.Total number of ICA's recommending: <b>no MH Service:</b>	0
9. Total number of reauthorization ICA's recommending: <b>requested service not continue:</b>	1
10. Total number of notifications that a family had difficulty accessing <b>any</b> IACCT-recommended service/s:	0

To: Joe Wickens, Executive Director

From: Suzanne Poe, IT Coordinator

Re: Information Technology and Electronic Health Record Update

Date: September 6, 2022

This report provides an update on projects related to Information Technology and the Electronic Health Record. The IT department completed 1,168 tickets in the month of August. Information is provided on state reporting initiatives, facility technology needs, and on-going projects.

## **Information Technology and Electronic Health Record Update**

### **IT Systems Engineering Projects**

During August, 1,168 tickets were closed by IT Staff.

Ticket completion numbers by month for calendar year: July 2022-1,031; June 2022-1,159; May 2022-945; April 2022-943; March 2022-1,480; February 2022-891; January 2022-894.

We have distributed 29 Chromebooks as a less expensive alternative for laptops at programs that need only Avatar/Electronic Health Record access.

Changes were made in the VPN connection staff use to connect to the RACSB network when they are not in the office that will allow better connect to both network drives and the cloud hosted Avatar simultaneously.

### **Community Consumer Submission 3**

CCS Submission for data from July 1, 2022 to June 30, 2022 was submitted to DBHDS on July 27, 2022 and on August 17, 2022 for the final and complete FY2022 end-of-year submission.

The first FY23 submission using the CCS 8.1 specifications is due to the state on September 16, 2022 for July data followed by a submission due by September 30, 2022 for August data.

### **Waiver Management System (WaMS)**

The go-live for the Individual Service Plan changes in WaMS was May 17, 2022. Due to errors with the new extract, we were not able to initially implement the changes. The initial extract is now working as expected, and Individual Service Plans are able to be uploaded. However, Netsmart is still working on implementation of the other two extracts for discarding and updating an Individual Service Plan.

### **Trac-IT Early Intervention Data System**

The go-live date for the new Trac-It program, a state-wide data platform/electronic health record for Part C, was June 27, 2022. Part C has limited the data fields required at go-live as a result of coordinated advocacy to reduce the additional administrative burden/duplicate entry that initial requirements would have created. However, even this limited data set has resulted in an untenable increase in data entry time. For example, tasks that took 2-3 minutes in the old system are taking between 20 minutes to an hour in the new system. Currently, data entry is being addressed by Alison Standing until the system is functioning consistently enough to train and push out to staff. EHR upload capability testing was delayed until after July 4. We have built the extract for service level data and will be prepared to begin testing once the process is open. Additional changes and business rules were released on August 30, 2022 which need to be incorporated into our extract build. Part C has indicated that the additional 280+ data requirements will not occur November 15, 2022 as planned. They will let us know when these will go into effect. RACSB is still negotiating the current Part C Contract for this fiscal year due to additions to wording related to the new data system.

### **Zoom**

We continue to utilize Zoom for telehealth throughout the agency.

- August 2022 – 3,023 Video Meetings with a total of 8,273 Participants
- July 2022 – 2,582 Video Meetings with a total of 7,377 Participants
- June 2022 – 2,881 Video Meetings with a total of 8,458 Participants
- May 2022 – 2,921 Video Meetings with a total of 8,512 participants
- April 2022 – 2,878 video meetings with a total of 8,728 participants
- March 2022 – 3,281 video meetings with a total of 10,071 participants
- February 2022 - 3,248 video meetings with a total of 9,752 participants

- January 2022– 2,942 video meetings with a total of 8,870 participants
- Average from January to December 2021 was 3,648 video meetings and 11,087 Participants
- Average from April to December 2020 was 3,836 video meetings and 11,435 participants

### **Avatar**

We are still working with Netsmart to implement a new piece of networking equipment (a Meraki VPN) to allow for more efficient networking speeds when staff access Avatar and run Avatar reports.

Bells.ai implementation continues. The Bells team is meeting with PEID staff to identify their note workflow and give the Bells team more insight into how PEID uses their note.

CareQuality kickoff was August 4. This project will allow for a more seamless transition when RACSB gets new clients transferred from other facilities within the CareQuality Network (including Mary Washington Hospital). The system can query patients on the CareQuality Network to get some of their records from other participating organizations

### **Moves/New Facilities**

Brittney Commons (ID Supervised Residential Services) moved to Merchants Square in Spotsylvania on August 1, 2022. Phones and computer network have been set up for the new site.

### **Staffing**

One of our two IT Technicians resigned his position on July 14, 2022 and we are currently advertising for a replacement.

## MEMORANDUM

**To:** Joe Wickens, Executive Director  
**From:** Tabitha Taylor, Emergency Services Law enforcement liaison  
**Date:** September 6, 2022  
**Re:** Crisis Assessment Center and CIT report August, 2022

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The CIT program held a 40-hour training from August 1-5. There were 21 participants from the following areas: Fredericksburg 2, Spotsylvania 4, Stafford 7, RACSB 1, District 21 1, Caroline 1, King George 2, CISM 1, Warsaw 1, and NGI 1.

The CIT Assessment Center Assessed 28 individuals in the month of August 2022. The number of persons served by locality were the following: Fredericksburg 8, Caroline 0, King George 1, Spotsylvania 10, Stafford 9.

Thirty seven percent of individuals assessed under emergency custody orders (ECO) were able to utilize the assessment center.

Please see attached CIT data sheet.



## MEMORANDUM

**To:** Joe Wickens, Executive Director

**From:** Kari Norris, Emergency Services Coordinator

**Date:** September 6, 2022

**Re:** Emergency Custody Order (ECO)/Temporary Detention Order (TDO) Report – August, 2022

---

In July, Emergency Services staff facilitated two admissions to state hospitals. One individual was admitted to Northern Virginia Mental Health Institute and one was admitted to Southern Virginia Mental Health Institute. One of the two was committed at their bedside hearings in the emergency department and transported after being involuntarily committed.

A total of five individuals were involuntarily hospitalized outside of our catchment area in August. Two were able to utilize alternative transportation (AT). Three were ineligible due to assaultive behavior or impulsivity.

Please see attached data reports.



DATE: 9.6.22

<b>Emergency Services Activity Reports</b>					
Month	Contacts	Evaluations	ECOs	TDOs Issued	TDOs Executed
January 2021		374	88	89	89
February 2021		358	84	83	83
March 2021		465	82	100	100
April 2021		449	92	100	100
May 2021		507	93	93	93
June 2021		453	95	95	92
July 2021		379	76	74	74
August 2021		394	86	77	77
September 2021		517	98	86	86
October 2021		422	60	72	72
November 2021		425	59	60	60
December 2021		401	67	66	66
January 2022		355	74	63	63
February 2022		442	87	64	64
March 2022		375	74	81	81
April 2022		390	85	87	87
May 2022		417	92	73	73
June 2022		342	75	66	66
July 2022		343	77	83	83
August 2022		367	79	76	76

## FY23 CSB/BHA Form (Revised: 06/28/2022)

CSB/BHA	Rappahannock Area Community Services Board			Month	August 2022				
1) Number of Emergency Evaluations	2) Number of ECOs			3) Number of Civil TDOs Issued	4) Number of Civil TDOs Executed				5) Number of Criminal TDOs Executed
	Magistrate Issued	Law Enforcement Initiated	Total		Minor	Older Adult	Adult	Total	
367	38	41	79	82	2	1	73	76	0
			0					0	
			0					0	

## FY '23 CSB/BHA Form (Revised: 06/28/2022)

CSB/BHA	Rappahannock Area Community Service	Reporting month	Aug-22		No Exceptions this month →	
Date	Consumer Identifier	1) Special Population Designation (see definition)	1a) Describe "other" in your own words (see definition)	2) "Last Resort" admission (see definition)	3) No ECO, but "last resort" TDO to state hospital (see definition)	4) Additional Relevant Information or Discussion (see definition)
8/10/22	105072			Yes	No	NVMHI
8/31/22	106913	Adult (18-64) with ID or DD		Yes	No	SVMHI

### **ALTERNATIVE TRANSPORT DATA August 2022**

<u>Date</u>	<u>ID</u>	<u>LE DEPT</u>	<u>Location of Individual</u>	<u>Receiving Hospital</u>	<u>Travel time Round Trip (minutes)</u>	<u>ECO Y or N</u>	<u>Gender</u>	<u>Age</u>	<u>TDO criteria</u>	<u>Presented for AT: Y or N</u>	<u>Reason for Decline</u>
8/10/22	105072	Stafford	MWH ED	NVMHI	100	yes	M	61	Inability to care	No	Client was too aggressive
8/16/22	41990	Spotsylvania	MWH-ED	Carilion St. Albans	432	No	F	59	Inability to care	Yes	AT utilized
8/31/22	38046	King George	MWH-ED	Retreat Doctors	116	Yes	F	56	Inability to care	No	Client was indicated to be too impulsive
8/31/22	106913	Spotsylvania	MWH-ED	SVMHI	452	Yes	F			Yes	AT utilized
8/31/22	8413	Fredericksburg	MWH-ED	Poplar Springs	160	Yes	M	37	Danger to others/ Inability to care	No	Assaulted LE in ED

**Total Out of Area**

5

**Total Utilizing AT**   **% Utilized**   **Total Appropriate for AT**

2	40%	2	40%

# MEMORANDUM

**To: Joe Wickens, Executive Director**  
**From: Stephanie Terrell, Director of Compliance and Human Rights**  
**Date: September 7, 2022**  
**Re: August 2022 Waiting Lists**

Identified below you will find the number of individuals who were on a waiting list as of August 31, 2022.

## **OUTPATIENT SERVICES**

- Clinical services: As of August 31, 2022, there are 239 individuals on the wait list for outpatient therapy services.
  - Waiting list is defined as having to wait 30 calendar days or more to be offered an appointment.
    - Due to an increase in request for outpatient services the Fredericksburg Clinic implemented a waitlist for new clients seeking outpatient services beginning October 5, 2021 and the Spotsylvania Clinic implemented a waitlist beginning May 2022. Individuals are placed on the wait list if they cannot be seen at a regularly scheduled appointment within 30 days of request. Individuals who fall in a priority category are seen during open access.
      - The waitlist in Fredericksburg is currently at 183 clients.
      - The waitlist in Spotsylvania is currently at 56 clients.
      - This is a decrease of 24 from the July 2022 waitlist.
    - If an individual is not in a priority category the following may occur: 1) he or she may be placed on a waiting list and called weekly by a therapist to review presenting situation, individuals are then offered an appointment as one becomes available; 2) if an individual has private insurance staff will assist in locating a private provider if the individual does not wish to wait for an appointment. Staff are working to avoid scheduling an individual too far into the future as this increases the likelihood of no-shows.
  - Clinical services are initiated through Same Day Access. Due to COVID-19 concerns, Same Day Access appointments are scheduled versus having multiple individuals come to the clinic and having to wait for their appointment time. Same Day Access schedules are as follows:
    - Fredericksburg Clinic: Monday, Wednesday, and Thursday 8:30a.m. to 2:30 pm  
Tuesday 9:30am – 2:30PM
    - King George Clinic: Tuesday-1:00 pm-5:00 pm and Wednesday- 8:00 am- 12:00 pm
    - Stafford Clinic: Tuesday and Thursday 9:00 am – 12:00 pm
    - Spotsylvania Clinic: Tuesday, Wednesday, and Thursday 9:00 am – 2:00 pm
    - Caroline Clinic: Tuesday and Thursday 8:30am – 11:30 am
  - Psychiatry intake: As of September 7, 2022, there are seven older adolescents and adults waiting longer than 30 days for their intake appointment. This is an increase of 2 from the July 2022 waitlist. The furthest out appointment is 11/23/2022. There are zero children age 13 and below waiting longer than 30 days for their intake appointment.

**PSYCHIATRY INTAKE** – As of September 7, 2022 the number of individuals waiting longer than 30 days for a regularly scheduled psychiatric intake appointment include:

Adults		Children: Age 13 and below	
○	Fredericksburg – 6 (0)	0	(0)
○	Caroline – 2 (4)	0	(0)
○	King George – 0 (0)	0	(0)
○	Spotsylvania – 0 (0)	0	(0)
○	Stafford – 1 (3)	0	(0)
	<b>Total</b>	<b>0</b>	<b>(0)</b>

Appointment Dates	
<b><i>Fredericksburg Clinic</i></b>	
	10/20/22 10/31/2022 11/1/2022 11/3/2022 11/14/2022 11/23/2022
<b><i>Caroline Clinic</i></b>	
	10/26/2022 11/1/2022
<b><i>King George</i></b>	
	N/A
<b><i>Spotsylvania Clinic</i></b>	
	N/A
<b><i>Stafford Clinic</i></b>	
	10/12/2022

#### **Community Support services:**

##### **Waitlist Definitions**

**Needs List** - A person is placed on the Needs List when an individual, family member, RACSB staff, or external agency notifies that particular program service that the individual needs services provided by that program.

**Referral** - Persons are placed on this Referral List when services have been requested and all necessary documentation for the referral process is submitted to the program Coordinator. At this time, the person is placed on the Referral List and removed from the Needs List.

All referrals are sent to the Coordinator for initial review. The Coordinator determines that all information is in the packet and makes a disposition for acceptance, rejection, or assessment. The Coordinator will forward the referral packet to the appropriate staff for assessment. Time frame for completion of assessment is also be indicated.

If the assessment leads to acceptance the client will be placed on the acceptance list. If the assessment leads to a decision which does not involve acceptance, the program Coordinator will reach a decision about disposition of the referral.

**Acceptance List** - This list includes the names of all persons who have been assessed for services and accepted to the program. These individuals are waiting for appropriate supports.

#### **MH RESIDENTIAL SERVICES - 6**

Needs List: 0  
Referral List: 5  
Acceptance List: 1

##### **Count by County:**

Caroline	0
King George	0
Fredericksburg	0
Spotsylvania	0
Stafford	4
Other	2 (Augusta and Winchester)

The individual on the acceptance list was approved for a transitional bed at Home Road. He is currently at Central State Hospital and is awaiting a court hearing, which has been moved to August 26, to approve his CRP and release from the hospital.

There are 3 transitional referrals, two of which are from out of our catchment area. Those individuals will be assessed the week of August 22 and passes will be scheduled for the week of August 29. The other individual is NGRI and has not been approved for overnight passes until September.

There are 2 community referrals. Although there are not any community bed vacancies at this time, overnight passes will be completed and, if accepted, they will be put on the waitlist for the next available beds.

#### **Intellectual Disability Residential Services – 94**

Needs List: 90  
Referral List: 4  
Acceptance List: 0

##### **Count by County:**

Caroline	10
King George	8
Fredericksburg	6
Spotsylvania	32
Stafford	38

#### **Assertive Community Treatment (ACT)– 19**

Caroline: 0  
Fredericksburg: 6  
King George: 0  
Spotsylvania: 2  
Stafford: 5  
Homeless/Unknown/Incarcerated/Hospitalized: 5

Total Needs: 6  
Total Referrals: 10  
Total Acceptances: 2

Total program enrollments = 57

Admissions: 1

Discharges: 1

- During the month August, one client in ACT South graduated from services and was discharged to the Spotsylvania Clinic. He has been enrolled since June 2018. Since receiving ACT services, he obtained stable housing, part time employment and had no psychiatric hospitalizations or incarcerations. He will receive continued medication management with Dr. Swing at the Spotsylvania Clinic.
- ACT South met with a potential client whose placement at Gateway was disrupted. He was referred by RACSB Mental Health Case Management and he met criteria for services. After our meeting via ZOOM the potential client was agreeable to ACT services. He is being discharged from Gateway 9/6/22 and will meet with Psychiatrist and ACT staff for enrollment on 9/7/22. In addition, he was referred to Permeant Supportive Housing for housing assistance.
- A client in ACT North was released from Rappahannock Regional Jail (RRJ) after serving 11 months. He has resumed ACT services and has met with Psychiatrist for continued medication management and program staff for updating assessment and treatment plan. In addition, both programs each have one client at RRJ. We continue to collaborate with Program Coordinator.

### **ID/DD Support Coordination**

As of 9/2/2022 there are 769 individuals on the waiting list for a DD waiver.

This is an increase of 12 individuals since last month

P-1 296

P-2 176

P-3 297

## MEMORANDUM

**To:** Joe Wickens, Executive Director  
**From:** Stephanie Terrell, Director of Compliance and Human Rights  
**Date:** September 13, 2022  
**Re:** Licensing Reports

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The Department of Behavioral Health and Developmental Services' (DBHDS), Office of Licensing issues licensing reports for areas in which the Department finds agencies in noncompliance with applicable regulations. The licensing report includes the regulatory code which applies to the noncompliance and a description of the noncompliance. The agency must respond to the licensing report by providing a corrective action plan (CAP) to address the areas of noncompliance.

Rappahannock Area Community Services Board (RACSB) submitted and received approval for two Corrective Action Plans (CAP) during the month of August 2022.

Developmental Disabilities Ross Drive Intermediate Care Facility and Mental Health Outpatient Services, Fredericksburg Clinic, received a licensing report for a substantiated case of a human rights violation.

The attached CAPs provide addition details regarding the citations and RACSB's response to those citations.



**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 1 of 4

License #: **101-07-003**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **07-003 Fredericksburg Clinic**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Fredericksburg Clinic  This regulation was NOT MET as evidenced by:  See OHR citation below.	PR) 08/26/2022  Please see information below  OLR) Accepted 08/29/2022	8/4/2022

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 2 of 4

License #: **101-07-003**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **07-003 Fredericksburg Clinic**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	<p>Fredericksburg Clinic</p> <p>This regulation was NOT MET as evidenced by:</p> <p>"Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse.</p> <p>During an internal investigation the provider determined violation of this regulation due to the following:</p> <ul style="list-style-type: none"> <li>• The investigative team did not find any current, completed lab work that contained coding for lithium levels, kidney function (ACR or GFR), or thyroid function (TSH).</li> <li>• The investigative team did find monthly lab work for CBC with Differential/ Platelets.</li> <li>• The last lab work results in Individual 1's chart that include a lipid panel and lithium testing is dated 1/29/19.</li> <li>• A preponderance of evidence found that Employee 1 was neglectful in monitoring the lithium levels and obtaining appropriate lab work for Individual 1.</li> </ul>	<p>PR) 08/26/2022</p> <p>RACSB Medical Director will develop a policy for monitoring lab work related to lithium levels. This policy will be reviewed at the medical staff meeting.</p> <p>Quality Assurance staff will pull a list of clients prescribed lithium on a quarterly basis and will confirm lab work was requested and reviewed, or documentation exists as to why this did not take place and how clinical decisions were impacted.</p> <p>OHR/OLR) Accepted 08/26/2022</p>	8/4/2022

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 3 of 4

License #: **101-07-003**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **07-003 Fredericksburg Clinic**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-115-60. B. (8) - The provider's duties. 8. Providers shall ensure that the entries in an individual's services record are at all times authentic, accurate, complete, timely, and pertinent.	N	<p>Fredericksburg Clinic</p> <p>This regulation was NOT MET as evidenced by:</p> <p>During records review the advocate discovered a lack of timely reporting due to the following:</p> <ul style="list-style-type: none"> <li>RACSB Medical Progress Note documents the date of service as 4/29/22, however, the electronic record states the note was created and electronically signed by Employee 1 on 6/8/22.</li> </ul>	<p>PR) 08/26/2022</p> <p>The Director of Clinical Services and the Director of Community Support Services will meet with the provider to review documentation expectations. Administrative staff will run a report of outstanding documentation daily and will provide that to the clinician as well as to the Coordinators of the ACT program and the Spotsylvania Clinic. If notes become more than one week old, the coordinators will notify the directors. The provider will understand that ongoing failure to comply with documentation expectations could result in denial of leave requests, suspension, and ultimately termination of employment.</p> <p>OHR/OLR) Accepted 08/26/2022</p>	7/27/2022

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 4 of 4

License #: **101-07-003**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **07-003 Fredericksburg Clinic**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
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**General Comments / Recommendations:**

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

\_\_\_\_\_  
Tonya Carr, Review Specialist

\_\_\_\_\_  
(Signature of Organization Representative)

\_\_\_\_\_  
Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 1 of 3

License #: **101-01-005**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **01-005 Ross Drive (ICF/IID)**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Ross Drive (ICF/IID)  This regulation was NOT MET as evidenced by:  See OHR citation below.	PR) 08/26/2022  Please see response below  OLR) Accepted 09/09/2022	8/31/2022
12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Ross Drive (ICF/IID)  This regulation was NOT MET as evidenced by:  CHRIS #20220017/Incident date:7.3.22  "Abuse" means any act or failure to act by an employee or other person responsible for the care of an individual in a facility or program operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, that was performed or was failed to be performed knowingly, recklessly, or intentionally, and that caused or might have caused physical or psychological harm, injury, or death to a person receiving care or treatment for mental illness, intellectual disability, or substance abuse.  <ul style="list-style-type: none"> <li>Provider substantiated abuse dues to the following: <ul style="list-style-type: none"> <li>Review of video recording showed that Employee #1 was physically pulling Individual #1 in one direction while Individual #1 was pulling in another direction, thus, it is believed Employee #1 caused the bruises.</li> </ul> </li> </ul>	PR) 08/26/2022  PR: Effective 7/14/22, employee #1 no longer works for RACSB. She chose to resign her position prior to the close of the investigation.  Systematically, Human Resources will continue to conduct mandated background checks and ensure at onboarding that no barrier crimes are present in the past of any potential employee as a proactive measure for preventing abuse.  A Therapeutic Options refresher on best support practices has been implemented with all staff at the ICF. Some of these refreshers are continuing to ensure everyone who has been on vacation is exposed to the proper processes and expectations. All staff will have undergone additional training, including day support staff and residential staff for this home by 8/31/2022.  All RACSB staff, volunteers, and contractors will be required to undergo an annual Human Rights training to help ensure continued promotion and support of individuals' rights and freedoms. Newly hired staff will be assigned this course	8/31/2022

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 2 of 3

License #: **101-01-005**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **01-005 Ross Drive (ICF/IID)**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
			<p>upon hire during the week of their agency orientation.</p> <p>The ICF Day Support Site Leader and QIDP will monitor staff and continue to ensure all Human Rights regulation violations are immediately reported to RACSB's Office of Consumer Affairs. The ICF supervisor and assistant manager will also supervise this process. They will all likewise ensure best person-centered practices are being followed by staff through direct and indirect supervision (viewing cameras, ongoing discussion of person-centered plans and practices, conducting random direct supervision of staff working with individuals).</p> <p>The Quality Assurance team will monitor incident reports and any allegations or reports of human rights violations on a daily basis to help ensure systematically that incidents of this nature are identified and mitigated quickly.</p> <p>OHR/OLR) Accepted 09/09/2022</p>	

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES  
CORRECTIVE ACTION PLAN**

Page: 3 of 3

License #: **101-01-005**

Organization Name: **Rappahannock Area Community Services Board**

Date of Inspection: **07-27-2022**

Program Type/Facility Name: **01-005 Ross Drive (ICF/IID)**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
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**General Comments / Recommendations:**

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

\_\_\_\_\_  
Tonya Carr, Review Specialist

\_\_\_\_\_  
(Signature of Organization Representative)

\_\_\_\_\_  
Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined

# Memorandum

**To:** Joe Wickens, Executive Director  
**From:** Amy Jindra, CSS Director  
**Date:** September 12, 2022  
**Re:** Assertive Community Treatment Monthly State Report

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Assertive Community Treatment (ACT) provides a monthly report to the Department of Behavioral Health and Developmental Services (DBHDS) regarding psychosocial factors affecting program participants. The report includes status changes in employment. ACT also reports changes in health conditions and any psychiatric hospitalizations. Changes in housing also are shared with the state. ACT serves individuals with severe mental illness with high symptom acuity/intensity. The individuals in the program have frequent and recent psychiatric hospitalizations, high risk for legal involvement and homelessness. They also either have a psychotic disorder (schizophrenia, schizoaffective, etc.) or bipolar disorder.

ACT submitted the following data to the state for the month of August:

- ACT currently has six individuals working and four actively job searching.
- ACT had one individual move into his own apartment during the month of August.
- The program also had four individuals incarcerated as of August 2022.
- One program participant experienced psychiatric hospitalization during the month of August.
- Additionally, approximately thirty of ACT clients have comorbid health conditions.
- ACT North Team has thirty-one individuals enrolled while ACT South Team has twenty-seven individuals. Two more individuals are scheduled for enrollment during the week of September 12, 2022.



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# September 2022 Finance Committee Meeting Minutes

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## Call to order

A meeting of the Finance Committee of Rappahannock Area Community Services Board was held at 600 Jackson Street on **September 13, 2022**. Attendees included Sarah Ritchie, Melissa White, Matt Zurasky, Nancy Beebe, Glenna Boerner, Jacob Parcell, Claire Curcio, Susan Muerdler, Jacque Kobuchi, Stephanie Terrell, Amy Jindra, Tina Cleveland, Joe Wickens, Michelle Runyon, Michelle Wagaman, Hosanna Gifford, Amy Umble, Megan Toler, Dante Jackson, Josh Cohen, Jackie Baker, and Pete Humes.

## Investment Options

Atlantic Union Bank presented information regarding investment options to the Board.

Following the presentation the Board discussed the presented options. Option one (Government/Agency) provided lower risk investments for high quality bonds, which is a more secure and less volatile investment. The credit quality ratings within the investment portfolio are concentrated at the Aaa level, the highest rating assigned. Option two (Corporates) provided an elevated risk level, decreased the credit quality of the portfolio to concentrate on more of A and Baa split between a low risk and upper-medium grade risk level. Matt suggested combining the two options with 30% A-rated corporate bonds and 70% Government/Agency bonds.

**ACTION TAKEN:** The Committee unanimously approved a motion to reinvest \$11.25 million certificates of deposit into \$8.25 million investment portfolio with \$3 million into reserve.

Moved by: Claire Curcio Seconded by: Jacob Parcell

**ACTION TAKEN:** The Committee unanimously approved a motion for Tina to generate investment breakdown for strictly government, strictly corporate A-rated bonds, and a 60/40 and 70/30 splits.

Moved by: Jacob Parcell Seconded by: Claire Curcio

## July 2022 Investment Report

Tina Cleveland said that as of July 30, 2022, cash and cash equivalent investments totaled \$20,776,114 which is 14% higher than the prior year. Of the investments, 99% is with Atlantic Union Bank and the remainder is invested in the Local Government Investment Pool.

## July 2022 Reimbursement Report

Megan Toler told the Committee that claims aging figures are provided as of July 31, 2022. Aging is calculated from the date the service was billed. Total outstanding claims are \$5,749,793 as of the period end date. Year-to-date fee revenue of \$3,298,827 is 33% higher than the prior year.

## July 2022 Health Insurance Account Report

Tina Cleveland reported the health insurance account balance is \$436,038.39 as of July 30, 2022. Year-to-date premiums deposited in the account, \$338,553.32 are less than year-to-date claims and fees by \$54,125.75.

## July 2022 Other Post-Employment Benefits Review

Tina Cleveland said that the July 2022 OPEB cash basis value is \$2,096,641 which is 120% more than the initial investment of \$954,620. The market value is \$3,680,816.

## Payroll Statistics

Tina Cleveland said that there were 508 paid employees. Overtime hours are increasing.

## Write Off Report

Megan Toler reviewed the Write Off Report with the Committee.

## Additional Funding Summary

Joe Wickens reviewed the summary. In the month of August, RACSB received the following funding: American Rescue Plan Act – VSGP Restoration Funding (\$37,874), PATH One-Time Payment Program – Year 2021 Funding (\$4,673), Workforce Development Substance Use Block Grant Consolidated Appropriations Act (\$9,580), Workforce Development Initiative (\$24,750), Problem Gambling Prevention Services (\$10,000), Mental Health Block Additional Funding Initiative (\$19,275).

## June 2022 Financial Report

Tina Cleveland reviewed the Finance Report with the Committee.

**ACTION TAKEN:** The Committee unanimously approved a motion recommending the Board of Directors accept the report as presented.

Moved by: Nancy Beebe Seconded by: Susan Muerdler

## Closed Session

### **CLOSED MEETING – VA CODE § 2.2 – 3711 A (4), A (7), and A (15)**

Matt Zurasky requested a motion for a closed meeting.

It was moved by Glenna Boerner and seconded by Nancy Beebe that the Finance Committee of the Rappahannock Area Community Services Board convene in a closed meeting pursuant to Virginia Code §2.2 – 3711 A (4) for the protection and privacy of individuals in personal matters not related to public business. The motion was unanimously approved.

Upon reconvening, Matt Zurasky called for a certification from all Committee members that, to the best of their knowledge, the Committee discussed only matter lawfully exempted from statutory open meeting requirements of the Freedom of Information Act; and only public business matters identified in the motion to convene the closed meeting.

A roll call vote was conducted:

Melissa White – voted aye

Susan Muerdler – voted aye

Nancy Beebe – voted aye

Sarah Ritchie – voted aye

Glenna Boerner – voted aye

Claire Curcio – voted aye

Matt Zurasky – voted aye

Jacob Parcell – voted aye

The motion was unanimously approved and no action was taken in Closed Meeting.

## Other Business

No other business was addressed.

## Adjournment

The meeting adjourned at 1:23 PM.



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

## NOTICE

**To:** Finance Committee  
Matt Zurasky, Susan Gayle, Kheia Hilton, Melissa White

**From:** Joseph Wickens  
Executive Director

**Subject:** Finance Meeting  
September 13, 2022, 11:30 AM  
600 Jackson Street, Board Room 208, Fredericksburg, VA

**Date:** September 8, 2022

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A Finance Committee Meeting has been scheduled for Tuesday, September 13, 2022 at 11:30 AM. 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 11:30 AM.

Cc: Matt Zurasky, Chairperson

RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD

## Finance Committee Meeting

September 13, 2022 – 11:30 AM

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

### ***Agenda***

- I. July 2022 Investment Report, *Cleveland* .....3
- II. July 2022 Reimbursement Report, *Toler* .....5
- III. July 2022 Health Insurance Account Report, *Cleveland* .....7
- IV. July 2022 Other Post-Employment Benefits, *Cleveland*.....9
- V. Payroll Statistics, *Cleveland*.....11
- VI. Write Off Report, *Toler*.....12
- VII. Additional Funding, *Cleveland* .....13
- VIII. Financial Report, *Cleveland*..... Handout
- IX. Other Business, *Zurasky*

# Sample Short Term Liquidity Portfolios

September 2022

## Portfolio Illustration for RACSB: 100% US Government/Agency

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
US Treasury 0%	500	422	9/7/2023	3.90	0.99
US Treasury 2.875%	500	495	10/31/2023	3.80	1.10
Federal Home Loan 3.625	500	500	12/8/2023	4.02	1.21
US Treasury 2.625%	500	492	12/31/2023	3.84	1.27
Federal Home Loan 4% *	500	499	3/28/2024	4.02	1.47
Fannie Mae 3.875% *	500	498	8/28/2024	4.09	1.47
US Treasury 3.25%	500	743	8/31/2024	3.75	1.90
Federal Home Loan 2.00%*	500	500	12/17/2024	3.95	2.20
US Treasury 2.625%	750	584	3/31/2025	3.75	2.44
Federal Home Loan 3.50*	500	494	5/19/2025	3.98	2.55
Federal Home Loan 4.13*	500	498	8/28/2025	4.27	2.72
US Treasury 3.50%	750	745	9/15/2025	3.75	2.87
US Treasury 2.375%	500	478	4/30/2026	3.70	3.45
US Treasury 1.875%	500	468	6/30/2027	3.70	3.65
US Treasury 1.625%	750	736	8/18/2027	3.68	3.72
	<b>8,250</b>	<b>8,152</b>			
				<b>Weighted Average</b>	<b>3.774%</b>
				<b>Net of fees</b>	<b>3.542%</b>

### Notes:

U S Treasuries do not carry explicit ratings but are considered Aaa, the highest rating assigned.

The Agency securities are rated Moody's Aaa and S&P AA+.

This illustration uses securities and market yields available September 14, 2022

Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

## Portfolio Illustration for RACSB: 70/30 US Gov/IG Corporate

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
US Treasury 0%	500	529	9/7/2023	3.90	0.99
US Treasury 2.875%	500	495	10/31/2023	3.80	1.10
Federal Home Loan 3.625*	500	500	12/8/2023	4.02	1.21
Wells Fargo & Co. 3.75% Moody's A-1	500	497	1/24/2024	4.15	1.27
NextEra Energy 2.94% Moody's Baa-1	500	489	3/21/2024	4.40	1.43
Federal Home Loan 4% *	500	499	3/28/2024	4.02	1.47
Fannie Mae 3.875% *	500	498	8/28/2024	4.09	1.47
Microchip Technologies 0.983% Moody's Baa-2	500	464	9/1/2024	4.80	1.89
Comcast 3.75% Moody's A-3	500	494	9/16/2024	4.35	1.90
US Treasury 2.625%	500	584	3/31/2025	3.75	2.44
Federal Home Loan 3.50*	500	494	5/19/2025	3.98	2.55
Federal Home Loan 4.13*	500	498	8/28/2025	4.27	2.72
US Treasury 3.50%	500	445	9/15/2025	3.75	2.87
Dominion VA Power 3.15% Moody's A-2	500	478	1/15/2026	4.30	3.10
US Treasury 1.875%	500	468	6/30/2027	3.70	3.65
US Treasury 1.625%	750	736	8/18/2027	3.68	3.72
	<b>8,250</b>	<b>8,168</b>			
				<b>Weighted Average</b>	<b>3.944%</b>
				<b>Net of fees</b>	<b>3.713%</b>

### Notes:

U S Treasuries do not carry explicit ratings but are considered Aaa, the highest rating assigned.

The Agency securities are rated Moody's Aaa and S&P AA+.

This illustration uses securities and market yields available September 14, 2022

Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.



## Portfolio Illustration for RACSB: 60/40 US Gov/IG Corporate

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
Federal Home Loan 4.10*	500	500	9/29/2023	4.10	0.99
US Treasury 2.875%	500	495	10/31/2023	3.80	1.10
Federal Home Loan 3.625*	500	594	12/8/2023	4.02	1.21
Wells Fargo & Co. 3.75%	500	497	1/24/2024	4.15	1.27
Moody's A-1					
NextEra Energy 2.94%	500	489	3/21/2024	4.40	1.43
Moody's Baa-1					
Federal Home Loan 4% *	500	499	3/28/2024	4.02	1.47
Fannie Mae 3.875% *	500	498	8/28/2024	4.09	1.47
Microchip Technologies 0.983%	500	464	9/1/2024	4.80	1.89
Moody's Baa-2					
Comcast 3.75%	500	494	9/16/2024	4.35	1.90
Moody's A-3					
Goldman Sachs Group 3.5%	500	488	1/23/2025	4.60	2.17
Moody's A-2					
Federal Home Loan 3.50*	500	494	5/19/2025	4.60	2.55
Federal Home Loan 4.13*	500	498	8/28/2025	4.27	2.72
US Treasury 3.50%	500	445	9/15/2025	3.75	2.87
Dominion VA Power 3.15%	500	478	1/15/2026	4.30	3.10
Moody's A-2					
Massachusetts 3.67%	500	494	1/15/2027	4.05	3.08
Moody's Aa-1					
US Treasury 1.625%	750	736	8/18/2027	3.68	3.72
	<b>8,250</b>	<b>8,163</b>			
				<b>Weighted Average</b>	<b>4.066%</b>
				<b>Net of fees</b>	<b>3.835%</b>

### Notes:

U S Treasuries do not carry explicit ratings but are considered Aaa, the highest rating assigned.

The Agency securities are rated Moody's Aaa and S&P AA+.

This illustration uses securities and market yields available September 14, 2022

Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

## Portfolio Illustration for RACSB: 100% US Investment Grade Corporate

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
Cisco Systems	450	500	9/20/2023	3.84	0.98
Moody's A-1					
Federal Home Loan 3.875	450	348	12/8/2023	4.05	1.21
Wells Fargo & Co. 3.75%	450	497	1/24/2024	4.15	1.27
Moody's A-1					
NextEra Energy 2.94%	450	489	3/21/2024	4.40	1.43
Moody's Baa-1					
Federal Home Loan 4% *	450	499	3/28/2024	4.02	1.47
Bank of American Corp. 4.20	500	498	8/26/2024	4.40	1.84
Moody's Baa-1					
Microchip Technologies 0.983%	500	464	9/1/2024	4.80	1.89
Moody's Baa-2					
Comcast 3.75%	500	494	9/16/2024	4.35	1.90
Moody's A-3					
Goldman Sachs Group 3.5%	500	488	1/23/2025	4.60	2.17
Moody's A-2					
Phillips 66 Co. 3.605%	500	488	2/15/2025	4.70	2.27
Moody's A-3					
Booking Holdings 3.65%	500	494	3/15/2025	4.15	2.36
Moody's A-3					
Morgan Stanley 0.79%	500	498	5/30/2027	4.85	2.72
Moody's A-1					
VA College Bld. 0.61%	500	453	9/1/2025	4.00	2.87
Moody's Aa-1					
Dominion VA Power 3.15%	500	478	1/15/2026	4.30	3.10
Moody's A-2					
IBM Corp 3.45%	500	487	2/19/2026	4.25	3.18
Moody's A-3					
Lam Research Corp. 3.75%	500	494	3/15/2027	4.15	3.24
Moody's A-2					
Amgen 2.60%	500	470	8/19/2027	4.25	3.62
Moody's Baa-1					
	<b>8,250</b>	<b>8,139</b>			
				<b>Weighted Average</b>	<b>4.219%</b>
				<b>Net of fees</b>	<b>3.988%</b>

### Notes:

U S Treasuries do not carry explicit ratings but are considered Aaa, the highest rating assigned.

The Agency securities are rated Moody's Aaa and S&P AA+.

This illustration uses securities and market yields available September 14, 2022

Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

# Sample Short Term Liquidity Portfolios

## September 2022

## Portfolio Illustration for RACSB: 100% US Government/Agency

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
US Treasury 0%	500	422	9/7/2023	3.90	0.99
US Treasury 2.875%	500	495	10/31/2023	3.80	1.10
Federal Home Loan 3.625	500	500	12/8/2023	4.02	1.21
US Treasury 2.625%	500	492	12/31/2023	3.84	1.27
Federal Home Loan 4% *	500	499	3/28/2024	4.02	1.47
Fannie Mae 3.875% *	500	498	8/28/2024	4.09	1.47
US Treasury 3.25%	500	743	8/31/2024	3.75	1.90
Federal Home Loan 2.00%*	500	500	12/17/2024	3.95	2.20
US Treasury 2.625%	750	584	3/31/2025	3.75	2.44
Federal Home Loan 3.50*	500	494	5/19/2025	3.98	2.55
Federal Home Loan 4.13*	500	498	8/28/2025	4.27	2.72
US Treasury 3.50%	750	745	9/15/2025	3.75	2.87
US Treasury 2.375%	500	478	4/30/2026	3.70	3.45
US Treasury 1.875%	500	468	6/30/2026	3.70	3.65
US Treasury 1.625%	750	736	8/18/2026	3.68	3.72
	<b>8,250</b>	<b>8,152</b>			
				<b>Weighted Average</b>	<b>3.774%</b>
				<b>Net of fees</b>	<b>3.542%</b>

### Notes:

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Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

## Portfolio Illustration for RACSB: 70/30 US Gov/IG Corporate

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
US Treasury 0%	500	529	9/7/2023	3.90	0.99
US Treasury 2.875%	500	495	10/31/2023	3.80	1.10
Federal Home Loan 3.625*	500	500	12/8/2023	4.02	1.21
Wells Fargo & Co. 3.75%	500	497	1/24/2024	4.15	1.27
Moody's A-1					
NextEra Energy 2.94%	500	489	3/21/2024	4.40	1.43
Moody's Baa-1					
Federal Home Loan 4% *	500	499	3/28/2024	4.02	1.47
Fannie Mae 3.875% *	500	498	8/28/2024	4.09	1.47
Microchip Technologies 0.983%	500	464	9/1/2024	4.80	1.89
Moody's Baa-2					
Comcast 3.75%	500	494	9/16/2024	4.35	1.90
Moody's A-3					
US Treasury 2.625%	500	584	3/31/2025	3.75	2.44
Federal Home Loan 3.50*	500	494	5/19/2025	3.98	2.55
Federal Home Loan 4.13*	500	498	8/28/2025	4.27	2.72
US Treasury 3.50%	500	445	9/15/2025	3.75	2.87
Dominion VA Power 3.15%	500	478	1/15/2026	4.30	3.10
Moody's A-2					
US Treasury 1.875%	500	468	6/30/2026	3.70	3.65
US Treasury 1.625%	750	736	8/18/2026	3.68	3.72
	<b>8,250</b>	<b>8,168</b>			
				<b>Weighted Average</b>	<b>3.944%</b>
				<b>Net of fees</b>	<b>3.713%</b>

### Notes:

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Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

## Portfolio Illustration for RACSB: 60/40 US Gov/IG Corporate

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
Federal Home Loan 4.10*	500	500	9/29/2023	4.10	0.99
US Treasury 2.875%	500	495	10/31/2023	3.80	1.10
Federal Home Loan 3.625*	500	594	12/8/2023	4.02	1.21
Wells Fargo & Co. 3.75%	500	497	1/24/2024	4.15	1.27
Moody's A-1					
NextEra Energy 2.94%	500	489	3/21/2024	4.40	1.43
Moody's Baa-1					
Federal Home Loan 4% *	500	499	3/28/2024	4.02	1.47
Fannie Mae 3.875% *	500	498	8/28/2024	4.09	1.47
Microchip Technologies 0.983%	500	464	9/1/2024	4.80	1.89
Moody's Baa-2					
Comcast 3.75%	500	494	9/16/2024	4.35	1.90
Moody's A-3					
Goldman Sachs Group 3.5%	500	488	1/23/2025	4.60	2.17
Moody's A-2					
Federal Home Loan 3.50*	500	494	5/19/2025	4.60	2.55
Federal Home Loan 4.13*	500	498	8/28/2025	4.27	2.72
US Treasury 3.50%	500	445	9/15/2025	3.75	2.87
Dominion VA Power 3.15%	500	478	1/15/2026	4.30	3.10
Moody's A-2					
Massachusetts 3.67%	500	494	1/15/2026	4.05	3.08
Moody's Aa-1					
US Treasury 1.625%	750	736	8/18/2026	3.68	3.72
	<b>8,250</b>	<b>8,163</b>			
			<b>Weighted Average 4.066%</b>		
			<b>Net of fees 3.835%</b>		

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Agency Securities denoted with \* are callable prior to maturity.

All securities are subject to change in price and availability.

Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

## Portfolio Illustration for RACSB: 100% US Investment Grade Corporate

Security and Coupon Rate	Par Amount \$000s	Estimated Cost \$000s	Maturity	Yield to Maturity %	Duration
Cisco Systems	450	500	9/20/2023	3.84	0.98
Moody's A-1					
Federal Home Loan 3.875	450	348	12/8/2023	4.05	1.21
Wells Fargo & Co. 3.75%	450	497	1/24/2024	4.15	1.27
Moody's A-1					
NextEra Energy 2.94%	450	489	3/21/2024	4.40	1.43
Moody's Baa-1					
Federal Home Loan 4% *	450	499	3/28/2024	4.02	1.47
Bank of American Corp. 4.20	500	498	8/26/2024	4.40	1.84
Moody's Baa-1					
Microchip Technologies 0.983%	500	464	9/1/2024	4.80	1.89
Moody's Baa-2					
Comcast 3.75%	500	494	9/16/2024	4.35	1.90
Moody's A-3					
Goldman Sachs Group 3.5%	500	488	1/23/2025	4.60	2.17
Moody's A-2					
Phillips 66 Co. 3.605%	500	488	2/15/2025	4.70	2.27
Moody's A-3					
Booking Holdings 3.65%	500	494	3/15/2025	4.15	2.36
Moody's A-3					
Morgan Stanley 0.79%	500	498	5/30/2025	4.85	2.72
Moody's A-1					
VA College Bld. 0.61%	500	453	9/1/2025	4.00	2.87
Moody's Aa-1					
Dominion VA Power 3.15%	500	478	1/15/2026	4.30	3.10
Moody's A-2					
IBM Corp 3.45%	500	487	2/19/2026	4.25	3.18
Moody's A-3					
Lam Research Corp. 3.75%	500	494	3/15/2026	4.15	3.24
Moody's A-2					
Amgen 2.60%	500	470	8/19/2026	4.25	3.62
Moody's Baa-1					
	<b>8,250</b>	<b>8,139</b>			
			<b>Weighted Average</b>	<b>4.219%</b>	
			<b>Net of fees</b>	<b>3.988%</b>	

Notes:

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This illustration uses securities and market yields available September 14, 2022

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Where Yield to Maturity is lower than the coupon rate, bonds are priced at a premium to par value.

Duration is a measure of price sensitivity to changing market rates.

Weighted Average Yield is an estimate of annualized yield for the initial securities, only. No assumptions have been made on reinvestment yields following maturities.

Cost in \$ excludes any accrued interest purchased.

### **Summary of Additional Funding Received During August**

#### **American Rescue Plan Act-VSGP Restoration Funding:**

Amount: \$37,874 to be spent by June 30, 2023.

Description: This funding will be provided in a lump sum payment and is an extension of funding to support services provided for Department of Criminal Justice Services to include Safe Harbor staff and expense.

#### **PATH One-Time Payment-Program Year 2021 Funding:**

Amount: \$4,673 to be spent by August 31, 2023.

Description: This is a one-time increase to be used to support PATH program staff training and travel as well as outreach services.

#### **Workforce Development Substance Use Block Grant Consolidated Appropriations Act:**

Amount: \$9,580 to be spent by March 14, 2023

Description: This is one-time funding to support A-CRA and EMDR trainings for staff working with substance-using adolescents.

#### **Workforce Development Initiative:**

Amount: \$24,750 to be spent by March 14, 2023

Description: This is one-time funding to support provision of 330 hours of clinical supervision for licensure to a minimum of 15 staff.

#### **Problem Gambling Prevention Services:**

Amount: \$10,000 to be spent by September 29, 2023

Description: This funding supports agreement to govern certain activities and responsibilities required for the Problem Gambling Prevention Program.

#### **Mental Health Block Additional Funding Initiative:**

Amount: \$19,275 to be spent by September 30, 2022

Description: This funding one-time funding supports expenses for state hospital discharge planning. DBHDS offered this opportunity to spend left over funds from last fiscal year.



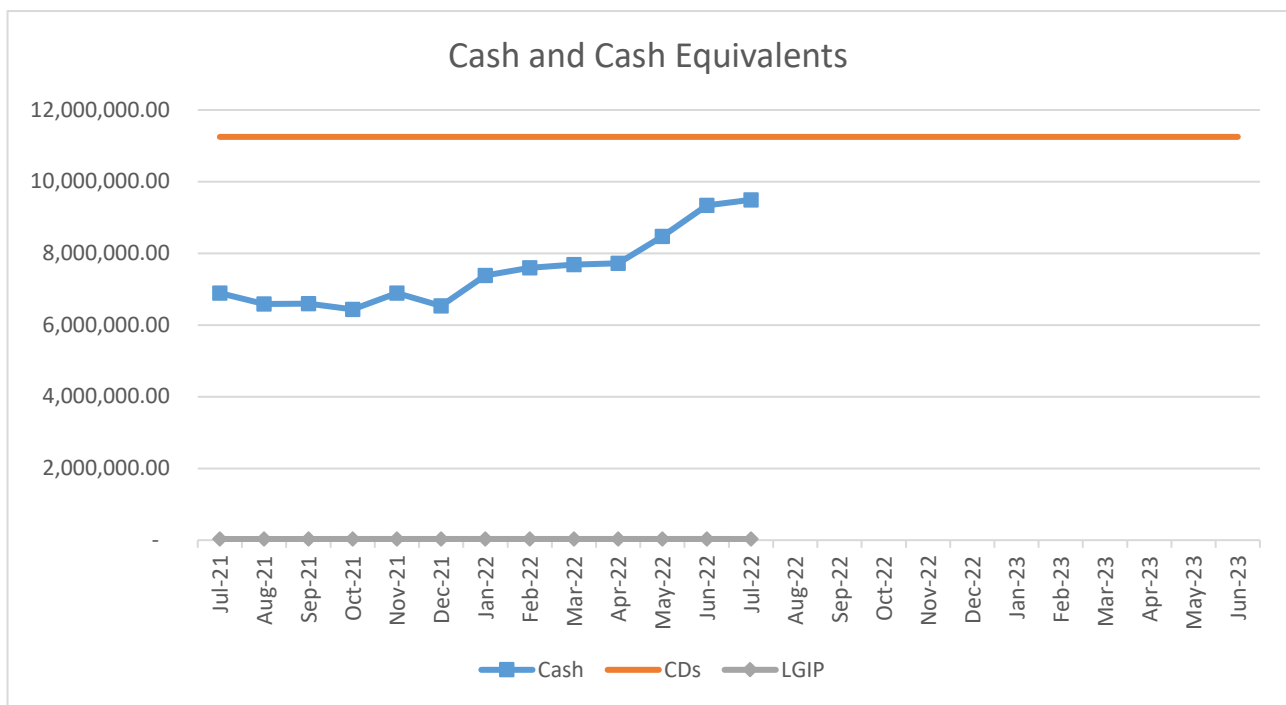
## **Re: July 2022 Investment Report**

At July 30, 2022, cash and cash equivalent investments totaled \$20,776,114 and 14% higher than the prior year. Of the investments, 99% is with Atlantic Union Bank and the remainder is invested in the Local Government Investment Pool.

Currently five months of reserve on hand.

**RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD  
SUMMARY OF CASH AND INVESTMENTS BY DEPOSITORY**

<b>Depository</b>	<b>July 2022</b>	<b>Rate</b>	<b>Maturity Date</b>
<b>Atlantic Union Bank</b>			
Checking	\$ 9,494,155	0.15%	N/A
Certificates of Deposit	\$ 11,250,000	0.01%	6/21/2024
<b>Total Atlantic Union Bank</b>	<b>\$ 20,744,155</b>		
<b>Other</b>			
Local Gov. Investment Pool	\$ 31,960	0.09%	N/A
<b>Total Investments</b>	<b>\$ 20,776,114</b>		



	<b>\$ Change</b>	<b>% Change</b>
Change from Prior Month	\$ 154,333	0.7%
Change from Prior Year	\$ 2,604,268	14%

**Average # Months Reserves on Hand: 5.02**

**Re: Reimbursement Report**

Claims aging figures are provided as of July 31, 2022. Aging is calculated from the date the service was billed. Total outstanding claims are \$5,749,793 as of the period end date.

Year-to-date fee revenue of \$3,298,827 is 33% higher than the prior year.

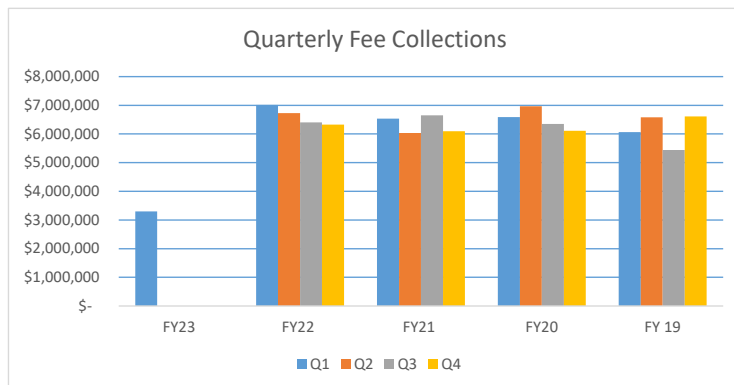
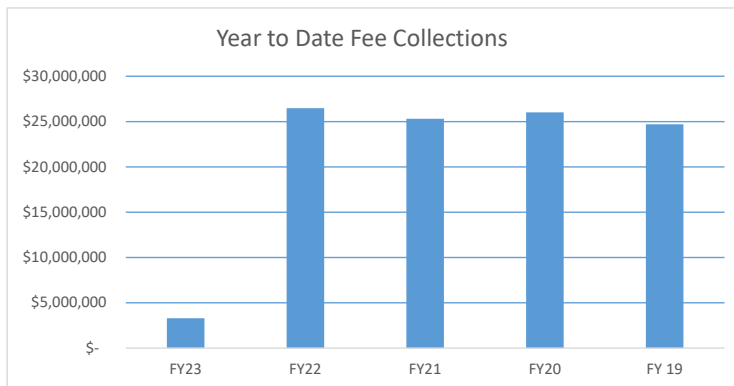
**RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD  
FEE REVENUE REIMBURSEMENT REPORT AS OF JULY,2022**

**AGED CLAIMS**

		Current Month		Prior Month		Prior Year	
		%	\$	%	\$	%	\$
<b>Total Claims Outstanding</b>	Total	100%	\$5,749,793	100%	\$6,327,036	100%	\$5,838,839
	Consumers	43%	\$2,499,149	38%	\$2,422,430	28%	\$1,654,209
	3rd Party	57%	\$3,250,644	62%	\$3,904,606	72%	\$4,184,630
<b>Claims Aged 0-29 Days</b>	Consumers	3%	\$160,745	4%	\$231,660	3%	\$198,713
	3rd Party	48%	\$2,750,998	53%	\$3,021,423	55%	\$3,207,862
<b>Claims Aged 30-59 Days</b>	Consumers	0%	\$3,571	0%	\$8,093	1%	\$30,743
	3rd Party	2%	\$120,154	6%	\$342,410	2%	\$96,250
<b>Claims Aged 60-89 Days</b>	Consumers	4%	\$203,298	0%	\$9,495	1%	\$78,312
	3rd Party	1%	\$54,097	1%	\$66,660	1%	\$74,791
<b>Claims Aged 90-119 Days</b>	Consumers	0%	\$8,587	4%	\$255,448	1%	\$33,498
	3rd Party	2%	\$89,557	5%	\$289,363	1%	\$39,829
<b>Claims Aged 120+ Days</b>	Consumers	37%	\$2,122,948	33%	\$1,917,734	22%	\$1,312,943
	3rd Party	4%	\$235,837	3%	\$184,750	13%	\$765,898

**CLAIM COLLECTIONS**

Current Year To Date Collections      \$3,298,827  
 Prior Year To Date Collections      \$2,473,425  
 \$ Change from Prior Year      \$825,402  
 % Change from Prior Year      33%

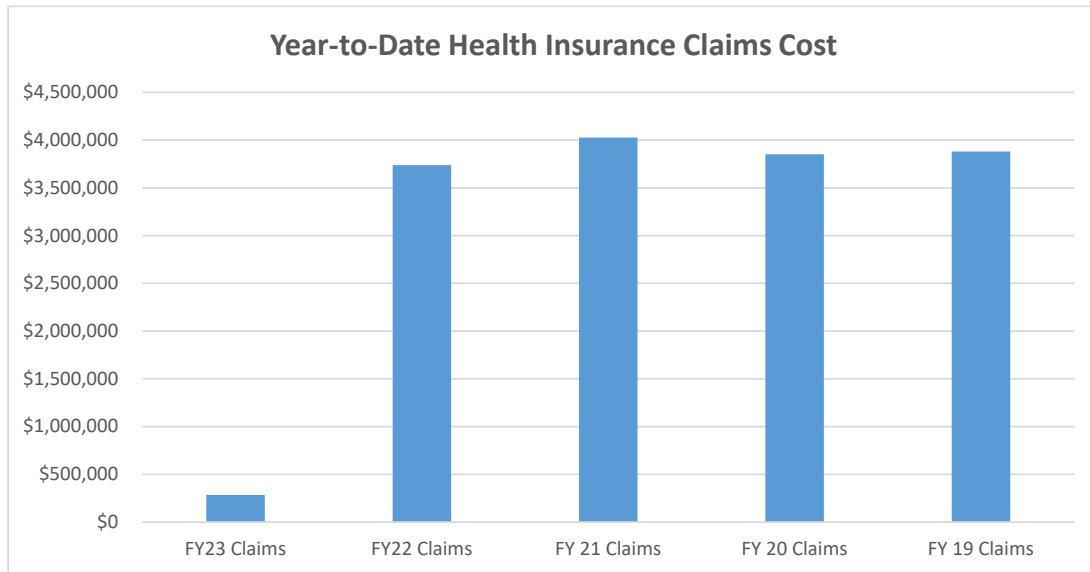


## **Re: July 2022 Health Insurance Account Report**

The health insurance account balance is \$436,038.39 as of July 30, 2022.

Year-to-date premiums deposited in the account, \$338,553.32 are more than year-to-date claims and fees by \$54,125.75.

**RAPPAHANNOCK AREA CSB**  
**FY 2021 HEALTH INSURANCE ACCOUNT REPORT**  
 July 2022



<b>FY 2023</b>	<b>Monthly Premiums</b>	<b>Additional Premium Contributions</b>	<b>Monthly Claims &amp; Fees</b>	<b>Interest</b>	<b>Balance</b>
Beginning Balance					\$381,873.61
July	\$338,553.32		\$284,427.57	\$39.03	\$436,038.39
August					\$436,038.39
September					\$436,038.39
October					\$436,038.39
November					\$436,038.39
December					\$436,038.39
January					\$436,038.39
February					\$436,038.39
March					\$436,038.39
Apr					\$436,038.39
May					\$436,038.39
June					\$436,038.39
<b>YTD Total</b>	<b>\$338,553.32</b>	<b>\$0.00</b>	<b>\$284,427.57</b>	<b>\$39.03</b>	<b>\$436,038.39</b>

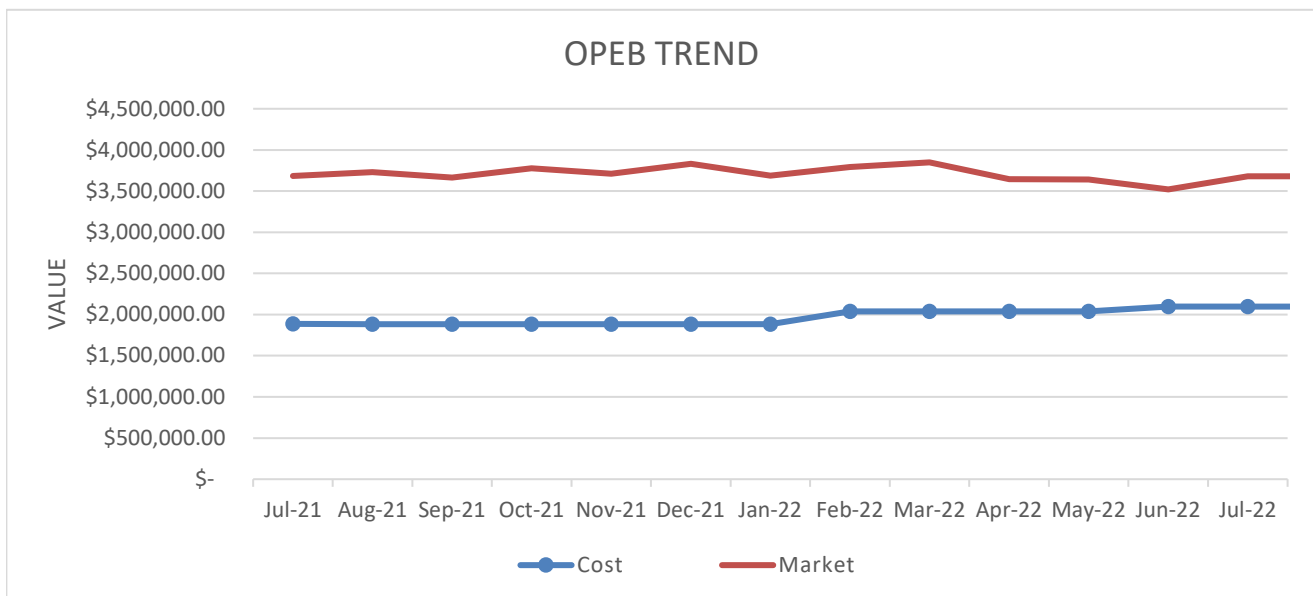
<b>Historical Data</b>	<b>Average Monthly Claims</b>	<b>Monthly Average Difference from PY</b>	<b>Highest Month</b>
FY 2023	\$284,428	(\$27,086)	\$284,428
FY 2022	\$311,513	(\$24,129)	\$431,613
FY 2021	\$335,642	\$14,641	\$588,906
FY 2020	\$321,002	(\$1,163)	\$378,562
FY 2019	\$322,165	\$46,681	\$396,619
FY 2018	\$275,483	\$38,450	\$320,214
FY 2017	\$237,033	\$15,995	\$293,706
FY 2016	\$221,038	(\$5,388)	\$291,378
FY 2015	\$226,426		\$253,164

## **Re: Other Post-Employment Benefits (OPEB) Review**

The July 2022 OPEB cash basis value is \$2,096,641 which is 120% more than the initial investment of \$954,620. The market value of \$3,680,816 is 286% higher than the initial investment. The market value increased 4.6% from the prior month.

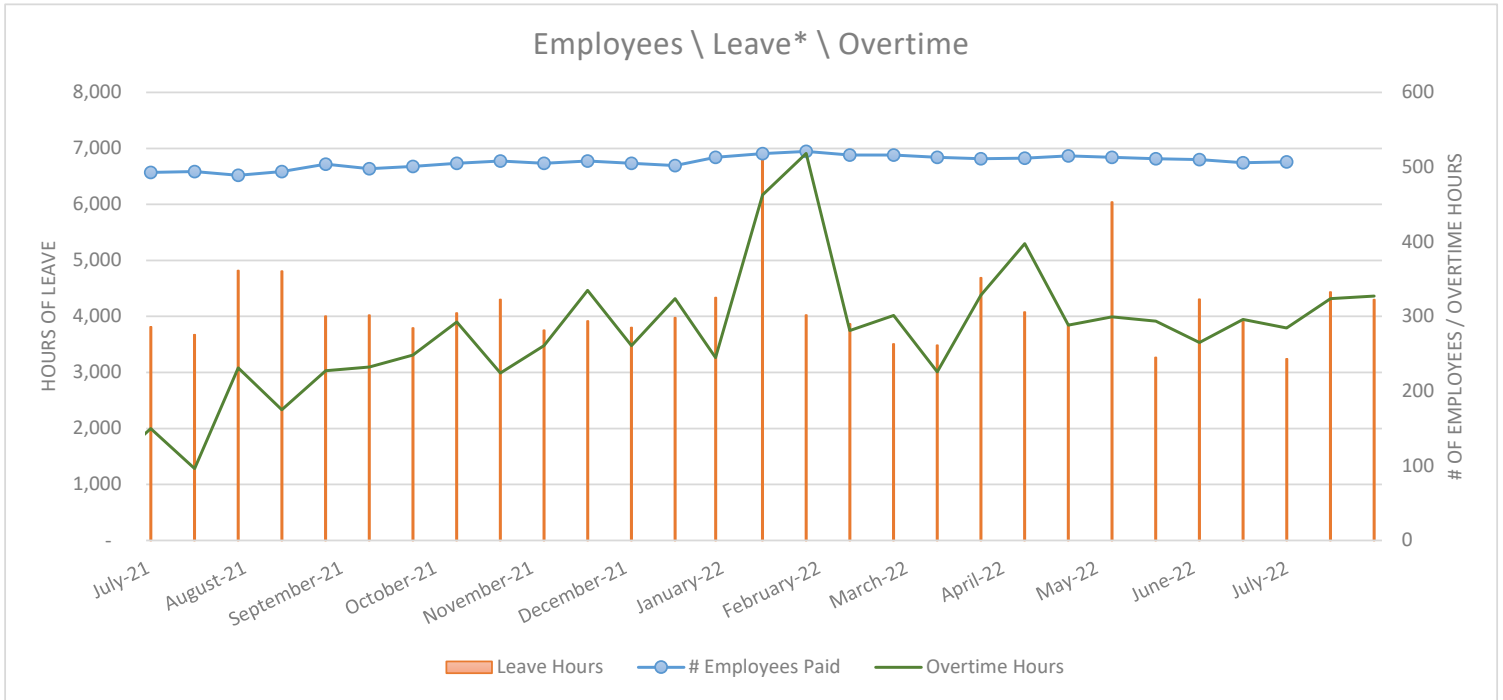
**RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD**  
**OTHER POST EMPLOYMENT BENEFIT ACCOUNT**  
**July 2023**

	Cost Basis	Cost Variance From Inception	Market Basis	Market Variance From Inception
<b>Initial Contribution</b>	\$ 954,620		\$ 954,620	
<b>FY 2022 Year-End Balance</b>	\$ 2,097,261	\$ 1,142,641	\$ 3,520,345	\$ 2,565,725
Realized Gain/(Loss)	\$ 467.91		\$ 467.91	
Unrealized Gain/(Loss)			\$ 161,091.28	
Fees & Expenses	\$ (125.00)		\$ (125.00)	
Transfers/Contributions	\$ (962.19)		\$ (962.19)	
<b>Balance at 7/31/2022</b>	<b>\$ 2,096,641.74</b>	<b>\$ 1,142,021.74</b>	<b>\$ 3,680,816.76</b>	<b>\$ 2,726,196.76</b>





**RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD  
PAYROLL STATISTICS**



\*Leave includes Annual Leave, Administrative Leave With Pay, Bereavement Leave, Disability Leave, Family Personal Leave, Leave Without Pay, and Sick Leave.

Indicators	FY 2021 Average Per Pay Period	FY 2022 Average Per Pay Period	FY 2023 Average Per Pay Period
# Employees Paid	514	506	508
Leave Hours	3,850	4,196	3,992
Overtime Hours	102	279	312

## Re: Write Off Report

Write off totals below include total write offs for the month of July 2022.

The detail of the write offs show the breakdown of write offs by reason and by program.

Month: July 2022		
Write Off Code	Current Year	Prior Year
601-WRITE OFF - BAD ADDRESS	\$ -	\$ 184.74
602-WRITE OFF - BANKRUPTCY	\$ 435.00	\$ 270.00
603-WRITE OFF - DECEASED	\$ 1,846.87	\$ 80.00
604-WRITE OFF - NO FINANCIAL AGREEMENT	\$ 32,517.02	\$ 5,987.40
605-WRITE OFF - SMALL BALANCE	\$ 135.00	\$ 314.58
606-WRITE OFF - UNCOLLECTABLE	\$ 1,203.05	\$ 1,228.03
607-WRITE OFF - FINANCIAL ASSISTANCE	\$223,489.92	\$274,097.14
608-WRITE OFF - NO SHOW	\$ 300.00	\$ 872.66
609-WRITE OFF- MAX UNITS/BENEFITS	\$ 2,975.00	\$ 1,733.00
610-WRITE OFF-PROVIDER NOT CREDENTIALLED	\$ 3,385.00	\$ 8,727.13
613-WRITE OFF-NON-COVERED SERVICE	\$ 1,329.25	\$ 1,857.89
614-WRITE OFF-SERVICES NOT AUTHORIZED	\$ 31,755.43	\$ 23,420.05
615-WRITE OFF-PAST BILLING DEADLINE	\$ 3,669.53	\$ 12,179.17
616 - INSUFFICIENT DOCUMENTATION	\$ 195.00	\$ -
617-WRITE OFF - MCO DENIED AUTH	\$ -	\$ 250.00
618-WRITE OFF-INCORRECT PAYER	\$ 3,167.37	\$ 243.00
<b>TOTAL</b>	<b>\$306,403.44</b>	<b>\$331,444.79</b>

To: Joe Wickens, Executive Director

From: Brandie Williams, Deputy Executive Director

Re: Additional Funding Summary

Date: September 2, 2022

The Rappahannock Area Community Services Board is committed to accessing funding opportunities to support and expand our operations. This report provides a summary of additional funding received outside those which occur in the normal course of business operations. This report reviews additional funding received during the month of August 2022.

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# September 2022 Prevention/Public Information Committee Meeting Minutes

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## Call to order

A meeting of the Public Information/Prevention Committee of Rappahannock Area Community Services Board was held at 600 Jackson Street on **September 13, 2022**. Attendees included Sarah Ritchie, Matt Zurasky, Nancy Beebe, Glenna Boerner, Jacob Parcell, Claire Curcio, Susan Muerdler, Jacque Kobuchi, Stephanie Terrell, Amy Jindra, Tina Cleveland, Joe Wickens, Michelle Runyon, Michelle Wagaman, Amy Umble, and Hosanna Gifford.

## Prevention Programs FY 2022 Year-end Summary

Michelle Wagaman said that RACSB Prevention Services facilitates several evidence-based curriculums in partnership with local schools and community groups. These curriculums include: Second Step; HALO (Healthy Alternatives for Little Ones); and Too Good for Drugs. These sessions were provided in-person. Additionally, a Vaping Education presentation has been provided for high school health classes, which was facilitated virtually.

## Understanding Adverse Childhood Experiences Training FY 2022 Year-end Summary

The RACSB began facilitating the ACE Interface “Understanding Adverse Childhood Experiences and Building Resilient Communities” in April 2018. In response to COVID-19 precautions, we partnered with Community Services Boards from across the Commonwealth to facilitate virtual trainings throughout FY 2021, which continued in FY 2022. We also hosted local trainings that were open to the community as well as those at the request of various organizations. The number of participants attending the virtual trainings has decreased significantly compared to the prior year, with 690 participants in FY 2022.

## Suicide Prevention Initiatives FY 2022 Year-end Summary

Michelle Wagaman Reported that in FY 2022, 599 community members were trained (27 adult and 7 youth trainings held). Since first offering Mental Health First Aid training in 2014, a total of 3,133 community members have been trained. Trainings have also been held in partnership with Rappahannock Regional Criminal Justice Academy, University of Mary Washington, U.S. Air Force Air Traffic Controllers, and Stafford County Government. In addition to providing gatekeeper trainings like ASIST and Mental Health First Aid, the initiatives promote help seeking behaviors and lethal means safety. RACSB distributes medication lock boxes and gun locks through clinics, trainings, and prevention outreach efforts. In FY 2022, RACSB distributed 130 medication lock boxes, 338 cable gun locks, 333 trigger gun locks, 1,626 medication deactivation kits, 56,000 wallet resource cards.

## Prevention Efforts Related to Opioid Epidemic FY 2022 Year-end Report

In FY 2022, RACSB hosted 53 trainings and trained a total of 736 individuals. Additionally, 10 train-the-trainer events were held for another 56 individuals. RACSB entered into a memorandum of understanding with the Virginia Department of Health to allow REVIVE! Instructors to dispense Naloxone (Narcan) to those completing the REVIVE! Training. A total of 693 doses were dispensed in

FY 2022. One Hidden in Plain Sight event was hosted in FY 2022. RACSB is collaborating with the Spotsylvania County Sheriff's Office to create mobile Hidden in Plain Sight trailer that can be utilized at various community events throughout the year.

## Virginia Problem Gambling and Gaming Prevention

The Department of Behavioral Health and Developmental Services (DBHDS) has released the "Virginia Substance Abuse Prevention Block Grant Gaming and Gambling Environmental Scan Report" dated June 2022. This report summarizes the findings from the environmental scans conducted by all 40 CSBs between October 2021 and May 2022.

## Healthy Families Rappahannock Area FY 2022 Year-end Report

In FY 2022, Health Families Rappahannock Area completed 399 screenings, completed 198 parent assessments, offered services to 133 families, enrolled 88 new families, conducted 2,713 home visits with 262 families, and served 358 families.

## Upcoming Events

RACSB staff will be hosting and/or participating in a number of upcoming events: Barbershop Talk on September 12, 2022; PhotoVoice reception on September 13, 2022; Baron "Deuce" P. Braswell II 5K Run/Walk Against Teen Violence on September 17, 2022; Mental Health America of Fredericksburg's Another Day Walk on September 24, 2022; March the Runway on October 2, 2022; American Foundation for Suicide Prevention's Out of Darkness Walk on October 15, 2022.

## Communication Goals

Amy Umble reviewed her communication goals, stating that the agency met most of the FY 2022 Communications Goals. Additional initiatives that were not part of the goals included a monthly column with the Rappahannock Area Health District (in FY 2023, RACSB will be the only contributor to the column) and acquisition of the agency's Google business listings (this is ongoing).

## Media Reports

Amy Umble disseminated 12 media releases in FY 2022. These releases go to newspaper and online media outlets, radio stations, community partners, staff, and local government officials.

## Other Business

No other business was addressed.

## Adjournment

The meeting adjourned at 2:15 PM.



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

## NOTICE

**To:** Public Information/Prevention Committee  
Melissa White, Nancy Beebe, Linda Carter, Greg Sokolowski

**From:** Joseph Wickens  
Executive Director

**Subject:** Public Information/Prevention Committee Meeting  
September 13, 2022, 12:30 PM  
600 Jackson Street, Board Room 208, Fredericksburg, VA

**Date:** September 8, 2022

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A Public Information/Prevention Committee Meeting has been scheduled for Tuesday, September 13, 2022 at 12:30 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 12:30 PM.

Cc: Melissa White, Chairperson

RAPPAHANNOCK AREA COMMUNITY SERVICES BOARD

## Public Information/Prevention Committee Meeting

September 13, 2022 – 12:30 PM

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

### **Agenda**

- I. Communication Goals FY 2022, *Umble* .....3
- II. Media Releases FY 2022, *Umble* .....7
- III. Prevention Programs FY 2022 Year-end Summary, *Wagaman* .....23
- IV. Understanding Adverse Childhood Experiences Training FY 2022 Year-end  
Summary, *Wagaman* .....24
- V. Suicide Prevention Initiatives FY 2022 Year-end Summary, *Wagaman* .....27
- VI. Prevention Efforts Related to Opioid Epidemic FY 2022 Year-end Report,  
*Wagaman* .....36
- VII. Virginia Problem Gambling and Gaming Prevention, *Wagaman* .....40
- VIII. Healthy Families Rappahannock Area FY 2022 Year-end Report, *Wagaman* .....52
- IX. Upcoming Events, *Wagaman* .....55
- X. Other Business, *White*

# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

Overall, RACSB communications performed well during FY22. The agency met most of the FY22 goals set by the Communications Coordinator. Additional initiatives that were not part of the goals included a monthly column with the Rappahannock Area Health District (in FY23, RACSB will be the only contributor to the column) and acquisition of the agency's Google business listings (this is ongoing).



## Fiscal Year 2022 Projects, Plans, and Goals

### Marketing and Communications

- Oversee and maintain agency advertising
  - Agency advertised with Stafford Magazine, Fredericksburg Parent, Fredericksburg.Today
- Create and disseminate agency magazine, Cornerstone
  - The decision was made to table Cornerstone for a while
- Draft media releases and serve as liaison to local media
  - 12 media releases were disseminated
  - Additionally, helped reporters from The Free Lance-Star with information for five feature stories that included details about RACSB
  - Helped one reporter from The Virginia Mercury who was collecting information from CSBs
- Maintain website to keep contact information, events, and program descriptions current
  - Worked with a website design company to fix an issue with the depreciated framework which severely impacted the website
  - This work also involved a website overhaul and migration to a new framework and theme
  - The theme migration occurred in January. From February through July, eight pages have been created
- Use Search Engine Optimization techniques to help individuals learn about supports and services
  - SEO techniques were used. It is difficult to judge impact however, based on the website's migration to a new theme and changes to Google analytics
- Maintain blog on the new website, with frequent posts, photos, and videos
  - 21 blogposts were published in FY22
- Maintain social media accounts, with frequent posts, photos, and videos
- Redesign agency publications and brochures
- Serve as agency photographer
  - This is done as new publications are needed
- Find and use training opportunities for marketing, SEO, social media, Adobe programs, etc.

# RAPPAHANNOCK AREA

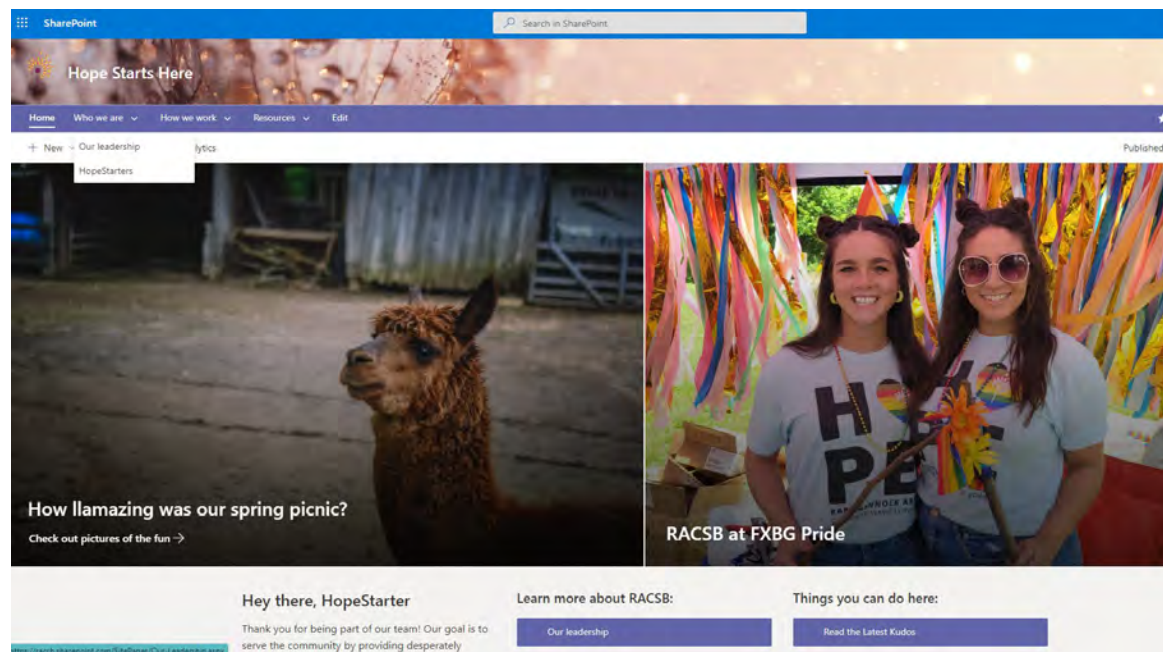
## COMMUNITY SERVICES BOARD

### Community Relations

- Plan and implement agency-wide events
  - Helped plan and host the agency staff picnic
- Build connections and partnerships with other groups providing community services
- Represent RACSB at community events (as needed) and provide materials to staff members representing RACSB

### Internal Communications

- Send monthly employee e-newsletter
  - Newsletters were sent to staff 9/12 months
- Update intranet
  - Intranet has been redesigned



# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

## Other

- Work with Human Resources Manager to coordinate RUW's campaign
- Acknowledge donations
- Support programs with fundraising efforts
- Wellness initiatives
- Support recruitment efforts

# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

The Communications Coordinator disseminated 12 media releases in FY22. These releases go to newspaper and online media outlets, radio stations, community partners, staff, and local government officials. The releases follow.

## **MEDIA RELEASE**

### **Rappahannock Area Community Services Board**

600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## **FOR IMMEDIATE RELEASE**

Aug. 17, 2021 Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **CSB Director Announces Retirement**

**Fredericksburg, Virginia** – Rappahannock Area Community Services Board announces that its executive director will retire on June 30, 2022.

Jane McDonald Yaun started working as a residential counselor at RACSB in 1988. In addition to serving in different capacities within RACSB, Yaun has also worked at Snowden at Fredericksburg and for the Department of Behavioral Health and Developmental Services. She has led Rappahannock Area Community Services Board since 2017.

"It has been challenging and rewarding to serve as Executive Director of Rappahannock Area Community Services Board," Yaun said. "I have been fortunate to work with many dedicated, compassionate people over the years. From dedicated staff to the individuals and families who come to RACSB for services, I am inspired daily by their strength and resilience."

Yaun has led the agency through some of the most tumultuous changes in the history of behavioral healthcare and disability services in Virginia. Over the past five years, RACSB has expanded Medication Assisted Treatment services and peer support services, and has expanded permanent supportive housing services for adults with serious mental illness. In addition, the agency continues to respond to the changing state requirements for the delivery of services for people with developmental disabilities, substance use disorders and mental health concerns, while balancing the needs of the region. RACSB's Prevention Services have also been a leader in education around suicide prevention, opioid use disorder, Mental Health First Aid, and impacts of adverse childhood experiences.

The global pandemic that hit in late 2019 added more hurdles to overcome. "While it is a challenge to navigate a constantly changing landscape and to respond to a pandemic, our work is essential", Yaun said. "The need for behavioral health and developmental services in our community continues to grow exponentially during this time".

Yaun plans to remain active in the community after her retirement. She serves on several boards and committees and hopes to continue this work.

The agency's Board of Directors formed a search committee to find and screen candidates for the executive director position. This months-long process will include input from the Department of Behavioral Health and

Developmental Services, the board, community partners and agency staff. The committee hopes to have a candidate announced in early 2022.

*Founded in 1970, the Rappahannock Area Community Services Board (RACSB) provides public mental health, developmental disability, substance abuse and prevention/early intervention services to the residents of the City of Fredericksburg and the counties of Caroline, King George, Spotsylvania and Stafford. To learn more, visit [www.rappahannockareacsb.org](http://www.rappahannockareacsb.org).*

# # #

## **MEDIA RELEASE**

### **Rappahannock Area Community Services Board**

600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

#### **FOR IMMEDIATE RELEASE**

August 19, 2021, Fredericksburg, VA

**For more information, contact:** Amy Umble, Public Information Officer

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **Local Observance of International Overdose Awareness Day**

**Fredericksburg, Virginia** – Opioids claimed the lives of more than 1,900 people in Virginia last year, according to reports from the Virginia Department of Health. Locally, community partners are coming together to remember loved ones lost and to continue their efforts to end overdose.

August 31 is annually recognized as International Overdose Awareness Day. Several local events are planned:

### **Rapid REVIVE! Drive Up Trainings**

Rapid REVIVE! is a 10-minute abbreviated version of the REVIVE! training. Participants will gain an understanding of what causes an opioid overdose and how to administer Narcan. The Rapid REVIVE! will be conducted via drive thru from 8:30 a.m. to 12:30 p.m. on August 31<sup>st</sup> at two locations:

- Germanna Community College Fredericksburg Area Campus, 10000 Germanna Point Drive Fredericksburg VA 22408 in the first parking lot on the left
- Germanna Community College; Locust Grove Campus, 2130 Germanna Highway, Locust Grove VA 22508 in the bottom parking lot, please follow the directional signs.

Individuals 18 years and older who complete the Rapid REVIVE! will receive a free dose of Narcan Nasal Spray. The training and dispensing are coordinated by the Rappahannock Area Community Services Board, Germanna Community College, and Rappahannock Rapidan Health District.

**It's On Us!**

The Rappahannock Area Health District is hosting a discussion on prevention strategies related to drug use from the public health perspective. Participants will learn what they can do as individuals as well as what can be done systematically to support a community free of drug use and abuse. Video call link:

<https://meet.google.com/dy-rxb> or dial+1 617-675-4444 PIN: 848 407 9306#

### **Virtual REVIVE! Training**

For those unable to attend the Rapid REVIVE! Drive Up trainings in the morning, an evening Virtual REVIVE! Training will be held from 6:30 p.m. to 7:30 p.m. Participants will be taught to recognize and respond to an opioid overdose. Those who complete the course will receive a free dose of naloxone, the lifesaving antidote to opioid overdose. Register online for this training hosted by the Rappahannock Area Community Services Board:

[https://bit.ly/VIRTUAL\\_REVIVE](https://bit.ly/VIRTUAL_REVIVE)

### **Get Informed**

Germanna Community Collage will host information tables throughout the day on August 31, 2021.

### **Paint the Town Purple!**

Everyone is encouraged to wear purple on August 31 to show their support for International Overdose Awareness Day.

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###



## MEDIA RELEASE

### Rappahannock Area Community Services Board

600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## FOR IMMEDIATE RELEASE

Oct. 4, 2021, Fredericksburg, VA

For more information, contact: Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## Mental Health First Aid Trainings provide tools to save lives

**Fredericksburg, Virginia** – Traditional first aid training teaches participants to perform CPR or create a tourniquet to save lives. Mental Health First Aid provides the skills to help during a mental health crisis. The Rappahannock Area Community Services Board provides both youth and adult curriculums of the training.

Participants gain skills to offer assistance in a mental health crisis. Participants will learn the common risk factors and warning signs of mental illnesses such as anxiety, depression, substance use disorder, bipolar disorder and schizophrenia. The course will enable participants to offer community resources to people in crisis.

The 8-hour course is available for individuals and organizations. It is provided over one or two days. The \$25 registration fee includes a workbook, refreshments and lunch on the first day of training. Classes are limited to 25 participants.

RACSB will offer the courses virtually in November and December.

### Youth Mental Health First Aid

Wednesday, Nov. 10 from 9 a.m. to 3 p.m.

Register online, <https://bit.ly/VirtualYMHFA-PD16>

### Adult Mental Health First Aid

- Tuesday, Dec. 7, 9 a.m. to 3 p.m. (register by Dec. 1)

Register online, <https://bit.ly/VirtualAMHFA-PD16>

To learn more, contact Sherry Norton-Williams, RACSB prevention specialist, at [snorton@rappahannockareacsb.org](mailto:snorton@rappahannockareacsb.org) or 540/374-3337, ext. 7533

Mental Health First Aid originated in 2001 in Australia and has since been replicated in 20 other countries worldwide.

Mental Health. To learn more, visit [www.MentalHealthFirstAid.org](http://www.MentalHealthFirstAid.org).

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600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## **FOR IMMEDIATE RELEASE**

Oct. 6, 2020, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **Fall Plant Sale to Benefit Adults with Disabilities**

**Fredericksburg, Virginia** –Fall is in the air. And thanks to an annual fundraiser, it will soon be in your yard and on your porch.

Rappahannock Adult Activities annual fall plant sale features pumpkins, mums, and other autumnal plants. It will be held at the former Roxbury Plant and Garden Center, 601 Lafayette Blvd. in Fredericksburg.

The sale will run weekdays from noon to 5 p.m. and Saturdays from 9 a.m. to noon.

For questions, email [raaihort@rappahannockareacsb.org](mailto:raaihort@rappahannockareacsb.org) or call 540/226-2949.

Proceeds from the sale will benefit RAAI's day support program for adults with developmental disabilities. The COVID pandemic has disrupted the routine of the day support participants, and the program is now more important than ever. RAAI helps participants learn new skills, develop friendships and explore their community. Horticulture is one of many hobbies that individuals can pursue.

For more than 40 years, RAAI day support services have helped caregivers be able to maintain jobs and hobbies, while providing adults with developmental disability chances to develop hobbies and friendships. RAAI serves more than 160 individuals in the City of Fredericksburg and counties of Caroline, King George, Spotsylvania and Stafford.

For details, call RAAI at 540/373-7643 or visit [www.rappahannockareacsb.org/daysservices](http://www.rappahannockareacsb.org/daysservices).

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## **MEDIA RELEASE**

### **Rappahannock Area Community Services Board**

600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## **FOR IMMEDIATE RELEASE**

Nov. 22, 2021, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **HOLIDAY TREES, WREATHS AND GARLANDS ON SALE NOW** **Sale to Benefit Adults with Developmental Disabilities**

**Fredericksburg, Virginia** – Trying to create a picture-perfect holiday? Rappahannock Adult Activities' annual greenery sale offers the chance to deck your halls and warm your heart.

This year's sale starts Nov. 24 and features fresh trees, wreaths, garland and poinsettias. Shoppers will be able to enjoy a hot cocoa bar and a fun backdrop perfect for holiday portraits. And proceeds will help adults with an intellectual disability thrive in our community. RAAI offers opportunities to make new friends, explore new hobbies and develop skills.

Customers can shop at 750 Kings Highway in Stafford County Monday through Friday from noon to 6 p.m. and Saturdays from 9 a.m. to 1 p.m. The sale will be closed for Thanksgiving on Nov. 25 and 26. The sale will be open while supplies last.

Find details online at [www.rappahannockareacsb.org](http://www.rappahannockareacsb.org).

*RAAI is a part of the Rappahannock Area Community Services Board. Founded in 1970, RACSB provides public mental health, developmental disability, substance abuse and prevention/early intervention services to the residents of the City of Fredericksburg and the counties of Caroline, King George, Spotsylvania and Stafford. To learn more, visit [www.rappahannockareacsb.org](http://www.rappahannockareacsb.org).*

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## FOR IMMEDIATE RELEASE

December 1, 2021 Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## Free Virtual Event Help Adults Learn to Spot the Signs of Adolescent Substance Abuse

**Fredericksburg, Virginia** – For teenagers, hats can do more than hide a bad hair day. They can also camouflage a bad habit. A free virtual workshop will help parents and other adults who work with youth learn how to spot the signs of substance abuse by sleuthing in a teen's bedroom.

Be Well Rappahannock and Planning District 16 community partners will present Virtual Hidden in Plain Sight on Thursday, Dec. 9 from 6:30-7:30 p.m.

Virtual Hidden in Plain Sight allows parents and caregivers a unique virtual opportunity to look into a teen's mock bedroom. The room is full of common household items that could be used to hide or disguise drug, alcohol, or tobacco use and other risky behaviors.

The presentation will offer a virtual opportunity to "snoop" in a mock youth bedroom and the chance to ask questions of a panel which will include a medical provider, substance use disorder treatment professionals, an individual in recovery, law enforcement officers and social services employees. Participants will learn about new trends in adolescent substance abuse and about resources available to help. Please note that this program is for adults only.

The program is free, but registration is required. Register online at <https://bit.ly/HIPS12-2021>. For details, contact Sherry Norton-Williams at [snorton@rappahannockareacsb.org](mailto:snorton@rappahannockareacsb.org).

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[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## **FOR IMMEDIATE RELEASE**

February 14, 2022, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **FREE TRAINING ON IMPACTS OF CHILDHOOD TRAUMA**

**Learn how adversity in childhood can impact adult mental and physical health**

**Fredericksburg, Virginia** – Before coronavirus hit, nearly half of American children experienced a traumatic event before the age of 18. Experts worry the global pandemic will drastically increase that number. Rappahannock Area Community Services Board will host free, virtual trainings to explain the impacts of childhood trauma and explore ways to mitigate those impacts.

Scientists have been studying Adverse Childhood Experiences (also known as ACEs) for years, and the research shows that children who live in toxic environments grow into adults who struggle with substance use disorder, mental illness, suicidal tendencies and other health issues.

Doctors, social workers and psychologists expect the number of children experiencing ACEs to skyrocket during the pandemic. During the previous two years, countless families have faced altered routines, financial worries, and sickness and death.

Covid-19 also exacerbates other traumatic situations for children, including domestic violence, abuse and neglect. Pediatricians across the country worry that these stressors will increase the risk of serious health, social and emotional issues.

But those outcomes could be prevented. One stable and caring relationship can mitigate the impacts of trauma. So, RACSB offers the ACE Interface Understanding Adverse Childhood Experiences and Building Self-Healing Communities sessions to help the public learn more about the effects of ACEs and the ways to build individual and community resilience.

Understanding ACEs will show the importance of being a positive influence and teach ways to help people respond to and overcome troubling experiences.

Upcoming training sessions include:

- February 16, 9 a.m. to noon
- February 23, noon to 3 p.m.
- March 10, 9 a.m. to noon
- March 23, 9 a.m. to noon

To learn more, email [prevention@rappahannockareacsb.org](mailto:prevention@rappahannockareacsb.org). To register, visit <https://bit.ly/3Glb9xV>.

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## FOR IMMEDIATE RELEASE

March 29, 2022, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## FREE TRAINING ON IMPACTS OF CHILDHOOD TRAUMA

Learn how adversity in childhood can impact adult mental and physical health

**Fredericksburg, Virginia** –April is Child Abuse Prevention Month, and this year's theme focuses on using protective factors to help families thrive. When communities understand the impacts of childhood trauma and learn ways to mitigate those impacts, they can work to prevent abusive situations.

Rappahannock Area Community Services Board will host free, virtual trainings on Adverse Childhood Experiences (also known as ACEs). Research shows that children who live in toxic environments grow into adults who struggle with substance use disorder, mental illness, suicidal tendencies and other health issues.

But those outcomes could be prevented. One stable and caring relationship can mitigate the impacts of trauma. So, RACSB offers the ACE Interface Understanding Adverse Childhood Experiences and Building Self-Healing Communities sessions to help the public learn more about the effects of ACEs and the ways to build individual and community resilience.

Understanding ACEs will show the importance of being a positive influence and teach ways to help people respond to and overcome troubling experiences.

Upcoming training sessions include:

- April 6, 9 a.m. to noon
- April 7, noon to 3 p.m.
- April 20, 9 a.m. to noon
- May 4, noon to 3 p.m.
- May 27, 9 a.m. to noon.

To learn more, email [prevention@rappahannockareacsb.org](mailto:prevention@rappahannockareacsb.org). To register, visit [http://bit.ly/ACESregistration\\_RACSB](http://bit.ly/ACESregistration_RACSB)

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[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## **FOR IMMEDIATE RELEASE**

April 5, 2022, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

### **RACSB Announces New Director**

#### **Longtime Agency Employee Selected to Lead Local Community Services Board**

**Fredericksburg, Virginia** –Rappahannock Area Community Services Board selected Joe Wickens to be the agency's Executive Director. He succeeds Jane Yaun, who retired April 1.

"Community services boards are facing unprecedented pressures, so we were happy to choose someone who has decades of experience," Board of Directors Chairperson Kheia Hilton said. "That experience will help us make a smooth transition in leadership while providing important services to our community."

Wickens began working at RACSB as a residential counselor in 1997. He expected to find a part-time job to support him as he attended what was then Mary Washington College. He found a passion for helping individuals with developmental disabilities and a career that has spanned 25 years.

"I started at Wolfe Street Group Home, and I saw that the services provided changed the lives of adults with disabilities and their families," Wickens said. "I saw that we do important work in our community, and I wanted to be part of that."

Wickens went on to manage group homes, oversee residential services and coordinate community support services for RACSB. He graduated from Mary Washington College in 2001, and then earned a Master of Business Administration from the University of Mary Washington in 2010. Throughout his career, he has received many honors, including a Virginia Housing Award, and was chosen as one of the region's Top 40 under 40 in 2012. He is a 2016 alumnus of Leadership Fredericksburg.

He takes the over the helm of an organization that served nearly 25,000 individuals in Fiscal Year 2021. With a staff of 550, RACSB provides behavioral health and developmental disability services, including outpatient therapy, emergency services, day support, residential programs, prevention, early intervention, crisis intervention and more.

"RACSB has a long tradition of evolving to meet the changing needs of our community while staying steadfast to our mission," Wickens said. "I am proud to be part of that and committed to our vision of supporting education, recovery, treatment and wellness of the individuals in our community."

Wickens lives in Spotsylvania County with his wife and four children.

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## **FOR IMMEDIATE RELEASE**

April 5, 2022, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **Annual Plant Sale Helps Adults with Disabilities**

**Fredericksburg, Virginia** – Did you know that gardening can reduce anxiety, spark creativity and increase productivity? And that's on top of providing physical exercise and getting Vitamin D. And when gardeners purchase plants from Rappahannock Adult Activities, they are also supporting their community.

When shopping at the RAAI Plant Sale, customers can purchase quality plants while helping adults with developmental disability flourish in their community. Shoppers can choose from more than 100 varieties of vegetables, herbs and flowers.

Customers can purchase plants at 750 Kings Highway in Stafford County on weekdays from 10 a.m. to 4 p.m. and on Saturdays from 9 a.m. to noon. Proceeds will benefit RAAI, which helps adults with disabilities explore hobbies, develop friendships, and learn new skills. For details, call RAAI at 540/373-7643 or visit [www.rappahannockareacsb.org/dayservices](http://www.rappahannockareacsb.org/dayservices).

*Founded in 1970, the Rappahannock Area Community Services Board (RACSB) provides public mental health, developmental disability, substance abuse and prevention/early intervention services to the residents of the City of Fredericksburg and the counties of Caroline, King George, Spotsylvania and Stafford. To learn more, visit [www.rappahannockareacsb.org](http://www.rappahannockareacsb.org).*

###

## **MEDIA RELEASE**

### **Rappahannock Area Community Services Board**

600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## **FOR IMMEDIATE RELEASE**

April 27, 2022, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## **Statewide Survey Aims to Capture Opinions of Young Adults**

**Fredericksburg, Virginia** –The kids are alright. Or are they? The Virginia Department of Behavioral Health and Developmental Services hopes to answer that question with a survey aimed at young adults ages 18-25.

The 2022 Virginia Young Adult Survey is the latest iteration of a periodic statewide survey intended to gauge prevention needs. The survey queries young adults about substance use, mental health and related topics. It was created by Virginia's Office of Behavioral Health and Wellness and OMNI Institute, a nonprofit organization working with Community Service Boards (CSBs) and coalitions across the state.

"The results of this survey help determine where prevention and wellness resources are allocated," said Michelle Wagaman, prevention services coordinator for Rappahannock Area Community Services Board. "It's very important to have the perspective of young adults when choosing the best way forward for a healthier Virginia."

Virginians ages 18-25 should text "Virginia" to 855/632-2201 for the survey link.

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###

## MEDIA RELEASE

### Rappahannock Area Community Services Board

600 Jackson Street, Fredericksburg, VA 22401

540-373-3223 Fax: 540-371-3753

[www.rappahannockareacsb.org](http://www.rappahannockareacsb.org)

## FOR IMMEDIATE RELEASE

June 29, 2022, Fredericksburg, VA

**For more information, contact:** Amy Umble, Communications Coordinator

540-940-2314 or [aumble@rappahannockareacsb.org](mailto:aumble@rappahannockareacsb.org)

## Community Services Board Offers Suicide Prevention Training

**Fredericksburg, Virginia** – Suicide is preventable, but intervening can seem scary. A two-day training aims to give participants the skills and knowledge to save lives.

Rappahannock Area Community Services Board will offer Applied Suicide Intervention Skills Training on July 21-22, from 8:30 a.m. to 5 p.m. The workshop will help participants learn to recognize the warning signs of suicide, to reach out effectively, and to intervene in a timely manner.

Studies show that ASIST saved more than 15,000 lives in 2016, and the impacts continue to rise as more people receive the training.

The course will be offered at RACSB at River Club, 10825 Tidewater Trail in Spotsylvania County. There is no cost to participate, and lunch and refreshment will be provided. Participants must commit to full attendance on both days.

For details, email [prevention@rappahannockareacsb.org](mailto:prevention@rappahannockareacsb.org). To register, go online to [bit.ly/ASISTregistration](https://bit.ly/ASISTregistration).

To learn more about ASIST, visit [livingworks.net/ASIST](https://livingworks.net/ASIST).

*Founded in 1970, the Rappahannock Area Community Services Board (RACSB) provides public mental health, developmental disability, substance abuse, and prevention/early intervention services to the residents of the City of Fredericksburg and the counties of Caroline, King George, Spotsylvania, and Stafford. To learn more, visit [www.rappahannockareacsb.org](http://www.rappahannockareacsb.org).*

###

## **Prevention Programs**

### **Fiscal Year 2022 Year-end Summary**

RACSB Prevention Services facilitates several evidence-based curriculums in partnership with local schools and community groups. These curriculums include: Second Step; HALO (Healthy Alternatives for Little Ones); and Too Good for Drugs. These sessions were provided in-person. Additionally, we have been providing a Vaping Education presentation for high school health classes. This was able to be facilitated virtually.

#### **Second Step**

This past year, Second Step was facilitated in partnership with St. Paul's Day School and Four Seasons Day Care (both located in King George County). A total of 27 youth were served.

#### **Healthy Alternatives for Little Ones (HALO)**

Healthy Alternatives for Little Ones (HALO) was facilitated at two (2) locations within King George County this past year: St. Paul's Day School and Four Seasons Day Care. A total of 27 youth participated.

#### **Alcohol Prevention Education Presentations**

In partnership with King George High School, four (4) sessions were provided to NJROTC classes for a total of 65 students.

#### **Vaping Education Presentations**

We have seen an increase in the requests for education on vaping prevention. In partnership with King George High School (5 sessions), Riverbend High School (8 sessions), and Spotsylvania High School (16 sessions), we were able to reach 1,049 youth and parents through the vaping education presentations in FY 2022.

## **Understanding Adverse Childhood Experiences (ACEs) Training FY 2022 Year-end Summary**

The Rappahannock Area Community Services Board began facilitating the ACE Interface “Understanding Adverse Childhood Experiences and Building Resilient Communities” in April 2018.

Adverse Childhood Experiences or ACEs are potentially traumatic events that can have negative, lasting effects on health and well-being. These experiences range from physical, emotional, or sexual abuse to parental divorce or the incarceration of a parent or guardian. This adversity can harm a child’s brain and its development, which can result in long-term negative health and social outcomes. Preventing ACEs is an opportunity for improving the well-being of community health.

### **ACE Interface**

Michelle Wagaman, Prevention Services Coordinator, and Amy Jindra Rippey, ACT Coordinator, participated in the first cohort of master trainers (December 2017). They also serve on a state advisory council on this topic. In March 2019, RACSB was able to send two additional staff to become master trainers: Alison Standing, Part C System Manager, and Sherry Norton-Williams, Prevention Specialist. In April 2022, Prevention Specialist Jennifer Bateman participate in a virtual train-the-presenter cohort.

In response to COVID-19 precautions, we partnered with Community Services Boards from across the Commonwealth to facilitate virtual trainings throughout FY 2021. This collective effort continued in FY 2022. We also hosted local trainings that were open to the community as well as those at the request of various organizations.

The number of participants attending the virtual trainings has decreased significantly compared to the prior year.

<b>Fiscal Year</b>	<b># Trainings</b>	<b># Participants</b>
2018	10	157
2019	35	733
2020	23	646
2021	26	1,562
2022	29	690
Total	123	3,788

# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

Virtual trainings via collaborating CSBs continue to be scheduled in FY 2023.

We are planning to host an in-person train-the-presenter cohort November 15, 16, and 17, 2022. Applications will be disseminated in September 2022. The class will be limited to 24 participants.

# Understanding Adverse Childhood Experiences & Building Self-Healing Communities



## UPCOMING TRAINING DATES

### September



Sept. 8 (9am-12pm)



Sept. 20 (12pm-3pm)

### October



Oct. 11 (12pm-3pm)



Oct. 20 (9am-12pm)

### November



Nov. 1 (9am-12pm)



Nov. 10 (9am-12pm)

### December



Dec. 13 (9am-12pm)

## FREE! VIRTUAL TRAININGS

When children experience traumatic events, it can have lasting effects on their mental health and wellbeing. These events are called ACEs.

This important training helps raise awareness and provide resources in an effort to reduce ACEs, foster resilience, and improve the overall health of our communities.

**Click on the date to**

*REGISTER NOW*



This free training is made possible by these collaborating Community Services Boards:  
Alleghany Highlands;  
Chesapeake; Chesterfield;  
Goochland Powhatan; Hanover;  
Henrico; Horizon; Northwestern;  
Rappahannock Area; Region Ten;  
Rockbridge Area; Southside;  
and Valley

## **Suicide Prevention Initiatives Fiscal Year 2022 Year-end Summary**

RACSB continues to facilitate suicide prevention initiatives to include trainings, safe messaging campaigns, and distribution of lethal means safety devices.

### **Mental Health First Aid Trainings**

RACSB has the following instructors: Michelle Amey; Kari Norris; Sherry Norton-Williams; Sherry Thompson; and Michelle Wagaman. RACSB trainers are certified to facilitate the adult, youth, higher education, and public safety curriculums. We continue to provide the Public Safety curriculum to all recruits at the Rappahannock Regional Criminal Justice Academy. We also partner with the University of Mary Washington to train new resident life staff twice a year.

In FY 2022, 599 community members were trained (27 adult and 7 youth trainings held). Since we began offering the Mental Health First Aid training in 2014, a total of 3,133 community members have been trained.

In addition to hosting numerous trainings that were open within the community, trainings were held in partnership with the following organizations:

- Rappahannock Regional Criminal Justice Academy
- University of Mary Washington
- U.S. Air Force Air Traffic Controllers (via Langley, VA)

We partnered with Stafford County Government to host a series of trainings for their employees as part of their Stafford CARES initiative.

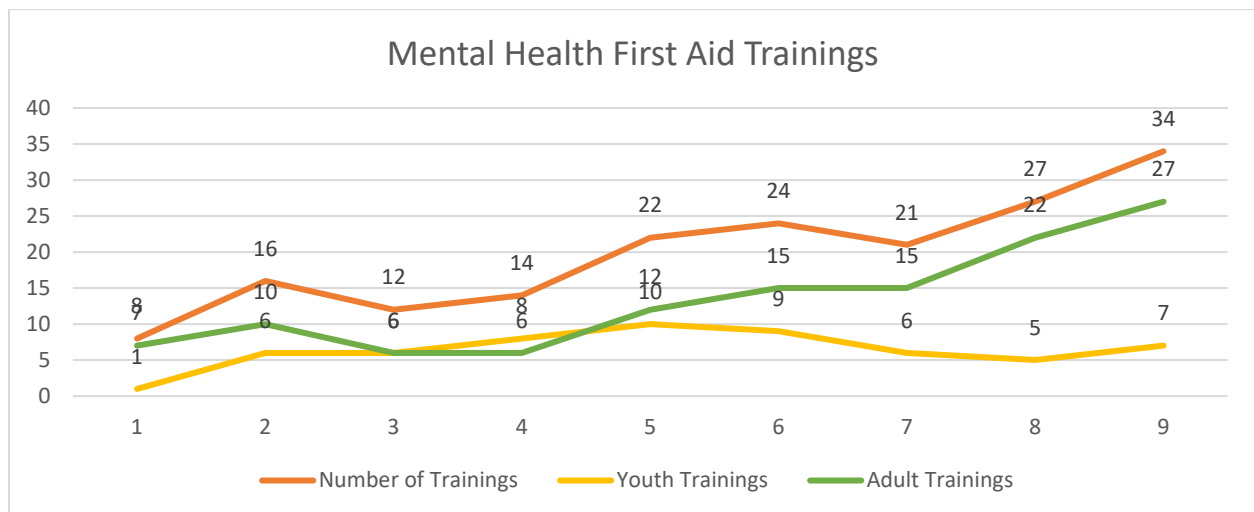
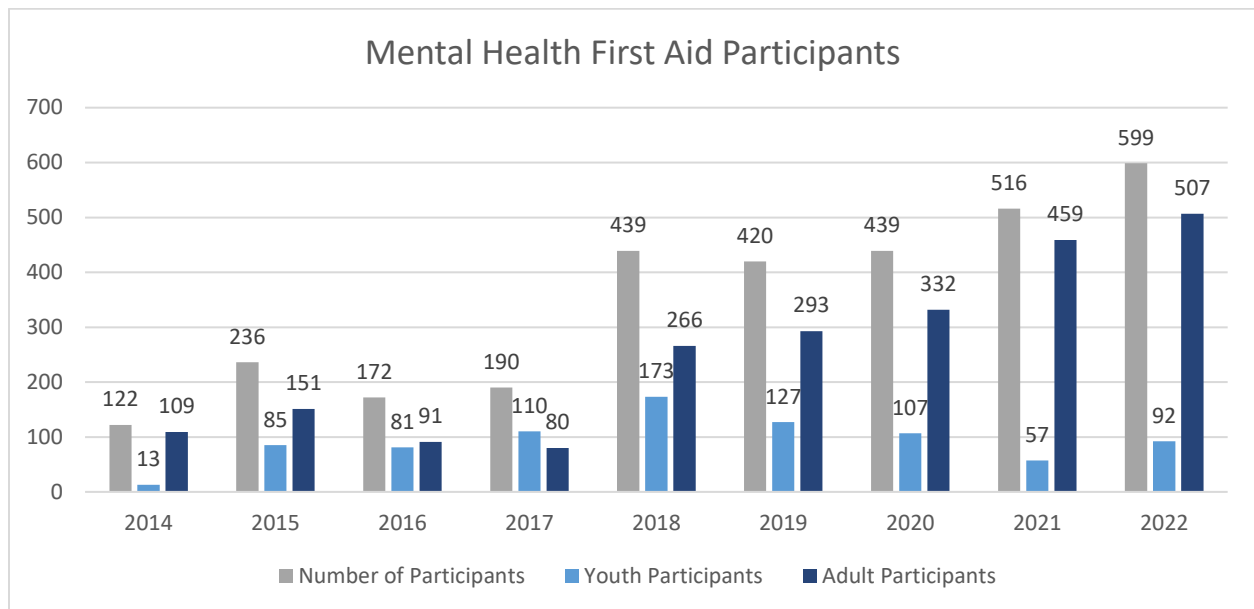




# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

The new Mental Health First Aid 2.0 curriculum the the CONNECT Platform continue to evolve. The virtual option includes a 2-hour self-paced module prior to 5.5-hour virtual instruction.



### **Lock and Talk Virginia**

RACSB is one of the eight founding CSBs of Lock and Talk Virginia. It has since grown from Health Planning Region 1 to across the Commonwealth with all 40 CSBs participating.

In addition to providing gatekeeper trainings like ASIST and Mental Health First Aid, the initiatives promotes help seeking behaviors and lethal means safety. RACSB distributes medication lock boxes and gun locks through our clinics, trainings, and prevention outreach efforts. In FY 2022, RACSB distributed:

- 130 Medication Lock Boxes
- 338 Cable Gun Locks
- 333 Trigger Gun Locks
- 1626 Medication Deactivation Kits
- 56,000 Wallet Resource Cards

Much of FY 2022 was spent expanding the graphics library and implementing a series of social media campaigns (Suicide Prevention Month, Caregiver Awareness Month, Mental Health Month, Men's Mental Health Month). We also finalized the creation of an expansion starter kit for localities outside of Virginia interested in being part of the Lock and Talk Family.

In September 2021, we provided Lock and Talk resource bags to each school nurse, counselor, social worker, and psychologists. We also provided bags to local pediatricians, orthodontists, libraries, and community partners.

# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD



In FY 2023, we will partner with the Central Rappahannock Regional Library to have Lock and Talk information as well as lethal means safety devices on display and available to community members at each branch.

The Gun Shop Project to provide education to firearm retailers is currently on hold.

600 Jackson Street  
Fredericksburg, VA 22401  
540-373-3223

[RappahannockAreaCSB.org](http://RappahannockAreaCSB.org)



**ASIST: Applied Suicide Intervention Skills Training**

This suicide prevention “first aid” is a 2-day training that supports participants to identify and intervene to help keep a person with thoughts of suicide safe for now. We were successful in getting a second internal instructor certified in March 2022. We will resume offering this training in FY 2023.

**SafeTALK**

SafeTALK is a 3-hour suicide alertness training. We were successful in getting staff members included in the DBHDS train-the-trainer. We will begin offering this training in FY 2023. This will allow for an option of a training with a shorter duration.



## FREE YOUTH MENTAL HEALTH FIRST AID

### Training Dates:

- **August 4, 2022**  
9:00 a.m. to 3:00 p.m.  
(register by July 21)
- **October 6, 2022 -9:00**  
a.m. to 3:00 p.m.  
(register by Sept. 22)

### WHY YOUTH MENTAL HEALTH FIRST AID?

Youth Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illness and substance use disorders in youth. This 6-hour training gives adults who work with youth the skills they need to reach out and provide initial support to children and adolescents (ages 6-18) who may be developing a mental health or substance use problem and help connect them to the appropriate care.

**64.1%**

of youth with major depression **do not** receive any mental health treatment.

– Mental Health America

**5.13%**

of youth report having a **substance use or alcohol problem.**

– Mental Health America

**1 IN 5**

teens and young adults **lives with a mental health condition.**

– National Alliance for Mental Illness

## REGISTER HERE

- **First Aiders will be provided lunch and snacks as well as a participant manual and Participant Processing Guide.**

**Register here: <http://bit.ly/MHFAregistration>**

*Limited to first 30 registrations.*

Questions, please contact: Sherry Norton-Williams, 540 374-3337

[snorton@rappahannockareacsb.org](mailto:snorton@rappahannockareacsb.org)

### WHO SHOULD TAKE IT

- TEACHERS
- SCHOOL STAFF
- COACHES
- CAMP COUNSELORS
- YOUTH GROUP LEADERS
- PARENTS
- PEOPLE WHO WORK WITH YOUTH

### WHAT IT COVERS

- Common signs and symptoms of mental illness in this age group, including
  - » Anxiety
  - » Depression
  - » Eating disorders
  - » Attention deficit hyperactive disorder (ADHD)
- Common signs and symptoms of substance use
- How to interact with a child or adolescent in crisis
- How to connect the person with help
- **New:** Expanded content on trauma, addiction and self-care and the impact of social media and bullying

### The course will teach you how to apply the **ALGEE** action plan:

- **Assess** for risk of suicide or harm.
- **Listen** nonjudgmentally.
- **Give** reassurance and information.
- **Encourage** appropriate professional help.
- **Encourage** self-help and other support strategies.



**Mental Health FIRST AID**

from NATIONAL COUNCIL FOR MENTAL WELLBEING



## ADULT MENTAL HEALTH FIRST AID

### WHY MENTAL HEALTH FIRST AID?

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illness and substance use disorders. This training gives you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use problem and help connect them to the appropriate care.

### WHO SHOULD TAKE IT

- Employers
- Police officers
- Hospital staff
- First responders
- Faith leaders
- Community members
- Caring individuals

On average,

**123**

people die  
by suicide  
each day.

– American Foundation  
for Suicide Prevention

From 1999 to 2016,

**630,000**

people died from  
drug overdose.

– Centers for Disease Control  
and Prevention

Nearly

**1 IN 5**

U.S. adults live with a  
Mental Illness.

– National Institute of Mental Health  
via the National Survey on Drug Use and  
Health and the Substance Abuse and  
Mental Health Services Administration

## REGISTER:

<http://bit.ly/MHFAregistration>

- September 22, 2022, 9:00 a.m. to 3:00 p.m. (register by Sept. 9th)
- November 29, 2022, 9:00 a.m. to 3:00 p.m. (register by November 17th)

These training dates are 100% IN-PERSON.

Lunch and participant materials provided.

\*Questions, please contact:

Sherry Norton-Williams, 540 374-3337 or [snorton@rappahannockareacsb.org](mailto:snorton@rappahannockareacsb.org)

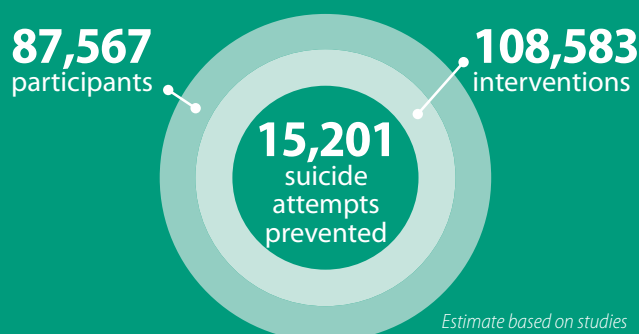


# Learn the skills. Help save a life.

**Suicide is preventable. Anyone can make a difference.**

- Two-day workshop in suicide intervention skills
- Learn and practice a life-saving intervention model
- Widely used by professionals and the general public

## ASIST's impact in 2016



## ASIST works

Studies show that ASIST participants gain:

- ☒ Knowledge about suicide
- ☒ Skills to reach out
- ☒ Confidence to help save a life

To register: <http://bit.ly/ASISTregistration>

**November 9 -10, 2022**

**8:30 a.m. to 5:00 p.m.**

(must be fully present both days)

**RACSB at River Club**  
**10825 Tidewater Trail**  
**Fredericksburg, VA 22408**

## ASIST changes lives

Odds of improvement after receiving an ASIST intervention (2013 study):

- ▲ 35% more hopeful
- ▼ 31% less depressed
- ▼ 46% less overwhelmed
- ▼ 74% less suicidal

## ASIST is cost-effective

**50:1** return on investment in decreasing long-term costs of suicide (2015 study)

Questions:

[prevention@rappahannockareacsb.org](mailto:prevention@rappahannockareacsb.org)



Learn more about ASIST and see the evidence at [www.livingworks.net/ASIST](http://www.livingworks.net/ASIST)





# safeTALK

**suicide alertness for everyone**

- **Widely used by professionals and the general public**
- **Half-day training in suicide alertness skills**
- **Learn four basic steps to create a life-saving connection**

**SEPTEMBER 14, 2022  
1:00 P.M. TO 4:00 P.M.**

**OCTOBER 18, 2022  
8:00 A.M. TO 12:00 P.M.**

## **REGISTRATION LINKS:**

**<https://bit.ly/safeTALK-RACSB>**



**"SUICIDE IS PREVENTABLE. ANYONE CAN MAKE A DIFFERENCE!"**



## **Prevention Efforts Related to Opioid Epidemic Fiscal Year 2022 Year-end Report**

RACSB continues to facilitate initiatives to prevent opioid use, abuse, and overdose. This includes naloxone trainings, safe messaging campaigns, and distribution of medication deactivation kits and medication lock boxes.

### **REVIVE! Opioid Overdose Reversal Training**

The Rappahannock Area Community Services Board began providing the REVIVE! Training in July 2017. In Fiscal Year 2023, our instructors hosted 53 trainings and trained a total of 736 individuals. Additionally, we hosted 10 train-the-trainers for another 56 individuals.

<b>Fiscal Year</b>	<b># Trainings</b>	<b># Participants</b>
2017	3	43
2018	25	290
2019	30	409
2020	21	275
2021	26	329
2022	63	792
Total	168	2,138

In addition to open community groups, the following organizations/groups hosting trainings:

- RACSB Clinical Division
- Germanna Community College (multiple sessions/days)
- King George Public Schools – High School Health Careers classes (multiple sessions/days)
- Lighthouse Counseling – staff, individuals served, and families
- The Table at St. George's
- Fredericksburg PRIDE

- National Night Out
- Drug Take Back Days
- MAT Clients
- Neighborhood Watch – Spotsylvania County Sheriff's Office

### **Narcan Dispensing**

RACSB entered into a memorandum of understanding with the Virginia Department of Health to allow REVIVE! Instructors to dispense Naloxone (Narcan) to those completing the REVIVE! training. A total of 693 doses were dispensed in FY 2022.

Contactless dispensing is offered twice a month. Narcan was also dispensed following facilitation of Rapid REVIVE! at Fredericksburg PRIDE to 71 community members.

### **Prescription Drug Drop Boxes**

Our community benefits from multiple permanent collection bins. Many are located at pharmacies like CVS and Walgreens as well as within the lobbies of local sheriff's offices. We created a map of locations within Planning District 16:

<https://bit.ly/PlanningDistrict16MedicationCollectionSites>

### **Drug Deactivation Kits**

In FY 2022, RACSB distributed more than 1,600 medication deactivation kits.

### **Drug Take Back Events**

Operation Medicine Cabinet was held in October 2021 (944 pounds collected) and April 2022 (1,513 pounds collected). Additionally, King George Sheriff's Office collected 172 pounds in October 2021 and 128.2 pounds in April 2022. That locality is not part of the Operation Medicine Cabinet effort organized by the Partners in Aging coalition but does

participate in the DEA National Drug Take Back. The next take back day is scheduled for Saturday, October 29, 2022.

### **Opioid Workgroup**

The Opioid Workgroup continues to meet monthly and plan community events like Hidden in Plain Sight as well as educational opportunities. A big undertaking recently was planning for International Overdose Awareness Day on August 31, 2022. This involved drive through Rapid REVIVE! with Narcan dispensing at Germanna Community College (both campuses), encouraging community members to wear purple, and outreach efforts. Through the partnership between Mary Washington Healthcare and Fredericksburg Nationals Baseball, a community member with lived experience was invited to throw out the first pitch and a brief PSA was shared. A subcommittee has formed to explore additional harm reduction strategies that could be implemented locally.

### **Hidden in Plain Sight**

We hosted one (1) virtual Hidden in Plain Sight events in FY 2022. We are collaborating with the Spotsylvania County Sheriff's Office to create a mobile Hidden in Plain Sight trailer that can be utilized at various community events throughout the year.

# Free VIRTUAL REVIVE! TRAINING



## Why: Narcan saves lives!

- Free REVIVE! Opioid Overdose Reversal Lay Person Training.
- Access to free dose of Narcan once trained.
- Learn how overdose happens.
- Learn the risk factors for opioid overdose.
- Learn how to respond to an opioid overdose emergency using Narcan (Naloxone).

June 21, 2022 at 6:00 p.m.

September 1, 2022 at 6:30 p.m.

July 7, 2022 at 6:30 p.m.

September 13, 2022 at 10:30 a.m.

August 4, 2022 at 6:30 p.m.

August 13, 2022 at 10:30 a.m.

Registration required:

[https://bit.ly/VIRTUAL\\_REVIVE](https://bit.ly/VIRTUAL_REVIVE)



Questions? Contact Sherry Norton-Williams: [snorton@rappahannockareacsb.org](mailto:snorton@rappahannockareacsb.org)



## FREE NARCAN

After completing a REVIVE! Opioid Overdose Reversal training, you have access to a free dose of Narcan. Dispensing is provided through a partnership with Virginia Department of Health.

## Dispensing Dates and Times

June 30, 2022 from 4:30 p.m. to 6:30 p.m. August 25, 2022 from 2:00 p.m. to 5:00 p.m.

July 11, 2022 from 1:00 p.m. to 4:00 p.m. September 12, 2022 1:00 p.m. to 4:00 p.m.

July 28, 2022 from 11:00 a.m. to 4:00 p.m. September 22, 2022 from 12:00 p.m. to 4:00 p.m.

August 8, 2022 from 1:00 p.m. to 4:00 p.m.

Registration Required:

<https://bit.ly/RACSB-NARCAN>



**Pick up location:** Rappahannock Area Community Services Board at River Club  
10825 Tidewater Trail, Fredericksburg, VA 22408

## Virginia Problem Gambling and Gaming Prevention

With the legalization of online gambling and gaming, CSB Prevention teams were tasked to complete a community needs assessment earlier this year. This involved the collection of data on local gambling and gaming behaviors, the completion of an environmental scan, and measuring community readiness to address problem gambling prevention. Over the next year, these findings will be incorporated into our prevention strategic plan, logic model, and measurement plan.

The Department of Behavioral Health and Developmental Services (DBHDS) has released the “Virginia Substance Abuse Prevention Block Grant Gaming and Gambling Environmental Scan Report” dated June 2022. This report summarizes the findings from the environmental scans conducted by all 40 CSBs between October 2021 and May 2022. This helps to better understand the physical gaming and gambling landscape in Virginia. An additional report with the findings of the Young Adult Survey (YAS) is expected later this year.

### Environmental Scan Type for RACSB

Brick and Mortar	Charitable Gaming	Community Walk	Passive Media
21	5	10	4

Brick and Mortar: Visit 10% of the licensed venues in catchment

Charitable Gaming: Locate and scan at least five venues with at least one bingo, raffle, and pull-tab

Community Walk: Observe five busy intersections or roads as well as five school zones

Passive Media: Recruit five adults and five youth to keep track of media advertising for five consecutive days



# Virginia Substance Abuse Prevention Block Grant

June 2022

## Gaming and Gambling Environmental Scan Report

Since 2019, there has been an expansion in gambling opportunities nationwide, with over 30 states currently offering some form of legal gambling, gaming, or sports betting. Alongside this expansion is a rise in problem gambling behaviors, and a call for increased focus on gambling and gaming within the prevention community. In 2021, the Virginia Department of Behavioral Health and Developmental Services (DBHDS) received funding from fees and taxes collected from gambling operators to support prevention efforts targeted at problem gambling and gaming. DBHDS, in partnership with the OMNI Institute, leveraged these funds to support Community Service Boards (CSBs) across the Commonwealth in conducting needs assessment efforts that would allow for a greater understanding of community behaviors, knowledge, attitudes, and environments related to gaming and gambling using two primary methods – a qualitative assessment of community readiness and an environmental scan. This report summarizes findings from the environmental scans conducted by CSBs between October 2021 and May 2022 to understand the physical gaming and gambling landscape in Virginia.

OMNI Institute is a non-profit social science consultancy that provides integrated research, evaluation, and capacity building services to foster understanding, guide collaboration, and inform actions that accelerates change toward a more equitable society.

### Gambling vs. Gaming



**Gambling** is making or placing a bet or wager where outcomes are dependent upon chance.



**Gaming** outcomes are achieved mostly by skill vs chance.

Over the years the differences between gambling and gaming have become more blurred, due in part to a rise of gaming/gambling opportunities which combine skill and chance, one example being online games that allow users to take a chance on winning prizes via “loot boxes.”<sup>1</sup> While the environmental scan process focused largely on gambling-related issues, certain gaming-related findings came through as a result of this blurring.

### Environmental Scan Process Overview

Over the years, the environmental scan process has been adapted by public health from the business sector to identify opportunities to develop and/or improve interventions, guide research priorities and inform policy.<sup>2</sup>

In Virginia, this process is being used as an opportunity to understand the current gaming/gambling landscape and note where CSBs and DBHDS may want to focus prevention efforts.

#### What we wanted to learn from this process:

1

Where do Virginians encounter opportunities to engage in gambling?

2

How is gambling being advertised in Virginia and how does it relate to at-risk groups?

3

How accessible is information about problem gambling prevention and support?

<sup>1</sup>Gaming Law Review. Convergence Between Gambling and Gaming: Does the Gambling and Gaming Industry Have a Responsibility in Protecting the Consumer. (2019)

<sup>2</sup>Crumpton, M.A., (2015). *Strategic Human Resource Planning for Academic Libraries*. Elsevier.

## Focus Areas



### Brick and Mortar Establishments

Licensed physical venues that sell gambling products and/or host gambling services including lottery retailers, gaming halls, and racinos.



### Charitable Gaming Hosts

Licensed locations that conduct activities such as bingo, pull tabs, electronic pull tables, raffles, and other activities for charitable purposes.



### Passive Media Advertising

Advertisements that appear during routine online searches that are not intentionally focused on locating gambling and/or gaming opportunities.



### Community Walks

Information/advertisements within the community people might encounter while out and about with the intent to invite or persuade them to gamble.

## What was collected

CSBs were provided an Environmental Scan Guide, including worksheets to record data collected through the brick and mortar, charitable gaming, community walk, and passive media scans. CSBs identified the location, venue type, gambling type, and/or gambling options available. Additional information about ads such as type, number, location, content and presence of support ads were also collected. For the passive media scan, volunteers were asked to record the platform (e.g., TV, radio, etc.) where they encountered gambling/gaming ads, a description of people/characters represented, and to note if any information or support for problem gambling/gaming appeared.

### CSBs were given the following data collection goals by scan type:



#### Brick and Mortar Establishments

10% of gambling licensed retailers or a minimum of 10 locations



#### Passive Media Scans

A 5-day record of observations from 5 adults and 5 youth



#### Charitable Gaming Hosts

5 locations (at least one Bingo Hall)



#### Community Walks

5 busy intersections/streets and 5 school zones

Environmental Scan data were collected by 40 CSBs covering all counties of the Commonwealth. CSBs were instructed to select retailers and areas that ensured representation from all counties within their catchment areas. A total of 627 brick and mortar establishments and 140 charitable gaming hosts were visited, along with 301 passive media scans and 393 community walks conducted.



*"[We] learned a lot about the presence of gaming and gambling in our community. The scan opened up a new partnership with Rosie's Gaming Emporium that will be beneficial in the future as their presence expands in our community."*

*- Virginia Community Service Board Staff*



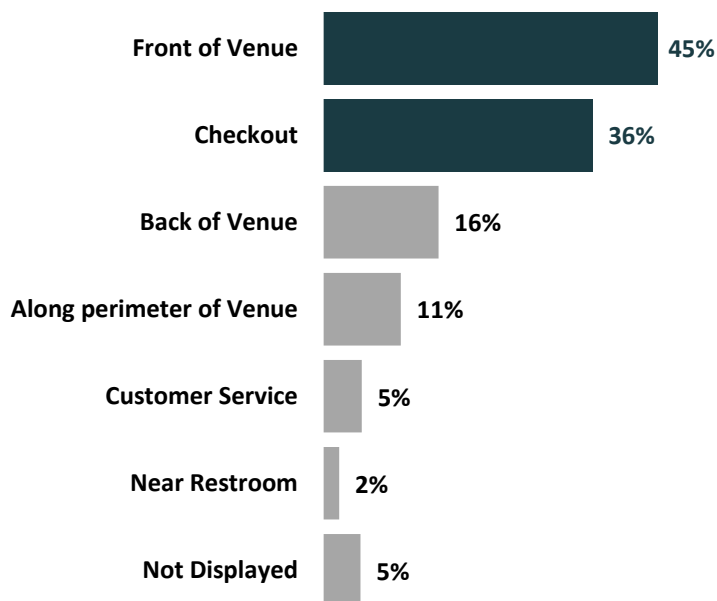
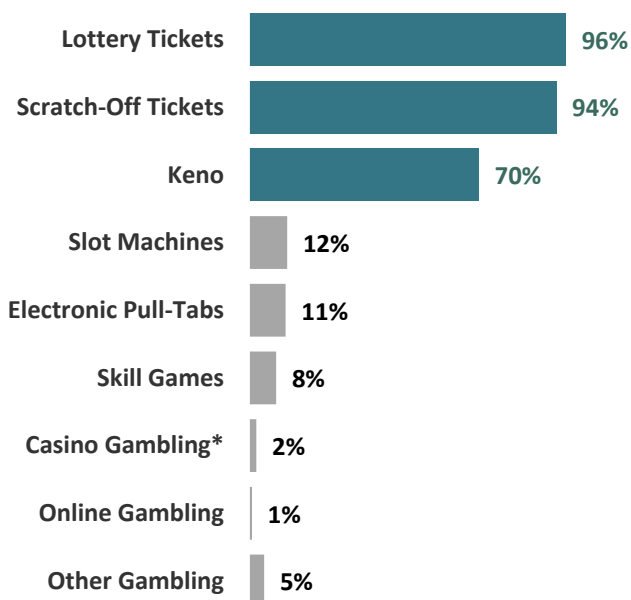
# Brick and Mortar Scan of Licensed Lottery Retailers

**627 licensed lottery retailers were visited as part of the effort to capture a snapshot of physical gambling venues in Virginia.** Each of the 40 CSBs selected locations at random from a list of licensed lottery retailers via the VA Lottery Website. They were instructed to select 10% of the licensed venues in their CSB region (or at least a minimum of 10 venues if they had fewer than 100 lottery retailers). An equal distribution of urban and rural retailers was represented. Using a template worksheet, observers were sent to record information such as what kind of gambling was available, how many ads there were, and how these related to the wider environment of the venue.

**68%**  
of retailers were  
**Convenience Stores**

**Lottery, Scratch-Off and Keno were available at the majority of retailers,** with other types of gambling opportunities only being offered at less than 1 in 8 retailers visited

Retailers most often placed Gambling Machines or Displays at the **front of the venue** or at **checkout**, an ideal location to monitor access



*\*Casino gambling included activities such as blackjack, poker, craps, or roulette games.*

*Note: More than one answer type could be chosen for each retailer, so percentages will total over 100%.*

Almost all locations visited were accessible to people under 18 years old. Although some locations restricted access to gambling/game machines, **61% of locations had automated lottery game machines that could be used accessed by people under age 18**, creating openings for those under the legal gambling age to access gaming/gambling opportunities.

Gambling displays were most often located next to snacks and candy, followed by ATMs and tobacco. This may enable impulse purchases, foster associations with products marketed to children, and reinforce tobacco use.



Licensed Lottery Retailers should control access to lottery and scratch-off tickets, as well as other gambling/game machines, by placing them behind the checkout or customer service counters or having an ID age checker built in.



# Gambling & Gaming Advertisements at Brick & Mortar Locations

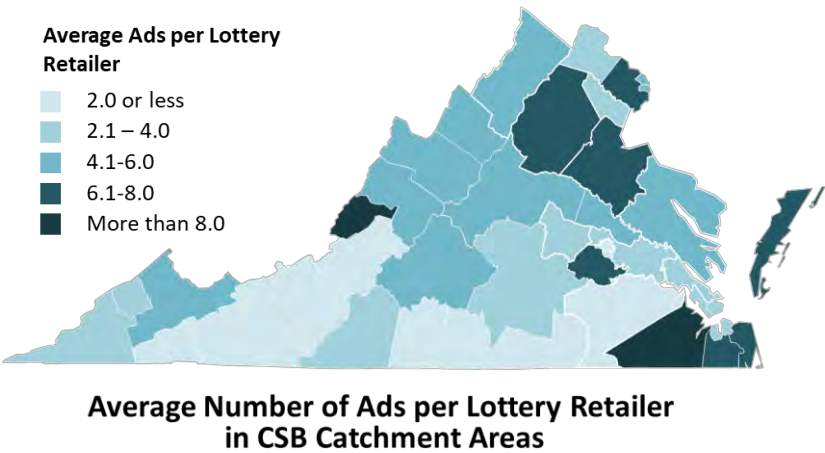
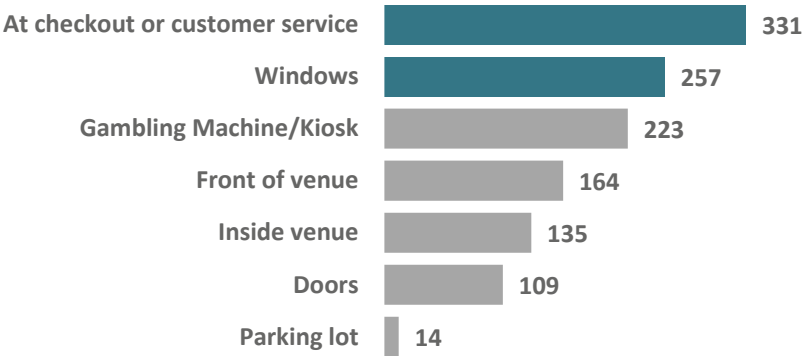
**2,636** Gambling Advertisements were observed across the 627 locations

**4.3** Average number of Gambling Ads at Lottery Retailers

**Lottery, Scratch-Off, and Keno were advertised at the most locations**, mirroring the greater availability of these offerings among retailers. Locations typically were found to have ads at checkout or on store windows, with more than half (56%) placing ads below 3 ft, which is more likely to be seen by children.

Locations were observed to most commonly have advertisements in English (92%), with a small number of locations having ads in Spanish (7%). Many locations did not appear to have advertisements depicting specific genders, though when gendered ads were observed, locations more often targeted men (1 in 5 locations). Observations of racial and ethnic groups represented in advertising that contained people, found that 20% of locations had ads featuring White/Caucasian individuals while 16% featured Black or African-American individuals. The majority of locations with ads that depicted people focused on young to middle-aged adults. However, 17% of locations had ads containing cartoon characters or game avatars which may appeal more to youth.

Ads were common at **checkout counters** and on **windows**



There was a notable lack of advertising or other signage at Lottery Retailers about problem gambling support resources

**46%** of locations have gambling ads containing **no information** about problem gambling support

**71%** of gambling advertisements at Lottery Retailers included **no problem gambling support info**

**Among the 54% of locations with information about problem gambling supports, the majority of CSBs found it somewhat hard, hard or very hard to locate information regarding problem gambling support resources at lottery retailers.**

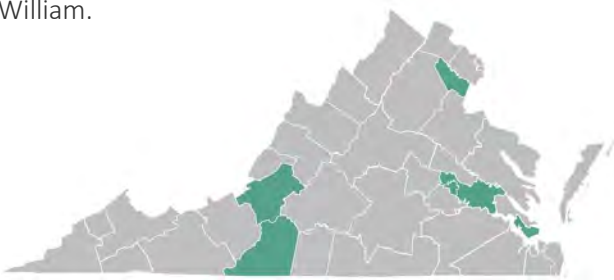
N= 238



# Rosie's Gaming Emporiums

**Rosie's Gaming Emporiums are gaming centers located throughout Virginia .** As part of the environmental scan of physical brick and mortar gambling/gaming retailers, 5 of the 6 Rosie's Gaming Emporiums were visited. These venues were located in the following counties: New Kent, Henry, Richmond, Roanoke, and Prince William.

While one location was near a school and one was near a gym or sports facility, Rosie's are not generally near locations that primarily serve youth. Additionally, while one location was accessible to youth, the majority of locations checked ID and did not allow people under age 18 to enter the venue.



## "Casino-like Environment"

Rosie's locations are described as having a "casino-like" environment, with betting machines located throughout the venue. Importantly, some Rosie's locations serve alcohol and food, leading to gambling activities being associated with these as well. One location was also noted as having a smoking section, enabling tobacco use while gambling/gaming.

The majority of Rosie's locations have narrow options for gambling, with the primary activity being gaming and placing bets on horse racing. However, the location in Prince William County also functions as a lottery retailer, selling lottery tickets, scratch-off tickets, keno, and slot machines. Additionally, locations often featured one additional gambling activity, including sports betting in Henrico, slot machines and scratch-off tickets in Blue Ridge, and electronic pull-tabs in Piedmont.



Advertising and information about problem gambling support resources were more prevalent at Rosie's Gaming Emporiums as compared to Lottery Retailers

**34** Average number of **gambling ads** per location

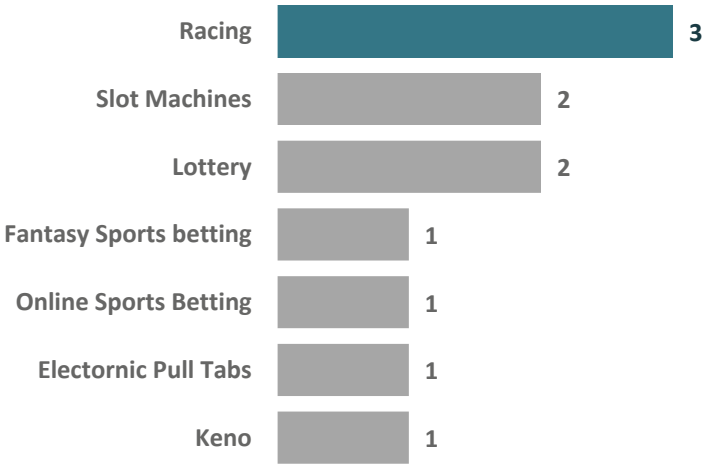
**90%** of gambling advertisements at Rosie's establishments included **no problem gambling support info**

75% of ads were in English and did not appear to target any specific demographic group. Only one location had ads with celebrities or athletes, and one location had no ads at all beyond the gambling machines themselves.

Information on problem gambling support was hard to find. One location kept Problem Gambling Helpline cards and brochures in a highly visible spot right next to the register. Otherwise, problem gambling support information at Rosie's locations was often described as hard to find or unavailable.

No ads for Rosie's Gaming Emporium were observed at other gaming/gambling locations.

**Racing** ads were found the most at Rosie's establishments



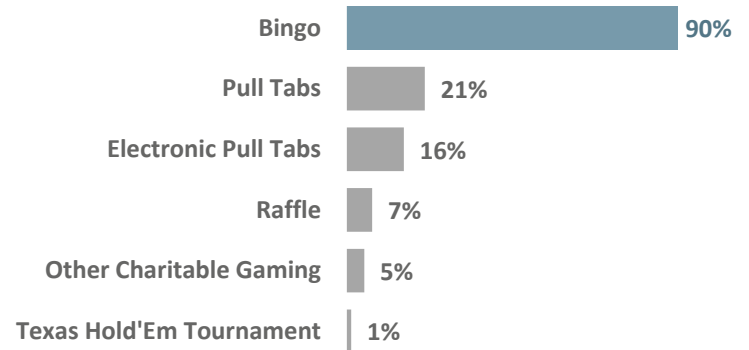


# Brick and Mortar Scan of Charitable Gaming Hosts

A total of 140 licensed charitable gaming venues identified and included in this portion of the environmental scan. The goal for each CSB was to locate and scan at least five venues in their area with at least one bingo, raffle and pull-tab. To help CSBs locate venues, links listing licensed charitable gaming hosts and suppliers as well as bingo venues were included in the environmental scan guide.

A diverse set of venues were visited, the most frequent being fraternal organizations or lodges. While some establishments offered multiple types of gaming, nine out of ten offered bingo games.

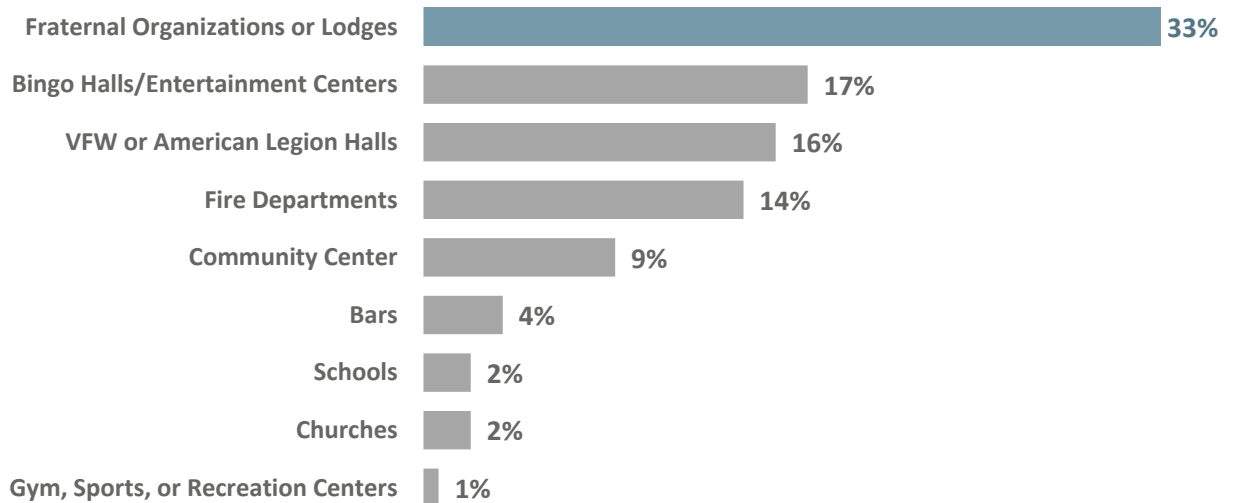
Bingo was the most popular charitable gaming offered



Note: More than one answer type could be chosen for each venue, so percentages will total over 100%.

## Charitable Gaming Venues

1 out of 3 Charitable Gaming Scans were conducted at fraternal organizations or lodges such as Elks Lodge, Moose Lodge, or Knights of Columbus chapters.



There was a notable lack of advertising or other signage about problem gambling support resources at Charitable Gaming events

2.2

average number of **Gambling Advertisements** observed at charitable gaming events

99%

of gambling advertisements at charitable gaming events included **no problem gambling support info**



# Community Walk

CSBs completed a community walk to visit busy areas and school zones to capture what kinds of gambling inducements people encounter in the community. The instructions for this scan were to observe 5 busy intersections or roads in their region, as well as 5 school zones. Observers brought a worksheet to each of these locations and recorded a mixture of quantitative and qualitative data. This allows us to better understand the kinds of advertisements and other inducements to gamble that people encounter as they move through the community. It also enables us to examine what kinds of problem gambling risks youth may be exposed to in areas they frequent like schools.

**393** community walk observations were completed.

**40%** of locations had advertisements for gambling

## Ads were often located near places frequented by youth



Schools (22%)



Libraries (9%)



Gyms/Sports Facilities (13%)



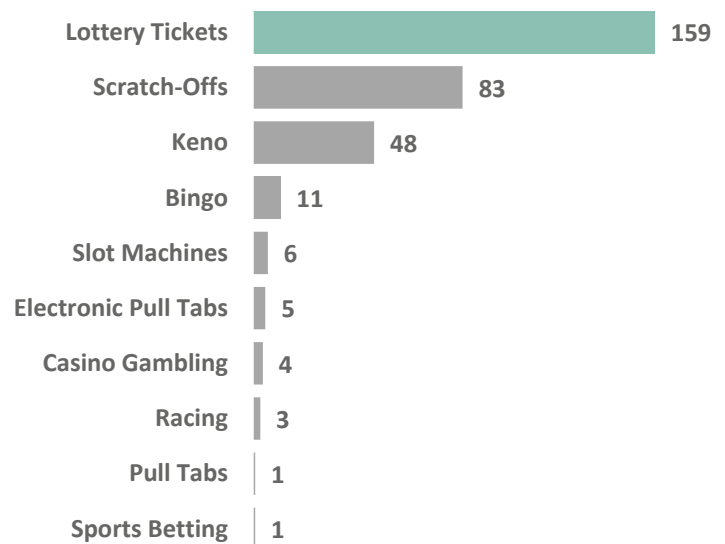
Youth Centers (4%) or Other Youth Facilities (6%)

Locations were most often found to have ads for Lottery, Scratch-off, and Keno. Fewer locations had ads for bingo, slot machines, electronic pull tabs, casino gambling, racing, and sports betting. While billboards and bus stops were expected to be common locations for gambling ads, less than 15% of ads were found in these locations. Instead, gambling ads appear in a diversity of locations within the community suggesting potential challenges for regulators

5% or fewer of ads contained unrealistic statements about winning, cartoon characters/game avatars, or athletes/celebrities. Likewise, less than 1% of ads encountered on community walks appeared to target specific demographic groups. The vast majority of ads included only text, lottery logos, or images without people.

85% of locations with gambling/gaming advertisements had no visible information on problem gambling support.

## Locations most often promoted lottery-related gambling opportunities



## Among the 15% of locations with information on problem gambling supports, the majority of CSBs found it was not easy to locate this information

N= 49



■ Somewhat Hard, Hard, or Very Hard ■ Neither Easy nor Hard ■ Somewhat Easy, Easy or Very Easy



## Passive Media Scans

The Passive Media Scan was conducted using a different approach from the previous scans as it was meant to capture how people are encountering gambling advertisements while using different forms of media. Each CSB worked to recruit 5 adults and 5 youth to keep track of the following for five days: what media platforms they saw gambling advertisements on, how many they saw, and what type of gambling was advertised.

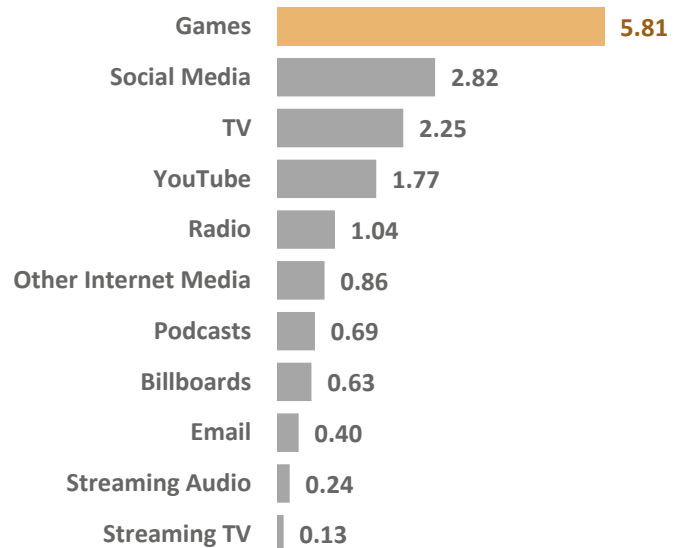
**28.2** Average number of **Gambling Advertisements** over a 5-day period

**The average person participating in this scan encountered over 28 gambling advertisements within a 5-day period.**

While the majority of people saw three or less gambling advertisements per day, roughly 10% of participants reported seeing 10 or more gambling advertisements, indicating that some people are receiving higher exposure to inducements to gambling and may be at greater risk.

In games played on the computer, video game console, or phone, people reported seeing more than 5 gambling ads a day. Social Media and TV had the second and third highest number of gambling advertisements.

The average number of Gambling Ads per day was highest on **online gaming platforms**



**Urban areas are exposed to higher amounts of gambling advertisements on media platforms.**



Rural Areas  
21.7 Ads



Urban Areas  
37.3 Ads

**People in urban areas encountered significantly more gambling ads than those in rural areas**, especially through social media and TV. This includes seeing twice as many ads for sports related gambling. This suggests that these areas may be more highly targeted by advertisers and face greater exposure to gambling advertisements. While youth are not able to legally engage in gambling activities, findings indicated a similar rate of gambling advertisement exposure as among adults.

**Sports Betting and Fantasy Sports advertisements are the most common type of gambling advertised in media.**

Sports Betting and Fantasy Sports ads were rarely seen at physical locations in other scans, yet it was one of the most common forms people are encountering via media indicating substantially different marketing strategies for lottery products than for sports betting activities. Though at the time of these scans there were only six racinos and no built casinos located throughout the state, observers saw an average of three casino advertisements per day. Games with Loot Box mechanics were also in the top three forms of gambling advertised on media platforms. These ads allow marketers to invite users to directly click on the advertisement to go to a page where they sign up for or download the game or items, potentially increasing risks of impulsive problem gambling behaviors.

# Recommendations and Strategies

Based on the findings, the following statewide recommendations are developed to help guide the development and implementation of problem gaming/gambling prevention strategies.



## **Sustainable Funding**

Dedicated and continuous funding for prevention efforts targeting problem gaming and gambling behaviors is needed to address the current and anticipated need that will arise out of increased availability of gaming and gambling activities across the state. Efforts should be integrated into the current prevention framework by adding problem gambling and gaming into the statewide prevention logic model and aligning strategies.



## **Merchant Education**

Statewide merchant education efforts for tobacco retailers (Counter Tools) should be expanded to include lottery retailers, recognizing the significant overlap between tobacco and lottery retailers and need for improved advertising practices.



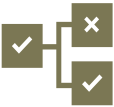
## **Community Awareness Efforts**

Statewide and local efforts should be facilitated to educate communities on problem gambling signs and availability of problem gambling support resources to ensure community readiness to support problem gaming and gambling prevention efforts.



## **Expanded Protections for Consumers**

With increased opportunities for gaming and gambling, efforts should be made to expand consumer protections through enforcement of ID checks and provision of training for staff at dedicated gaming and gambling establishments (Casinos, Racinos, Rosie's Gambling Emporium, and Racetracks) to recognize problem gambling behaviors and provide resources to consumers.



## **Advertising Regulations**

State agencies and decision-makers should explore options for the regulation of gaming and gambling advertising, including placing restrictions on ad placements to minimize messaging impact on youth and restricting the number of ads per lottery retailer to minimize ad exposure in urban areas. Mandates on the inclusion of problem gambling support resources in advertising of gaming and gambling services and at charitable gaming events should also be considered.



## **Zoning Restrictions**

State agencies and decision-makers should explore options for zoning restrictions to regulate saturation of gaming and gambling opportunities in localities, as well as proximity of gaming and gambling establishments to youth-serving organizations (e.g. schools, youth centers, etc.).



## **Develop a Responsible Gambling Host Association**

Establishment of an association of gambling hosts (e.g. Casinos, Racinos, Rosie's Gambling Emporiums, Racetracks, etc.) can serve to facilitate collaboration with state agencies (e.g. DBHDS, VA Council on Problem Gambling, Law Enforcement, etc.) and provide a central pathway for communication, education, and enforcement.



## **Youth Education**

Community Service Boards should implement problem gaming and gambling prevention education efforts targeting youth in order to mitigate impact of gaming and gambling advertising on youth behaviors.

# Appendix

## Environmental Scan Type by CSB

	Brick and Mortar	Charitable Gaming	Community Walk	Passive Media
Alexandria	10	4	10	2
Alleghany-Highlands	10	2	10	1
Arlington	10	-	10	-
Blue Ridge	28	4	10	9
Chesapeake	13	4	10	11
Chesterfield	18	4	10	5
Colonial	12	1	10	7
Crossroads	11	3	10	10
Cumberland Mountain	10	3	10	11
Danville-Pittsylvania	11	1	10	9
Dickenson	13	-	11	10
District 19	22	5	10	10
Eastern Shore	10	4	11	10
Fairfax-Falls Church	42	5	10	-
Goochland-Powhatan	10	-	10	6
Hampton-Newport News	25	4	10	11
Hanover	10	4	10	6
Harrisonburg-Rockingham	10	5	10	2
Henrico Area	22	3	10	13
Highlands	10	5	10	6

## Environmental Scan Type by CSB, Continued

	Brick and Mortar	Charitable Gaming	Community Walk	Passive Media
Horizon	22	4	10	8
Loudon County	14	3	10	9
Middle Peninsula-Northern Neck	12	4	9	13
Mount Rogers	11	4	10	-
New River Valley	13	6	10	10
Norfolk	15	4	10	11
Northwestern	20	5	9	6
Piedmont	21	4	10	14
Planning District 1	10	4	10	11
Portsmouth	9	2	10	9
Prince William County	29	-	-	-
Rappahannock Area	21	5	10	4
Rappahannock-Rapidan	13	4	10	5
Region Ten	15	5	11	10
Richmond	21	3	12	17
Rockbridge Area	10	2	10	1
Southside	10	3	10	13
Valley Community Services	11	5	10	9
Virginia Beach	32	5	10	11
Western Tidewater	11	-	10	-
Missing CSB Name	-	7	-	1
<b>Grand Total</b>	<b>627</b>	<b>140</b>	<b>393</b>	<b>301</b>



## **Healthy Families Rappahannock Area FY 2022 Year-end Report**

Healthy Families Rappahannock Area is a voluntary home visitation program designed to promote healthy families and healthy children through a variety of services, including child development, access to health care and parent education.

Rappahannock Area Community Services Board serves as the fiscal agent for Healthy Families Rappahannock Area (HFRA). The program consists of a Program Director, two Supervisors, one Office Manager and ten Direct Service Professionals (Family Resource Specialists and Family Support Specialists).

In FY 2022, Healthy Families Rappahannock Area:

- Completed 399 Screenings
- Completed 198 parent assessments
- Offered services to 133 families
- Enrolled 88 new families
- Conducted 2,713 home visits with 262 families
- Served 358 families

# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

## Healthy Families Rappahannock Area (HFRA) July 1, 2021 – June 20, 2022

HFRA helps parents **IDENTIFY** the best version of themselves, **PARTNERS** with parents with success in parenting, and **EMPOWERS** parents to raise healthy children. We provide free support to families residing in the City of Fredericksburg and the counties of Caroline, King George, Spotsylvania and Stafford.

### SCREENINGS

Period	Quarter 01	Quarter 02	Quarter 03	Quarter 04	YTD
Total number of Healthy Families screenings completed	81	102	111	105	399

### ASSESSMENTS

Period	Quarter 01	Quarter 02	Quarter 03	Quarter 04	YTD
Total number of Parent Survey/Assessment completed	43	43	53	59	198
How many families were offered HV services	26	34	39	34	133
How many families enrolled (completed 1st home visit)	20	23	29	17	88

### HOME VISITS

Period	Quarter-01	Quarter-02	Quarter-03	Quarter-04	YTD
Total number of home visits completed	648	645	707	713	2713
Total number of Families served with home visiting	174	164	174	174	262

### FAMILIES SERVED

Period	Quarter 01	Quarter 02	Quarter 03	Quarter 04	YTD
Total number of Families served	195	173	202	212	358
Total number of Target Children served	187	158	173	177	274

## Newsworthy:

- Received Level Funding for both VDSS-TANF and MIECHV
- Received award for Child Abuse and Neglect Prevention grant of **\$50,000**
- October 2021, HFRA moved into their new office and for the first time in 23 years, has its own sign over their office.
- Hired **2** new Family Support Specialist and **1** new Family Resource Specialist
- HFRA received 58 (\$100) grocery gift cards from community partners to hand out at this year's Holiday Drive Thru (Common Ground Church, New Hope UMC, Faith RXD, Prince Hall #61, The Obsidian Group, and Advanced Care for Woman)
- HFRA received a **\$5,000** donation from Strong Tower Church
- Hosted first annual Community Awareness "Open House" – had 31 guest attend.
- As of May 2022, HFRA is now back in Mary Washington Hospital providing services and collecting screens.
- HFRA received funding from the Rapp United Way- FY23 HFRA will receive **\$25,000** for Healthy Families and **\$,3500** for Village Fathers
- Offering 2 playgroups a month with participation from Positive Male Role Models in the community (Honorable Judge Marcel Jones, former Delegate Joshua Cole, and Pastor Justin Williams from Hillcrest United Methodist)

## Upcoming Events

RACSB staff will be hosting and/or participating in a number of upcoming events:

- Barbershop Talk on September 12, 2022 at 6:00 p.m. at The Gentlemen's Club Barbershop (8907 Courthouse Road). Gary Taylor, LCSW is speaking on men's mental wellness
- PhotoVoice reception on September 13, 2022 from 5:00 p.m. to 7:00 p.m. at the Howell Branch of the Central Rappahannock Regional Library. The exhibit is on display for the month of September.
- Baron "Deuce" P. Braswell II 5K Run/Walk Against Teen Violence at Courtland High School on September 17, 2022.
- Mental Health America of Fredericksburg's Another Day Walk on September 24, 2022 at Old Mill Park.
- March the Runway on October 2, 2022 on Caroline Street.
- American Foundation for Suicide Prevention's Out of Darkness Walk on October 15, 2022 at Pratt Park.

A central sign-up has been created for staff to volunteer:

<https://www.signupgenius.com/go/409044caba928a1fe3-volunteering>

# Barbershop TALK

JOIN US FOR AN IMPORTANT DISCUSSION ABOUT MEN'S MENTAL HEALTH

FEATURING GARY TAYLOR, LCSW

MONDAY, SEPT. 12 6—8 P.M.

THE GENTLEMEN'S CLUB BARBERSHOP

8907 COURTHOUSE RD, SPOTSYLVANIA COURTHOUSE, VA 22553

*presented by*

hopestarter



RAPPAHANNOCK AREA  
COMMUNITY SERVICES BOARD

UPHOLD 31:8

The Gentlemen's Club  
CLOSE SHAVES. PROPER FADES.  
BARBER SHOP

Page 133 of 171



What does wellness look like to you?



YOU ARE INVITED TO AN

# PHOTOVOICE RECEPTION

September 13, 2022

5:00 p.m. to 7:00 p.m.

Central Rappahannock Regional Library

Howell Branch

806 Lyons Blvd.

Fredericksburg, VA 22406

Questions: 540-374-3337 or  
[prevention@rappahannockareacsb.org](mailto:prevention@rappahannockareacsb.org)

hopestarter



RAPPAHANNOCK AREA  
COMMUNITY SERVICES BOARD

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# September 2022 Personnel Committee Meeting Minutes

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## Call to order

A meeting of the Personnel Committee of Rappahannock Area Community Services Board was held at 600 Jackson Street on **September 13, 2022**. Attendees included Nancy Beebe, Matt Zurasky, Claire Curcio, Joe Wickens, Stephanie Terrell, Jacque Kobuchi, Amy Jindra, Tina Cleveland, Michelle Runyon, Michelle Wagaman, Amy Umble, and Hosanna Gifford.

## Annual Leave Payout

Amy Jindra reported that, as a result of staffing shortages, increased use of overtime, and more frequent employee transition, certain programs have been unable to use their annual leave. Employees in 24-hour programs have high annual leave balances and an inability to utilize the paid time off. The agency proposes paying out for up to 80 hours over the maximum accruals for annual leave for employees in 24-hour programs. Paying out for up to 80 hours over the annual leave maximum amounts to 2,313.5 hours or \$57,727. The amount will change in the next few months as staff accrue more annual leave and use some of their paid time off. If approved, the agency wishes to make the payout to staff on January 13, 2023, the first pay period of the new year.

**ACTION TAKEN:** The Committee unanimously approved a motion to provide the annual leave payout as recommended.

Moved by: Matt Zurasky Seconded by: Claire Curcio

## August 2022 Retention Report

Michelle Runyon reported that Human Resources processed a total of 13 employee separations for the month of August, 2022. Some of the reasons given were other employment (12), continuing education (1), moving (2), and personal/health reasons (2). The retention rate was 97.83%.

## August 2022 EEO Report and Recruitment Update

Michelle Runyon told the Committee that 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 through Indeed for August 2022. There are currently 128 open positions.

Matt Zurasky asked if the positions that are available integrate with workforce entry from Germanna and the University of Mary Washington. Jacque said that they don't offer programs that staff all of our positions, but do contribute to some programs, particularly at the entry level. Claire Curcio asked if we receive interns from the local schools. Jacque said yes, we regularly have Germanna and University of Mary Washington interns, as well as from other Virginia schools.

## **Recruitment and Retention Presentation**

Michelle Runyon shared her presentation with information regarding recruitment and retention. She highlighted texting as a potential asset to the hiring process and noted that she has already begun implementing its use. There are also plans to restructure New Employee Orientation.

## **HR September Update**

Michelle Runyon provided an overview of employee events upcoming in September, which included a Craft Night September 15, Spirit Day September 16, In-Service Day September 29, and Flu Shot Clinics October 13, 14, 27, and 28.

## **CSB Turnover and Vacancy Survey**

Michelle Runyon reviewed the data that was submitted for the CSB Turnover and Vacancy Survey, noting that results of the survey are not yet available.

## **Adjournment**

The meeting adjourned at 2:37 PM.





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

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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
- IV. HR September Update, *Runyon* .....15
- 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
<b>Unit Totals</b>	<b>2</b>	<b>2</b>	<b>0</b>	
Clinical Services	1	1	0	Moving
	3	3	0	Other Employment
<b>Unit Totals</b>	<b>4</b>	<b>4</b>	<b>0</b>	
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
<b>Unit Totals</b>	<b>7</b>	<b>6</b>	<b>1</b>	
<b>Grand Totals for the Month</b>	<b>13</b>	<b>12</b>	<b>1</b>	

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 McDonnel, 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

<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>TOTAL YTD</b>
<b>External Applicants Hired:</b>													
Part-time	8	8	2	1	6	6	2	8					
Full-time	15	11	15	10	11	8	15	12					
<b>Sub Total External Applicants Hired</b>	<b>23</b>	<b>19</b>	<b>17</b>	<b>11</b>	<b>17</b>	<b>14</b>	<b>17</b>	<b>20</b>					
<b>Internal Applicants Moved:</b>													
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					
<b>Sub Total Internal Applicant Moves</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>17</b>					
<b>Total Positions Filled:</b>	<b>30</b>	<b>27</b>	<b>29</b>	<b>21</b>	<b>25</b>	<b>20</b>	<b>27</b>	<b>37</b>					
<b>Total Applications Received:</b>													
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.

NEO

Retention....



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](mailto:mrnyon@rappahannockareacsb.org)



**From:** Michelle Runyon  
**Sent:** Thursday, September 8, 2022 1:05 PM  
**To:** Teresa McDonnel <[tmcdonnel@rappahannockareacsb.org](mailto: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 13<sup>th</sup>, 14<sup>th</sup>, 27<sup>th</sup> & 28<sup>th</sup>, 8:45-12 and 1-4:30 – 600 Jackson Street

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

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



*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](mailto:craig.camidge@dbhds.virginia.gov). Please do not send any PHI/PII, etc.

(text box)

# Memorandum

**To:** Joe Wickens, Executive Director

**From:** Amy Jindra, CSS Director

**Date:** August 30, 2022

**Re:** Annual Leave Payout

The past two years have seen unprecedented staffing shortages, increase use of overtime, and more frequent employee transition. The agency has felt the burden of staffing vacancies in all of the clinical, community support services, and administrative roles. However, due to the nature of 24 hour programs, staffing shortages creates more complex scheduling hardships and strain on current staff. Due to the essential need of covering all shifts in 24 hour programs, when a program is short staffed, employees are unable to utilize their leave to the same extent as they have in prior years. 24 hour programs include Sunshine Lady House, Mental Health and Development Disabilities Residential Programs, Assertive Community Treatment, and Emergency Services. Employees in 24 hour programs have high annual leave balances and an inability to utilize the paid time off.

Per policy, annual leave accrual has set limits based on tenure. Unused annual leave in excess of the maximum allowed is lost following December 31. In recognition of the stalwart effort of employees in 24 hour programs, the agency proposes paying out for up to 80 hours over the maximum accruals for annual leave. As of August 12, 2022, employees in 24 hour programs had leave overage amounting to a combined total of 2,657 hours or equivalent of \$66,754. Paying out for up to 80 hours over the annual leave maximum amounts to 2,313.5 hours or \$57,727. The payout amount will change in the next few months as staff accrue more annual leave and use some of their paid time off.

If approved the agency wishes to make the payout to staff on January 13, 2023, the first pay period of the new year.

PC: Brandie Williams, Deputy Director

Tina Cleveland, Finance Director



To: Joseph Wickens, Executive Director

From: Jacqueline Kobuchi, Director of Clinical Services

Date: 9/12/22

Re: Report to RACSB Board of Directors for the September Board Meeting

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### Outpatient Services

Caroline Clinic completed 21 diagnostic assessments during Same Day Access in August. We continue to receive numerous referrals, especially for child and adolescent services. We have a vacancy for a Mental health/Substance abuse Clinician and are actively recruiting. Clinicians attempt to serve as many individuals as possible and clinic continues to provide women's weekly substance abuse group, men's weekly substance abuse group and an adult wellness group.

Fredericksburg Clinic completed 75 intakes for outpatient therapy and medication management, during the month of August. The waitlist remains active at the Fredericksburg Clinic; however, we have been able to triage, refer, or schedule intakes for approximately 485 individuals since October 2021- in addition to the intakes completed for our priority populations. Our clinicians, peer recovery specialists, and case managers have been calling individuals on the waitlist weekly to check in. We continue to provide services via ZOOM and in person. We are continuing to interview for two Office Associates as Sara Francis was promoted to Office Manager at our Children's Clinic. We have been actively interviewing for a MH/SA Therapist, Clinical Outreach Therapist, and Intake Therapist. Lori Zuniga (Child/Adolescent Therapist) and Megan Hartshorn (Fredericksburg Clinic Coordinator) attended a virtual EMDR training at the beginning of August and are excited to use this new skillset with our child/adolescent population, as well as with our adult clients. The Fredericksburg Clinic Coordinator also had the opportunity to represent the agency at Hugh Mercer's school orientation at the beginning of August. The Fredericksburg Clinic, as well as the Children's Services Clinic, continue to strive to meet the treatment needs of the individuals that we serve and welcomed two new interns, Breeana McConnaughey-Tate and Joshua Robinson during the month of August.

King George Clinic continues to offer weekly substance abuse group treatment. The women's group had one successful graduate during the month of August. The men's group also had one graduate during the month of August. Staff completed 43 new client intakes during the month of August. Staff attended trainings on military competence and suicide prevention. King George clinic would like to highlight a recent success. An individual receiving services started therapy several months ago and was struggling with significant trauma

manifesting with somatic symptoms. Throughout the course of therapy, this individual has started a new job, has begun utilizing coping skills, and has taken a step towards a major life goal.

Spotsylvania Clinic therapists completed 51 assessments this month. The clinic continues to be on a waitlist that averages an additional 50-60 individuals waiting for services. The clinic welcomed a Master's Level intern. The clinic continues to have three vacancies including two substance use positions and one mental health position.

Melis Akin, School Based Therapist, began her transition to Fredericksburg City Schools. She will be providing services in a middle, high, and public day placement. We are excited to provide therapeutic services in the schools! There continues to be an additional School Based Therapist position open.

Heather Tiffany, Safe Harbor Therapist, completed an additional five assessments this month. She continues to provide Trauma Focused Cognitive Behavioral therapy to children who have disclosed abuse through Forensic Interviews. Safe Harbor is currently operating on a waitlist, as there continues to be a vacant therapy position.

## Emergency Services

Emergency services has endured significant staffing challenges for the month of August and seen an increase in evaluations from prior summer months. Despite the challenges, RACSB Emergency Services staff still receive regular kudos and accolades from community partners and state partners about the efforts put into each and every case. The Marcus Alert stakeholder committee has begun actively meeting again to charge ahead to the February 2023 deadline for our plan submission. Also, RACSB emergency services coordinator and crisis stabilization coordinator hosted Snowden at Fredericksburg's new Director of Operations and Psychiatric Services Supervisor, providing them an overview of RACSB services and touring Sunshine Lady House. Our CIT certified peer recovery specialist provided a two-week peer training to support training more peer service providers in our area.

## Case Management

The Adult Mental Health Case Management Team has enrolled five individuals into Case Management Services in collaboration with the Spotsylvania County Circuit Court. These individuals have been identified as requiring ongoing mental health treatment to maintain stability in the community and have current charges in the Spotsylvania Circuit Court. They have agreed to participate in mental health treatment to include therapy, medication management and mental health case management services as a part of their agreement with the

court. The RACSB is excited about this partnership and is hopeful that these services can make a positive impact in the lives of the members of our community.

### Jail & Detention

Please note the following updates at the jail and detention center. Detention has a census of 31 residents. Currently there are two groups of CPP (Community Placement Program) residents (10 males and 1 female), 4 residents in the Post Dispositional Program (1 female, 3 male). Detention has two current vacancies for the therapist positions. The mental health therapist position remains vacant at the jail. Bruce Pryor has been promoted to the Substance Abuse Therapist at the jail, creating a vacancy in the OBOT/MAT Peer Specialist position.

### Specialty Dockets

Specialty Dockets continued to welcome new participants and celebrated some graduations, during the month of August. The number of participants for the Drug Court Program remains somewhat low compared to pre-COVID, but we continue to assess new referrals for participation as they come in. We continue to have only one participant in the Juvenile Drug Court Program, who is working toward graduation. The Veterans Docket welcomed a new participant in August and currently has nine participants. The Behavioral Health Docket is still pending approval from the Supreme Court, however the team has begun admitting clients for treatment. We currently have five clients enrolled in the program and have begun treatment groups, individual sessions and case management services. Our probation-based therapist has continued to providing substance use services through the District 21 Probation and Parole Office.

### Substance Use

The SUD program welcomed a clinical MSW intern for the 2022-2023 school year. The Project LINK specialist position was posted as a new vacancy. August also recognized Overdose Awareness Day. During the month of August, our OBOT case manager dispensed 12 doses of Narcan to individuals in the community. Our OBOT served 76 individuals in the month of August.

An ASAM Train the Trainer opportunity became available in August and the SUD Coordinator attended in order to better support staff with identifying treatment recommendations in line with ASAM criteria. The monthly consultation group for the agency's clinical staff continues to be facilitated, with a focus on substance use treatment and programming. One of the OBOT Case Managers accompanied the SUD Coordinator to tour

# RAPPAHANNOCK AREA

COMMUNITY SERVICES BOARD

Brightview, a new OBOT program in the local area, in order to connect and begin forming a working relationship with them as a private provider. The SUD Coordinator also met with community partner, Pinnacle, in order to review how we can work best together.

## RACSB Board Report Compliance

### **Incident Report**

- There were 182 Incident Reports entered into the Electronic Incident Report Tracker during the month of August. This is a decrease of 31 from July 2022 and a decrease of 36 from August 2021. All incident reports submitted were triaged by QA staff. The top two categories of reports submitted were Individual Served Injury (27 reports) and Health Concerns (712 reports).
- Quality Assurance Staff entered 29 incident reports into the Department of Behavioral Health and Developmental Services Electronic Incident reporting system. (8 Level 1, 24 Level 2, 5 Level 3) There were 4 positive COVID cases reported. Positive cases were reported regarding individuals receiving DD or MH Residential Services.
- There was one report elevated to care concerns by DBHDS. These are reports that based the Office of Licensing's review of current serious incidents as well as a review of other recent incidents related to this individual, the Office of Licensing recommends the provider consider the need to re-evaluate the individual's needs as well as review the current individual support plan. DBHDS recommends provider review the results of root-cause analyses completed on behalf of this individual. In addition, take the opportunity to determine if systemic changes such as revisions to policies or procedures and/or re-evaluating and updating risk management and/or quality improvement plan.
- DBHDS requires the conduction of a root cause analysis for selected incident reports. The root cause analysis must be conducted within 30 days of staff's discovery of the incident. QA staff requested specific programs, based on submitted incident report, to complete the required root cause analysis. Twenty-six root cause analysis were requested and seventeen were completed. No expanded root cause analysis was required nor received in August.

### **Human Rights Investigations**

QA staff did not initiate any investigations during the month of August; however, one fact finding investigation was completed during the month of August. The completed fact-finding investigation was initiated as the result of allegations of neglect (unfounded).

### **External Reviewers**

- QA staff provided requested follow-up information to Brian Dempsey, Senior Licensing Specialist with the Department of Behavioral Health and Developmental Services (DBHDS), on two incident reports submitted into CHRIS.
- QA staff responded to 15 external chart reviews by submitting requested documentation for 122 individuals.
- QA staff received and responded to 23 emails from various Human Rights Advocates regarding investigative reports, CHRIS reports and external providers. In addition, QA staff responded to various documentation request from the Advocates.

- QA staff received three phone calls and multiple emails from various programs with questions about incident report categories, human rights, do-not-resuscitate (DNR) paperwork, authorized representatives and root cause analysis (RCA) process. One of the calls required a preliminary chart review of 28 individual's medical records.
- QA staff submitted requested documentation to the Department of Health Professions (DHP). Documentation requested was in relation to DHP complaint.
- QA staff has begun agency preparation for CARF Survey. QA staff reviewed 116 charts to determine if chart met CARF compliance

### **Complaint call synopsis:**

The QA team received three complaint calls in the month of August. One call concerned dissatisfaction with the discharge summary from Sunshine Lady House; this was resolved to the client's satisfaction, and the client stated they would email the compliance specialist with what he would like added to his chart (this has yet to be received). This same client made a second complaint call 12 days later, to the Office of Human Rights; Human Rights stated that this client had been reaching out and no one was returning his calls; QA attempted to call this client twice, and left a voicemail both times. One call was made by a community member who received services approximately seven years ago; this individual stated in the complaint call that a mutual friend alerted them to a current staff member sharing information from her chart. This was resolved by the staff's supervisor.

### **Trainings/Meetings**

8/ 8 – NEO (Diversity)

- 8/9 – NEO

- 8/22 – NEO (Diversity)

- 8/23 – NEO

- 8/29 – DMAS Appeal (KM)

## Community Support Services Board Report: September 2022

### **Developmental Disabilities (DD) Residential Services - Stephen Curtis**

Jennifer Pierson was recently promoted to the role of Igo Road Group Home manager. Jennifer, who comes to us from RAAI, worked at Igo Road previously and comes to us not only with knowledge of the individuals, but also a rapport with them and their families.

Brittany Commons SAP successfully transitioned to the new apartments at Merchant Square in August and all individuals seem to be settling in and enjoying their new spaces.

Former Scottsdale Estates Group Home Manager Michael Demmie has returned to a Group Home Manager capacity at Leeland Road Group Home. Welcome back Michael!

A couple of individuals at Churchill attended the Mac and Cheese festival in Richmond recently, an event they enjoy annually based on a love for all things macaroni and cheese.

A couple of staff attended the annual ARC conference in Virginia Beach in August, bringing back information and ideas on recruitment and retention, and a better understanding of the waiver rates and DOJ processes. Also while at the conference, they met a few great connections, including a representative from Butler furniture and even a DJ for hire that has a developmental disability. The conference was extremely valuable and informative.

Assessments for program vacancies continue. 2 new candidates are slated for spots at Scottsdale and New Hope in the next couple of months.

Hiring and recruitment revamps are beginning to show some success. A revised job posting on Indeed has resulted in an influx of resumes. Also, all manager and assistant manager positions will be full by October 2<sup>nd</sup>.

Wolfe Street successfully recertified this year in August with VDH after their annual survey was conducted.

### **Assertive Community Treatment (ACT) – Tamra McCoy**

Regarding ACT staff changes, Alexis Klimowicz was hired as the office associate for ACT South. Leon Dangerfield submitted his resignation as ACT South Peer Specialist. He obtained a job as an outreach case manager with a mental health agency which was closer to his home in Richmond. Leon appreciated the support he received as a peer specialist with ACT. He shared his decision was bittersweet. We wish each of them well in their career endeavors.

We had a client from each team graduate from our program. They have been enrolled since 2018 and no longer needed the intensity of our services. They each received a certificate for completion of ACT which they appreciated.

ACT South will be enrolling two new clients this week. One client received services when we were PACT. He's had multiple psychiatric hospitalizations and is mandated to receive ACT

services. The other client was released from a transitional residential treatment program. They were both referred via RACSB adult case management.

Our program continues to provide ongoing supports to our clients in a wide array of circumstances.

### **Psychosocial Rehabilitation: Kenmore Club - Anna Loftis**

Kenmore Club members have been embracing the free YMCA memberships are currently going once a week, with the intention of increasing days as the schedule permits. We are happy to welcome back the student volunteers for the fall semester, and we are currently working with an intern from Liberty University. We have some fun activities planned for September, including the Paranormal Convention and participating in the Suicide Prevention walk. We are looking forward to planning for Halloween and other outdoor activities as the weather cools off. We currently have 75 active members.

### **DD Day Support: Rappahannock Adult Activities, Inc. (RAAI) - Lacey Fisher**

RAAI is currently supporting a total of 111 individuals; with two admissions in July. Currently, we have 60 total individuals on our waitlist; 15 individuals who are part time waiting to increase to 5 days a week, 16 waiting to resume services since prior to COVID, and 28 are new referrals waiting to be assessed.

RAAI obtained DBHDS Customized rate for 2 additional individuals to provide funding for 1:1 staffing. However, DBHDS is currently revising all the rates for Customized rates so we are waiting on them and additional staffing in place to start this service. RAAI remains at 20 Direct Support Professional staffing vacancies. 5 DSPs have been promoted up into other positions in the last month.

RAAI has been awarded \$15,000 from the grant submitted in June for KOVAR for outdoor and indoor replacement furniture at Kings Highway. We continue to explore other grants related to horticulture and programming for individuals with ID/DD.

During August, five staff at RAAI had the opportunity to attend 2 different conferences. This was the first opportunity for these trainings since Covid. Sessions focused on programs adapting to the new post Covid “normal”, staffing recruitment and retainment, DBHDS customized rates, and ever-changing needs of the ID/DD population

### **Mental Health (MH) Residential Services - Nancy Price**

PSH housed 1 individual in August.

All MH Residential programs have begun facility updates and repairs in order to prepare for CARF.

Michelle Johnson joined RACSB on August 8 and began her position at LBH Assistant Manager.



Jessica Corley joined RACSB on August 8. Jessica is the newest member of the PSH team as the PSH Peer Specialist.

**Early Intervention: Parent Education and Infant Development (PEID) - Suzanne Haskell**

There are currently 492 children enrolled in the program receiving a combination of services to include service coordination, speech therapy, physical therapy, occupational therapy and educational developmental services. We are offering all services face-to-face and giving the option for families to choose to be seen via zoom. Due to increased referrals, we are scheduling an average of 16 assessments for new clients weekly. We traditionally schedule 13. In August we had 92 referrals. This is significantly more than in any month in recent history. There are currently 15 providers on staff. We currently have open positions for an educator and a speech-language pathologist.

**MH Crisis Stabilization: Sunshine Lady House - Heather Honaker**

Congratulations to Tammy Miller, BSN, RN, who was promoted to SLH Nurse Manager on an interim basis while recruitment efforts for a full-time manager continue.

The program has several open positions and recruitment efforts for nurses, and MH residential specialists continue.

SLH Therapist, Carla Anderson, attended the *Recognizing and Responding to Suicide Risk* training.

From the August survey comments- “Having been to many facilities in the past, I can honestly say I have never had an experience quite like this one. It feels more like a home environment here. Every staff member was kind and courteous. I can imagine they have to get frustrated, but I did not see that one single time. I would absolutely recommend anyone having a mental health crisis to come here. I was taught many things I can do on my own outside of here as well as where I can continue to receive support and care.”

Peer Specialist, Lacy Fizer, has reignited the program’s follow up post-card effort by hand making cards to send to guests after they have discharged. She tailors her cards to the specific interests of guests. This card was made for a former teacher who had an affinity for frogs. We are incredibly grateful for Lacey sharing her talents with the program in this way!



## **RACSB DEPUTY EXECUTIVE DIRECTOR REPORT**

### **August 2022 Review**

#### Community Consumer Submission 3 version 7.5 (CCS3 7.5)

The Community Consumer Submission 3 version 7.5 is the technical specifications for our state reporting data collection and extract. We completed this year's changes and have successfully submitted our first submission for July data on September 16, 2022.

#### Trac-IT Early Intervention Data System

The go-live date for the new Trac-It program, a state-wide data platform/electronic health record for Part C, was June 27, 2022. Part C has indicated that the additional 280+ data requirements will not occur November 15, 2022 as planned. They will let us know when these will go into effect.

RACSB was able to negotiate changes to the Part C Contract for this fiscal year to remove additions of wording related to untenable requirements for the new data system.

#### Opportunities for Partnership/Input:

- Participated as one of two CSB representatives at an in-person strategic planning with DBHDS Information Technology Senior Leadership.
- Brandie has been identified to serve as one of two CSB representatives on the IT internal review board with DBHDS. This board has been designated to approve or deny any new data or technology systems request as well as provide oversight and input into those projects already in place. The board is comprised of senior leadership at DBHDS.
- Supported the applications for high school students to a behavioral health advocacy/leadership training opportunity as a foundation for a Behavioral Health Ambassador Program.
- Submitted concept paper and approved to submit grant through Mary Washington Hospital Foundation for the expansion of the School-Based Mental Health Therapy program.

#### Special Projects and Data Requests:

Operations programs participate in a variety of special projects/requests for data. Please find examples of a few of these efforts:

- Continued regular reporting (weekly/bi-monthly) for MAT, missing diagnosis, Columbia completion, TDO by age, Child Crisis Duration, Type of Care consistency, clinical utilization, Same Day Access Data Entry, Psychiatric Assessments in Draft, Substance Use Diagnosis status, and monitoring physicals for individuals over 18 receiving case management services.
- Represented the agency virtually at the VACSB Quality and Outcomes, Data Management Committee, WaMS statewide calls, DBHDS Data Quality Sub-committee, CCS Implementation Team meeting, Region 1 IT Council, UAT Team, new DBHDS Data Dashboard Committee, and DMC Technical Sub-committee.
- Participates as representative of both RACSB and DMC on the implementation and oversight group for the new Early Intervention data platform. Established a workgroup comprised of both program and data staff of multiple CSBs to work through barriers and advocacy regarding the transition to the new platform. This group meets every other week and has grown to over 50 members.
- Worked with Tina Cleveland, Director of Finance on CARS financial state reporting

submission and development of new federal grant *reimbursement* process.

- Led Subject Matter Expert Data Quality Committee with DBHDS to address questions regarding appropriate reporting of new initiatives.
- Participated in RACSB strategic planning committee.
- Partnered with Germanna Community College to write a successful grant for funding from Claude Moore Foundation to support behavioral health workforce development efforts.
- Met with Dr. Jim May of Richmond Behavioral Health Authority to discuss their integration of primary care services into their organization.