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# August 2024 Board of Directors Meeting Minutes

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## I. CALL TO ORDER

A meeting of the Board of Directors of Rappahannock Area Community Services Board was held on August 20, 2024, at 600 Jackson Street and called to order by Vice Chair, Jacob Parcell. *Attendees included:* Glenna Boerner, Claire Curcio, Melissa White, Susan Gayle, Bridgette Williams, Jacob Parcell, Sarah Ritchie, Kenneth Lapin, Shawn Kiger, Matthew Zurasky and Carol Walker. *Not present:* Nancy Beebe and Greg Sokolowski.

## II. MINUTES, BOARD OF DIRECTORS, June 18, 2024

The Board of Directors approved the minutes from the June 18, 2024 meeting with amendment to typo at the top of page seven.

ACTION TAKEN: The Board approved the June 18, 2024, minutes with amendment.

Moved by: Mr. Matt Zurasky

Seconded by: Ms. Melissa White

## III. PUBLIC COMMENT

No Action Taken

## IV. SERVICE AWARDS

Mr. Joe Wickens recognized all employees with awards:

### 5 years

**Amber Curtiss, PEID Speech Language Pathologist**

**Rose Eliscar, Mental Health Nurse**

**Alexis Johnson, ID Residential Counselor**

**Janelle Kellington, Infant/Child Support Coordinator**

**Rachel Lewis, Substance Use/MAT Therapist**

**Paul Mueller, DD Residential Assistant Coordinator**

**Marisa Valero, Juvenile/Adult Drug Court Therapist**

**Carrie Beard, MH Supervised-Apartment-Manager**

**Joyce Daniels, ID Residential Counselor**

**Lanae Johnson, ID Residential Counselor**

**Latoya Powell, Group Home Manager**

10 years

**Melody Cotter-Hansen**, Psychiatric Nurse Practitioner

**Jessica Judkins**, Infant/Child Support Coordinator

**Lincoln Saludez**, ID Residential Counselor PRN

20 years

**Lynda Graddick**, ID Support Coordinator

**Melodie Jennings**, Healthy Families Coordinator

**Martacelis Fuentes**, Healthy Families Supervisor

**Stephanie Hine**, Lead Specialist SLH

**Nancy Price**, MH Residential Services Coordinator

25 years

**Anne Longenecker**, PEID Special Educator

30 years

**Lisa Desmet**, ID Residential Counselor

V. EMPLOYEE OF THE QUARTER, *Arianna Colley, Project Link Manager*

VI. BOARD ANNOUNCEMENT: *Mr. Jacob Parcell*

Mr. Parcell addressed the Board regarding *Board Core Behaviors* and the Board's "Why" for the organization. He said he would like the Board to focus on the following key three core behaviors over the next months: 1) Open and honest communication- be candid, 2) Ask tough questions- take a step farther and 3) Next level decision-making- take insights and form into a strategy. He asked if everyone was comfortable with this. All agreed. Mr. Parcell noted he felt there was a gap in the Board's strategy and strategic planning process. He said that as a Board, they need to take a step back to identify what their strengths are and how they align behind that as both a Board and as an organization. Mr. Parcell proposed starting a strategic planning process around the January timeframe. He mentioned perhaps bringing on an external consultant to assist in this process. Mr. Zurasky asked if Mr. Parcell was looking at the Board spending Board time doing this or an off-site event. Mr. Parcell said a combination of both. Mr. Parcell noted that it's going to be more hours. Mr. Parcell asked if everyone was unified behind that approach. All agreed. Mr. Zurasky asked if the strategy will encompass the organizational structure if not, what areas of focus will it be- or is that up to the Board to decide. Mr. Parcell noted this is up to the Board to decide during the strategy planning. Mr. Zurasky noted that metrics need to be associated with the planning to assess how the Board is progressing.

Mr. Parcell then asked the Board for their patience and engagement as they move through the materials today. He noted that staff have spent a lot of time and effort to put together the materials to ensure they are as impactful as possible. With that in mind, there may still be gaps so please ensure to ask the tough questions and stay engaged. Ms. White asked if they are going to get their meeting minutes well in advance of the meeting so they have time to review

them. It was agreed that the Board packets will be sent one week in advance of the Board meeting.

VII. FINANCE DEPARTMENT, *Ms. Brandie Williams*

- A. Ms. Williams began by giving a program and staffing changes update noting that the Finance department had hired a new Director of Finance, Adam Crews, in August 2024, and a new Accounting Coordinator, Ahmad Daoud.

Ms. Williams also gave highlights and some successes from the reimbursement department, the accounting department, the payroll department and noted the status of completed or upcoming data requests.

- B. Ms. Williams then took the Board through the Summary of Cash Investments and OPEB Fund.
- C. Ms. Williams reviewed the Summary of Investment Portfolio.
- D. Ms. Williams reviewed the Fee Revenue Reimbursement and Collections.
- E. Ms. Williams reviewed the Summary of Write-Offs Report.
- F. Ms. Williams reviewed the Health Insurance Account and Payroll Statistics.
- G. Ms. Williams reviewed the Financial Summary Report.

ACTION TAKEN: The Board approved the Financial Summary as presented.

Moved by: Ms. Bridgette Williams  
Seconded by: Mr. Matt Zurasky

VIII. DEPUTY EXECUTIVE DIRECTOR, *Ms. Brandie Williams*

- A. Ms. Williams began with her monthly update covering external opportunities for partnership/input highlighting the finalized selection with Deloitte, the vendor for the new DBHDS data exchange platform which will serve as the foundation for all future state reporting. She also included updates to the Community Consumer Submission 3 replacement project update, Waiver Management System new release date of September 14, 2024, Trac-It Early Intervention Data System update, information on the Altruix Pharmacy transition, and completed or upcoming data requests.
- B. Ms. Williams provided the Combined Information Technology and Data Dashboard Report for the Board's review.
- C. Ms. Williams shared that with the FY2025 Amended Community Services Performance Contract, she and Mr. Wickens are attending all of the Board of Supervisors and City Council meetings to provide input and answer any questions they may have as they are considering approval. Approval by all localities and RACSB Board of Directors must be received by September 30<sup>th</sup>, to continue to receive state funding.
- D. Ms. Williams went over the incentive payment in the amount of \$12, 386 from Anthem Healthkeepers Plus Virginia Behavioral Health Quality Incentive Program for meeting quality measures.
- E. Ms. Williams stated that due to a DBDHS internal audit, we have been asked to update our Finance Policies and Procedures Manual – Contract Administration. This would need the Board's approval. The Board had one amendment to the document which Ms. Williams noted. Mr. Parcell asked if our Legal Counsel had reviewed the

document. Ms. Williams stated that we do not typically have legal approve our policies and procedures and this is through the recommendation of the internal audit.

**ACTION TAKEN:** The Board approved the Finance Policies and Procedures Manual Update with noted amendment.

Moved by: Mr. Ken Lapin

Seconded by: Ms. Carol Walker

- F. Ms. Williams took the Board through the Virginia Opioid Abatement Authority Cooperative Partnership grant award for Fiscal Year 2025. We were approved for renewal of this project and approved for additional funds. The total for the year 2025 that we will receive is \$1,184,999. This is to support our Mobile Medication Assisted Treatment program as well as relaunch of detoxification services at the crisis stabilization unit up to three beds. Stafford's County Attorney is working through the RFP for the MAT vehicle. We were allowed to increase the amount of our award for our vehicle.

*Ms. Williams and Mr. Zurasky then excused themselves from the meeting to attend the Stafford County Board of Supervisors meeting while they discussed RACSB's Performance Contract.*

## IX. PROGRAM PLANNING AND EVALUATION UPDATES

### A. Community Support Services, Ms. Amy Jindra

1. Ms. Jindra took the Board through Community Support Services Program Updates to include: Developmental Disabilities (DD) Residential Services, DD Day Support Rappahannock Adult Activities, Inc. (RAAI), Assertive Community Treatment (ACT), Mental Health (MH) Residential Services, Psychosocial Rehabilitation: Kenmore Club, Early Intervention: Parent Education and Infant Development (PEID), Developmental Disabilities Support Services, and Transportation.
2. Ms. Jindra provided data regarding the Assertive Community Treatment program which serves adults with serious mental illness experiencing psychotic or bipolar disorders. During FY25, the program intends to increase enrollment, but also lower psychiatric hospitalizations. A comparison chart of June 2024 and July 2024 inpatient stays was provided.
3. Ms. Jindra took the Board through Sunshine Lady House Utilization for FY24. A graph illustrating the program goal, FY24 final, and July 2024 utilization was provided.
4. Ms. Jindra highlighted Kenmore Club Employment Objectives. She stated the Kenmore Club serves adults with severe mental illness. The program utilizes the clubhouse model of psychiatric rehabilitation to promote training for restorative, skill building, symptom management and daily living skills. The Kenmore Club also provides employment-related services to enhance individual recovery and independence. As of July 31, 2024, the program serves 76 individuals. A graph demonstrating current program statistics related to employment activities was provided.
5. Ms. Standring presented Ms. Kyla Patterson's memo and provided chart for the first of two reporting cycles for the results of our annual chart review to determine

compliance with Part C federal guidelines for FFY23/SFY24. The chart indicated that the Rappahannock Area Community Services Board achieved 100% compliance in all areas.

6. Ms. Jindra next presented on Developmental Disabilities Residential Services. The program provides daily living support through a variety of models of services. The DD Residential Program has 10 groups that combined serve 54 individuals. A detailed overview was provided to the Board for their review.

#### **B. Clinical Services, Ms. Jacque Kobuchi**

1. Ms. Kobuchi provided a Clinical Division Program Update to include data regarding: Outpatient Services in Caroline Clinic, Fredericksburg and Children's Services Clinic, King George Clinic, Spotsylvania Clinic and Stafford Clinic. She also covered the areas of Substance Use, Case Management-Adult and Child and Adolescent, Specialty Dockets, Emergency Services, Medical Services and Jail and Detention. She announced several external trainings/conferences that staff attended and participated in. She noted they have one less school-based therapist in Caroline County due to funding that was not renewed. Ms. Kobuchi also shared that they have a new Assistant Coordinator in Emergency Services.
2. Ms. Kobuchi announced a new report called Access to Outpatient Services that highlights a goal they have to eliminate their waitlist for outpatient services at all of our clinics and then increase the number of assessments that are happening through same day access.
3. Ms. Newman presented the State Hospital Census Report along with the Extraordinary Barriers List.
4. Ms. Kobuchi went through the Emergency Custody Order (ECO)/Temporary Detention Order (TDO) Report for July 2024. There were 206 emergency evaluations completed in the month of July. Seventy-six individuals were assessed under an emergency custody order and eighty-two total temporary detention orders were served of the 206 evaluations. Staff facilitated two admissions to the state hospital.
5. Ms. Kobuchi presented the CIT and Co-Response Report to the Board. Fifteen individuals were assessed at the CIT Assessment Center in the month of July 2024. The number of persons served by locality were the following: Fredericksburg 6; Caroline 2; King George 0; Spotsylvania 3; Stafford 4; 0 from other jurisdictions. A chart was provided that indicated the number of Emergency Custody orders by locality, those that were able to be transferred into a CAC custody, and those who could have used the assessment center if there was additional capacity.
6. Ms. Kobuchi presented the State Opioid Response Proposal for the Board's approval. DBDHS has provided an opportunity for community service boards to request SOR funds for FY25. Proposals were due August 9<sup>th</sup>. RACSB submitted a request for \$549,856.09.

**ACTION TAKEN:** The Board approved the proposal for SOR funding.  
Moved by: Ms. Bridgette Williams  
Seconded by: Ms. Susan Gayle

#### **C. Compliance, Ms. Stephanie Terrell**

1. Ms. Terrell gave her program update to include data for 227 incident reports entered into the Electronic Incident Report Tracker during the month of July, Human Rights Investigations, Internal Reviewers, External Reviewers, Complaint Call Synopsis and Trainings/Meetings conducted.
2. Ms. Terrell took the Board through the nine licensing reports received and provided the accompanying Corrective Action Plans for review. She highlighted the substantiated Human Rights allegations received.

**ACTION TAKEN:** The Board approved the licensing reports.

Motion by: Ms. Carol Walker

Seconded by: Ms. Claire Curcio

3. Ms. Terrell gave the Quality Assurance Report for the following programs: Mental Health Case Management, Fredericksburg, Mental Health Outpatient, Spotsylvania, and Mental Health Supported Residential, Liberty.
4. Ms. Terrell presented the Corporate Responsibility document that is a CARF requirement that presents our process for ensuring that we were following laws and regulations and industry standards. She took the Board through different sections of the document.

**ACTION TAKEN:** The Board approved the Corporate Responsibility.

Motion by: Ms. Bridgette Williams

Seconded by: Ms. Susan Gayle

#### **D. Communications, Ms. Amy Umble**

1. Ms. Umble gave a program update covering digital content and metrics and why it matters. She focused on social media, new hires, Spark, the website, and competitive analysis. She also gave an overview of employee internal communications and the role of the Engagement Committee.
2. Ms. Umble took the Board through the RACSB Newsletter. Mr. Parcell asked that this be sent to the Board when released.

#### **E. Prevention Services, Ms. Michelle Wagaman**

1. Ms. Wagaman gave her program update covering the following areas: Substance Abuse Prevention, noting the hot topics were Vaping, Alcohol, and Tobacco, Suicide Prevention Initiatives, State Opioid Response, and additional initiatives. She also gave an update on Healthy Families Rappahannock Area and the fundraiser they are doing at present with Little Caesars.
2. Ms. Wagaman presented the Behavioral Health Equity Grant Notice of Award. This funding will build on the BarberShop talk first held in September 2022 and subsequent BarberShop Talks in September 2023 and February 2024. The project will be funded in the amount of \$15,200.
3. Ms. Wagaman shared with the Board that Healthy Families Rappahannock Area has applied for a \$25,000 grant through the Fredericksburg Savings Charitable Foundation Fund to support operating expenses.

**ACTION TAKEN:** The Board approved both the Behavioral Health Equity Grant Notice of Award and the Fredericksburg Savings Charitable Foundation Fund



Grant.

Motion by: Ms. Claire Curcio

Seconded by: Ms. Glenna Boerner

4. Ms. Wagaman presented the Healthy Families Year-End Report to the Board.

X. HUMAN RESOURCES, *Mr. Derrick Mestler*

- A. Mr. Mestler gave his program update stating that the start of the new fiscal year saw a strong hiring cycle and the wrap up of some key projects. HR conducted two new hire orientations and helped onboard 14 new staff members during the typically slower summer months. Several projects have come to fruition, the kick off of the new learning management system Relias was a major one. HR also implemented new salary increases approved by the Board. The third Germanna Behavioral Health Internship program cohort was finalized with 10 students and started orientating with RACSB in July.
- B. Mr. Mestler reported that RACSB continues to receive a significant number of applications through the hiring portal. For the month of July, 1,227 applications were received. Of the applications received, 99 stated employee referrals as their recruitment source and 936 listed job boards as their recruitment source. At the end of July there are currently 53 open positions. A summary of recruitment data provided.
- C. Mr. Mestler shared that the HR department processed a total of fourteen employee separations for the month of July 2024. Of the fourteen, eight were voluntary, and six were involuntary. The retention rate for July was 97.55% and the turnover rate was 2.45%.
- D. Mr. Mestler provided an overview of the workforce reporting noting the average vacancy and turnover rate for the fourth quarter of FY2024.

XI. REPORT FROM THE EXECUTIVE DIRECTOR, *Mr. Joseph Wickens*

- A. Mr. Wickens shared that the organization's performance contract needs to be presented to and approved by all localities or else state funding may not be approved. He and Ms. Brandie Williams have committed to meet this objective in attending all of the Board of Supervisor and Local Council meetings. The deadline is September 30, 2024.
- B. Mr. Wickens informed the Board that there has been a surge in COVID cases throughout the organization. Many staff have tested positive for COVID. The recommendation is to stay home until you are symptom-free. A work at home option has been offered.
- C. Mr. Wickens reminded the Board about the VACSB conference. Board members that confirmed they are attending: Ms. Boerner, Ms. Curcio and Mr. Parcell.
- D. Mr. Wickens mentioned that we are taking a closer look at our external contracts as they come up this year. He said that we have absorbed a lot of cost, but we have given notice that if we provide service, we need to be compensated for it. He noted that some of these contracts have been in place for a long time.
- E. Mr. Wickens informed the Board of a Homeless Outreach Employment Position, through the City of Fredericksburg, that the RACSB has been asked to help staff. It is a position that the city will fund. The position is to help with the homelessness issue here in the city which is a big issue because of its impact on businesses. Many of the

complaints the police receive turn into police action. Mr. Wickens said we are meeting with city officials to discuss the possibility of staffing the position.

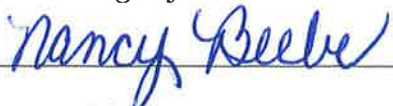
- F. Mr. Wickens shared that there hasn't been much movement on the Crisis Receiving Center (CRC). We are scheduling a meeting with the city community planning department to be able to move forward with a site plan. We've also decided on a two-story structure as part of the site plan. Mr. Wickens has plans to meet with the architect on the site plan in the next few months and will present to the Board for their approval, and the submission of the plan.
- G. Mr. Wickens thanked the Board again for the salary increases. It is having a positive impact all throughout the agency and beyond.

## XII. BOARD TIME

- A. Ms. Ritchie shared that she was so happy to hear about the Salon Talks starting in the cosmetology schools. Great job everybody as always.
- B. Ms. Curcio said she likes it because the employees look happy, and there appears to be camaraderie amongst the groups and that is a pleasure to be a part of.
- C. Mr. Kiger thanked everyone for the adjustment in the way we are having Board meetings. It's very helpful to him to have one a month.
- D. Ms. Boerner, thanks to everyone as always for working so hard, and thank you Jacob for getting us together as a Board and doing what you're doing with the Board.
- E. Ms. Walker is so pleased to see we are taking interns, that's exciting and has a lot of potential – coming from academic backgrounds, I find that very encouraging. Good work everybody. It's a fantastic organization, I'm proud to be a part of it.
- F. Ms. Gayle, thank you for the new timeframe, this works good for me too. Thank all of you for what you do.
- G. Ms. White, thank you to Michelle and Sherri and her team who came to Caroline and handed out some resources to our educators which was a big deal, they met our Superintendent. The Board meeting at this time is probably better for me too, I am moving into a new role so I will most likely be a bit late for the meetings, more like 3:30pm. Thank you.
- H. Mr. Lapin, thank you to everyone.
- I. Mr. Zurasky submitted an excerpt in his absence: "I had the privilege of serving with Reverend Davies on the Board of Directors for the Rappahannock Area Community Services Board. I admired his concern for others and his strong desire to find solutions to make lives better for everyone in our community. I witnessed his commitment to working with others within and outside our immediate area. Not only did he always have heartening words for those responsible for providing direct care, but he seemed to find just the right magical words for encouraging the Board to do the right thing. Even now, when the Board sits to decide upon the path forward for RACSB, I reflect on Rev. Davies' words and use them to guide my decisions. Thank you, Reverend Davies, for your enduring impact."

## XIII. ADJOURNMENT

The meeting adjourned at 6:00 PM.



Board of Directors Chair



Executive Director