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# November 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 November 19, 2024, at 600 Jackson Street and called to order by Chair, Nancy Beebe at 3:00 p.m. *Attendees included:* Nancy Beebe, Claire Curcio, Jacob Parcell, Shawn Kiger, Ken Lapin and Matthew Zurasky *Not Present:* Glenna Boerner, Greg Sokolowski, Bridgette Williams, Melissa White, Susan Gayle, Carol Walker and Sarah Ritchie.

## II. MINUTES, BOARD OF DIRECTORS, October 15, 2024

The Board was unable to approve the minutes due to no quorum present. Mr. Zurasky noted typographical errors on pages 3 and 4.

## III. PUBLIC COMMENT

No Action Taken

## IV. SERVICE AWARDS

Mr. Joe Wickens recognized all employees with awards:

### 5 years

**Stephanie “Stevie” Baker**, Office Associate, ACT  
North

**Theresa Filipovich**, Office Associate, PEID

**Latrice Fore**, DSP, New Hope

**Eunice Holmes**, Asst. Group Home Manager, Scottsdale

**Lorraine Weresnick**, Manager, PSH

### 10 years

**Celenia Wood**, Office Manager, Caroline

### 15 years

**Rebekah Herrin**, Occupational Therapist

### 25 years

**Wendi Powell**, Child/ Adolescent Case Manager,  
Spotsylvania

## V. BOARD CORE BEHAVIORS

### VI. BOARD PRESENTATION: Crisis Receiving Center, *Mr. Bill Loving, and Ms. Jennifer Weatherford, Worley Associates Architects*

- Roxbury Project Overview.
- Property put in Creative Maker District Zoning by the city.
- Certain restrictions involving setbacks, existing building, character structures.
- Three-character structures on site: Spokework Building, Roxbury Building, Shed.
- Update on site plan: have met with all city officials and believe they are at a point of agreement (graph provided).
- Salvaging the Spokework building, structurally sound, well-built building, still it does need upgrades, it is not a historic building so there are no restrictions on construction.
- Reviewed the floor plan for the CRC – Mr. Parcell noted the size of the Sally Port entrance for EMS crews needs to be large enough for them to get in and out with a gurney.
- The site plan has been presented to the City of Fredericksburg.
- Attended the Technical Review Committee meeting. Optional Forms of Development submitted. We have been clear on our plan and the City zoning department is in agreement with our plan.

## VII. PROGRAM REPORTS

### A. COMMUNITY SUPPORT SERVICES, *Ms. Amy Jindra, Mr. Galindo, Ms. Standring*

1. **Program Update** - Ms. Jindra gave an overview of her programs: RAAI is looking to add two community-based groups which will be completely based out of the YMCAs to improve their billing - community engagement rate is much higher than the day rate. They are also talking to DBHDS about customized rates which is pretty challenging to get approval at times. This is a higher rate of reimbursement but it requires one on one staff support. Typically, they need to prove the need for one on one resulting in months of service before DBHDS/DMAS will pay for it. The PEID program is serving 538 children currently, they are scheduling 16 intakes/assessments a week. In October alone, they had 71 referrals. They are fully staffed for the first time in years. PSH filled three of their open positions in October. They housed three additional individuals last month. Kenmore Club is also fully staffed. They will be hosting a Thanksgiving Day lunch on Tuesday at 12:30pm. No need to RSVP. All are welcome. Members are stepping up to facilitate groups. Crisis Stabilization is up and running with detoxification services now and they hired two new RNs.
2. **Kenmore Club Employment Objectives** - Mr. Galindo, Employment Manager at Kenmore Club, provided an update on recently collected data. Currently, they are at 12% employment membership which is slightly above average for people who have severe mental illness. He said they work together closely as a team with the support of their membership in identifying the barriers in employment and addressing those barriers. He gave an example of a member who was given advice by his job coach and now is on a fast track to a job.
3. **Part C** - Ms. Standring went over the memo and accompanying chart for the second of two reporting cycles for the results of our annual chart review to determine compliance with Part C federal regulations for FY23/SFY24.

4. **Sunshine Lady House Utilization** – Ms. Jindra shared they hit 42% utilization. Ideally if at capacity, they would hit 360 bed day occupancy a month. Last month was 151. Ms. Jindra said she is blaming the shortened days of insurance authorization and shortened stays of five days versus the two week stays of the past, for why getting utilization has been such a challenge. She said they are staying busy and they are working with individuals. They had 44 referrals last month, they accepted 43, only one was declined – due to their medical needs. Seven individuals didn't return. Mr. Zurasky asked about client outcomes regarding the length of time, five days versus fourteen days. He wanted to know if we are meeting client needs after five days or are we seeing them return because they didn't get what they needed/sufficient care. Ms. Jindra said that if they need to stay longer, they are doing everything they can to allow them to stay longer. There will always be people who continue to return to services. Although, she does think the messaging is different from the beginning because knowing they have to leave in five days, they are ready to leave as soon as they get there.
5. **Mental Health and Developmental Disabilities Residential Vacancies** – Ms. Jindra said that DD residential vacancy had one additional vacancy from the previous month. However, in November, they are already working on filling some beds so we'll see a different report in December. Merchant's Square is working on their licensing to add an additional unit. They also had someone move into sponsored placement in November. Mental health residential is staying the same, they did have an uptick in referrals. PSH had three additional placements.
6. **DRPT Grant** – Ms. Jindra said this is how we get our wheelchair accessible vans every year. We are receiving seven vans this month. They are FY23 and FY24 grant vans. We also plan to apply for FY26 DRPT grant funding in December 2024. RACSB intends to apply for funding for 5 modified minivans. A letter of intention for Board approval along with DRPT vehicle descriptions was distributed.

The Board was unable to approve the FY26 DRPT Section 5310 Grant Application as there was no quorum present.

#### B. CLINICAL SERVICES, *Ms. Jacque Kobuchi*

1. **Program Update** - Ms. Kobuchi gave highlights of her program. Two key staffing positions have been filled with the individuals starting in October – the Assistant Substance Abuse Disorder Services Coordinator position was filled along with the Veterans and Family Therapist position. Both individuals are already up and running and providing great support. Ms. Kobuchi also highlighted that they sent their Emergency Services Coordinator, as well as the Sunshine Lady House Assistant Coordinator, to Crisis Con in Phoenix in October. They were able to visit the Crisis Receiving Center there and were able to bring back lots of great ideas.
2. **State Hospital Census Report** -Ms. Kobuchi shared there were zero people on the extraordinary barriers list for this month. They have 37 people in state hospitals receiving treatment: ten of those were new, nine of those were discharged, ten were civil, ten were NGRI, and seventeen were forensic admissions.

3. **Emergency Custody Order (ECO)/ Temporary Detention Order (TDO) Report – October 2024.** Ms. Kobuchi stated that Emergency Services staff completed 202 emergency evaluations in October. Sixty-two individuals were assessed under an emergency custody order and sixty-nine total temporary detention orders were served of the 202 evaluations. Staff facilitated six admissions to the state hospitals, which included one admission to Southern Virginia Mental Health Institute, two admissions to Northern Virginia Mental Health Institute, and three admissions to Commonwealth Center for Children and Adolescents. A total of sixteen individuals were involuntarily hospitalized outside of our catchment area in October. All sixteen individuals were able to utilize alternative transport. Data reports submitted.
4. **CIT and Co-Response Report-** Ms. Kobuchi reported that the CIT Assessment Center served 11 individuals in the month of October. She took the Board through a chart indicating the number of Emergency Custody orders by locality, those that were able to be transferred into CAC custody, and those who could have used the assessment center if there was additional capacity.
5. **Outpatient Waitlist and Same Day Access –** Ms. Kobuchi said they continue to make great progress with their move to get rid of all of their waitlist and move to same day access. She said that the Spotsylvania Clinic resolved their waitlist in October and will begin same day access appointments the week of November 4<sup>th</sup>. The Stafford Clinic has a waitlist of 84 individuals. They are still short-staffed in Stafford. Mr. Zurasky asked if Ms. Kobuchi was still confident that there would be no waitlist in January. Ms. Kobuchi said that hopefully in the month of January they can resolve it.
6. **State Opioid Response (SOR) Funding Award –** Ms. Kobuchi said that last month they spoke about how they put in a request for this funding and were told to expect a decrease from last year. DBHDS provided community services boards an opportunity to request SOR funds for FY25. RACSB submitted a proposal for \$549,856.09 and was awarded \$470,700. This includes \$148,950 for recovery services and \$321,750 for treatment services.

*The Board took a ten-minute break at this time.*

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

1. **Program Update -** Ms. Terrell said that in addition to her program update the licensing specialist visiting RACSB, met with ten programs which included reviewing twenty personnel records and twenty individual files. As a result, we have received seven corrective action plans.
2. **First Quarter FY2025 Incident Report Review –** Ms. Terrell shared that the compliance team received and triaged 775 incident reports. This is an increase of 94 from the previous quarter. Of those 775 incident reports received, 91 incidents were reported to DBHDS through the Computerized Human Rights Information System (CHRIS). Graphs provided depicting categories with the highest occurrences, highest number of incidents, health concern sub-categories and type of medication errors. Another chart depicted the total number of incident reports categorized by Incident Levels 1, 2, and 3.

Ms. Curcio noted that there were four sexual assaults listed. Ms. Terrell said that those sexual assaults were associated with programs that were not RACSB. We receive incident reports from some individuals who receive Medicaid and we have to report it to the Managed Care Organization (MCO). Our case managers would also report if someone is sexually assaulted. Ms. Terrell said we keep track of all of reports so we are in compliance with all the different entities. Ms. Curcio asked if we keep track of the incidents that happen in our own facilities separately. Ms. Terrell said it is all in the same reporting system but she can separate out the different programs by doing some data manipulation. Ms. Curcio said then we would know if we had a problem we need to address. Ms. Terrell confirmed. She referenced page 60 and how the health concerns are separated out.

Mr. Parcell asked if there is a key driver into why there is an increase in the numbers in this report since the last report. Ms. Terrell said she didn't know. She said that health concerns increased in general. Sometimes, it has to do with external providers and case managers and outpatient services receiving reports.

Ms. Curcio asked about the missing persons and whether or not we lost four people. Ms. Terrell said we did not. Mr. Lapin asked if Ms. Terrell could break out the data to what is internal to RACSB. Ms. Terrell she could but it would not meet all the reporting requirements for licensing and CARF. Mr. Wickens then added that perhaps they could do a separate report for just the Board's information. Mr. Zurasky added that data is no good unless it is acted upon. He continued that if everything here is compiled and we don't know what is the RACSB, then it is difficult to act on it and to know we are taking the right steps.

Ms. Jindra said that if the individual is associated with support coordination and it is a repeat issue in a program, the support coordinator is not making referrals to another setting, or investigating what is happening in the home, then our support coordinator does get held accountable. Therefore, some of that data, although it may not be our program, our case managers are responsible to some degree in addressing issues that might be concerning for client care. It could still come back on us if we are not moving the individual or not reporting a program that may not be ours to the state if they are violating the care of needs of the individual.

Ms. Brandie Williams asked what if we defined it and split it out by incidents that happen while actively receiving services. It might be a clearer distinction for the Board. Mr. Zurasky said that they are not saying not to report, they just want to know exactly what incidents the Board needs to act on. Ms. Curcio said she would be happy if Ms. Terrell would tell the Board if we are having incidents in our residential placements that we need to know about, not an ongoing number each month. If she sees a problem bring it to us. Mr. Wickens said he understands what the Board is asking for, they are wanting to see the incidents that are under our control. Mr. Wickens said they will take a closer

look at this.

3. **Quality Assurance Report** – Ms. Terrell said that they reviewed three programs in Mental Health Child & Adolescent Case Management for King George, Fredericksburg, and Caroline. The discrepancy noted for all of the programs was with the Individual Service Plan area. King George went from a 94 to 98 score, Fredericksburg went from a 94 to a 99, and Caroline went from a 94 to a 97.
4. **Licensing Reports** – Ms. Terrell said we received four licensing reports, one for Crisis Stabilization/Sunshine Lady House related to late reporting of a Level 2 critical incident; one licensing report for Caroline County Developmental Disability Case Management related to a Human Rights investigation; one licensing report for Mental Health Support Services related to Human Rights; and one licensing report for Adult Mental Health Case Management related to Human Rights investigation. Corrective Action Plan documentation provided additional details regarding the citations and RACSB's response.

The Board was unable to approve the licensing reports as there was no quorum present

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

1. **Program Update** - Ms. Umble added some additional points to her submitted program update. She said that this is a busy time for the communications department because there are several employee engagement activities happening. The staff holiday party is around the corner, there is a companywide secret pal program, and there is a Hope for the Holidays initiative- where staff are adopting individuals that are served by our Assertive Community Treatment (ACT) program. Ms. Umble also reported that last week she participated in an online social media summit for nonprofit communications.
2. **Communications Plan FY25**- Ms. Umble provided the Communications Plan for FY25. She said that the focus for FY25 will be more on external communications. We have more tools than we have ever had. We have the Website and Blog, our social media, we are now on Facebook, X, Instagram, LinkedIn, and we just added Threads.

#### E. PREVENTION, *Ms. Michelle Wagaman*

1. **Program Update** - Ms. Wagaman went through her program updates. She stated that Teen Mental Health First Aid is underway. Tomorrow, they will finish up five of the six blocks. She also encouraged the Board to pick up an issue of Fredericksburg Parent Magazine. Prevention did an insert on finding balance (around substance use and finding coping skills to better address adolescent mental health). Last week, DBHDS held a state block grant summit so all the prevention teams came together and got the preliminary data from the young adult survey. They will get local data in the coming weeks. Statewide there is a significant increase in age of first use between middle school and high school. Therefore, they are going to be looking at ways they can increase their efforts in the middle schools to give the protective skills and reduce some of the risk factors



to help deter attempts to use substances in high school. Statewide substance use has decreased but mental health and suicide idealization have increased substantially in the two years for the 18–25-year-old population.

The 2025 training schedule is completed and provided in the packet. They did have to cancel the first MH First Aid in Spanish because only one person showed up for the class. Healthy Families received a \$15,000 grant. Two weeks ago, they also had a graduation. They hosted their annual holiday drive-thru event on December 14th. This is where families receive donated gift cards from local organizations and each child receives gifts.

2. **Understanding Adverse Childhood Experiences (ACEs) Training FY2024 Year-end Summary** - Ms. Wagaman went through the numbers for FY2024. They did 17 trainings for 330 people which was a decrease from the past couple of years, as sign-ups have decreased. She said they have reached a saturation point. Most people have heard the information and want to know what's next. Ms. Wagaman said Community Resilience Initiative Course 1 and Course 2 is the next step as these trainings focus more on strategies.
3. **Prevention Programs FY2024 Year-end Summary** – Ms. Wagaman brought the year end summary for the evidence-based curriculums that are facilitated in partnership with a number of different schools and community groups. Ms. Wagaman said that Ms. Bateman, Prevention Specialist, gets all the credit for the work she does in this regard, she takes the lead for these curriculums, she is in the schools and does a phenomenal job responding to individual requests from high school teachers and middle school teachers. She has partnered with a number of high schools to do courses in alcohol awareness, vaping/tobacco prevention, fentanyl and opiates as well as cannabis use prevention. Ms. Bateman also facilitates the Healthy Alternative for Little Ones (HALO) and Too Good for Drugs curriculums. Jennifer has made a big impact in Caroline County with the implementation of the Second Step Bully Prevention curriculum in all three elementary schools.
4. **Healthy Families Grant Award** – Healthy Families Rappahannock Area (HFRA) applied for a \$25,000 grant with the Fredericksburg Savings Charitable Foundation Fund. They received notification that they were awarded \$15,000. The Fredericksburg Savings Charitable Foundation Fund is intended to support not-for-profit programs that contribute to the quality of life in Caroline, King George, Spotsylvania, Stafford and Fredericksburg. HFRA will use this amount to assist with personnel costs. One area that will be supported is transportation reimbursement for their direct service team.
5. **Vaping Awareness & Resources** – Ms. Wagaman provided the Board with a plethora of references and electronic resources pertaining to vaping awareness.
6. **2025 Training / Workshop Schedule**- Ms. Wagaman provided the Board a copy of the most recent prevention training and workshop schedule. The number of trainings is consistent with prior years.

Mr. Lapin thanked Ms. Wagaman for presenting at the Lions Club last week on the dangers of fentanyl, it was extremely interesting and very well received.

#### F. FINANCE, *Ms. Brandie Williams*

1. **Program Update** – Ms. Williams gave a program update announcing that the Finance Department has hired a Finance Director. Ms. Sara Keeler, who has previous experience here at the RACSB, and also extensive previous experience at Encompass in a leadership position and has non-governmental perspective from the County of Orange. She is currently the Finance Director at the County of Orange. Her start date is December 16, 2024. Ms. Williams went on to say that the reason they are able to bring such a high caliber candidate to the table is a direct result of the actions of the Board in addressing salaries to attract greatness. In other news, the reimbursement team has really been working hard. The entire department has been inundated with audits and more required reporting and ensuring they are staying on track. Structurally, Finance has moved the payroll process from under their department to under the Human Resources department. After reviewing how other CSBs in our region are structured, they believe this move will help stabilize the payroll process.
2. Ms. Williams reviewed the Summary of Cash Investments.
3. Ms. Williams reviewed the Summary of Investment Portfolio.
4. Ms. Williams reviewed the Fee Revenue Reimbursement.
5. Ms. Williams reviewed the Write-Off Report.
6. Ms. Williams reviewed the Health Insurance.
7. Ms. Williams reviewed Payroll Statistics.
8. Ms. Williams reviewed the Financial Summary.

The Board was unable to approve the financial summary as there was no quorum present.

#### 9. **Rappahannock Area Community Services Board Operational Review**

**FY25 Follow-Up** – Ms. Williams shared that last year DBHDS conducted an internal audit in which they had ten findings that we brought to the Board based on a very thorough in-depth review of the agency. At that time, we were given notice that they would come back in about a year and re-evaluate the findings. They completed that audit recently. It showed that three of the ten findings still showed some room for improvement. As a result, we will host them yet again on those three findings. Memorandum handout provided specific details of the three findings.

#### G. HUMAN RESOURCES, *Mr. Derrick Mestler*

1. **Program Update** – Mr. Mestler went over program highlights for October. HR continued their hiring trend, including too hard-to-fill positions. He announced that they have two psychiatrist candidates that they are looking to hire. He reported hiring success can be traced back to the recent salary increases. He recognized the managers, supervisors, and coordinators that are doing all the interviewing. It's a team effort and a really fun place to be in from an HR perspective. Mr. Mestler shared that he participated in Career Fairs at both Caroline and Stafford County High Schools. It was good for him to get out and learn how to table and build relationships on behalf of the RACSB. Mr. Mestler said that payroll has come under his department to provide more support for the



payroll processor and also for the agency as a whole. More details on the transition in the coming months.

2. **Applicant and Recruitment Update** – Mr. Mestler noted that we continue to see a good applicant flow. HR hopes to extend an offer to an HR Specialist tomorrow. In the months to come, they look to get some of the hard to fill positions off the list. Ms. Curcio wanted to know if we are losing people to the VA. Mr. Mestler said we are not at this time. There are currently 53 open positions (40 full-time and 13 part-time).
3. **Turnover Report** – Mr. Mestler shared that HR processed a total of fifteen employee separations for the month of October. Of the fifteen, twelve separations were voluntary, three separations were involuntary.
4. **DBHDS Workforce Reporting Overview** – Mr. Mestler noted that we are going into our second year into reporting these numbers. This is our first quarter report for the current fiscal year. Overview of data provided.

#### H. DEPUTY EXECUTIVE DIRECTOR, *Ms. Brandie Williams*

1. **Program Update** – Ms. Williams shared that the data exchange has been on the radar for a while now and we are coming down to the wire and unfortunately our vendor is not cooperating. We have had to take certain steps to ensure we make our deadlines. Ms. Williams said we are still on-track to be one of the first CSBs to transition to the new process. It will be full testing as of January 6<sup>th</sup>, with a February or March 1stGo Live, still well ahead of the June deadline.
2. **Combined Information Technology and Dashboards Data Report** – Ms. Williams provided the Dashboard report breaking out the measure, month of measure, state target, state average and RACSB percentages. In the Information Technology Department, there were 887 tickets in the month of October and 2,366 Zoom meetings for 5,553 participants.

#### VIII. REPORT FROM THE EXECUTIVE DIRECTOR, *Mr. Joseph Wickens*

- A. Mr. Wickens shared that he and Ms. Kobuchi will be joining a City Work Session on December 10<sup>th</sup> to provide very high-level overview of mental health services, as well as information on the CRC. They have been invited to come and present and they plan on doing this every quarter for the City of Fredericksburg.
- B. Mr. Wickens gave a reminder about the VACSB Legislative Conference to be held in Richmond. The conference falls on the same day as our regularly scheduled Board of Director's meeting on January 21<sup>st</sup>. Mr. Wickens asked Board members to let us know by December 15<sup>th</sup> if they plan to attend the VACSB so we can get them registered for the conference. He stated that the rescheduled date for the Board of Director's meeting will be January 28<sup>th</sup>.
- C. Mr. Wickens also gave a reminder about the upcoming December 17<sup>th</sup> Board Holiday Dinner to be held at La Petite Auberge. He said we are looking forward to seeing everyone. Currently, there are 45 people confirmed.

#### IX. BOARD TIME

- A. Mr. Zurasky said it was very encouraging and exciting to see all of the positive effects of the increased hiring. It permeates all throughout the reports and he is very excited to see that. He also wanted to recognize the recent passing of former Board member

Ira West who served King George County for a decade or more, he was a very dedicated individual who supported all of our programs.

- B. Mr. Lapin echoed the comments on the increased hiring as super. He thanked the staff for being willing to change things that they are asking them to change in the Board report. It is evident and appreciated. He also added that Shirley went to Fredericksburg City Schools Superintendent roundtable and there was a presentation by Brandie that just blew her mind, in a good way. Thank you and kudos to Brandie.
- C. Ms. Beebe said the loss of Ira West is a sad thing, he was a fine man. She is also very pleased that Brandie will not have to do Finance any longer, good for her. Ms. Beebe gave kudos to Ms. Dobson for her work on the Board packet, it is much easier to read now.
- D. Mr. Kiger thanked the staff for all that they do and thank you for these reports they are helpful.
- E. Ms. Curcio said thank you to the staff and thank you for answering our questions. She also shared that her daughter was at a presentation at Dahlgren given by someone from the RACSB but she could not remember the name of the person. She said the presentation was great!
- F. Mr. Parcell said thank you for all that you do.

#### X. CLOSED MEETING – VA CODE § 2.2 – 3711 A (4), A (7), and A (16)

Due to lack of quorum and the need to enter closed session, Mr. Zurasky moved to reconstitute a committee of the Board per the bylaws to act on behalf of the entire board subject to ratification at the next Board meeting. Mr. Parcell seconded. The motion carried.

Ms. Curcio requested a motion for a closed meeting. It was moved by Ms. Curcio and seconded by Mr. Zurasky that the Committee of the Board of Directors of the Rappahannock Area Community Services Board convene in a closed meeting pursuant to Virginia Code § 2.2 – 3711 A (4) for the protection of the privacy of individuals in personal matters not related to public business; and Virginia Code § 2.2 – 3711 A (16) discussion or consideration of medical and mental health records subject to the exclusion in subdivision 1 § 2.2 –3705.5.

The motion was unanimously approved by the Committee of the Board of Directors.

Upon reconvening, Ms. Beebe called for a certification from all members that, to the best of their knowledge, the Committee of the Board discussed only matters 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:

Claire Curcio – Voted Aye  
Nancy Beebe – Voted Aye  
Ken Lapin – Voted Aye

Jacob Parcell – Voted Aye  
Matt Zurasky – Voted Aye  
Shawn Kiger – Voted Aye

The motion was unanimously approved.

**XI. ADJOURNMENT**

The meeting adjourned at 6:49 PM.

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Board of Directors Chair

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Executive Director