May 12, 2025 Board of Directors
Strategic Plan Work Group

I. Work Group

A work group of the Board of Directors of the Rappahannock Area Community Services Board was called to order on May 12, 2025, at 600 Jackson Street at 8:30 a.m. *Attendees included*: Carol Walker, Ken Lapin, Jacob Parcell and Matt Zurasky. *Other attendees included*: RACSB management team, Joseph Wickens and Brandie Williams.

II. Point-In-Time Survey Results

Ms. Stephanie Terrell took the group through the results of the survey. The RACSB believes it is important to obtain input from individuals served and stakeholders. This allows RACSB to enhance and create services that meet or exceed the expectation of individuals served, the community and other stakeholders. The point-in-time survey is designed to document the experience and satisfaction of individuals receiving services from RACSB. The survey is distributed at each of the six outpatient clinics. The results are used to evaluate staff performance, identify gaps in services, and key items that are causing dissatisfaction so that action can be taken to improve the experiences of individuals served.

During the week of May 13, 2024, the front desk staff, at each of the six outpatient clinics, distributed the nine-question survey to all individuals who kept their appointments.

A total of 648 (71%) surveys were received from the 902 individuals who kept appointments during the weeks of May 13, 2024. Survey response rate continue to be lower than pre-COVID. Response rate for Fy2020 averaged 93%; however, for FY2022 andFY2023 the response rate averaged 67%.

Ms. Terrell took the group through the responses received during the survey week by clinic.

III. Presentation of the Results of the Strategic Priorities

Ms. Williams said this meeting was broken out into two parts: Identifying our strategic priorities and then breaking those down into strategic goals. She reminded the group that if you have too many strategies none are addressed the way they need to be so the recommendation is three to five priorities, with no more than five priorities. We want to focus on those things that we are going to dedicate our resources to. Our strategic priorities will be our guideposts for decision-making and monitoring. She then referred to the survey she sent out ahead of time and the results gathered. She went over the results in detail to understand each of the group members internal priorities. After a group discussion, they agreed on the following strategic priorities:

Strategic Priorities –

1. Staff- retain, recruit and develop

2. Fiscal & Operational sustainability, *financial stability* (efficiency and innovation)

3. Access to and quality services

4. Effective services

IV. Wrap Up- Ms. Williams sent out an excel spreadsheet that streamlined the priorities and offered some potential goals for consideration. She asked the group to add their ideas to the spreadsheet and send back to her so she can compile a master spreadsheet and send to the group by Thursday. She scheduled a Zoom meeting for the group on Friday, May 16th at 11am for anyone interested in participating in further discussion. The next in person meeting will be May 19, 2025.

V. Adjournment

The meeting adjourned at 10:30 AM.

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Board of Directors Chair Executive Director