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# November 2025 Board of Directors Meeting Minutes

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## I. CALL TO ORDER

A meeting of the Board of Directors of the Rappahannock Area Community Services Board was held on November 18, 2025, at 600 Jackson Street and called to order by Chair, Jacob Parcell, at 3:00 p.m. *Attendees included:* Claire Curcio, George Dallas, Susan Gayle, Shawn Kiger, Ken Lapin, Greg Sokolowski, Ashley Terry, Carol Walker, Melissa White, and Matthew Zurasky. *Absent:* Nancy Beebe, Tiffany Haynes, and Bridgette Williams.

## II. MINUTES, BOARD OF DIRECTORS, **October 21, 2025**

The Board of Directors moved to approve the minutes from the October 21, 2025 meeting.

**ACTION TAKEN:** The Board approved the October 21, 2025 minutes.

Moved by: Ms. Claire Curcio

Seconded by: Mr. Shawn Kiger

## III. PUBLIC COMMENT

No Action Taken

## IV. SERVICE AWARDS

Mr. Joe Wickens recognized all employees with awards:

### 5 years

**Diane Festo**, Direct Support Professional, Scottsdale Estates Group Home

**Nicole Zaros**, Outpatient Therapist, Spotsylvania Clinic

### 15 years

**Sharika Mitchell**, Assistant Coordinator DD Res. Services

## V. BOARD CORE BEHAVIORS, *Ms. Claire Curcio*

Ms. Curcio reminded the Board that we want to have open, honest and respectful communications with each other – we want to ask the tough questions while we are in the room and not afterward, and then move onto to the next level of decision making.

## VI. BOARD PRESENTATION, **Medical Services**, *Dr. Scott Young and Ms. Jennifer Hitt*

Dr. Young introduced the prescriber team and reviewed outpatient services offered at all six clinics, including psychiatric assessments, medication management, and the acute care clinic, as well as services provided for MAT, Sunshine Lady House, ACT, and Jail/Juvenile Detention programs. He also reviewed the number of individuals served by locality. Ms. Hitt, Nurse Manager, reviewed nursing operations for the nursing team of seven, including vital signs, medical histories, assessments, long-acting injections, urine drug screens, prior authorizations, TB screenings, lab coordination, medication education, and managing the Medline (averaging 60 voicemails per day). Program successes include onboarding two new psychiatrists, directly

hiring two previously contracted psychiatrists, reinstating the acute care clinic, and implementing Mobile MAT. Challenges include the high cost of medical services and limited community psychiatric provider availability.

*Mr. Parcell took a moment out to recognize new Board member Ms. Ashley Terry.*

## VII. PROGRAM REPORTS

### A. COMMUNITY SUPPORT SERVICES, *Ms. Lacey Fisher Curtis*

1. **Program Update** – Ms. Fisher Curtis provided program updates for Developmental Disabilities Support Services, Developmental Disabilities Residential Services, DD Day Support Rappahannock Adult Activities, Inc. (RAAI), Mental Health Residential Services and Psychosocial Rehabilitation-Kenmore Club.

2. **Residential Vacancies**

Ms. Fisher Curtis reported that DD Residential supported one move into Merchant; Ross ICF has a November move-in scheduled; Igo has two vacancies and is assessing one individual; and four individuals are expected to move into Myers within 60 days. In response to Mr. Zurasky's question, she confirmed that staffing shortages are delaying move-ins at Myers, as there is not yet sufficient staff for 24/7 coverage. Hiring is underway.

The Board discussed the Myers Respite program and its transition to a hybrid group home model with two respite beds. Mr. Zurasky expressed concern that the reduction from six day-respite slots to two was greater than anticipated. Ms. Terrell explained that the change is due to how the facility was licensed; there is not flexibility between the four congregate beds and two respite beds. Mr. Zurasky asked if it could be expanded beyond the two if at different location. Ms. Terrell noted that operating respite from a different facility could restore capacity.

Board members requested tracking of individuals turned away and asked for clarification on potential licensing or facility options to expand respite capacity. Mr. Parcell requested two items for the next meeting: the most recent Myers Quarterly Report with utilization data, and an outline of possible next steps, including discussions with DBHDS and facility considerations.

Ms. Fisher Curtis continued her report with Mental Health Residential which enrolled one new individual at Home Road, with no discharges. Two transitional beds and one community bed remain open, with two referrals, and Home Road is expected to be full in November. Permanent Supportive Housing currently houses 73 individuals, with six more approved and awaiting placement, and case management provided while they wait.

### B. CRISIS INTERVENTION SERVICES, *Ms. Amy Jindra*

1. **Program Update** – Ms. Jindra reported that they have been busy visiting other Crisis Receiving Centers. She is just back from Kansas visiting a Children's Crisis Center. They are getting close to finalizing the floor plan for our new Crisis Receiving Center and are very excited about that.

2. **Sunshine Lady House** – Ms. Jindra reported that in October, the program received 72 prescreens across four localities and provided ASAM 3.7 medically managed detox services to one individual for four days. Of the prescreens, 10 individuals were deferred due to medical acuity and 2 were declined due to psychiatric acuity requiring inpatient care, resulting in an overall acceptance rate of 83%. A total of 45 individuals were admitted (40 from RACSB, 2 from Region 10, and 3 from Encompass). Utilization for October was 60%, representing 215 bed days.

C. **CLINICAL** *Ms. Jacque Kobuchi*

1. **Program Update** – Ms. Kobuchi reported that Fredericksburg DSS provided training to RACSB adult case managers on completing assessments for assisted living and nursing home placements, and in turn, RACSB’s substance abuse coordinator trained DSS staff on substance use disorders and how to support affected parents—an example of strong community partnership.

In response to Ms. White’s questions about peer recovery services in Caroline County, Ms. Kobuchi explained that while several peer recovery positions can serve the area, there is not currently a dedicated peer group due to low demand. Demand is assessed through referrals, and a group will be established if sufficient need arises. Online peer options remain available to support accessibility.

Ms. Terry inquired about the Wellness Group in King George for the month of October. Ms. Kobuchi confirmed it is still going on.

Mr. Parcell shared positive feedback after meeting with Hannah Smith, RACSB’s co-responder in Stafford County, and commended Ms. Kobuchi and her team for successfully filling these challenging positions.

2. **State Hospital Census Report** -Ms. Kobuchi shared that there are currently three individuals on the Extraordinary Barriers List. There are 29 individuals that are at state hospitals receiving treatment from our catchment area.
3. **Emergency Custody Order (ECO)/ Temporary Detention Order (TDO) Report – October 2025.** Ms. Kobuchi stated that Emergency Services staff completed 225 emergency evaluations in October. Sixty-five individuals were assessed under an emergency custody order and seventy-five total temporary detention orders were served. Staff facilitated two admissions to Commonwealth Center for Children and Adolescent Hospital, and one admission to Catawba, and one admission to Piedmont Geriatric Facility. A total of nine individuals were involuntarily hospitalized outside of our catchment area in October. Data reports were submitted.
4. **Crisis Intervention Team (CIT) and Co-Response Report-** Ms. Kobuchi reported that the CIT Assessment Center served 18 individuals during the month of October. She presented a chart detailing the number of Emergency Custody Orders (ECOs) by locality, the number of individuals transferred into Crisis Assessment Center (CAC) custody, and those who could have utilized the Assessment Center if additional capacity had been available. The Spotsylvania Co-Response Team served 29 individuals in October, while

the Stafford Co-Response Team served 24. Recruitment efforts continue for the Fredericksburg Co-Response Therapist position. Additionally, nine local dispatchers completed Crisis Intervention Team Training (CIT) during the month.

5. **Same Day Access** – Ms. Kobuchi reviewed data on outpatient clinic intakes and the percentage completed through Same Day Access (SDA). She reported a record number of intake assessments in October and because of that they did see a decrease number of individuals in the percentage of same day access because of the volume. She reminded the Board that if individuals were not seen through same day access, that doesn't mean they were not seen, it just means they were given a scheduled appointment versus seeing them on the day that they called in for the appointment. They are still working on increasing the percentage seen through same day access, but everyone who reached out for service was seen.
6. **State Opioid Response Funding Award**- Ms. Kobuchi reported that DBHDS provided community services boards an opportunity to request SOR 4, Year 2 funds for FY26. RACSB submitted a proposal for \$957,671.62 in July. In October, RACSB received notification that it had been awarded \$539,458.16.

D. **COMPLIANCE, Ms. Stephanie Terrell**

1. **Program Update** – Ms. Terrell pointed out in her program update the pre-program audits that the compliance team has implemented. She said she is very excited about this program because it does prevent any over payments because they are looking at the documentation before its actually due to be in the chart.
2. **Quality Assurance Report September** – Ms. Terrell stated the Quality Assurance staff completed chart reviews for the following programs for October: Mental Health Case Management: King George, Permanent Supportive Housing and Substance Abuse Outpatient: Caroline. Corrective Action Plans were submitted for all discrepancies.
3. **Licensing Reports** – Ms. Terrell reported that we received approval for two Corrective Action Plans during the month of October. One of the Corrective Action Plans was related to a founded allegation of neglect caused by staff not reporting discovered concerns about the health, safety, and welfare of an individual receiving support coordination to Adult Protective Services (APS). The other Corrective Action Plan was related to a founded allegation of neglect caused by staff not immediately calling 911 per policy upon finding an individual unresponsive. Corrective Action Plans were provided with additional details regarding the citation and RACSB's response.

The Board moved to approve the Corrective Action Plans

**ACTION TAKEN:** The Board approved the Corrective Action Plans

Moved by: Mr. Ken Lapin

Seconded by: Ms. Carol Walker

E. **COMMUNICATIONS, Ms. Amy Umble**

1. **Communications Update** - Ms. Umble reported that the social media post highlighting RACSB's CRC event with Governor Youngkin was the agency's most shared and commented-on post to date. She noted that RAAI's annual poinsettia

sale is underway and reminded the Board that holiday gift donations can be made for individuals served through the Assertive Community Treatment program.

2. **End of Year Appreciation** - Ms. Umble announced that staff will receive HopeStarter t-shirts as part of an end-of-year appreciation effort in lieu of the annual holiday party. She requested Board participation in distributing the shirts and will send a Sign-Up Genius link for scheduling. December will feature month-long appreciation messages, and staff may wear jeans throughout the month. A video including Board participation will also be created, and a room has been reserved for recording. She additionally asked Board members to provide content for the Newsletter Spotlight.

#### F. PREVENTION & EARLY INTERVENTION, *Ms. Michelle Wagaman*

1. **Program Update** - Ms. Wagaman reported close collaboration with the Suicide Prevention Coordinator for the VA, noting that 250 individuals who registered for RACSB trainings this year have been militarily connected. She also shared that the Suicide Prevention Coalition will receive SAMHSA technical assistance to conduct crisis intercept mapping focused on veterans, with the ability to expand its use as planning progresses for the CRC. This mapping process will take place in February, and community stakeholders will be invited to participate as part of the team.

Ms. Terry asked whether Teen Mental Health First Aid is offered only at James Monroe High School. Ms. Wagaman responded that it is currently provided at both James Monroe High School and Caroline High School, and that this is due to funding limitations.

*The Board took a ten-minute break*

#### G. FINANCE, *Ms. Sara Keeler*

1. **Program Update** – Ms. Keeler reported that she is now recruiting for a financial analyst. That person will mainly be to help her get web grants caught up. She also noted they are very heavily in audit season in Finance.
2. Ms. Keeler reviewed the Summary of Cash Investments.
3. Ms. Keeler reviewed the Other Post Employment Benefit.
4. Ms. Keeler reviewed the Health Insurance.
5. Ms. Keeler reviewed the Summary of Investments.
6. Ms. Keeler reviewed the Fee Revenue Reimbursement and Collections.
7. Ms. Keeler reviewed the Write-Off Report.
8. Ms. Keeler reviewed the Payroll Statistics.
9. Ms. Keeler reviewed the Financial Summary.

The Board moved to approve the financial summary for September.

**ACTION TAKEN:** The Board approved the financial summary for September.

Moved by: Mr. Matthew Zurasky

Seconded by: Ms. Susan Gayle

*Ms. Carol Walker departed the meeting at 5pm*

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

1. **Program Update** – Mr. Mestler gave his program update and noted they had eighteen leaders take part in a Region 1 leadership training class on strategic planning project management and it was great to see the engagement on the part of our coordinators. They are finalizing the details of the employee engagement survey which will be launched December 1<sup>st</sup>.
2. **Applicant and Recruitment Update** – Mr. Mestler noted that for the month of October, RACSB received 474 applications. Of the applications, 51 applicants listed the RACSB applicant portal as their recruitment source, 21 stated employee referrals as their recruitment source, and 402 listed job boards as their recruitment source. At the end of October, there were 38 open positions, 23 full-time, 15 part-time.
3. **Turnover Report** – Mr. Mestler shared that HR processed a total of eight (8) employee separations for the month of October. All the separations were voluntary except one (1).
4. **1<sup>st</sup> Quarter Exit Interview Summary** – Mr. Mestler reported that in July 2025, the Human Resources Department implemented a standardized exit interview process for all voluntary resignations. When HR receives a resignation notice, the departing employee is invited to complete an exit interview—either in person with an HR representative or through an online form. Although participation is voluntary, HR follows up with both the employee and their supervisor to encourage completion.

The exit interview includes five questions rated on a 1–5 scale and five open-ended questions. During the first quarter, 23 employees voluntarily resigned, and 15 completed an exit interview—six in person and nine online—resulting in a 66% completion rate. A summary of the results was provided to the Board.

#### I. DEPUTY EXECUTIVE DIRECTOR, *Ms. Brandie Williams (absent)*

1. **Program Update** – Will be reported on at next month's meeting.
2. **Legislative Updates & Priorities** – Will be reported on at next month's meeting.
3. **2025 – 2028 Strategic Plan First Quarter Update** – Will be reported on at next month's meeting.

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

Mr. Wickens announced that the VACSB Legislative Conference will be held in January and invited any interested Board members to notify him if they would like to attend. He provided a brief update on the Crisis Receiving Center, noting that floor plan development is nearly complete. Board members who attended the Governor's event would have seen the initial renderings; however, several revisions have been made since then, and the updated plans will be shared with the Board once finalized. He also explained that the Board would not enter closed session this evening because there has been no movement regarding the neighboring property. While interest in the property remains active, there have been no updates to report. Mr. Wickens concluded by thanking all Board members who attended the Governor's event, noting that it was a successful event and has received numerous positive comments from attendees.

IX. BOARD TIME

- A. Ms. Gayle, great news, everything sounds really good, thank you for all of that.
- B. Ms. White, welcome to Ms. Terry, nice to have you, thanks to Dr. Young and his team – what a huge impact he has in our community. Please keep us up to date with Dr. Miller’s support with Caroline moving forward. Congrats on the State Opioid Response Funding Award. Sending positive thoughts and prayers to Brandie, if she needs anything let us know.
- C. Mr. Kiger, thank you all for all that you do.
- D. Mr. Lapin, thank you for everything you guys do, keep it up.
- E. Mr. Dallas, my eyes are wide open on the scope and scale of the things that you and your teams are doing and the impact that you’re making in the community, from really a true outsider it’s absolutely amazing and I thank you for that and I thank you on behalf of all the people that you help. Well done.
- F. Ms. Terry, another thank you, you guys are phenomenal, I am new to the Board however, I am not new to the work that you do in the community and kudos to all of you. I think that I can be a valuable part to this Board, and I look forward to what comes in the next few months.
- G. Ms. Curcio, I was just thinking, as we were going around, that we are much more upbeat tonight because all we’ve been worrying about is Medicaid going to go away, it felt like a more normal meeting tonight. We are also getting lots of visitors at our food bank at church and at least 2 or 3 times a week a case manager comes in and shows them how to do it or comes in and picks up food for them. It’s a really great thing.
- H. Mr. Zurasky, welcome Ms. Terry, Mr. Dallas, welcome back, and thank you all for another great month. Sara, I know that some of our income is lagging but our expenditures are right where they are supposed to be so you guys did a great job on the budgeting and hopefully that carries forward.
- I. Mr. Sokolowski, as always thank you, I’m amazed at what you do, but with next week coming up– Thanksgiving - we have a lot to be thankful for, and with all that’s going on in this crazy world, keep up the good work, keep up the grace, keep up the faith. Thanks.
- J. Mr. Parcell, thanks everybody for a great meeting, for everyone showing up and staying engaged. Staff, thank you for a great month of hard work. I know you’re doing a lot of things – you have day-to-day stuff – plus projects on top of it. Thank you. We can see the results of all of your hard work every day. We see it when we talk to staff, we saw it at the event with the Governor – just to call out the event, I think it went great. It was well organized, thank you staff, and thank you Joe, I think you had great words to say and a great speech there. Also, thank you for identifying areas where the Board can better engage with staff too. Anytime like that we are happy to help, so push us to stay engaged that is super helpful.

The meeting adjourned at 5:25 PM.



Board of Directors Chair



Executive Director