



BOARD OF DIRECTORS – REGULAR MEETING
Wednesday, January 15, 2025, 6:00 PM

Meeting Minutes	
1. Call to Order, Opening Comments and Welcome	Ms. Coker called the meeting to order at 6:00 PM. She welcomed the Board’s newest member, Amanda Whitson. Ms. Whitson shared a little bit about herself to the Board.
2. Roll Call	<p><u>Board Members Present</u> Elisabeth Alger, Jennifer Coker, Charolette Eriksson, Lisa Goshen, Katie Jordan, Mary Orndorff, Chris Rinker, Bisma Y. Sheikh, Sharon Surratt, Amanda Whitson</p> <p><u>Board Members Absent</u> Kahle Magalis</p> <p><u>Board Members Participating Virtually</u> None</p> <p><u>Staff/Public Attendance</u> Crystal Jordan, Alexandra Hannigan, Katie Russell, Morgan Ward, Ashley Bailey, Rich Gaudette, John Medved</p> <p><u>Staff/Public Virtual Attendance</u> Frank Peltier, Andrea Bieber, Dr. Elizabeth Trefzger, Aaron Clark</p>
3. Approval of Minutes	November 20, 2024 Ms. Eriksson motioned to approve the November 20, 2024, meeting minutes. Ms. Alger seconded. Motion passed.
4. Approval of Agenda	Ms. Coker requested to amend the agenda to move section 6.i. b “Clinical Supervision Policy” to section 8 (1). Ms. Alger motioned to approve the agenda as amended. Ms. Eriksson seconded. Motion passed.
5. Public Comment	None
6. Reports	a. Board Committees



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- i. HR Finance Committee – unable to hold a committee meeting due to low attendance / no quorum.
- b. 2025 HR Manual – was moved to full Board consideration in December 2024. Continued action for full Board:
 - Ms. Eriksson motioned to approve the 2025 HR Manual as presented. Ms. Alger seconded. The motion was opened for discussion. There were some questions regarding a few adjustments made for compliance and some language changes within policies. Ms. Coker called for a vote on the motion.
 - Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt
 - Nays: 0
 - Abstained: Goshen
 - Motion passed.

7. Old Business

None

8. New Business

Ms. Coker gave a brief description of the upcoming meetings and expectations regarding the cadence of policies.

Policy Review

(1) Clinical Supervision Policy

Ms. Jordan provided an overview of the policy. Ms. Eriksson motioned to approve the Clinical Supervision Policy as presented. Ms. Alger seconded. The motion was opened for discussion. Ms. Jordan provided clarity regarding supervision requirements. Staff will still be able to pursue supervision outside of the agency at their own expense. There is a two-year service commitment after receiving internal supervision. This policy will help to build out staff so that we will have more licensed professionals to better help our clients.

Ms. Coker called for a vote on the motion.

Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson

Nays: 0

Motion passed.

(2) Crisis Services Description

Ms. Harrison provided an overview of the service description. Crisis is in the Code of Virginia mandating provision of this service for all CSBs. This policy has standard language and is highly regulated. This information lives in Exhibit J of the Performance Contract and in VA State Code.



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Ms. Eriksson motioned to approve the Crisis Services Description as presented. Ms. Alger seconded. The motion was opened for discussion. Ms. Goshen had a few questions regarding REACH that she will speak to Ms. Harrison about outside of the meeting. Ms. Coker called for a vote on the motion.

Aye: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson

Nayes: 0

Motion passed.

(3) Crisis Primary On-Call Policy

Ms. Harrison gave a brief description of the policy.

Ms. Goshen motioned to approve the Crisis Primary On-Call Policy as presented. Bisma Y. Sheikh seconded. The motion was opened for discussion. There was no further discussion.

Ms. Coker called for a vote on the motion.

Aye: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson

Nayes: 0

Motion passed.

(4) Crisis Safety Plan

Ms. Harrison gave an overview of what a safety plan is and when it is used. Safety plans are used in times when we are trying to divert from hospitalization with the least restrictive modality of services to clients. There are many iterations of the safety plan available, but the one that is being presented is also used by the Veteran Services Administration.

Ms. Eriksson motioned to approve the Crisis Safety Plan as presented. Ms. Alger seconded.

The motion was opened for discussion. There was no further discussion. Ms. Coker called for a vote on the motion.

Aye: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson

Nayes: 0

Motion passed.

(5) Determination of Capacity and Appointment of an Authorized Representative Policy

Ms. Harrison gave an overview of the policy. Occasionally there are clients who seek our services who are not able to make informed decisions about their healthcare. When they are identified, we have a regimented process to assess competency and whether they need an authorized person to make decisions for them. This process is detailed in VA Code and the Human Rights Manual. The assessment is generally needed in the ID/DD service line.

Bisma Y. Sheikh motioned to approve the Determination of Capacity and Appointment of an Authorized Representative Policy as presented. Ms. Alger seconded. The motion was opened for discussion. Some discussion led to a clarification that this is a different process from a court appointed guardian. This process is also separate from the TDO or ECO processes. Ms. Coker called for a vote on the motion.



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Ayes: Alger Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson
Nays: 0
Motion passed.

(6) Emergency Management Plan

Ms. Harrison presented an overview of the plan. Describing it as a plan to outline roles and responsibilities when we have outside events that cause the agency to close or open late. It outlines phone trees and lines of communication.

Chief Rinker motioned to accept the Emergency Management Plan as presented. Ms. Jordan seconded, and the motion was opened for discussion. There was discussion regarding how the process was determined. A team looked at the likelihood of each event and the impact if it was to happen. The phone trees will be updated as needed and shared with staff so they can access them. The main form of communication with staff during these emergency situations is through email. Ms. Orndorff suggested that the agency look into the HAN Alert [Health Alert Network] system that is an alert system for healthcare specific to Virginia. It was noted that small policy updates such as format or grammatical errors will not require policies to come before the board. Policies will only need to come before the board when there are substantive changes. Ms. Coker called for a vote on the motion.

Ayes: Alger Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson
Nays: 0
Motion passed.

(7) Visitors Policy

Ms. Harrison presented the policy. The policy outlines that the agency will have a single point of entry to all clinics and facilities. It will ensure we are tracking all visitors and welcoming them. Ms. Goshen motioned to accept the Visitors Policy as presented. Bisma Y. Sheikh seconded. The motion was opened for discussion. There was no discussion. Ms. Coker called for a vote on the motion.

Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Sheikh, Surratt, Goshen, Whitson.
Nays: 0
Motion passed.

(8) Medical Services- No Show Policy

Ms. Harrison presented the Medical Services-No Show Policy. In July the agency began studying the no show rate in medical services. In July alone there was a 16% no show rate in medical services. When investigated 45% of clients said they forgot and/or were sick. This was a huge cost to the agency. The agency took it seriously and implemented ways to remind clients of appointments in an effort to lower the no show rates. Our services have value, and we want to make sure we are efficiently using the resources that we have. After implementing changes to the identified areas, the no show rate in December decreased to 8.2%.



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Ms. Goshen motioned to accept the Medical Services- No Show Policy as presented. Ms. Alger seconded. The motion was opened for discussion. Ms. Coker requested to have the statistics from the next few months presented. It was clarified that this policy is specific to Medical Services. Ms. Coker called for a vote on the motion.

Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Surratt, Sheikh, Goshen, Whitson

Nays: 0

Motion passed.

(9) Medical Services- Discharge Policy

Ms. Harrison presented the Medical Services- Discharge Policy. The purpose of this policy is to ensure that the agency is discharging clients with a transition of care. Not all clients need to remain in our care and could be transitioned back to their community provider, while others will remain in our care for a longer duration.

Ms. Alger motioned to accept the Medical Services – Discharge Policy as presented. Bisma Y. Sheikh seconded. The motion was opened for discussion. There was no further discussion.

Ms. Coker called for a vote on the motion.

Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Surratt, Sheikh, Goshen, Whitson

Nays: 0

Motion passed.

(10) Client Behavioral Discharge Policy

Ms. Harrison presented the policy explaining that it is a policy created for the rare instances when the agency may need to discharge a client for unsafe behavior because we can no longer serve them on-site. This policy will guide the decision-making process. The State Office of Human Rights has approved this policy as written.

Ms. Goshen motioned to approve the Client Behavioral Discharge Policy as presented. Ms. Jordan seconded. The motion was opened for discussion. There was no further discussion.

Ms. Coker called for a vote on the motion.

Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Surratt, Sheikh, Goshen, Whitson

Nays: 0

Motion passed.

(11) Behavioral Contract

There was a clarification that the Behavioral Contract is embedded in the Client Behavioral Discharge Policy and as such does not require its own approval.

(12) Audio-Visual Policy

Ms. Harrison presented the policy. This policy explains how the agency will notify clients that they are being recorded in hallways and public areas of the agency facilities. It also explains how the agency will destroy that information. This policy was approved by the State Office of



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Human Rights. Ms. Alger motioned to accept the Audio-Visual Policy as presented. Bisma Y. Sheikh seconded. The policy was opened for discussion. There was no further discussion. Ms. Coker called for a vote on the motion.

Ayes: Alger, Coker, Eriksson, Jordan, Orndorff, Rinker, Surratt, Sheikh, Whitson, Goshen

Nays: 0

The motion passed.

There was a notice that half of Programs’ policies will be presented at the January 29, 2025, meeting. Finance policies and the second half of Programs will be presented in the February meeting. These upcoming policies are in-line with what other CSBs have as governance. Ms. Harrison asked to recognize the work that employees have put into all the policies.

9. Announcements

- (1) Board of Directors Meeting; January 29, 2025, 6:00-8:00 PM
- (2) Terri Glass; March 19, 2025, 4:30-8:00 PM: Ms. Harrison announced that Terri Glass will join the board for a work session at the March 19, 2025, meeting. The meeting will start at 4:30 as opposed to the normal 6:00 PM start time. Terri Glass helped with our Purpose, Mission, Vision and Values. The work session will focus on strategic planning. The strategic plan is expected to be finalized by July in time for the agency to start the new fiscal year with it in place. Ms. Harrison was asked to confirm with Terri Glass that the start time will be 4:30.

10. Call to Adjourn

Ms. Coker called the meeting to adjourn at 7:04 PM.