



BOARD OF DIRECTORS – REGULAR MEETING
Wednesday, February 19, 2025, 6:00 PM

Meeting Minutes

1. Call to Order, Opening Comments and Welcome

Board Chair, Jennifer Coker called the meeting to order at 6:05 PM. She thanked Our Family Table for providing the Board an excellent meal.

Jennifer Coker introduced the former Board Chair, Sandra Dunkle, who joined us at the meeting. Ms. Dunkle served on the NWCSB Board for nine years with over 100 meetings attended. During her time on the Board, she served in many different roles, ending her tenure with the Board as Chair. Jennifer Coker presented Ms. Dunkle with the Leadership and Service Award in recognition of her commitment and good work. Ms. Dunkle thanked everyone for the invitation to attend and the beautiful award. She was honored to receive the award.

2. Roll Call

Board Members Present

Elisabeth Alger, Jennifer Coker, Charolette Eriksson, Lisa Goshen, Katie Jordan, Kahle Magalis, Mary Orndorff, Chris Rinker, Bisma Y. Sheikh, Amanda Whitson, Sharon Surratt

Board Members Absent

None

Board Members Participating Virtually

None

Staff/Public Attendance

Ellen Harrison, Morgan Ward, Crystal Jordan, Andrea Bieber, Ashley Bailey, Monica Shaffstall, Denise Acker, Katie Russell

Staff/Public Virtual Attendance

Frank Peltier, Rich Gaudette, Patience Yoder, Alexandra Hannigan, David Smith

3. Approval of Minutes

January 29, 2025

Elisabeth Alger motioned to accept the January 29, 2025, meeting minutes as presented. Sharon Surratt seconded. Motion passed.

4. Approval of Agenda



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Jennifer Coker requested that the Board remove sub section (15) “Contract Template” under Section B, “Policy Review” because the Contract was not received back at this time. Elisabeth Alger motioned to approve the agenda as amended. Bisma Y. Sheikh seconded. The motion passed.

5. Public Comment
None

6. Reports

a. CEO, Ellen Harrison

- i. Allied lost the contract they had with DBHDS for alternative transportation. The contract will end on or before March 21, 2025. In Southwest Virginia a company called Steadfast Security now holds the contract. Steadfast’s scope of service was deemed larger than Allied’s scope. At this time Regions 1,2,4, and 5 will not have access to the alternative transportation that they have been utilizing with the Allied pilot program. It is a hardship at this time, but we are hopeful that the General Assembly will provide funding to expand the contract with Steadfast Security throughout the Commonwealth.
- ii. There are three pilot programs (Valley Health, Chesapeake, and VCU) for Special Conservators Of the Peace (SCOPs). The pilot programs will determine if we are able to utilize SCOPs in regard to exchange of custody. However, the pilot does not allow for transportation which is a large missing piece. SCOPs will staff CITAC when law enforcement is not available and provide all the security as employees of Valley Health and the other pilot locations. Chris Rinker voiced his concern for the loss of transportation and the hardship it creates for the persons in crisis.
- iii. The General Assembly will wrap up their session on February 22, 2025. The Governor will have until March 24 to finish his work, and the General Assembly will reconvene April 4, 2025.
- iv. Licensing Review: Outcomes of Licensing reviews must be presented to the Board.
 - a. Triennial Licensing Review
The current series of licenses were set to expire in February 2025. The licensing review looks at personnel files, client files and program descriptions. We are happy to report that there were no outstanding findings within the Triennial Licensing Review. We were approved for another triennial license except for ACT Large license due to transitioning to ACT Medium. ACT Medium was approved as a conditional license through July 20, 2025, and then will be reviewed again.
 - b. Annual Developmental Disabilities Licensing Review



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This review is completed every year and focuses on ID/DD Services. They review client records, personnel records, and quality improvement and risk management as part of satisfying the tenants of the Department of Justice Settlement Agreement with the Commonwealth of Virginia. There were a few findings from this review: CPR, First Aid Trainings, and TB Screenings. We submitted a corrective action plan to DBHDS with goals that are measurable. Our corrective action plan was accepted, and we have already begun implementation of the corrective steps. A board member questioned which client records are reviewed. It was clarified that the client records are specific to DD services and that it is a small sample of records reviewed. However, more may be pulled if anything concerning is found in the initial sample.

7. Old Business

None

8. New Business

A. Ad Hoc Committee

Jennifer Coker announced the formation of an Ad Hoc Committee that will be tasked with reviewing proposed committee descriptions for incorporation into the by-laws and the review of the new Board Manual. The Ad Hoc Committee will be chaired by Elisabeth Alger and two members, Lisa Goshen and Katie Jordan. They will review all items and present their recommendations to the full Board at the April Board meeting, April 16, 2025.

B. Policy Review

(1) Community Stabilization Discharge Policy

Ellen Harrison gave a brief overview of what is in the policy.

Lisa Goshen motioned to approve the Community Stabilization Discharge Policy as presented. Elisabeth Alger seconded, and the motion was opened for discussion.

There was discussion regarding the mention of physical restraints within the policy. It was clarified that physical restraints are not used at NWCSB, and the specific language comes from DMAS regulations. The client would be referred to a higher level of care if needed.

Jennifer Coker called for a vote. The motion passed.

(2) Community Stabilization Safety Planning

Ellen Harrison gave a brief overview of what is in the policy.

Elisabeth Alger motioned to accept the Community Stabilization Safety Planning as presented. Kahle Magalis seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.



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(3) Community Stabilization- Crisis Assessment Policy

Ellen Harrison gave a brief overview of what is in the policy.

Community Stabilization-Crisis Assessment Policy as presented. Lisa Goshen seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

(4) Standards of Use Policy

Ellen Harrison gave a brief overview of what is in the policy and why it was needed. A committee was formed to determine the use of space and offices throughout the agency. They needed a predictable process to follow to ensure standard procedures across all buildings and offices thus ensuring that the process is not person specific but equitable across the agency.

Elisabeth Alger motioned to accept the Standards of Use Policy as presented. Lisa Goshen seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

(5) Program Description Same Day Access

Ellen Harrison gave a brief overview of what is in the program description.

Chief Rinker motioned to accept the Program Description Same Day Access as presented.

Elisabeth Alger seconded. The motion was opened for discussion.

There was discussion regarding if NWCSB is looking to expand Same Day Access. It was clarified that although we have Same Day Access every day, we are currently unable to provide it every day in every locality. However, clients can come to SDA in any of our locations regardless of where they live within our catchment area. Transportation plays a huge role in access to care and is something NWCSB will continue to optimize.

Jennifer Coker called for a vote. The motion passed.

(6) Program Description Adult Mental Health

- i. Adult Targeted Mental Health Case Management
- ii. Adult Outpatient
- iii. Service Members Veterans and Families (SMVF)
- iv. Behavioral Health Docket
- v. Adult Outpatient Competency Restoration

Ellen Harrison gave a brief overview of the individual program descriptions for all Adult Mental Health sub sections. Katie Jordan motioned to approve the Program Descriptions Adult Mental Health, and its sub sections as presented. Amanda Whitson seconded. The motion was opened for discussion. There was discussion regarding what “targeted” meant in terms of the title for i. Targeted Mental Health Case Management and it was clarified that the word is specific



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regulatory language that signifies a level of care for persons receiving case management services. There was further clarification regarding section ii. Adult Outpatient. It was explained how clients would enter NWCSB care through SDA assessments then given the option to participate in any treatment that they qualified for. Outpatient refers to therapy. It was further clarified that SMVF is offered to allow for choice in care and to help absorb any overflow from the VA's backlogs. It was clarified that although the Behavioral Health Docket grant ended, Valley Health was able to provide the coordination and NWCSB remains the provider of choice. The presiding judge is hoping to grow the docket to 20 participants in the next year. Jennifer Coker called for a vote. The motion passed.

(7) Children, Youth, and Family Services

- i. Children's Targeted Mental Health Case Management
- ii. Mental Health Liaison
- iii. Child and Adolescent Outpatient
- iv. School Based Therapy
- v. High Fidelity Wrap Around (ICC and FSP)
- vi. Court Based Services
- vii. NWCS Missing Children's Initiative

Ellen Harrison gave a brief overview of the program descriptions for all Children, Youth, and Family Services sub sections.

Elisabeth Alger motioned to accept Children, Youth, and Family Services and its sub sections as presented. Sharon Surratt seconded. The motion was opened for discussion. The discussion revolved around why school-based therapy was offered in some locations in our catchment area but not all. It was explained that school-based therapy began when counties offered to provide some funding for these positions. Not all localities were able to provide funds, or they used private providers instead. There was also discussion regarding the new initiatives in Children, Youth, and Family Services, NWCS Missing Children's Initiative and the new certifications some of our clinicians will now hold to assist with this initiative. Jennifer Coker called for a vote. The motion passed.

(8) Housing

- i. Permanent Supported Housing (PSH)
- ii. Parenting and Pregnant Women (PPW)
- iii. Continuum of Care (CoC)/Permanent Supported Housing, Housing and Urban Development (HUD) Shelter + Care

Ellen Harrison gave a brief overview of the program descriptions for all Housing sub sections. Kahle Magalis motioned to accept Housing, and its sub sections as presented. Elisabeth Alger seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.



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(9) Prevention Services

Ellen Harrison gave a brief overview of the program description for Prevention Services. Chief Rinker motioned to accept Program Description-Prevention Services as presented. Kahle Magalis seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

(10) Financial Management Policy and Checklist

Katie Russell gave a brief overview of what the policy and checklist contain. Elisabeth Alger motioned to accept the Financial Management Policy and Checklist as presented. Kahle Magalis seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

(11) Financial Reporting

Katie Russell gave a brief overview of what the reporting pertains to. Kahle Magalis motioned to accept Financial Reporting as presented. Chief Rinker seconded. The motion was opened for discussion. It was clarified that the verbiage used in this report came from DBHDS and is consistent across all CSBs. Jennifer Coker called for a vote. The motion passed.

(12) Fixed Asset Management

Katie Russell gave a brief overview of what Fixed Asset Management contained. Elisabeth Alger motioned to accept Fixed Asset Management as presented. Sharon Surratt seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

(13) Internal Control and Fraud Reporting and Appendix C-Sample Fraud Report

Katie Russell explained that this is required by the Code of Virginia and the template is from DBHDS. Only the information to update the document was changed. Kahle Magalis motioned to accept Internal Control and Fraud Reporting and Appendix C-Sample Fraud Report as presented. Lisa Goshen seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

(14) Purchasing

Katie Russell gave a brief overview of purchasing. Kahle Magalis motioned to accept Purchasing as presented. Elisabeth Alger seconded. The motion was opened for discussion. There was no further discussion. Jennifer Coker called for a vote. The motion passed.

C. Executive Contract Renewal Process

Jennifer Coker announced that it is time to begin Ellen Harrison's performance review and contract renewal. This must be completed by May 13, 2025. Every Board member will receive



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a mailed packet of information that will include instructions, questionnaire, and end of the year report and return envelope with prepaid postage. These questionnaires must be returned via U.S. Mail with the prepaid postage no later than March 7, 2025. Human Resources will compile the information from the questionnaires and present it to the Executive Committee in preparation for their meeting to be held April 2, 2025, 5:30-6:30. The Executive Committee will present their recommendations at the April 16, 2025, Board meeting. So that the contract renewal and review are completed by the May 13, 2025, deadline.

This is a personnel matter and as such is required to remain confidential.

Chief Rinker requested an electronic questionnaire document. It was clarified that the document would still need to be printed and returned in the prepaid envelope provided.

9. Announcements

Terrie Glass; March 19, 2025, 5:30-8:00 PM

Ellen Harrison reminded all Board members that Terrie Glass will be joining the Board in the March Board meeting for strategic planning. NWCSB currently has a survey out to stakeholders asking them “what are we doing well,” “what are we not doing well,” and “what would they like us to think about during strategic planning.”

Chief Rinker requested that we honor Donna Trillio, who sadly was unable to attend the Board meeting. She retired after being an integral part of NWCSB and CITAC for many years. CITAC will be giving her an honorary award for all her good work. Chief Rinker credited Ms. Trillio with his willingness to sit on the NWCSB Board. Kahle Magalis seconded that statement. Both Chief Rinker and Kahle Magalis noted that she was great at building relationships and that she never forgot a client.

10. Call to Adjourn

Chief Rinker motioned to adjourn the meeting at 7:30 PM. Kahle Magalis seconded. The motion passed. The meeting adjourned at 7:30 PM.