



**BOARD OF DIRECTORS – REGULAR MEETING**  
**Wednesday, May 21, 2025, 6:00 PM**

**Meeting Minutes**

**1. Call to Order, Opening Comments and Welcome**

Jennifer Coker called the meeting to order at 6:00 PM. She thanked Our Family Table for their wonderful dinner service and welcomed their new members. She then thanked the Board members for acting quickly to provide their signatures the week before last.

**2. Roll Call**

Board Members Present

Jennifer Coker, Charolette Eriksson, Lisa Goshen, Katie Jordan, Kahle Magalis, Chris Rinker, Sharon Surratt, Amada Kibler, Sharon Kessler

Board Members Absent

Elisabeth Alger, Mary Orndorff, Amanda Whitson, Bisma Y. Sheikh

Staff/Public Attendance

Ellen Harrison, Morgan Ward, Crystal Jordan, Dylan Glass

Staff/Public Virtual Attendance

Katie Russell, Andrea Bieber, Denise Acker, Alexandra Hannigan

**3. Approval of Minutes**

April 16, 2025

Sharon Surratt asked that a correction to include her name in the “Board Members Present” section be made to the presented April 16, 2025, minutes.

Kahle Magalis motioned to accept April 16, 2025, meeting minutes as amended. Lisa Goshen seconded. The motion passed.

**4. Approval of Agenda**

Chris Rinker motioned to accept the agenda as presented. Sharon Kessler seconded. The motion passed.

**5. Public Comment**

None

**6. Reports**

a. **CEO Report**

Ellen Harrison answered a few questions regarding the transition within the crisis department. Explaining the plan/process for the interim. A senior clinician will serve as the interim program manager. Chris Rinker requested that the interim information be sent to him for distribution to



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NWCSB partners such as police departments. To ensure that crisis maintains its connection to law enforcement.

Ellen Harrison introduced the work on the strategic plan the executive leadership and subject matter experts were able to complete with Terrie Glass, Leadership Solutions. She began her presentation with a recap of definitions within the strategic plan and the roles and responsibilities.

**Goal 1:**

Streamline Access to Care

**Objectives:**

- 1.1: Expand access in all communities
- 1.2 Ensure referral sources understand how to access care
- 1.3 Reduce length of time between assessment and services

**Goal 2:**

Develop and Maintain an Accountable Organization

**Objectives:**

- 2.1 Hold ourselves accountable to the mission, vision, and demonstration of our values
- 2.2 Utilize measures and data to track and report success
- 2.3 Establish and maintain a coaching/development mindset toward staff

**Goal 3:**

Provide Outstanding Customer Experience Through Responsiveness, Efficiency and Compassionate Support

**Objectives:**

- 3.1 Maintain a consistent physical presence of services staff in sites
- 3.2 Ensure adequate staffing
- 3.3 Develop systems, tools and automation to increase responsiveness and efficiency.
- 3.4 Establish response standards and ensure accountability to those standards

**Goal 4:**

Develop an Internal Culture that Enables Us to be a Preferred Workplace

**Objectives:**

- 4.1 Establish opportunities for employee engagement
- 4.2 Prioritize employee wellness
- 4.3 Actively seek staff input

**Goal 5:**

Build Community Awareness and Stakeholder Engagement



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**Objectives:**

- 5.1 Develop and implement networking plans for the full range of community stakeholders
- 5.2 Ensure staff can communicate with stakeholders about agency services and that staff prioritize community partnerships
- 5.3 Educate our communities on who we are and how we can help
- 5.4 Ensure active, regular collaboration with stakeholders

**Goal 6:**

Ensure Effective Services that Align Communities' Needs with our Mission and Values

**Objective:**

- 6.1 Close service delivery gaps
- 6.2 Improve service effectiveness through use of data and feedback

It was clarified that the objectives will have annual reports provided for goals, quarterly reports for objectives, and monthly reports on initiatives. Jennifer Coker requested to have the monthly initiative reports added to the CEO report; she would like the initiatives to read like a road map on the board report. It was discussed that when the Board established Goal 2, the hope was that there would be objectives relating to finance. Ellen Harrison clarified that finance will be addressed in several of the objectives such as in Goal 6 and the use of data. Objective 2.2 also utilizes data to track and report success which will include finance reporting and data utilization. Ellen Harrison also explained about the upcoming Electronic Data Warehouse (EDW) and how the changes in data collection will benefit the agency, especially regarding several of the objectives.

Katie Jordan motioned to accept the strategic plan as presented in Ellen Harrison's presentation. Kahle Magalis seconded. The motion was opened for discussion of which there was none. The motion passed.

**7. Old Business**

Chris Rinker asked for more information regarding the community needs assessment that Valley Health completes every 2 years. Ellen Harrison explained that community partners are brought to the table to discuss the results and work with each other to ensure services are provided in the community based on the need. This needs assessment is not completed and it will be at least a year from a report out. Ellen Harrison communicated that NWCSB continues to wait to hear from DBHDS regarding the results of the audit.

**8. New Business**

None



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**9. Announcements**

The Governor has approved the FY26 budget, and it is beginning to trickle down. We will have a Finance Committee Meeting next month to discuss the budget for FY26. The Performance Contract, although due to CSBs from DBHDS in January, is still in draft. If the PC is completed prior to next month's meeting, it will be posted for 30 days for public comment and the Programs Committee will need to discuss the document, then it will be presented to the Board for acceptance. This can be completed while the 30-day public comment period is still underway. Katie Russell provided an update to which counties have approved their budgets and NWCSBs allocation from each locality. At the time of the meeting Shenandoah and Page Counties had completed their budget work and approved NWCSB for the financing that was requested. As Katie Russell continues to work on the upcoming fiscal year budget, she will utilize the amounts approved from last year as her baseline until having confirmation from the other localities.

There will be no meeting in July.

**10. Call to Adjourn**

Kale Magalis motioned to adjourn the meeting. Charolette Eriksson seconded. The motion passed and the meeting ended at 7:06 PM.