



**Northwestern**  
COMMUNITY SERVICES BOARD  
*A Behavioral Health Agency*  
Board Of Directors – Regular Meeting  
Wednesday, November 19, 2025  
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 the wonderful potato bar and Texas sheet cake.

**2. Roll Call**

Board Members Attendance

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

Board Members Virtual Attendance

None

Board Members Absent

Charolette Eriksson, Sharon Surratt

Staff and Public Virtual

Rich Gaudette, Dylan Glass

Staff and Public Attendance

Crystal Jordan, Katie Russell, Denise Acker, Ashley Bailey, Jamie Hollands, Alexandra Hannigan, Morgan Ward, Andrea Bieber, Tim May, Jessica Taylor, Rachel Hankins, Katie Sherman, Rebekah Jarrell, Nathan Weslow, Ellen Harrison

**3. Approval of Minutes**

Elisabeth Alger motioned to accept the October 15, 2025, Board meeting minutes as presented. Kahle Magalis seconded. The motion passed.

**4. Approval of Agenda**

Jennifer Coker presented two changes to the agenda, add the approval of the 2026 Board meeting schedule to “New Business” and switch agenda item 6 and 7. Chris Rink motioned to accept the agenda as amended. Kahle Magalis seconded. The motion passed.

**5. Public Comment**

None

## 6. Presentation

### a. HEART Program

The Helping Each Other Align Recovery Treatment (HEART) Program, a collaborative program between Northwestern Regional Adult Detention Center (NRADC) and Northwestern Community Services Board (NWCSB), provided a presentation. They explained how they partnered with NRADC to provide Medical Assisted Treatment (MAT) services to incarcerated persons and develop the opportunities for warm hand-offs of care between services rendered while incarcerated to services rendered once discharged. This program helps to decrease recidivism and provides clients with opportunities for continuous care.

- The Board would like to send a letter of appreciation to Superintendent Corbin of NRADC.
- There were questions regarding plans for expansion of the program, field trips to visit the unit, and ways to ensure the public is aware of this service and the good work that is being done.

## 7. Election of Board Officers

Jennifer Coker announced that, due to personal reasons, she will be stepping down from the Board. Jennifer Coker suggested that the board amend the slate to follow Bylaw vacancy protocols allowing for the Vice Chair to fill the role of the Board Chair with all other officers maintaining their current roles until the time that the Ad Hoc Committee can reconvene to develop a new slate and call for a full board vote. It was acknowledged that the Treasurer is ending their tenure on the Board as well. It was then suggested to utilize the proposed slate Treasurer candidate until the new slate and full board vote can be completed, estimated 60 days.

Amanda Whitson proposed a change to the presented slate:

Interim Chair: Lisa Goshen  
Secretary: Elisabeth Alger  
Treasurer: Katie Jordan

Bisma Y. Sheikh motioned to accept the amended slate as presented. Jennifer Coker seconded. The motion passed.

## 8. Reports

### a. CEO Report

#### i. Medicaid Required Information

Ellen Harrison explained that NWCSB is working towards billing Medicaid for transportation and with that there is a need for Fraud, Waste, and Abuse reporting. She requested the necessary information from the Board members. There were some questions regarding the Performance Contract and the timeline for the Program Committee to receive the document. Ellen Harrison explained that it is still in draft form with DBHDS. It will be sent to the CSBs for final review and public comment once DBHDS has finalized the draft.

### b. Ad Hoc Committee

- Amanda Whitson presented information from the Ad Hoc Committee's work regarding the Board Bylaws. There were updates to grammar throughout the document, clarifying language regarding signatory authority, and changes to the composition of the Executive Committee.

Katie Jordan motioned to accept the grammatical changes to the Bylaws. Sharon Kessler seconded. The motion passed.

Elisabeth Alger motioned to accept the addition of the signatory authority language. Mary Orndorff seconded. The motion passed.

Lisa Goshen motioned to accept the changes to the composition of the Executive Committee. Sharon Kessler seconded. The motion opened for discussion.

- The larger the committee the more people to pull from to meet.
- Three people as quorum will ensure there is someone to break a tie in a vote.
- There was clarification that the likelihood of the Executive Committee needing to meet is rare. The situations that they would meet are public relation disasters or Covid-like situations. As a general rule, most work can wait until the next scheduled Board meeting.
- What is the norm in the CSB world? It is split 50/50 with some consisting of more members and others only having officers. Mostly depending on the nature of the board – administrative or operational.

Jennifer Coker called for a roll call vote.

Elisabeth Alger: Nay  
Jennifer Coker: Abstained  
Amanda Kibler: Abstained  
Lisa Goshen: Abstained  
Katie Jordan: Nay  
Kahle Magalis: Nay  
Mary Orndorff: Abstained  
Chris Rinker: Nay  
Bisma Y. Sheikh: Nay  
Sharon Kessler: Abstained  
Amanda Whitson: Nay  
6 – Nay 5 – Abstained  
The motion failed.

**c. Finance Committee/Personnel Committee**

- i. Kahle Magalis presented information from the Finance Committee’s work regarding the proposed sunset of the Retiree Benefit. He noted that it was a difficult decision, but the Finance Committee found:
  - The benefit is more expensive than initially realized, covering retired employees at 100%, as if they were still current employees, and covering spouses.
  - By virtue of offering the benefit, NWCSB is limited in securing better plans for existing employees and in turn this affects our recruitment.
  - With revenue and insurance projections, it could lead to the agency canceling coverage for all employees due to prohibitive cost.

- The Finance committee moved to sunset the Retiree Benefit and forwarded their findings to the Personnel Committee.

Chris Rinker presented information from the Personnel Committee’s work regarding the proposed sunset of the retiree benefit. The Personnel Committee found:

- Similar findings to the Finance Committee.
- 82% of operating budget is compensation and benefits. Revenue growth is minimal and mostly restricted. Not sustainable with rising costs.
- Noted that we don’t have to like the necessary action to know it’s in the best interest of NWCSB for the future.

The Personnel committee motioned to sunset the Retiree Benefit as of June 30, 2026. The motion opened for discussion. There was clarification that the benefit would not be removed from anyone currently enrolled. We anticipate there would be a delay in seeing the positive downstream impact when seeking new health insurance vendors. Some Board members requested that the CEO and other staff look into future offerings to retirees, as finances allow. It was reiterated by a Board member that this was never a policy but a memo from 2003 and amended in 2005. Further, that some staff had knowledge of the memo but not all and it was never incorporated in the HR Manual over the years.

Jennifer Coker called for a vote. The motion passed unanimously.

## 9. Old Business

### a. LHRC update

The second local human rights committee (LHRC) had corrective action items for NWCSB and NWCSB agreed to incorporate these changes. Although the LHRC agreed that we followed human rights regulations, there were other things they thought we could do better. NWCSB has developed a new training module to educate staff on how to inform clients about the procedures and their rights for filing complaints with the Department of Health Professions and the Supreme Court of Virginia, when appropriate. Supplementing the annual NWCSB Human Rights Policy training, this module will be formally integrated into our Training Policy as a required annual component. Completion is anticipated by January 31, 2026. NWCSB is now scheduled for the State Human Rights Committee review, which will be held in the second week of December at Eastern State Hospital in Williamsburg, VA.

### b. Whereas, the Board has previously decided to organize NWCSB Recovery Solutions, a Virginia nonstock corporation that is exempt from taxation, for the purpose of owning, maintaining, and managing parcels of real property and related personal property for the benefit of NWCSB; Whereas, the organization of NWCSB Recovery Solutions having now been finalized, the Board now desires to authorize the contribution and transfer of its property to NWCSB Recovery Solutions.

Now, therefore, be it resolved, that the Board hereby authorized the transfer and the contribution of the following properties and assets to NWCSB:

- TJP Center- 209 West Criser Road, Front Royal, VA 22630
- Sunshine House - 500 Dixie Lane, New Market, VA 22844
- VNC-441 North Main Street, Woodstock, VA 22664

- All the tangible personal property that is located at aforesaid real properties or used in connection with the ownership, operating, enjoyment, or occupancy of the Real Properties, including, but not limited to, all assignable licenses and permits, plans and specifications, furniture, furnishings, inventory, supplies, equipment, and fixtures.

Be it further resolved, that Lisa Goshen, the Interim Chair of the Board, and Ellen Harrison, the Executive Director, are hereby directed and authorized to execute and deliver all legal instruments, deeds, bills of contribution, and other instruments that are reasonably necessary to affect and carryout the foregoing transfer of properties, and to finalize and all management services agreements, leases, office space use agreements, and other documents reflecting NWCSB's right to use the transferred properties to continue carry out its mission.

So motioned by Bisma Y. Sheikh. Katie Jordan seconded. The motion passed.

- Jennifer Coker announced that the Ad Hoc Committee will remain into the new year to complete the work on updating the Board Manual and developing a new Officer Slate.

#### **10. New Business**

- Jennifer Coker presented the proposed 2026 Board meeting schedule with amendments to the February and March dates. February 19 and March 19 should change to February 18 and March 18.

Bisma Y. Sheikh motioned to accept the Board meeting schedule as amended. Elisabeth Alger seconded. The motion passed.

#### **11. Announcements**

- Terrie Glass, December 10<sup>th</sup>, Board Development (Postponed)

Jennifer Coker recommended that December 10, 2025 Board Development meeting be postponed **until** the new members and officers are set.

There was some discussion regarding the individual sessions with Terrie Glass and a request that they proceed as scheduled.

The Boad agreed to postpone the Board Development and continue the individual sessions. Ellen Harrison will provide the Board with some dates and times Terrie is available to reschedule.

- Kahle Magalis will be stepping down from the Board. Jennifer Coker provided an overview of Kahle's time on the Board, noting that he has served as a member of the HR/Finance Committee for the entirety of his 3.5 years on the board and in the role as Treasurer for 3 years. He also assisted in two Executive Director recruitments. Kahle thanked everyone and expressed his gratitude for his fellow board members and NWCSB staff.

The Board then thanked Jennifer Coker for her time spent on the Board and her time as Board Chair. She oversaw two Executive Director searches and served on the board for five years.

- Elisabeth Alger announced that she attended a meeting this week with Chris Rinker and a number of NWCSB employees. They were joined by multiple law enforcement agencies. The discussion was collaborative and productive with one attendee stating it was one of the best meetings in the 20-year history of the meeting.

d. Elisabeth Alger and Chris Rinker thanked NWCSB's response to a recent tragic event in Page County.

**12. Call to Adjourn**

There was a motion to adjourn. The meeting adjourned at 7:41 PM.

I, Mary Orndorff, Board Secretary, hereby certify that the foregoing minutes were duly approved by the Northwestern Community Services Board, Board of Directors at its meeting held on 01/21/2026, and that they constitute a true and correct record of proceedings.

  
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Signature

22/01/2026  
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Date