

WESTERN TIDEWATER COMMUNITY SERVICES BOARD

OUTCOMES

November 19, 2024

The regularly scheduled bi-monthly meeting of Western Tidewater Community Services Board was called to order November 19, 2024, at 9:35 a.m. Attendance is recorded below:

PRESENT

Cindy Edwards, Board Chair
Lula Holland, Vice Chair
Randy Keaton
LaRhonda Mabry
William McCarty
Alysia Pack
Sarah Rexrode
Margaret Ann Smith

ABSENT

Steven Blunt
Audrey Lee
Rachel Lewis (Emeritus)
Angela Vick
Vicki Wiggins-Pittman (Emeritus)
Melvin Wofford

STAFF

Demetrios Peratsakis, Executive Director
Brandon Rodgers, Executive Director
Ross Greene, Board Attorney
Damara Beckett
Donna Boykin
Amy Byrne
Debbie Dashiell
David Hopkins
Brittany Johnson
Andrew Jurewicz
Justina Lambert
Latril Mariano
Lara Matthews
Michelle Moore
Sara Thuecks
Natalia Tague
Vonda Warren-Lilly

GUESTS

Gloria and Jordan Peratsakis and Darlene Rawls.

1. Public Comments:

- There were no comments by the public.

2. Call to Order/Welcome/Introductions:

- Cindy Edwards called the meeting to order at 9:35 a.m.
- Ms. Edwards recognized Mr. Peratsakis for his service to Western Tidewater CSB and highlighted career accomplishments.
- Mr. Peratsakis was presented with a painting by Victor Yalom.

3. Approval of Minutes/Outcomes:

Board of Director's Meeting: September 2024

Outcome: Upon a ***motion*** made by William McCarty and seconded by Sarah Rexrode, the September meeting's minutes were approved.

4. Executive Director's Report:

- Mr. Rodgers shared the Business Agenda.
- Mr. Rodgers reminded the Board of the VACSB Legislative Conference in January and instructed members attending to contact Sara Thuecks, Board Clerk, for assistance with registration and accommodations.

5. OLD BUSINESS:

- Employment and Recruitment Update
 - There are currently 776 full-time, part-time, and hourly employees.
 - There are 100 vacant positions.
 - 33 new employees were welcomed since the last meeting.
 - 358 qualified individuals were screened for employment.
 - 217 interviews were held and offers were made to 77 individuals.
- Same Day Access (SDA)
 - 379 screenings were conducted and there were 19 no-shows.
 - 181 intakes, 98 assessments and 11 ID/DD waiver intakes were completed.
 - Through the end of October, initial screenings have averaged 163 per month and intakes, 108 per month.
- Budget Trends
 - A positive variance of \$746,105 is reported.
 - Adjusted revenue combined is \$15,579,574 revenue and \$14,612,000 expenses.
 - Delinquent payments by Sentara and Anthem are being addressed by the reimbursement team.

6. NEW BUSINESS

- Strategic Plan Update
 - The WTCSB 3-year Strategic Plan launched in late 2022 is near completion.
 - Work continues on community counseling centers.
 - Build out of regional crisis centers continues.
- Best Practices Committee
 - Developed policies and procedures to survey staff and work on strategic communication plans.
 - Enhanced performance accountability.
 - Improve customer service and the agency's responsiveness to communities.
- 988/Crisis Services
 - All 3 components have been built out for Region 5.
 - Work continues on crisis stabilization and residential.
- CCBHC
 - WTCSB is preparing to launch all nine of the core STEP VA services.
 - Staff reviewed capacity management protocols and efficiencies around assigning staff to managers/supervisors.
 - Capacity and level of care was discussed.
 - CCBHC work will dominate in the next several months.
 - Same Day Access is available at all three centers.
 - Integrating with school-based programming continues.
 - Targeted case management vs. care coordination billing has been clarified.
 - Peer Support Services are in place.
 - The new Isle of Wight Counseling Center grand opening will be December 11th.
- WTCSB's New Vision
 - Counseling Centers are providing better interactions with the community and citizens can walk in and receive help.
 - Primary care screenings are now available at each center.
 - Outpatient services have expanded.
 - Veteran-specific services are available.
 - "The Haven" will provide Crisis Stabilization, Day Support/Treatment, Social Detox, Vocation Readiness, Peer Recovery Supports and Medical Treatment.
 - CSB role as targeted case manager provider has been solidified and SMI and SED Case Management should remain untouched (no private provider provision of these services).
 - Permanent Supportive Housing continues to grow.
 - School-based services will be a major portion of WTCSB's strategic plan.
- Community Counseling Centers
 - Much work has gone into integrating prevention, education, and community events.
 - Small systemic changes are being made to align each center with specific community needs.
 - All employees are well informed on services and able to educate the public.
 - Marketing for the 24/7 Crisis Receiving Center is being developed.
 - The board presented an updated WTCSB Organization Chart and leads for each clinic were introduced.
 - The Western Tidewater Coalition continues to grow bringing together private providers, community members, and individuals with lived experience.
- January Meeting Plans

- Mr. Rodgers noted he plans to provide a more detailed framework of the work ahead.
- He will continue to update the board on all behavioral health clinics.

7. Adjournment:

There being no further business the meeting was adjourned at 10:24 a.m.