

WESTERN TIDEWATER COMMUNITY SERVICES BOARD

OUTCOMES

November 18, 2025

The regularly scheduled bi-monthly meeting of Western Tidewater Community Services Board was called to order November 18th, 2025, at 9:34 a.m. Attendance is recorded below:

PRESENT

Cindy Edwards, Board Chair
Lula Holland, Vice Chair
LaRhonda Mabry
Belinda Pitts
Sarah Rexrode
Renee Rountree
Margaret Ann Smith
William Webb

ABSENT

Dorothy Gamble
Audrey Lee
Erin Pack
Angela Vick

STAFF

Brandon Rodgers, Executive Director
Jeff Wilson, Board Attorney
Damara Beckett
Amy Byrne
Debbie Dashiell
David Hopkins
Brittany Johnson
Andrew Jurewicz
Justina Lambert
Latril Mariano
Lara Matthews
Michelle Moore

Guests attending were Jessica Swartz and Kristin Martwinski

1. Public Comments:

- There were no comments from the public.

2. Call to Order/Welcome/Introductions:

- Cindy Edwards called the meeting to order at 9:34 a.m.
- Ms. Edwards recognized the Board, Executive Director, Board Attorney and staff.

- Ms. Edwards invited all to attend the Thanksgiving luncheon following the meeting.
- Mr. William “Bill” Webb was introduced and welcomed as the new Board representative for Isle of Wight
- The Nominating Committee recommended officers for next year: Erin Pack (Chair), Ms. Lula Holland (Vice Chair), and Margaret Smith (Secretary). As there were no nominations from the floor, the slate was approved unanimously.
- Updated By-Laws were reviewed and adopted, effective January 1, 2026
- Two retirements were noted: Theresa Murch and Valerie Trivelpiece-Crovak, with appreciation expressed for their service.

3. **Approval of Minutes/Outcomes:**

- Board of Director’s Meeting September 16, 2025
Outcome: As no corrections were necessary, upon a *motion* made by Sarah Rexrode and seconded by Belinda Pitts the minutes of the September 16, 2025, meeting were approved as submitted

4. **Freedom of Information Act (FOIA)/Conflict of Interest Act (COIA) Training:**

- Board Attorney Jeff Wilson provided detailed training on the Freedom of Information Act (FOIA) and Conflict-of-Interest Act (COIA). He requested that members review both statutes online.

5. **OLD BUSINESS:**

- 988 Vendor
 - A contract with Protocol 988 Suicide Prevention Lifeline vendor has been executed.
- Compensation Study
 - The study is 75% complete.
 - Job Assessment tools are being finalized.
 - Next Steps include compiling data with market analysis and recommendations on compensation and class.
 - Considering reimplementing previous grade/step system
- WTCSB Annual Report
 - Board members received the first WTCSB Annual Report compiled by Business Development and the Marketing Department

6. **NEW BUSINESS:**

- Employment and Recruitment Update
 - There are currently 750 full-time, part-time, hourly, and temp employees.
 - There are 165 vacant positions.
 - Policy violations are the leading cause of staff separation.
 - A recent survey identified professional development and work-life balance is a key factor for retention.

- New staff incentives for formal service recognition for milestone anniversaries (1, 5, 10, 15, 20, 25 years, etc.) being implemented including certificates or plaques, and award points redeemable for purchases.
- Existing staff will be honored for their most recent milestone.
- The agency will launch Forward Awards, based on core values, to recognize staff achievements and include a luncheon, certificate, and bonus.
- Recognition events will occur twice annually.
- Same Day Access (SDA)
 - Current onboarding for outpatient services is 15 days.
 - Current onboarding for mental health case management is under 10 days.
 - Current onboarding for medication management still has the highest wait time.
- Summary of Variances
 - Net income for 3 disability areas including \$1.7 million in prorated restricted funds for capital projects = \$808,801
 - Administrative Overhead remains at 8.21%.
 - Overall revenue including restricted funds from prior years = \$44,336,180, a 10% increase
 - Write-offs have been reduced from \$500,000 to a quarter of that amount.
 - COLA and the \$1000 discretionary award = \$2.7 million in retention incentives

7. CCBHC

- A comprehensive grant application and a statewide needs assessment are being prepared.
- Consultant services have been engaged to assist with implementing a payment system, improve cost reporting and prepare the grant application.
- The agency is preparing for Commission of Accreditation of Rehabilitation Facilities (CARF) for mental health outpatient as part of CCBHC readiness.

8. WTCSB Board Tour

- The tour is scheduled for December 4th at 10am
- Includes visits to all clinics, The Haven, Residential and Crisis Home

9. Additional Updates

- The WTCSB Bylaws have been updated to allow for remote attendance for special conditions.
- CIT discussions continue with Riverside Smithfield Hospital with plans for mock ECO/TDO processes planned prior to the January 6th opening.

10. Closed Session

- Upon a *motion* made by Renee Rountree, “move that the board enter into a closed meeting in accordance with the Virginia Freedom of Information Act, § 2.2-3711(A)(1), for the

purpose of discussing a personnel matter and seconded by Lula Holland, the board entered into a closed session. The Board voted to unanimously move into closed session.

- The Board returned from closed session and certified by unanimous vote that only such matters as permitted in the Virginia Freedom of Information Act, § 2.2-3711(A)(1) were discussed during closed session.

11. Adjournment

- As there was no further business, the regular meeting of the Western Tidewater Community Services Board adjourned at 11:08 a.m.