

Valley Community Services Board
85 Sanger's Lane, Staunton, VA
April 24, 2024
5:30 p.m.

Members Present: Mary Powell, Vice Chair; Anna Leavitt, Treasurer; Jennifer Emanuel, Amanda Francis, Stephanie Huffman, Frank Pyanoe, Nate Riddle, Dan Sullivan, Sonya Pulliam-Payne*

Members Absent: Gin Chandler, Misty Cook, Ross Parker, Lt. Leslie Snyder

Staff Present: Dr. Kimberly McClanahan, Dereck Criner, Barbara Kite, Tammy DuBose, Dana Fitzgerald, Kathy Kristiansen, Tina Martina, Candy Calloway, Krista Lynch, Patti Armstrong, Kathy Curry

Visitors: Megan Argenbright, Addison Roeschley, Dr. Amy Thelk*

***Denotes via Zoom**

CALL TO ORDER: Mary Powell, Vice Chair, called the meeting to order at 5:35pm.

ESTABLISH QUORUM: Ms. Powell established a quorum.

INTRODUCTION OF NEW MEMBERS: Jennifer Emanuel, Waynesboro representative, and Nate Riddle, Staunton representative.

MINUTES: Frank Pyanoe moved to approve the March 27, 2024 Board meeting minutes. Amanda Francis seconded. Motion carried.

FY2023 INDEPENDENT AUDIT: Megan Argenbright presented the June 30, 2023 Independent Audit. Electronic and hardcopies were shared with Board members. She recognized Dereck Criner and the Accounting team for their legwork and working with DBHDS and figuring out revenue reporting in the correct period - deferred revenue versus earned revenue. She shared the following highlights:

- VCSB has had a lot of turnover in the Finance Department for a while and receives funding from many places, keeping track of funds – what has been spent and what has not yet been spent, and DBHDS also changed their policies on a reimbursement basis versus prefunding. All of these items contributed to the lateness of the audit report. She said the work was done by VCSB employees, not the auditors.
- The auditors issued a clean, unmodified opinion. The financial statements are materially correct. There were not any findings on major programs that had to be tested for FY2023. There were some comments on improvements; most were repeats from last year; there were several comments from FY2022 that were corrected.
- Dr. McClanahan commented that VCSB went from seven material deficiencies to one. Ms. Argenbright stated that is pretty good.
- **Anna Leavitt moved to accept the FY2023 Independent Audit report as presented. Mr. Pyanoe seconded. Approved.**

PRESENTATION: Dr. Amy Thelk shared a VCSB Stakeholder Survey presentation. Electronic and hardcopies of the VCSB Stakeholders Report were shared with Board members. A similar survey was last distributed 10 years ago. The purpose of the survey is to get stakeholder input about VCSB programs and also anybody who has interacted with a VCSB program was contacted and invited to take the survey. Eighty-three entities were invited and there were 34 respondents. There was about a 41% response rate. There was a total of 69 items in the survey but not everyone received every item. There were 4 items answered by all, 30 program questions plus 34 open-ended items. Options were given to skip questions or answer with nonapplicable (N/A). Highlights include:

- Overall Themes:
 - Some comments favorable about service and staff.
 - No feedback about referrals.
 - Time needed to access services is too long.
 - Rudeness, lack of follow-through.
- Recommendations:
 - Encourage respondents to provide more comments.
 - Regular follow-up on referrals.
 - Target surveying/focus groups for programs with concerning data.
 - Probe into effectiveness/efficiency of Same-Day Access.
- Q&A:
 - Nate Riddle asked about the 83 stakeholders who were invited. Kathy Kristiansen responded that Augusta Health probably has multiple people, such as, some from the Emergency Department, some from Crossroads, etc. He questioned if client surveys

were performed and if those surveys match what is reflected in this survey. Dana Fitzgerald replied that VCSB does provide a client survey and the results of the recent one is posted on the VCSB website.

- Ms. Leavitt asked if there is a goal to provide the survey sooner than every 10 years. Ms. Sullivan asked Dr. Thek for her recommendation. She suggested a “just in time” survey or a survey every 3 years as a good cycle.

VIRTUAL PARTICIPATION: Sonya Pulliam-Payne joined the meeting and stated that she was participating from her home in Waynesboro; she did not elect to utilize a pass.

EXECUTIVE DIRECTOR’S REPORT: Dr. Kim McClanahan commented on the 4.24.2024 Executive Director’s Report that was shared electronically with Board members.

Dr. McClanahan pointed out that a copy of the VCSB Annual Report was handed out to Board members. It is the first copy that has been shared in many, many years. She gave recognition to Lynn Harris, as well as other staff members for their work on it. She is excited that the report shares what VCSB is all about, and it is being sent out to stakeholders as well as others.

Tammy DuBose shared information regarding Brite Bus Services. Services will officially start on May 1st, three times a day at approximately 8am, 12pm, and 5pm, Monday through Friday. VCSB will pay a fee for services. The goal is for the services to go to fulltime - every hour from 8am to 5pm each day. Bus services are being advertised via brochures, signage, and social media.

COMMITTEE REPORTS: Please see full reports enclosed.

Fiscal Oversight Committee: Ms. Leavitt reported that there was no quorum, and asked Barbara Kite to present the finances.

- **FY2024 March Financials:** Ms. Kite shared the financials. Hardcopies were shared with Board members. She stated that overall VCSB is doing well and has a healthy cash balance. Highlights include:
 - Balance Sheet: Total Assets \$26,785,408.42; Total Liabilities & Equity \$26,785,408.42; Total Cash \$18,068,049.38.
 - Budget to Actual: Gross Charges \$12,201,760; Wages & Benefits \$13,096,123; Surplus \$4,065,482.
 - Income Statement: Net Revenue \$22,553,419; Total Operating Expenses \$18,487,937; Surplus \$4,065,482.
- **Mr. Sullivan moved to approve the FY2024 March Financial Report as presented. Mr. Pyanoe seconded. Motion carried.**
- **FY2025 Holiday schedule proposal:** Ms. Leavitt suggested adding Veterans Day, Martin Luther King Day, and Indigenous People’s Day to the existing holiday schedule.
- **Mr. Pyanoe moved to add the additional three holidays to the existing holiday schedule. Ms. Francis seconded. Jennifer Emanuel abstained. Approved.**
- **Board of Directors’ Schedule:** Dr. McClanahan stated that historically the Board does not meet in August. She made the suggestion of moving the non-meeting month to July instead because of the end-of-the-year fiscal activities that take place.
- **Ms. Leavitt moved to set the Board of Directors’ schedule as presented. Ms. Francis seconded. Motion carried.**

CONSENT AGENDA:

- **Fiscal Committee:** Did not meet, as there was no quorum.
- **Compliance Committee:** Mr. Sullivan stated that he had nothing to report.
- **Service Delivery Oversight Committee:** Ms. Powell stated that there is nothing to report.
- **Mr. Pyanoe moved to approve the consent agenda minus the Fiscal Oversight Committee. Mr. Sullivan seconded. Motion carried.**

NEW BUSINESS: None.

OLD BUSINESS:

- **Community Participation Program 2.0 (CPP2.0) Update:** Ms. Tina Martina stated that there are currently four individuals enrolled in the program; a fifth one is in the process. Once there is a fifth client, the one Direct Support Professional (DSP) will be maxed out. There are DSP applicants being screened and interviews being set up. There have been more referrals. There were a couple of reviews for licensing; had no issues and received provisional license. There was an unexpected review from the Office of Human Rights that went well. She shared her appreciation of Dana Fitzgerald and her team. They are awaiting the formal written report. Clients have been involved in community activities, including being in charge of the Little Food Pantry three days a week. They had authorization challenges early on but got through that, and then the breach happened, however, they do not anticipate any issues with revenues. Ms. Martina said that she will be approaching the Board at the beginning of the fiscal year to ask for consideration to continue the program. She asked them to let her know of specific information they would like from her.
- **Orchard Lane Update:** Ms. Martina said that there are still water and sewage challenges. An Invitation for Bid (IFB) for water and sewage was sent out to get vendors and they only received one response. She gave kudos to Adrienne Moats, Purchasing Agent. She said that Ms. Moats contacted the State Procurement Officer and asked if vendors could be contacted, and she was told that she has the authority to contact vendors and ask why they did not bid. It was learned why the vendors did not bid, and once those

adjustments were made, the state said it could be put back out for bid. It was put back out through May 1st, and two to three interested vendors have responded.

- **Executive Committee Bylaws Update**: Mr. Sullivan stated that the Bylaws will go under review next week and will be voted on at the May meeting for approval.

CLOSED SESSION:

Ms. Leavitt moved that VCSB Board of Directors go into closed session pursuant to Section 2.2-3711(A)(1) of the Code of Virginia, as amended, to discuss personnel matters related to specific individuals and to protect the privacy of the individuals in personnel matters. Mr. Sullivan seconded. Approved.

Ms. Leavitt moved that the VCSB Board of Directors reconvene in open session and that only public business matters lawfully exempted from open meeting requirements and only such business matters as identified in the motion by which the closed meeting convened were heard, discussed, or considered. Mr. Sullivan Seconded. Approved.

So Certified:

- ✓ Amanda Francis
- ✓ Stephanie Huffman
- ✓ Jennifer Emanuel
- ✓ Nate Riddle
- ✓ Frank Pyanoe
- ✓ Anna Leavitt
- ✓ Mary Powell
- ✓ Dan Sullivan

- Ms. Powell requested from Mr. Criner a list of all the bonuses given to staff.in the last few years.

ADJOURNMENT: Mr. Pyanoe moved to adjourn. Mr. Sullivan seconded. Motion carried.

Respectfully submitted:
Kathy Curry