



# HANOVER COUNTY COMMUNITY SERVICES BOARD

## COMMUNITY SERVICES BOARD

Sue Randolph - Chair  
Citizen  
Angela Kelly-Wiecek  
Board of Supervisors

## MINUTES

February 27, 2023  
5:30 pm

### **Members Present:**

Bill Brenzovich, Anne Cross, Mary Butler Eggleston (exited at 6:30pm), Johna Jones, Angela Kelly-Wiecek, Carol McDaid, Gary D. Perkins, Sue Randolph, Robin Trivette, Linda Wilkinson, and Jack Wilson.

### **Staff Members Present:**

Lorrie Ann Booker, Ellen Bowyer, Johnnie Cunningham, Bernie Jordan, Gabriella Caldwell-Miller, Ivy Sager, and Jim Taylor.

### **Additional Attendees:**

None

### **Presenters:**

Martha Lambert, Behavioral Health and Wellness Coordinator  
Courtney Mills, Behavioral Health and Wellness Specialist

### **Location:**

Hanover County Administration Building, Board of Supervisors Conference Room

#### **I. Call to Order**

Sue Randolph, Chair, called the meeting to order at 5:30pm. Ivy Sager stated to the Chair that a quorum was physically present; Jeff Katz was not in attendance.

#### **II. Consideration of Amendments to the Agenda**

Mary Butler Eggleston made a motion to move Section V, B & C to immediately after Section IV Citizen's Time. Carol McDaid seconded the motion, which passed unanimously.

#### **III. Approval of the Minutes**

The minutes of the January 23, 2023, Board meeting were approved as submitted.

#### **IV. Citizens' Time**

None

#### **V. Presentations and Agenda Items**

#### Donations:

Anne Cross moved to accept, seconded by Carol McDaid and passing unanimously, a donation of gifts with an approximate value of \$175 from Stacy Johnson Moore.

#### Chairperson's Report:

Mary Butler Eggleston presented the Executive Committees recommendation to create two new "standing" committees: Public Advocacy and Staff Appreciation & Events. She provided more context and information on these two committees. After which, Mary Butler Eggleston moved to create two "standing" committees: Public Advocacy and Staff Appreciation & Events. Carol McDaid seconded the motion, which passed unanimously.

Jack Wilson asked if Public Advocacy included State meetings. Ms. Eggleston replied in the affirmative and went on to speak to passion-directed participation.

#### Presentation:

Ivy Sager introduced Martha Lambert and Courtney Mills from the Behavioral Health and Wellness team. Ms. Lambert and Ms. Mills then introduced the new behavioral health wellness website, highlighting links, resources and educational announcements. Board members offered input and ideas related to the website and its functionality for the intended audiences. The website is scheduled to go live in the coming weeks and would continue to be tweaked based on feedback from staff and community partners.

Ms. Randolph announced the draft of Board Roles and Responsibilities will likely be ready by the next Board Meeting. Jim Taylor then noted that he has drafted a document that needs further review before being shared with the CSB Board members.

Ms. Randolph encouraged the Board to attend the April 5<sup>th</sup> budget public hearing. Angela Kelly-Wiecek encouraged reviewing the budget prior to public hearing. She also spoke to the importance of articulating the needs of the community when addressing the many questions around increases in property assessments. Ms. Sager noted that she would send to the CSB Board members additional information regarding the FY24 proposed budget.

Ms. Randolph spoke to the continued practice of sending encouraging emails/notes to staff. She had provided one for February. Robin Trivette and Anne Cross would cover March and April respectively. A sign-up sheet was passed for members to select a month for the remainder of the calendar year.

Ms. Randolph mentioned scheduling additional agency tours in ensuring the entire Board will have had an opportunity to attend.

#### Executive Director's Report:

Bernie Jordan presented Second Quarter Fiscal Year 2023 Financial report; highlighting the way in which unappropriated funding as well as employee turnover has impacted expenditures. Ms. Sager noted that the third quarter report will look differently as funding has now been appropriated.

Ms. McDaid asked how the 2022 staff turnover rate compares to prior years. Ms. Sager spoke to data through 2021 and noted that she recently saw data suggesting the County turnover rate for FY22 to be nearly 17%. She added that the CSB usually shows a turnover rate 3-5% higher than Hanover County overall. Carol McDaid noted her concerns related to employee retention and the importance of employee appreciation, especially now as we see so many challenges with hiring and retaining staff.

Ms. Kelly-Wiecek noted that this is a key point related to the budget and ongoing budget discussions. She stated that Hanover County employees are being poached by other localities who are simply paying more. She encouraged board members to appreciate all sides of this issue, especially when talking about budget decisions in the coming months. Ms. McDaid indicated the Board's responsibility to advocate for the needs of the CSB. Ms. Sager reminded Board members that compensation/merit increases are decided for the entire County workforce, including the CSB.

Gary D. Perkins asked if the CSB attrition rates are higher because of salary, working conditions or mix of factors. Ms. Sager spoke to how CSBs can be a bit of a training ground and that fatigue from the challenging work now also being a possible factor. Carol McDaid asked about employee exit surveys, which are voluntary for the employee. Ms. Sager noted stay surveys and other efforts to support retention. Jim Taylor spoke to high turnover within human services in Henrico and Chesterfield as well. He also mentioned the proposed 5% merit increase next year for staff.

Ms. Sager spoke to the processes around receiving the recent new funding. She went on to say that nearly every year the CSB receives funding outside of the budget planning process, which then requires for the funding to be approved and appropriated into the CSB's budget. In the recent situation, staff were working to present to the Board of Supervisors in December 2022 but were asked to pause based on a number of other factors. She also noted that staff received direction that the new funding would need to be presented to the Board of Supervisors' Finance Committee meeting. At the time of the January CSB Board meeting, she was not yet aware of a scheduled meeting for the Finance Committee. She noted that typically the CSB Board is made aware of such new funding and CSB-related agenda items that are going before the Board of Supervisors. Unfortunately, due to the sequence of events the CSB Board was not properly notified prior to this topic coming before the Board of Supervisors. Ms. Sager once again offered her apologies for this.

Mr. Perkins asked what has been done to make sure this does not happen again. Ms. Sager replied this was human error as well as a timing issue. Mr. Perkins suggested that nothing should go to the Board of Supervisors without it first being presented to the CSB Board or at least communicated to the Chair. This topic was discussed further with Ms. Kelly-Wiecek mentioning that it is common practice for the Chair or Vice-Chair of the Board of Supervisors to communicate information around last minute agenda items directly to the other Supervisors.

Gary D. Perkins noted that a motion was needed to adequately address this matter. To that end, he made the following motion: the CSB Director or designee, prior to making any presentation to the Board of Supervisors, must notify the CSB Board as soon as possible; if

such notification is not possible, the CSB Director shall at a minimum notify the CSB Board Chair, who will have the discretion to notify the other CSB Board members if necessary. Carol McDaid seconded the motion. Angela Kelly-Wiecek asked a clarifying question regarding the extent of this requirement. Jim Taylor again spoke to the process and acknowledged the frustration by Board members. Upon the vote being called, the motion passed with Linda Wilkinson voting against and Angela Kelly-Wiecek abstaining.

Ms. Sager reviewed recent hires: Clinician and Nurse Practitioner. Dr. Gabriella Caldwell-Miller gave additional background on the Nurse Practitioner, including the anticipation that she will begin seeing clients April 1<sup>st</sup>.

Ms. Sager shared brief information on the two compliments received in January: one via the Customer Feedback Form and the other through a quarterly survey.

Ms. Sager provided information on Operation Sticker Shock in which community youth supported by the BHW Team and other place stickers on beer/wine containers at local retailers to remind those buying of the consequences for providing alcohol to underage individuals.

Johnnie Cunningham announced the SOAR 365 has named one of our staff, Cara Wehman, as Support Coordinator of the year.

Mr. Taylor spoke to the funds Hanover will be receiving as a part of the Opioid Abatement Settlement and highlighted upcoming community meetings to solicit ideas on how monies should be spent. He noted an expected payout structure of an initial \$350,000 upfront along with approximately \$60,000 for the next 17 years, and that these numbers could increase with additional settlements. He shared that some ideas for the use of the funds have already been submitted, including: expand Project Recover, recovery housing, detox center, and mobile response units. Ms. Sager clarified that the funds will be coming to the County, not specifically to the CSB. With further discussion and questions about the CSB Board's role in making recommendations for the use of these funds, Mr. Taylor agreed to provide a presentation at the March board meeting.

Ms. Sager announced that CSB staff along with HCPS representative are providing a presentation during an upcoming conference of the Virginia Association of Local Human Service Officials. The presentation is focused on the school-based mental health services program.

Ms. Sager announced that March is Developmental Disability Awareness Month. She noted working with the County's Communications Office to highlight the DD programs and services available. She also noted the upcoming Supported Employment webinar had been posted on the Hanover Chamber of Commerce's newsletter and website. Lastly, she mentioned the Hanover Community Support Services' upcoming Miss Hanover Abilities Pageant on March 11, 2023, and encouraged Board members to attend.

Ms. Sager spoke to continued recruitment for three school-based Clinicians and addressed questions from Board members on this topic.

**VI. Other Items**

None

**VII. Announcements**

Bill Brenzovich announced his recent recruitment to assist with the Board Members session at the upcoming VACSB conference and noted his work to secure a speaker who can present a part A at the first conference and then part B at a future one. He also mentioned that effective July 1<sup>st</sup> he will be back on the VACSB Board, serving as Treasurer.

Ms. Kelly-Wiecek announced she and several other Supervisors will be participating in the Ashland Variety Show March 23<sup>rd</sup>-25<sup>th</sup>.

Ms. Wilkinson announced two training opportunities: a virtual training on youth mental health scheduled for March 20<sup>th</sup> and presented by the Virginia Healthcare Foundation; a training on March 10<sup>th</sup> by the Family and Children's Trust related to sexual behavior in children 12 and under.

**VIII. Adjournment**

Ms. Randolph adjourned the meeting at 7:25 pm. The next regularly scheduled Board meeting will be held March 20, 2023.