



HANOVER COUNTY COMMUNITY SERVICES BOARD

COMMUNITY SERVICES BOARD
Anne Cross – Chair
Citizen
Angela Kelly-Wiecek
Board of Supervisors

MINUTES

October 17, 2022
5:30 pm

Members Present:

Anne Cross, Mary Butler Eggleston, Ryan Hudson, Johna Jones, Jeff Katz (5:37pm), Angela Kelly-Wiecek, Carol McDaid, Gary D. Perkins, Sue Randolph, and Linda Wilkinson (via Zoom).

Staff Members Present:

Lorrie Ann Booker, Ellen Bowyer, John Budesky, Johnnie Cunningham, Bernie Jordan, Gabriella Caldwell-Miller, Courtney Lakin, Ivy Sager, Jim Taylor, and Kara Yurina

Additional Attendees:

None

Presenters:

None

Location:

Hanover Human Services Center, Large Conference Room

Call to Order

Anne Cross, Chair, called the meeting to order at 5:32pm. Ivy Sager stated to the Chair that a quorum was physically present; with Linda Wilkinson attending virtually due to a medical reason and Robin Trivette unable to attend.

The following members were present: Anne Cross, Mary Butler Eggleston, Ryan Hudson, Johna Jones, Jeff Katz (5:37pm), Angela Kelly-Wiecek, Carol McDaid, Gary D. Perkins, Sue Randolph, and Linda Wilkinson (via Zoom).

Open Discussion

Anne Cross introduced John Budesky, County Administrator.

Mr. Budesky thanked the Board for the opportunity to discuss several new County initiatives. He began by announcing the standardization of the meeting agenda and minutes across the County for all Boards and Commissions. Mr. Budesky spoke to looking for opportunities to promote Board/Commission vacancies; as well as new, more robust onboarding experiences. He also

mentioned community engagement initiatives, customer service engagement, and insuring citizens feel welcome at meetings.

Amendments to the Agenda

Ivy Sager announced the guests from RBHA were not able to join the meeting; one of the presenters had a family emergency.

Donations

None

Public Comments

None

Angela Kelly Wiecek spoke to Citizen's Time during the Board of Supervisors Meetings, noting the time limits and that is an opportunity for the Board to receive feedback, but not for back-and-forth engagement.

Ms. Sager mentioned that the Rules of the Board contain information covering Public Comment time.

Carol McDaid asked how citizens receive responses if there is no engagement. Ms. Sager offered that that question would be addressed later in the meeting.

Minutes

The minutes of the September 19, 2022 Board meeting were approved as submitted.

Chairperson's Report

Ms. Cross announced the last opportunity to sign-up for the Scotchtown tour on Thursday.

Ms. Cross thanked Mary Butler Eggleston for October's staff appreciation letter and noted that Gary D. Perkins is slated for November. December is still available.

Ms. Cross opened discussion around future CSB Board meetings moving to the County Administration Building, possibly in January. Discussion ensued with consensus from Board members a willingness to move the meetings to that location in the new year. Ms. McDaid asked if the Board dinner budget could be applied to the Employee Appreciation event. Ms. Cross replied it was a good idea and will be discussed.

Executive Director's Report

Ms. Sager began by announcing the expansion of school-based services based on new grant funding received by HCPS. The funding supports four new clinicians and CSB funding will support a clinical supervisor position for this program. She spoke to the possibility of the clinicians having the option for an 11-month schedule, with full time benefits.

Ms. McDaid asked about future funding for the positions. Mr. Budesky spoke to the funding being included in the Schools budget, with Dr. Gill continuing to add positions while also looking for ways

to sustain the positions. Ms. Sager also noted that she anticipates that the VACSB may work to advance legislative priorities related to funding for school-based services. Jim Taylor congratulated CSB and School staff on pulling this together so quickly.

Ms. Sager then asked Mr. Budesky to provide some initial comments related to a Customer Service Engagement initiative. Mr. Budesky spoke to the goal of increasing citizen engagement across County Departments. He noted that recent citizen feedback included a focus on greater access to information quickly, proactively addressing citizen concerns, as well as processes for getting issues addressed. He went on to say the process is not only for complaints and mentioned balancing information sharing while protecting client's rights.

Ms. Sager introduced Courtney Lakin, Quality Assurance Manager, who is present for tonight's meeting. In doing so, Ms. Sager spoke to the agency's commitment to individuals served and noted the efforts already in place for feedback and input.

Mr. Perkins asked about the QA Manager's role. Ms. Sager spoke to the QA Manager reporting directly to the Executive Director, as well as structured processes already in place to address client related matters. Mr. Perkins expressed his concern with transparency. Ms. Sager responded by sharing additional opportunities for individuals to voice concerns, including the Feedback Forum for which she described in detail.

Mr. Budesky spoke to the newly developed monthly summary report to County Administration and to the CSB Board. Johna Jones suggested the Board be notified of concerns prior to the monthly summary.

Linda Wilkinson asked if the QA Manager will be shepherding the new process and how it will be promoted to citizens. Ms. Sager spoke to the QA Manager receiving and processing complaints and that she provides written reports to the Executive Director for review and further action. Ms. Sager also noted that the CSB Board is encouraged to provide additional feedback on ways to promote the new process.

Mr. Budesky spoke to carefully navigating a process the Board and citizens can trust while not crossing confidentiality boundaries. Ms. McDaid asked if the timelines noted in the Feedback Forum are reasonable. Ms. Sager spoke to re-evaluating that question as the process is deployed and underway.

Ms. Sager reviewed planned enhancements to current processes, the online feedback form, post card, and redesign of client handbooks. Mr. Taylor encouraged the Board to share marketing ideas.

Mr. Budesky spoke to working with Ellen Bowyer, Senior Assistant County Attorney, around appropriate processes for Board members when approached by a citizen with a concern, mentioning the possibility of needing a Release of Information. He went on to say the best first step is to refer the citizen back to the established process. He stressed cases should not be discussed at Board Meetings. Ms. Sager spoke to legal requirements around Board members sharing information and posed a question about redisclosure and possible legal liability for the agency.

Ms. Wilkinson stated the importance of staying within the Code of Virginia's purpose of the Board. Mr. Budesky spoke to the continued work around processes and creating a proper pathway. Ms. Sager reviewed next steps, noting that final documents would be presented at the November meeting with this new process being initiated December 1.

Ms. Sager moved forward with her report and introduced the October new hires. She spoke to a shift in the contracted psychiatry Services. Lastly, she mentioned an upcoming presentation at a joint Patrick Henry and Atlee YMCA Board Meeting.

Ms. Sager pointed out the FY22 year-end dashboard and asked for any questions from the board packet. There were none.

Committee Reports

Rules of the Board Committee Chairperson Mary Butler Eggleston spoke the review of the Rules of the Board. She noted that additional clarity is needed around performance evaluation and now realted to the revised agenda format. She stated the revised document is not ready tonight for the full board but will likely be ready for approval at the November meeting.

Mr. Perkins spoke to the Board needing an opportunity to discuss many matters. Ms. Cross instructed the Committee to provide a written report of their questions. Ms. Sager suggested the Committee will meet again and will provide a "red line" version of amended Rules. If there are specific topics for discussion, she suggested adding as an agenda item.

Mr. Budesky offered to assist with pending questions around the performance evaluation and Board roles and responsibilities. Ms. McDaid ask for clarification around changing the performance evaluation process. Mr. Budesky spoke to the performance appraisal document and the process already in place with Focus Forward goals attached. Mr. Taylor spoke to his email to the Board around making goals more measurable and stated if further discussion in a closed session is needed to email Ms. Cross.

A motion was made by Ryan Hudson, seconded by Gary D. Perkins, to schedule at time for the Board to go into closed session for the purpose of reviewing Jim Taylor's email regarding Focus Forward goals.

For the Public Awareness Committee report, Mr. Hudson encouraged Board members to attend the upcoming Jean C. Harris Award Program and Reception. He also mentioned the Committee working towards a scholarship program.

Ms. Eggleston encouraged Board members to review the Rules of the Board.

Ms. Kelly-Wiecek announced the appointment for the Board seat vacated by Margaret Perkinson and thanked everyone for their patience.

Ms. Sager announced the State of the County presentation will be moved to the December CSB Board Meeting.

Adjournment

Ms. Cross adjourned the meeting at 8:12pm.

The next regularly scheduled Board meeting will be held November 21, 2022.