

FINAL MEETING MINUTES
Alexandria Community Services Meeting
4850 Mark Center Dr. Alexandria, VA
Conference Room #1301
December 7, 2023 – 6:30 pm

Members Present: Mary Lyman, Chair
Mary Catherine Gibbs
Michele Walz
Krista Oberlander
Brian Marvin
Marybeth Plaskus
Abdulahi Abdalla
Erica Hamilton

Members Absent: Venus Yarbrough (Unexcused)
Henry Johnson (Unexcused)
Luisa Lancetti (Excused)
Ian Ring (Excused)

Staff: Chontelai Patterson-Mendie, Administrative Operations Officer
Jennifer Kane, Director of Quality Assurance
Daniel Ratliff, Supervisory Program Analyst
Kimberly Ragin, Adult Intake Therapist Supervisor
Celestine Chew, Admin Support Supervisor

Ms. Lyman called the Board Meeting to order at 6:42 p.m.

I. PUBLIC COMMENT

II. CONSENT ACTION ITEMS

- Approval of November 2, 2023, Board Minutes: On a motion by Ms. Mary Catherine Gibbs, seconded by Mrs. Michele Walz, the Board unanimously approved the minutes of the November 2, 2023, Board meeting.

III. DISCUSSION ITEMS

- The presenters were introduced to the new Board Members.
- Ms. Jennifer Kane informed the Board about high-level reports that the CSB must prepare. Quality Improvement is one of the reports. The Policies, Procedures and Plans of the CSB are looked at annually, or when relevant. CARF was impressed with our plan this year and granted a three-year Accreditation to Youth Development, DD Child Case Management, OPIOID and DD Day Support. With a few minor recommendations.

- Mr. Daniel Ratliff discussed the FY23 Annual Outcomes Report Summary. The report is a combination of data from surveys of the clients. About 20% of the clients responded. The Satisfaction goal was met with a 93% positive response. The Accessibility goal was met with 81.3%, and the Effectiveness goal was met with 78.9%, The Efficiency goal was not met; the score was only 23.1%. Mr. Ratliff explained that this was because efficiency was calculated by a rigid state formula that was based on how fully staff and beds were utilized. Next year the breakdown of the programs will be presented.
- Ms. Kimberly Ragin discussed the Same Day Access programs, and how they have joined forces with Arlington to assist veterans and their families. Services are given to the residents who are most at risk. The Intake process was explained. People can walk in, call, or email the adult services intake for assistance.

IV. BOARD CHAIR COMMENTS /CONCERNS

- Ms. Lyman reported that she had spoken with Mr. Phillip Caldwell, and he would like the Board to send a letter to the City outlining our staffing problems. The letter would ask for more money to make Alexandria's salaries more competitive to the other jurisdictions. We are losing staff due to salaries and the long process of filling vacancies. Mr. Caldwell would like general board approval. On a motion by Mr. Abdulahi Abdalla and seconded by Mary Catherine Gibbs, the Board voted to approve and send this letter.

Adjournment

Having accomplished all items on the published agenda and on a motion by Ms. Michele Plaskus, seconded by Ms. Michele Walz, Ms. Lyman adjourned the meeting at 8:19 pm.

Respectfully submitted,
Celestine Chew