

## MEETING MINUTES

Alexandria Community Services Board Meeting

4850 Mark Center Dr. Alexandria, VA

Conference Room #1301

December 5, 2024 – 6:30 pm

Members Present: Mary Lyman, Chair  
Mary Catherine Gibbs  
Michele Walz  
Erica Hamilton  
Krista Oberlander  
Brian Marvin  
Marjorie Leong Greenberg  
Marybeth Plaskus

Members Absent: Luisa Lancetti (excused)  
Ian Ring (excused)

Staff: Phillip Caldwell, Center Director for Adult Services, DCHS  
Chontelai Patterson-Mendie, Administrative Operations Officer  
Jennifer Kane, Director of Quality Assurance  
Daniel Ratcliff, Supervisory Program Analyst  
D'Mitre Powell, Administrative Support Supervisor

Ms. Lyman called the Board Meeting to order at 6:43 p.m.

### I. PUBLIC COMMENT

### II. CONSENT ACTION ITEMS

- Approval of November 7, 2024, Board Minutes: On a motion by Ms. Mary Catherine Gibbs, seconded by Ms. Michele Walz, the Board unanimously approved the minutes of the November 7, 2024, Board meeting and the 2025 calendar.

### III. DISCUSSION ITEMS

- Ms. Jennifer Kane presented the Quality Improvement Plan for MH/SUD/DD services regarding Board Policy #17. Ms. Kane's objective with this plan is to integrate behavioral health services collectively and strengthen the commitment to developing measurable goals and objectives for quality assurance. She noted significant feedback from DMAS and alignment with various auditors across Virginia.
- Mr. Daniel Ratliff reviewed the FY24 Annual Outcomes and Client Survey for MH/SUD/DD services. Mr. Ratliff reported a 27% response rate from approximately 400 applicants, with ratings of 97% for satisfaction, 94% for accessibility, and 87% for effectiveness regarding MH/SUD/DD services.
- Mr. Ratliff added that a challenge with the survey is the framing of questions. Board members expressed that the location of services could also impact clients, thereby affecting survey results.
- Mr. Ratliff and Ms. Kane emphasized the importance of utilizing Pareto charts to identify the most urgent areas for improvement while adhering to CARF standards.
- Mr. Phillip Caldwell announced that Ms. Marybeth Plaskus is leaving the Board. He will begin searching for a new member, preferably from the APD.
- Mr. Caldwell stated that the virtual hearing for the Governor's proposed state budget (FY 2024–

2026) will be held on January 3, 2025. He noted that changes to the budget could affect CSB operations. Additionally, Mr. Caldwell informed Board members that \$212,000 is being saved by relocating Vocational Services (Stevenson Ave.) to the Mark Center.

- Mr. Caldwell mentioned that he will meet with the City Manager to discuss proposed budget cuts for Child and SUD Services. He added that the City experienced one of the lowest budget cuts among all CSB members.
- Mr. Caldwell updated the Board members on the City's vacant positions, stating that DCHS vacancies have decreased to 65, down from 105 (a 38% reduction). He added that the City's HR Department will work to reduce vacancies, which currently average 227 days.

#### Adjournment

Having addressed all items on the published agenda, and on a motion by Ms. Michele Walz, seconded by Ms. Krista Oberlander, Ms. Lyman adjourned the meeting at 8:20 PM.

Respectfully submitted,  
D'Mitre Powell