



MEETING OF THE BOARD OF DIRECTORS

Thursday, April 23, 2026, 5:00 p.m.

300 Medical Drive, Hampton, VA 23666

Present: Mr. Steven Brown, Chair; Mrs. Ann Abdullah; Dr. Mark Bell; Dr. Cynthia Gaither; Dr. Diane Griffiths; Mr. Ryan Kotrch; Dr. Tarita Stonewall; Dr. Tamara Temoney-Porter; and Mrs. Hui-Shan Walker.

Staff: Dr. Daphne Cunningham; Mrs. Raymona Barnes; Dr. Melanie Bond; Ms. Keisha Carroll; Ms. Joy Cipriano; Mr. Ron Clark; Mr. Tony Crisp; Mr. Ryan Dudley; Mr. Tom Miller; Mrs. Allison O'Brien; Mrs. Beverly Smith; Ms. Kimberly Thompson; and Mrs. Jae Hee Jackson.

Absent: Mrs. Ginger Blount-Moore; Sheriff Karen Bowden; Ms. Madonna Flores; Mrs. Mary Miller; Dr. Kristie Norwood; Mrs. Gisele Russell; and Mrs. Mary Stewart.

**Members of the
Public and
Other Guest(s):**

None

CALL TO ORDER

Members of the Board, Guests, and Staff were welcomed to the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board (H-NNCSB) by Mr. Steven Brown, Chair, who called the meeting to order promptly at 5:00 p.m. on April 23, 2026.

REMARKS OF THE CHAIR

After Chairman Brown welcomed the Members of the Board of Directors, he gave Dr. Daphne Cunningham, Executive Director, the floor. Dr. Cunningham also welcomed everyone to the meeting then stated no guests were present.

PUBLIC COMMENT

None

We are also proud to celebrate two PSRs who have successfully passed the Virginia Certification Board exam and are now registered as PRS II: Michael Spruill and Nicole Anderson, both serving at the Peer Drop-in Center.

To ensure all Peer Recovery Staff receive the support, mentorship, and preparation needed for certification, the peer tutoring program has been expanded with tutoring sessions scheduled bi-monthly. H-NNCSB tutors, Johnnie Mullins, PRS II, and Charity McClamroch, PRS II, continue to provide valuable guidance and are well-versed in the fundamentals of peer recovery support services.



Sherri Wiggins recently facilitated another 72-hour Peer Recovery Specialist Training, with three H-NNCSB PRSs graduating. The 72-hour PRS training is a comprehensive training which equips PRSs with essential knowledge and skills to deliver recovery-oriented, trauma-informed, and person-centered services.

Peer Services remains actively engaged in community outreach and continues strong collaboration with SAARA of the Peninsula and Sentara Community Center in downtown Newport News. Ms. Wiggins and Tracey Bennafield are currently facilitating a SAARA of Peninsula six-week, peer-led recovery group at the Newport News City Jail, supporting individuals in building a strong recovery foundation and connecting to community resources upon reentry.

Additionally, both staff maintain a consistent presence at the Sentara Community Center and the Foodbank of Virginia, where they provide resource information and referrals to H-NNCSB programs and services.

The Consumer Family Member Advisory Council continues to be well-attended and remains committed to raising awareness of available services for individuals living with mental health and substance use disorders at H-NNCSB. The council is currently developing a survey to explore ways we can enhance service delivery and better meet the needs of those we serve.

The PRS Medicaid billing workflow continues to operate successfully and remains active in four programs:

- Hampton Roads Clinic
- Bright Beginnings
- Adult Comprehensive Outpatient Services
- Partners-in-Recovery

ACTION ITEM**A-1. Board Approval of the March 26, 2026, Board of Directors Meeting Minutes**

Issue: Board Approval of the Minutes of the Board of Directors Meeting held on March 26, 2026.

Background: The Board meeting minutes were provided to Members of the Board of Directors for review in the Board package distributed on April 16, 2026.

ACTION: There being no discussion or comments, the Minutes of the Board of Directors Meeting held on March 26, 2026, were approved as presented.

**STANDING BOARD
COMMITTEE REPORTS****Community Relations
& Governmental
Affairs**

Members of the Community Relations and Governmental Affairs Committee met on Monday, April 13, 2026 via Zoom virtual meeting. Dr. Tamara Temoney-Porter presided as I was unable to attend. Dr. Temoney-Porter welcomed everyone to the meeting at 4:00 p.m. then requested Dr. Daphne Cunningham provide updates on Legislative activity.

Dr. Cunningham shared that Commissioner Daryl Washington will visit the agency on April 29 for two hours. He will receive an overview of agency services, then tour the BJ Roberts Behavioral Health Center. She then shared that the collective bargaining bill currently being considered may require the agency to participate as a part of local government. The agency is monitoring the bill and will provide updates as information becomes available.

Mr. Ryan Dudley provided updates on the BJ Roberts Behavioral Health Center and Marcus Alert. He stated all the services at the CRC have seen increases in clients served, and the CITAC memorandum is still being reviewed by the Hampton City Attorney. Dr. Temoney-Porter asked if the increase in referrals is due to increased need or increased awareness of the CRC; Mr. Dudley replied that he thought it was primarily due to increased awareness.

Mr. Tony Crisp provided a status report on the Opioid Abatement Authority funding. The Jail-Based services screened 129 individuals since its start in November; however, the position is now vacant. The City of Hampton added an additional position in the upcoming funding request, and the current screener position is being advertised. The Mobile Unit is in the community five days a week. It has received a positive response from the communities and is a great way to distribute information about the agency as many people still do not know what the CSB does.

The Peer Drop-In Center's soft opening saw 22 people mostly from the methadone clinic on the ground floor. He hopes it will be fully operational in June. Dr. Temoney-Porter thanked Mr. Crisp for his update and the promotion of the mobile unit and the agency and hoped the information reached the communities and people who need it.

Regarding new community partnerships, Dr. Cunningham shared information about the Newport News City Schools' TAP-In Program for parents and children. The agency staff helped with four sessions where staff presented resources and support to attendees. Mrs. Beverly Smith shared that within Hampton City Schools, therapists are at two locations – Mary Christian and Kraft. The program is looking forward to enrolling as many students as possible for the school year.

Dr. Cunningham shared that the BJ Roberts Behavioral Health Center may win an award at the Hampton Roads Association for Commercial Real Estate Awards Ceremony on April 16. It has been nominated for Best Health Care Facility and Best Renovation.

Mrs. Evelyn Steward provided an update on the many events that the National Alliance on Mental Illness (NAMI) will be participating in over the next few months. She sincerely thanked Dr. Cunningham and the H-NNCSB for supporting NAMI of Hampton Roads and stated she was very excited to get out into the community.

Mr. Johnnie Mullins provided information on Substance Abuse and Addiction Recovery Alliance (SAARA) of the Peninsula's regular programs. They are still serving the community with peer-led classes at the city jails and regular recovery meetings at Four Oaks Day Center. Mr. Mullins thanked the agency for starting an all-inclusive recovery meeting on campus which will be starting soon.

Finally, Dr. Cunningham presented information on the H-NNCSB Hall of Fame nominations and asked everyone to turn in their submissions by May 11 in order to have time to review the materials before the May 18 committee meeting. The Employee Recognition/Patty L. Gilbertson Award/Hall of Fame Luncheon will be held on Thursday, June 18, 2026 at the Newport News Marriott.

There being no further business, Members of the Community Relations and Governmental Affairs Committee adjourned at 4:30 p.m.

There being a question from Chairman Brown about the OAA grant, Mr. Crisp stated the renewal application is in process and should have more information in June.

Nomination & Selection

The Nomination and Selection Committee met on Thursday, April 16, 2026. Dr. Temoney- Porter shared that Mrs. Kimberly Thompson, Human

Resources Director, recapped the evaluation process: Dr. Cunningham submitted her Self-Appraisal and both the Self-Appraisal and DBHDS-approved performance evaluation were sent to all Members of the Board of Directors. The Board Members returned their evaluations to Mrs. Thompson, who provided the overall tally and responses to the committee during closed session as the FY2027 Employment Contract was discussed.

Upon the conclusion of the closed session, Mrs. Thompson shared that the ratings and the comments for each main section were positive, focusing on Dr. Cunningham's great leadership, knowledge, hard work, positive presence in the community, and timely communication with the Board Members. Dr. Cunningham then thanked the Board of Directors and stated that she is motivated by their support and knowledge. She shared that she appreciates the people who work with her and is grateful for such dedicated employees.

The committee will present a recommendation to the Board of Directors to approve the FY2027 Employment Contract at the May meeting.

There being no further business to discuss, I thanked the Committee Members for their attendance and participation, and adjourned the meeting at 3:28 p.m.

Budget, Finance & Audit

Members of the Budget, Finance and Audit Committee held a virtual meeting via Zoom on Monday, April 20, 2026, at 4:00 p.m. Mrs. Hui-Shan Walker, Committee Member, presided as Mrs. Miller was unable to attend.

Ms. Walker shared that Mrs. Raymona Barnes, Chief Financial Officer, welcomed everyone to the April Committee meeting then presented the agenda, which included Operating results through February 28, 2026.

She provided a status update of the budget process and stated the Finance Team is diligently working on the FY2027 budget. This year's focus was on obtainable revenue goals utilizing historical program data, current program census, and expanding as well as streamlining services.

Local funding will be level for FY2027, but State funding has not been finalized since the Governor has not approved the budget yet. This may delay the completion of the CSB budget. The agency will make an adjustment to the sliding fee scale to align with the current Federal Poverty guidelines.

In aging, there was an increase due to the Department of Medical Assistance Services (DMAS) contractor Gainwell Technologies who terminated the agency's provider enrollment.

The team continues to work with NetSmart for outpatient services to enhance and streamline the claims process. The line of credit remains unutilized.

Health insurance information shows the agency is over the projected budget for FY2026 and expenses continue to increase. The agency's insurance

partner, McGriff, shared that current expenses are typical of other agencies of our size in the industry.

Dr. Cunningham addressed the aging and how the reimbursement method and grant awards at the beginning of the fiscal year affect accounts receivable. All CSBs are experiencing issues with timeliness of reimbursement from managed care organizations (MCOs), and Dr. Cunningham plans to discuss this topic with the Commissioner when he visits the agency later this month.

Board Members had questions regarding some of the pain points with the aging as well as the reimbursement model and the significant delays in turnaround time for accounts receivables, and Mrs. Barnes and Dr. Cunningham stated they hope to find solutions that will work for all the CSBs by escalating the issues to DBHDS and the new leadership.

Mrs. Dahlen asked if there was any advocacy work the committee could do to help with the issues. Dr. Cunningham stated that there isn't any specific work that can be done at the moment as the issue is well-known. However, the plan is to address the issues and find solutions by keeping the discussion current.

There being no additional business, Mrs. Walker thanked Mrs. Barnes and the Finance Team for their hard work and due diligence, then the Budget, Finance & Audit Committee meeting adjourned at 4:39 p.m.

Strategic Planning

Members of the Strategic Planning Committee held their quarterly meeting on Wednesday, April 22, 2026 via Zoom virtual meeting. The meeting was called to order at 4:00 p.m. by Dr. Kristie Norwood, Committee Chair, who presided over the meeting.

Dr. Gaither shared that Dr. Bond, Director of Quality Management & Corporate Compliance, provided an update on the H-NNCSB's Strategic Plan 2022-2026. She reviewed the outcomes from the current plan, highlighting key impacts and lessons learned, then introduced the initial direction of the next Strategic Plan.

The original focus areas were Awareness and Engagement; Client Access and Experience; Client and Community Health Outcomes; Organizational Culture and Climate; and Administrative Oversight and Fiscal Stability. Dr. Bond provided the status of each area noting key accomplishments and areas where improvement is needed.

Under Awareness and Engagement, it was noted that the agency had prioritized expanded social media and marketing strategies, and community outreach and partnership development. This has resulted in increased community visibility and engagement, and broader reach across diverse audiences. Overall this is an area in which key initiatives were achieved and are continuing to evolve.

Under Client Access and Experience, key initiatives included the development of the patient portal and expansion of telehealth services. This area has been partially achieved and work continues to be done to develop a centralized intake model.

Under Client and Community Health Outcomes, key initiatives included continued implementation of STEP-VA, expansion of Peer Recovery Services, and an increased focus on social determinants of health, which have been largely achieved and continue to evolve.

Under Organizational Climate and Culture, it was noted that recruitment tools and processes have improved, staff engagement activities have increased, and internal communication access has expanded. This area is partially achieved although work remains to be done in this area.

Under the fifth focus area of Administrative Oversight and Fiscal Stability, the successful launch of the electronic health record was noted, along with increased legislative presence and advocacy efforts, and improved infrastructure and administrative systems.

Dr. Bond then reviewed challenges and lessons learned before sharing the path forward which includes:

- Patient portal full implementation;
- Centralized Intake / “No Wrong Door” model;
- Agency-wide customer service framework;
- Data-driven performance and outcomes tracking;
- Leadership development and succession planning.

The proposed priorities for the new Strategic Plan will include the same focus areas, but will include a shift from implementation to optimization, from activity to measurable outcomes, and from growth to sustainability and performance.

Dr. Bond then asked for Board Member participation in the survey that will be distributed to clients, stakeholders, and employees. Dr. Griffiths asked how the Board Members can engage with the strategic planning process and Dr. Bond responded they would participate in the survey and the engagement sessions while the new plan is being drafted. Dr. Bond welcomed other ways to engage with the planning process. Dr. Cunningham added that she would like to focus on the strategic planning at the August Board Retreat.

Dr. Norwood thanked Dr. Bond for her very informative presentation. Dr. Cunningham thanked the committee for attending the meeting. She commended the leadership team for their hard work, knowledge, and dedication to the agency and its programs.

Dr. Norwood mentioned the BJ Roberts Behavioral Health Center and

commended the services they provided to some of her university community members. In terms of awareness of the CSB, she suggested giving the survey to people who may not know the agency or its work very well to which Dr. Bond agreed.

There being no further business, Dr. Norwood adjourned the meeting at 4:50 p.m.

EXECUTIVE DIRECTOR UPDATE

Mr. Brown thanked the committee members for all their hard work. He stated the Members of the Board received Clinical Division Program Highlights on pages 6 through 38 of the Board Package.

Chairman Brown commended Dr. Cunningham for the outstanding job she is doing and stated he is proud to work with her. He looks forward to Dr. Cunningham steering the ship and the next strategic plan.

Next, Chairman Brown gave the floor again to Dr. Cunningham. She first thanked the Board Members for their support. Next, she highlighted the Developmental Services division's recent work with one family's tragedy. Ms. Keisha Carroll commended the work of her team in supporting the family above and beyond normal work. Then, Dr. Cunningham reviewed the items in the red folders: Invitation to Behavioral Health Docket graduation for Newport News and Hampton participants on April 30; Sheriff Bowden's event on April 28 celebrating volunteers; the CSB's Give Local 757 Fundraiser on May 5; reminder the Hall of Fame nominations for this year is due May 11; summary of employee separation information from July 2025 through March 2026 - Ms. Kim Thompson shared some details about the data presented; the Strategic Planning presentation from Dr. Bond; and Dr. Cunningham's evaluation summary and draft employment contract for FY2027.

Next, Dr. Cunningham presented information on the City of Newport News 2026 Services Update. She shared detailed information regarding the services provided to the city, including budget data and partnerships with stakeholders, as well as some of the programs located in Newport News.

Finally, Dr. Cunningham shared the BJ Roberts Behavioral Health Center won the Merit Award presented by HRACRE for Best Renovation. She thanked Mr. Dudley and the Crisis Services team for all their work over the years on the project.

Board Members thanked the CSB staff for their support after traumatic events like the ODU shooting. Dr. Griffiths commended Dr. Cathee Wolford's work and fine presentation to CNU students.

ADJOURNMENT

There being no additional business, the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board adjourned at 5:55 p.m.



Mr. Steven Brown
Board Chair



Ms. Madonna Flores
Secretary

*Submitted by
Jae Hee Jackson*

FY26 Monthly Planner

June 2026

01	10:00	AM	RLT Meeting
02	11:30	AM	ELT Meeting
03	11:00	AM	Bi-Weekly Meeting with CFO
03	12:00	PM	Quarterly Meeting with CSB Counsel
03	3:00	PM	RMHRC / CSB Monthly Meeting
05	9:30	AM	VACSB Leadership Team Meeting
05	10:00	AM	Hopeful Hampton Steering Committee Meeting
05	1:30	PM	Weekly Deputy/ED Leadership Meeting
08	11:00	AM	Monthly Meeting with HR Director
09	1:00	PM	STEP-VA Office Hours
09	7:00	PM	Newport News City Council Meeting
10	10:30	AM	CPST Discussion
10	2:00	AM	Monthly Meeting with QM Director
10	6:30	PM	Hampton City Council Meeting
11	10:00	AM	Coordination of Services Meeting
12	1:30	PM	Weekly Deputy/ED Leadership Meeting
15	2:00	PM	Monthly Meeting with Community Outreach Coordinator
15	4:00	PM	CRGA Committee Meeting
16	11:30	AM	ELT Meeting
16	1:00	PM	STEP-VA Office Hours
17	10:00	AM	EIAG Meeting
17	11:00	AM	Bi-Weekly Meeting with CFO
18	11:30	AM	H-NNCSB Employee Recognition/PLG/Hall of Fame Luncheon
19	10:00	AM	Hopeful Hampton Steering Committee Meeting
19	10:00	AM	Monthly Meeting with TowneBank
19	1:30	PM	Weekly Deputy/ED Leadership Meeting
22	9:00	AM	Management Team Meeting
22	11:00	AM	Board Meeting Prep with Board Chair
22	4:00	PM	Budget, Finance, and Audit Committee Meeting
23	1:00	PM	STEP-VA Office Hours
23	6:30	PM	Buckroe Improvement League
23	7:00	PM	Newport News City Council Meeting
24	10:00	AM	VACSB Public Policy Committee Meeting
24	6:30	PM	Hampton City Council Meeting
25	11:00	AM	IT Status Meeting with IT Director
25	2:00	PM	CPMT Meeting
25	5:00	PM	H-NNCSB Board of Directors Meeting
26	12:00	PM	Monthly Netsmart Meeting
26	1:30	PM	Weekly Deputy/ED Leadership Meeting
30	1:00	PM	STEP-VA Office Hours