



MEETING OF THE BOARD OF DIRECTORS

Thursday, February 26, 2026, 5:00 p.m.

300 Medical Drive, Hampton, VA 23666

Present: Mr. Steven Brown Chair; Dr. Kristie Norwood, Vice-Chair; Mrs. Mary Miller, Treasurer; Ms. Madonna Flores, Secretary; Mrs. Ann Abdullah; Dr. Mark Bell; Mrs. Ginger Blount-Moore; Dr. Cynthia Gaither; Dr. Diane Griffiths; Mr. Ryan Kotrch; Mrs. Gisele Russell; Mrs. Mary Stewart; Dr. Tarita Stonewall; Dr. Tamara Temoney-Porter; and Ms. Hui-Shan Walker.

Staff: Dr. Daphne Cunningham; Dr. Melanie Bond; Ms. Keisha Carroll; Ms. Joy Cipriano; Mr. Ron Clark; Mr. Tony Crisp; Mr. Ryan Dudley; Dr. Baltej Gill; Mr. Tom Miller; Ms. Rhonda Perry; Mrs. Beverly Smith; Mrs. Kimberly Thompson; and Mrs. Jae Hee Jackson.

Absent: Sheriff Karen Bowden

**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 at 5:00 p.m. on February 26, 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 welcomed everyone to the meeting and noted there were no visitors.

**PUBLIC
COMMENT**

None

ACTION ITEMS**A-1. Board Approval of the January 22, 2026, Board of Directors Meeting Minutes**

Issue: Board Approval of the Minutes of the Board of Directors Meeting held on January 22, 2026.

Background: The Board meeting minutes were provided to Members of the Board of Directors for review in the Board package distributed on February 19, 2026.

ACTION: There being no discussion or comments, the Minutes of the Board of Directors Meeting held on January 22, 2026, were approved as presented.

A-2. Nomination & Selection Committee Recommendation (ED Evaluation)

Issue: Board Approval of FY2027 Executive Director Evaluation process and timeline

Background: The Nomination and Selection Committee presents the Board of Directors a recommendation for the Executive Director's annual performance evaluation process and timeline. As per DBHDS requirements and Board By-Laws the performance evaluation and contract of the Executive Director is reviewed annually.

Chairman Brown emphasized the importance of the Executive Director's evaluation and encouraged every Board Member to return their evaluations on time to the Human Resources Director.

ACTION: Board of Directors approved of the Executive Director's evaluation process and timeline.

A-3. Nomination & Selection Committee Recommendation (Board Membership)

Issue: Board Membership

Background: The Nomination & Selection Committee presents the Board of Directors a recommendation of candidates for approval for any Board vacancy prior to submitting the names to the respective City Councils for appointment. There are four members whose terms expire on June 30, 2026.

ACTION: Board of Directors approved the Nomination and Selection Committee's recommendation to submit the names of three Board Members for re-appointment and one board applicant for appointment to the cities of Hampton and Newport News.

STANDING BOARD COMMITTEE REPORTS

Board Quality Management

Members of the Board Quality Management Committee held a Zoom Meeting on Wednesday, February 11, 2026, to receive the quarterly update from the Quality Management Division of the Hampton-Newport News Community Services Board (H-NNCSB). Their review included reports on Regulatory and Compliance and Human Rights/Serious Incidents/Sentinel Events as well as an overview of the Risk Manager functions. The full report can be found in your red folders.

The meeting was called to order at 4:01 p.m. and Ms. Flores welcomed everyone to the second meeting of FY2026.

Dr. Melanie Bond, Director of Quality Management and Corporate Compliance, introduced Ms. Monique Pichardo, the new Risk Manager. Ms. Pichardo presented a few slides describing the role of the Risk Manager which includes identifying, assessing and mitigating risks that could impact consumers, staff, and visitors and ensuring compliance with regulatory, accreditation and agency standards.

Ms. Pichardo provided the timeline for working with DBHDS over the past few months to address the Corrective Action Plan regarding the H-NNCSB's Risk Management Plan. DBHDS had advised that the agency's plan did not clearly describe the specific steps, strategies and resources necessary to minimize harm and risk of harm including the risk of personal injury, infectious disease, property damage and loss including sources of potential liability. This also includes the review of high-risk procedures, including seclusion and restraint. Ms. Flores welcomed Ms. Pichardo and thanked her for her presentation.

Next, Dr. Alicia Gaston, Quality Assurance and Improvement Manager, provided an overview of Quality Management and presented updates from October 2025 through January 2026 for Quality Assurance, Quality Improvement, Risk Management, and Training, Community, and Regional Events.

Dr. Gaston began her presentation with various Quality Assurance activities and Quality Improvements, including activities that involve Monitoring, Data Analysis, Recommendations, and Program Improvements. Quarterly Program Driven Record Reviews, Service Modifications, and Corrective Action Plans are also part of Quality Improvement. The quarterly utilization reviews were over 90% compliant for both quarters with 75% being the baseline score.

There were questions from Committee members regarding the Ongoing Systemic Noncompliance number and the newly released Quality Manual from DBHDS, and the staff provided feedback. I thanked Dr. Gaston for her detailed report then moved on to the final presentation.

Ms. Halima Rhea, Compliance and Standards Manager, provided a summary of the Human Rights/Serious Incidents/Sentinel Events to the Committee. Ms. Rhea first provided several examples of the types of incidents that are reported to DBHDS, then shared there were 985 total incident reports submitted to the QM team this period. Only 71 or 7% of them met the criteria that required they be reported to DBHDS Office of Licensing. There were ten deaths of individuals served by the H-NNCSB during this period. Eight deaths were from natural causes, two were undetermined, and no deaths occurred on CSB properties or during provision of services.

There was a total of 14 Human Rights investigations in this period, one Corporate Compliance investigation, and three serious incident reviews. Next, Ms. Rhea noted there were three Authorized Representatives approved by the Agency in this period. Ms. Rhea also shared that the Clinical Documentation Training Specialist facilitated over 53 clinical documentation courses.

Mr. Kotrch asked for clarification on the incident reporting numbers and Ms. Rhea explained the three categories and what happens to the incidents after they are resolved. Dr. Bond added that there are steps required by the state and information is provided to them even before the investigation is completed. Then there is follow up once the investigation is completed with findings provided to the state. This is all to ensure the safety of the individuals served.

Ms. Flores thanked everyone for attending the meeting and advised that the next Committee meeting will be in April 2026.

There being no additional business to discuss, the meeting adjourned at 4:37 p.m.

Nomination & Selection

Members of the Nomination and Selection Committee held their meeting on Friday, February 13, 2026, at 3:00 p.m. via Zoom virtual meeting.

The First Agenda Item was the Performance Evaluation of the Executive Director. Mrs. Kimberly Thompson, Human Resources Director, presented the process and timeline for this year.

The process is as follows:

- March 19: Receipt of Executive Director Interim Self-Appraisal
- March 26: Distribution of Self-Appraisal & Performance Evaluation to the Board of Directors for Review and Feedback
- April 10: Deadline for Members of the Board of Directors to return Performance Evaluation to Human Resources Director
- April 16: Nomination and Selection Committee Performance Evaluation Meeting. Receive Performance Evaluation Tally and Report from Human Resources Director, Complete Performance Evaluation Review and Salary Review, Committee Consensus on Renewed Employment Agreement.

- May 28: Nomination and Selection Committee Performance Evaluation Report and Recommendation to Members of the H-NNCSB Board of Directors

The Second Agenda Item addressed the upcoming Board Vacancies in Newport News and Hampton. Dr. Cunningham provided the names of the four Board Members whose term expires on June 30, 2026. In Newport News, Dr. Mark Bell is completing his partial term and is eligible for his first full term; Mrs. Ginger Blount-Moore is completing her first full term and is eligible for her second full term; Ms. Ann Abdullah is completing her second full term but is not pursuing re-appointment. In Hampton, Sheriff Karen Bowden is completing her second full term and is eligible for her third full term. Three Board Members are interested in re-appointment and their names will be submitted to their respective cities for consideration.

Next, Dr. Cunningham presented information about candidates in the Board applicant pool in Newport News who could fill the upcoming vacancy. Dr. Cunningham will contact the candidates to determine their level of interest in joining the Board of Directors.

The next Nomination & Selection Committee will be on March 19, 2026 at 3:00 p.m. via Zoom.

There being no further business to discuss, I thanked the Committee Members for their attendance and participation, and adjourned the meeting at 3:30 p.m.

Community Relations & Governmental Affairs

Members of the Community Relations and Governmental Affairs Committee met on Tuesday, February 17, 2026 via Zoom virtual meeting.

I welcomed everyone to the meeting at 4:02 p.m. then requested Dr. Daphne Cunningham provide updates on Legislative activity.

Dr. Cunningham provided an update on House Bill 1292; the bill proposes to repeal the sunset date for the Riverside pilot that utilizes their pre-screeners instead of CSB staff. An Amendment continuing the pilot for a year will provide Riverside time to present their report to DBHDS and share data from the program.

Dr. Griffiths asked for clarification on the difference between Riverside's screeners and CSB's screeners. Dr. Cunningham noted the training received is not as extensive as the CSB's staff training. There is also a concern that a screener employed by the private provider will direct individuals to services the hospital provides rather than seeking the least restrictive forms of care. The CSBs were entrusted with the screening in order to provide impartial recommendations for care. Dr. Cunningham also noted the legislators were suggesting an expansion of the pilot to the rest of the state if the data shows the

pilot is effective. The CSBs would oppose such an expansion as the conflict of interest could potentially result in individuals being recommended for restrictive care options as these services generate revenue for the providers. The report will be shared once it is available.

Dr. Cunningham shared that she attended the Newport News City Council meeting along with Mr. Dudley, Dr. Stonewall, Dr. Temoney-Porter, Mrs. Ginger Blount-Moore, and me on January 27, 2026 to receive the Proclamation that celebrates the CSB's 55th Anniversary. She also mentioned there will be activities throughout the year for employees as well as stakeholders and community partners.

Dr. Cunningham provided updates on the BJ Roberts Behavioral Health Center and Marcus Alert. The CRC is operating all services except the CITAC services, which would need 24-hour law enforcement presence.

Mr. Tony Crisp, ARTS Director, provided a status report on the three projects under the Opioid Abatement Authority. He celebrated the soft opening of the Peer Drop-In Center in Newport News. The Mobile Unit has two additional sites and the increased visibility has led to requests for more locations. The jail-based program is busy and fully staffed. A total of 70 individuals have been screened, with 31 referred to CSB or jail-based services. The Sentara Community Care clinic will have a therapist, a peer, and staff from Housing and Homeless Services who can direct individuals to resources.

Mrs. Beverly Smith, Youth and Family Services Director, provided an update for the Hampton City Schools partnership. The work will begin next week and the program hopes to be as productive as possible before the end of the school year.

Dr. Cunningham stated there was no other business and I announced the next meeting will be on March 16, 2026 at 4:00 p.m.

There being no further business, Members of the Community Relations and Governmental Affairs Committee adjourned at 4:31 p.m.

Chairman Brown asked about the difference in training between private provider screeners and the CSB's screeners. He also noted the potential conflict of interest in placing individuals in the private provider services instead of the least restrictive services. Dr. Cunningham explained the two-year pilot program Riverside started in 2024 that would utilize their staff as screeners for emergency custody orders and temporary detention orders instead of relying on CSB staff. The current bill, HB 1292, is asking to repeal the sunset date of July 2026 so the pilot program would become permanent. The VACSB would like to read the final report, due October 2026, before making a decision that will affect all CSBs. The Amendment added to the bill would give Riverside a year to conclude their pilot program, write the report, and present it to DBHDS. The data needs to be reviewed prior to any decisions about the program, which would change the way the CSBs function.

**Budget, Finance
& Audit**

Members of the Budget, Finance and Audit Committee held a virtual meeting via Zoom on Monday, February 23, 2026, at 4:00 p.m.

Mrs. Raymona Barnes, Chief Financial Officer, welcomed everyone to the February Committee meeting then presented the agenda, which included: the H-NNCSB's Financial Statements – Operating results through December 31, 2025; Financial Statements for Hampton-Newport News Community Services Board Property Company, Inc.; Share-A-Homes of the Virginia Peninsula; and the Balance Sheet for Trust for Disabled Persons. The full report can be found in the red folder.

Mrs. Barnes shared that budget season is beginning and Federal funding will be closely monitored throughout the budget process. The team is working to improve tracking of Medicaid renewal dates in an effort to minimize losses in coverage.

The agency submits the Mid-Year State Report to the Department of Behavioral Health and Developmental Services. The report provides a snapshot of the CSB's financial status. The agency also submitted the second quarter aging report. Many CSBs are experiencing issues with collections. These include various denials experienced across all CSBs with MCOs and Medicaid; some software transitions; credentialing; and denied, exhausted, or missing authorizations.

In Aging, there has been an increase in the self-pay category. This is due to Medicaid issues in some of the agency's Residential programs. The finance team is hosting team trainings targeting the areas where additional resources are needed. They are reviewing the reports that reflect unbilled services and denials, and utilizing the AR Console— an additional tool in Avatar that helps with outstanding claims.

The manual billing has also increased as the agency moves to more reimbursable grants and changes from up-front funding to reimbursement-based funding. The partnership with Netsmart to provide assistance with outpatient services has been implemented and they are processing billing within the agency's software and researching claims in various insurance portals.

The Department of Medical Assistance Services (DMAS) contractor Gainwell Technologies administers provider enrollment. They inadvertently terminated the agency's enrollment for IDD services, including Case Management, Residential, and Day Support.

The cash balance in the operating reserve is stable. The agency continues to serve as the fiscal agent for several Region 5 projects. Mrs. Barnes stated that the interest earned from the certificates of deposit moved to the operating reserve. The line of credit remains unutilized.

Health insurance information shows the agency is over the projected budget for

FY2026. There was a spike in claims in December 2025. The finance team will evaluate the per employee expense in the budget for FY2027 to ensure funding is properly allocated for health insurance expenses.

Next, Mrs. Barnes reviewed the financial statements for all entities, highlighting specific line items that changed.

There being questions from Dr. Bell and Mr. Morehouse, Mrs. Barnes and Dr. Cunningham explained the situation caused by the contractor's error in terminating the agency's provider enrollment contract. The agency is currently working with both DMAS and Gainwell to resolve the problem and collect the funds owed for services provided. The agency is also looking for ways to reduce the aging.

There being no additional business, I thanked Mrs. Barnes and the Finance Team for their hard work and due diligence then the Budget, Finance, & Audit Committee meeting adjourned at 4:24 p.m.

Chairman Brown asked for more details surrounding the error and Dr. Cunningham explained the series of meetings held with both the contractor and DMAS to resolve the issue created by the contractor. Moving forward, each location will have a separate provider contract and not be under one CSB location.

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 39 of the Board Package. Next, he gave the floor again to Dr. Cunningham.

Dr. Cunningham reviewed the items in the red folders before giving the floor to Mr. Tony Crisp, ARTS Director, for the OAA update. The folder contained a preliminary report from DBHDS regarding the Riverside pilot, the next VACSB conference information, and an article featuring the Mobile Unit and recognizing the CSB's work in the community.

Mr. Crisp provided an update on the Opioid Abatement Authority Projects. He also shared an updated fact sheet about the mobile unit. Mr. Crisp reviewed the statistics for overdoses in our communities and then highlighted the Peer Drop-In Center, Jail-based MAT Services, and other services offered by the CSB. He also mentioned the demand for additional locations for the Mobile Unit and shared that the best numbers came from the Piggly Wiggly location.

Ms. Hui-Shan Walker commended Mr. Crisp for his hard work and help with some of the City of Hampton programs. She also mentioned a Peer Drop-In Center in Hampton would be a welcome addition to the other programs.

Dr. Cunningham shared the communities were more welcoming of the Mobile

Unit and she thanked everyone for their perseverance and hard work. Chairman Brown noted that one of the main benefits of the Mobile Unit was bringing the services to the communities, which was important for people who were unable to travel to the main campus.

**CLOSING
REMARKS**

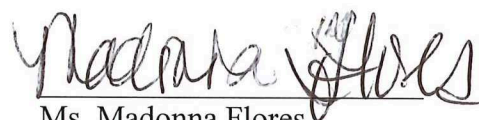
Chairman Brown thanked Mrs. Mary Stewart for attending the meeting and hoped to see her more often.

ADJOURNMENT

There being no additional business, the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board adjourned at 5:50 p.m.



Mr. Steven Brown
Board Chair



Ms. Madonna Flores
Secretary

*Submitted by
Jae Hee Jackson*