



MEETING OF THE BOARD OF DIRECTORS

Thursday, February 27, 2025, 5:00 p.m.

300 Medical Drive, Hampton, VA 23666

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

Staff: Dr. Daphne Cunningham; Dr. Melanie Bond; Ms. Keisha Carroll; Ms. Joy Cipriano; Mr. Tony Crisp; Mr. Ryan Dudley; Dr. Baltej Gill; Ms. Maggie Hicks; Mrs. Lisa Hogge; Mr. Marcus King; Mr. Tom Miller; Mrs. Allison O'Brien; Mrs. Rhonda Perry; Ms. Kimberly Thompson; and Mrs. Jae Hee Jackson.

Absent: Mrs. Mary Stewart

Members of the Public and

Other Guest(s): Ms. Diane Walker, Ms. Rosilyn Dodson, and Ms. Ebonee Atkinson from VersAbility; and Ms. Monica Weems, LPC, of Compassion House.

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, Board Chair, who called the meeting to order at 5:00 p.m. on February 27, 2025.

REMARKS OF THE CHAIR

Chairman Brown welcomed the Members of the Board of Directors, noting there was a full agenda for the meeting. But he wanted to take a moment to recognize the two fallen police officers in Virginia Beach with a moment of silence to honor them. He also shared that the memorial service will be held on Friday, and the funeral would be on Saturday. Chairman Brown then advised the Board Members of the absence of Mrs. Mary Stewart and also informed them of Ms. Ayisumo's resignation as of February 21, 2025 due to personal reasons. Then he introduced the newest Board Member, Dr. Tarita Stonewall. Finally, he gave Dr. Daphne Cunningham, Executive Director, the floor.

Dr. Cunningham welcomed everyone, recognized Dr. Stonewall, the Executive Leadership Team, and introduced staff members present: Mrs. Kimberly Thompson, Ms. Maggie Hicks, and Mr. Marcus King from the Human Resources Division. She then asked the guests to please stand and introduce themselves.

**PUBLIC
COMMENT**

Four (4) members of the public were in attendance. Ms. Diane Walker, Ms. Rosilyn Dodson, and Ms. Ebonee Atkinson from VersAbility; and Ms. Monica Weems, LPC, of Compassion House. They introduced themselves but had no comments.

ACTION ITEMS

A-1. Board Approval of the January 23, 2025 Board of Directors Meeting Minutes

Issue: Board approval of the Minutes of the Board of Directors Meeting held on January 23, 2025.

Background: The Board meeting minutes were provided to Members of the Board of Directors for review in the Board packet, pages 33 through 39, distributed on February 22, 2025.

Action: There being no discussion or comments, the Minutes of the Board of Directors Meeting held on January 23, 2025 were approved as presented.

A-2. Recommendation from the Nomination & Selection Committee

Issue: Board Membership term expirations for five Board Members on June 30, 2025 and filling a vacancy.

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 five members whose terms expire on June 30, 2025.

The Nomination and Selection Committee met on February 24, 2025 at 4:30 p.m. via Zoom virtual meeting. Ms. Ann Abdullah called the meeting to order at 4:35 p.m.

Dr. Cunningham noted that five Members of our Board have terms that will expire on June 30, 2025.

We have one recent unexpected resignation, Ms. Nakia Ayisumo, for Newport News, who is among the members whose term will expire in June. We also have the resignation of Mrs. Bea Dahlen, whose term will expire on June 30, 2026.

Please note that while the City of Hampton does not have a specific submission date requirement, the City of Newport News has a specific timeframe within which to complete their Board appointments. In our efforts to comply, we will need to complete our tasks no later than this evening's Meeting of our Board of Directors. This will allow Members of the Newport News City Council to consider our submissions during their March meetings.

Reappointments:

For the City of Newport News:

- We have, Mrs. Mary Miller, who will be completing a partial term after being appointed to fill the vacancy of Ms. Camelot Shuff, and will be submitted to the City for appointment to her initial 3-year term on our Board of Directors;
- We also have, Dr. Tarita Stonewall, who will be completing a partial term

after being appointed to fill the vacancy of Dr. Lee Vreeland, and will be submitted to the City for appointment to her initial 3-year term on our Board of Directors;

- Additionally, Ms. Nakia Ayisumo, has resigned due to personal reasons, effective February 21, 2025. Mrs. Bea Dahlen has communicated her decision to resign at the end of this fiscal year and not continue through the end of her term which expires in June 2026.

Moving on to the City of Hampton:

- We have Mr. Ryan Kotrch, who will be completing his partial term, after being appointed to fill the vacancy of Mrs. Susan Harris, and will be submitted to the City for appointment to his initial 3-year term on our Board of Directors;
- We also have, Dr. Tamara Temoney-Porter, who will be completing her first full term on the Board and is eligible for reappointment. She will be submitted to the City for appointment to her second 3-year term on our Board of Directors.

Next, regarding the vacancies in Newport News, Dr. Cunningham stated that there were sixteen (16) applications and two stood out for further discussion, Ms. Cynthia Gaither and Dr. Mark Bell. Dr. Cunningham summarized information from the applications and highlighted how each candidate would contribute their expertise to the Board of Directors. Ms. Gaither is both a veteran and a teacher within the Newport News Public School System, while Dr. Bell is an active duty Master Chief with the U. S. Navy. Both candidates have done considerable volunteer work within the community. Dr. Cunningham stated that the candidates' backgrounds in education and the military will complement the expertise of our Board of Directors.

We, therefore, request that the Board of Directors approve the submission of the following names to their respective cities for reappointment to our Board of Directors: Mrs. Mary Miller, Dr. Tarita Stonewall, Mr. Ryan Kotrch, and Dr. Tamara Temoney-Porter.

We request that the Board of Directors approve the names of Ms. Cynthia Gaither and Dr. Mark Bell for submission to the City of Newport News for initial appointment to the Hampton-Newport News CSB's Board of Directors.

Action:

Board approval to submit the names of four Board Members for appointment and reappointment and the submission of two candidates for appointment to the Hampton-Newport News CSB Board of Directors to the respective City Councils.

Prior to the moving on to the Standing Committee reports, Mr. Brown stated that he wanted to recognize Mrs. Bea Dahlen and her years of dedicated support and advocacy for the CSB while serving on the Board of Directors. She is an invaluable asset to the clients we serve, and we will be sure to recognize her contributions later in the year.

STANDING BOARD COMMITTEE REPORTS

Board Quality Management

Members of the Board Quality Management Committee held a Zoom Meeting on Tuesday, January 28, 2025, 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, Human Rights/Serious Incidents/Sentinel Events, and the Quality Management Director's Update, which included Regional / State Activity regarding VACSB / DBHDS / Offices of Licensing and Human Rights. The meeting was called to order at 4:02 p.m.

Mrs. Alicia Gaston, Quality Assurance and Improvement Manager (QAIM), presented updates for the period from November and December 2024. Points of discussion were: Audits, Record Reviews, Risk Management, and Policy Reviews.

Two recent audits were discussed; one related to the CARF Quality Improvement Plan and the other was a corrective action response for the Partners in Recovery Anthem Survey. Both responses were completed and submitted.

Next, Mrs. Gaston reported that the Utilization Review Specialist (URS) conducted quality record reviews for a few programs from November and December 2024: Child & Adolescent MH Case Management; Southeastern Family Project (SEFP) Program Improvement Plan; and Peer Recovery Services billing. The overall compliance for this most recent quarter was 94%. Mrs. Gaston expanded on the compliance goals, which are: Goal 1 – 75% overall clinical documentation compliance; Goal 2 – 0% ongoing systemic non-compliance; Goal 3 – 100% required documentation in the Electronic Health Record (EHR). The Agency has 20 licensed programs and reviews focus on the 13 required components in the records.

In Risk Management, the QAIM and URS co-facilitated a second round of health and safety check-ins with Safety Committees across the Agency to prepare for annual inspections. And annual inspections of all Agency facilities were conducted to meet the DBHDS Office of Licensing requirements. Mrs. Gaston noted the QM Team maintains community partnerships, for example, meeting with Eastern Virginia Healthcare Coalition. The team also monitors the Virginia Healthcare Alerting and Status System (VHASS) to collaborate on emergency management information. The QAIM also monitors the Office of Licensing CONNECT Provider Portal to stay abreast of communications, corrective action plans, and submit service modifications as they are requested.

Ms. Halima Rhea, Compliance and Standards Manager, provided a summary of the November 2024 through January 20, 2025 Human Rights/Serious Incidents/Sentinel Events to the Committee.

In incident reporting, there were 598 incident reports submitted to the team. Only 42 of them (7%) met the criteria that required that they be reported to DBHDS.

Ms. Rhea stated the annual Seclusion & Restraint report for 2024 had three (3) incidents of physical restraint, all instances for the same consumer for protective purposes.

There were 14 deaths of individuals served by the H-NNCSB during this period.

However, no deaths occurred on CSB properties or during provision of services.

There was a total of five Human Rights investigations in this period, with four from Developmental Services and one from Assertive Community Treatment (ACT); two were substantiated and three were not substantiated.

The Agency received one Corrective Action Plan (CAP) issued by the Office of Human Rights and Licensing in the Child & Adolescent MH Case Management division for documentation and face-to-face meetings.

Next, Ms. Rhea noted there were no Authorized Representatives approved by the Agency in this period.

The Clinical Documentation Training Specialist facilitated approximately 32 clinical documentation courses, developed the 2025 training calendar, participated in meetings, and attended external webinars and trainings.

Mr. Kotrch asked if the decrease in the number of incidents reported in the past year was due to new policy changes. Ms. Rhea responded that many external factors influence the reporting but no new policy changes occurred. She clarified that the number of incidents reported to the QM Team increased but the reports submitted to the Office of Licensing decreased. Dr. Bond added that there was a change to the level 1, 2, and 3 criteria around 2022 that affected the types of incidents reported to DBHDS. She also explained that the Agency believes the process in place works well for the CSB. The QM Team reviews all incident reports and determines which meet the criteria to be reported to DBHDS.

Ms. Ayisumo asked for an update from an incident that happened in October 2024 and asked if there was a change in the way the Agency handles such incidents. Dr. Cunningham responded that the Agency has explored some options with the current security company for increased services as well as the panic button protocols, determining whether the Agency should change the routing of calls involving the use of the panic buttons. Currently, the panic button call goes to a monitoring company and then the company contacts law enforcement. The Agency may prefer to have the call go directly to law enforcement. An option for a portable panic button for specific staff was also considered.

Dr. Bond provided Members with updates at the State and Regional levels. The Cardinal Care Contracts were awarded on December 30, 2024 to five statewide programs: Aetna Better Health of Virginia, Anthem HealthKeepers, Inc. (will also administer the Foster Care Specialty Plan), Humana Healthy Horizons of Virginia, Sentara Health Plans, and United Healthcare of the Mid-Atlantic, Inc.

Governor Youngkin's Executive Directive for the Human Rights Regulations was to remove "regulations not mandated" by federal or state statute and was to be reviewed for noncontroversial amendments.

The goals for this directive were:

1. Make regulations easier to understand
2. Increase access to due process & rights protection
3. Improve administrative & process efficiencies

The four focus areas were:

1. Medication Error Guidance – clarification is forthcoming on developing a comprehensive way for providers to document, review, and address medication related incidents, to include reporting and determining whether abuse/neglect occurred. Overall, there are very few founded Medication errors.
2. For unlicensed programs, violations and corrective action plans will be documented with the Community Violation Notice. Providers can dispute.
3. Duplicate complaints must be entered into CHRIS but does not require an additional investigation. A findings letters must be issued without appeal information.
4. Providers submitting policies to OHR for review will adhere to the new, streamlined policy review process.

Ms. Flores thanked everyone for attending the meeting and advised that the next Committee meeting will be April 2025.

Strategic Planning

Members of the Strategic Planning Committee held their quarterly meeting on Monday, February 10, 2025 via Zoom virtual meeting. The meeting was called to order at 4:01 p.m.

Dr. Norwood began the meeting by congratulating Mr. Ryan Dudley, the Agency's new Deputy Executive Director.

Dr. Bond, Director of Quality Management & Corporate Compliance, began her presentation on the Strategic Plan update. She noted that the original 36 slides were shortened to just 12 slides for today's meeting, which will highlight areas of the plan that are in motion instead of all the focus areas.

Focus Area #1: Awareness and Engagement. Strategy #1: Strengthen the CSB's overall engagement with local non-profit community-based and government organizations. Tactic #4: Create a concise agenda outlining key behavioral healthcare priorities for staff involved in local, regional, and state committees/workgroups to effectively communicate H-NNCSB's concerns and the needs of those we serve.

Identify opportunities for new partnerships, communicate priority items for divisions; develop talking points, create universals for staff as they engage with communities.

Focus Area #1: Awareness and Engagement. Strategy #3: Develop an engagement and communications plan to strengthen the CSB's use of website and social media platforms as vehicles for health education and community outreach: Form a small CSB workgroup to clarify the Agency's "brand" and develop recommendations to push relevant, engaging, and timely information to the communities.

Marketing and social media coordinator tracked usage and access trends of the Agency's social media outlets to provide data on what demographics are using our channels, as well as the type of information they are engaging with/seeking. This information is shared with the Management Team to inform intentional content development.

Event Request Form – easily found on the H-NNCSB website as well as intranet so CSB can participate in community events as requested by the communities.

New publicity flyers – one-stop shop of information. We are a large agency and newly created flyers streamline programs for quick access information

Focus Area #3: Strategy #7: Continue to implement key elements of STEP-VA to meet the needs of the individuals and communities served. Tactic #1: the H-NNCSB Executive Leadership Team and Management Team will continue to implement the components of STEP-VA to improve the quality and accountability of our services to the individuals we serve.

Peer & Family Services – the Agency has been a trailblazer in the development of a robust Peer Recovery services program, extending throughout a number of service areas within the Agency. A small pilot program to introduce billable Peer Services was implemented in July 2024. The pilot is ongoing within two of the CSB's outpatient clinics.

Mr. Tony Crisp, Director of Addiction Recovery Treatment Services (ARTS), reported his team is at the last step of the program, has completed workflow, and needs to complete registration in order to start billing for services. PRS professionals are excited.

Case Management – DMAS's restructure to a tiered system will change the way CSBs currently work with clients, and the Agency is concerned about the impact to clients.

Dr. Daphne Cunningham, Executive Director, stated we are making the CSB's concerns known but it seems the new tiered system will move forward. We will focus on how to maintain stability while shifting services in preparation for this change.

Focus Area #5: Strategy #16: Increase advocacy efforts to urge policymakers, legislators, and others to prioritize initiatives to improve the quality of life for individuals facing behavioral health, developmental, and substance use challenges. Tactics 1-5: Continue to update and follow, develop community advocacy, prepare, distribute, promote, continue to work with the VACSB, and maintain regular communication.

H-NNCSB leadership and staff remain actively engaged in matters that impact the access and service delivery experiences of the communities we serve. ELT has ensured the Agency's visibility in the state's overhaul of case management services through engagement opportunities such as participating in public comment periods, VACSB mobilization and contributions, and providing comments at the regional budget hearing on Jan 3, 2025.

Case Management is integral part of CSB services and vital to success for clients. Having our voices heard is critical for client services.

The H-NNCSB leadership, a Board Member, and Peer Recovery staff traveled to Richmond, VA on January 31, 2025 to meet with members of the Virginia General Assembly: Visits with Delegates Jeion Ward, Shelly Simonds, AC Cordoza, Chad Green, Senator Diggs, and staff from Senator Aird & Locke's offices. The meetings provided opportunities to discuss bills of importance to the Agency and the behavioral healthcare landscape.

Dr. Cunningham stated that it was a great opportunity to connect with legislators since it had been about 5 years since the last in-person visit. The legislators made the CSB feel welcome. Mr. Dudley added that the legislators learned more about the CSB and the Agency's role in the communities. Dr. Diane Griffiths, Board Member, said the time was well spent to solidify relationships. For the next visit, we need to figure out the best timing to interact with legislators with an earlier visit being scheduled next time. She also praised Dr. Cunningham for organizing information on the bills we support.

Next steps:

1. Schedule ongoing monitoring meetings with the five Strategic Focus Teams
2. Monitor progress of Action Items and deliverables
3. Begin planning for next Strategic Planning cycle

Dr. Bond said this will be a group project; so, she wants it on the radar for future planning and to please "save the date."

Dr. Cunningham thanked Dr. Bond for her work. She noted the CSB has a structure to developing the strategic plan that makes sense. The Agency will use the current plan to build the next plan and work will start soon.

Dr. Griffiths asked what role the Board could play in the Strategic Planning process and also thanked the committee for work already done. Dr. Cunningham advised the information on how the Board can be included in the strategic planning process will be provided.

The next meeting will be scheduled for May 2025.

There being a request from Mrs. Dahlen for additional information on the changes to case management and how the CSB is being asked to adapt to the tiered services model, Dr. Cunningham stated she would provide more detailed information.

Community Relations & Governmental Affairs

Members of the Community Relations and Governmental Affairs Committee met on Tuesday, February 18, 2025 via Zoom virtual meeting. The meeting was called to order at 4:01 p.m. then Dr. Daphne Cunningham, Executive Director, provided updates on Legislative activity.

Dr. Cunningham stated the meetings with legislators on January 22 was cancelled due to weather but rescheduled for January 31 so leadership, two Peer Recovery Services staff, and a Board Member, Dr. Diane Griffiths, traveled to Richmond, VA. It was a productive meeting that enabled Agency staff to interact positively with legislators about topics important to the CSB. It was a good opportunity to build better relationships for support in our future endeavors. She noted how helpful Dr. Griffiths was in meeting with Delegate Simonds earlier than scheduled so the group was able to return to Hampton Roads earlier than planned.

Dr. Cunningham discussed the budget items that VACSB supports for behavioral healthcare, including funding for waiver slot support coordinators. The budgets in the House and Senate are slightly different but both contain items that support programs at the CSB such as Marcus Alert, Jail Services, and Competency hearings. The CSB will share information when updates on the budgets become available.

Then, Dr. Cunningham stated Delegate Simonds is very interested in problem gambling and asked for data on the topic from our Prevention team. Mr. Ryan Dudley and Mrs. Lisa Hogge both stated the visit was very good and it was a great day. Dr. Cunningham added that the visit with Delegate Ward was photographed and included in her newsletter. It will be shared with the Board of Directors in the red folder.

Mrs. Dahlen asked if the Executive Orders are affecting the funding for the CSB. Dr. Cunningham discussed some of the potential impact to the CSB's funding on HUD, Medicare & Medicaid, and some other programs. Recently, the members of the Regional Leadership Team decided to wait for definitive information before making any changes due to anticipated cuts in funding. However, the Diversity, Equity, and Inclusion funding the CSB received from DBHDS was returned since it had not been used yet.

Dr. Griffiths asked for a status update on the bill regarding mobile opioid treatment (SB841) and Dr. Cunningham said there wasn't any final information yet but staff will continue tracking the bill's status and report findings.

Mr. Dudley provided updates on the continued work on the BJ Roberts Crisis Receiving Center. He stated the work was going well and moving forward. Some stakeholders have been walked through the building and certifications and licenses are being coordinated so the programs can be moved to the new building and services can begin.

The Marcus Alert team has continued to provide additional support to Newport News with the overnight hours. To answer my question on additional funding, he replied that we were one of the CSBs who already received funds.

Dr. Cunningham provided a status report on the three projects under the Opioid Abatement Authority. Update - SB841: the bill has passed in the Senate but the House sent it to subcommittee. More updates will be shared as they become available.

The location for the mobile outreach vehicle in Hampton is in the Buckroe area. The potential Newport News location will require the addition of shore power. Staffing for the vehicle is in progress and there's been a good response to the open positions so interviews are being scheduled.

Drop-in center: a location near the Hampton Roads Clinic has been identified that could work well as it's near the methadone clinic in Newport News. We hope for an agreement with the landlord in March.

Hampton City Jail position staffing has been more challenging and we continue to recruit for those positions.

Dr. Cunningham stated we will begin scheduling tours of CRC; the Agency is working with Sheriff Bowden and her office for items to place in the center that honor Sheriff Roberts.

More marketing and media campaigns are needed to advertise who we are to the two communities. The Annual Report will include more client testimonials this year to better tell the Agency's story.

Mrs. Dahlen also asked about community outreach and Dr. Cunningham mentioned our Community Outreach Coordinator, Desre Willingham, and the online Event Request Form where people can request CSB attend local events.

Next, Mrs. Dahlen asked if Narcan would be distributed at the CRC. Mr. Dudley said not yet, but Dr. Cunningham stated it could be added to our list of requests as we complete license applications for services.

Finally, Mrs. Dahlen thanked the committee members and noted that the next meeting will be on Monday, March 17, 2025 at 4:00 p.m.

There being no further business, Members of the Community Relations and Governmental Affairs Committee adjourned at 4:27 p.m.

Mr. Brown asked if the DEI funds were returned and Dr. Cunningham responded that Mrs. Barnes, CFO, and the finance team were in the process of returning the unused funds. The Agency had received funds about two years ago but it was not utilized; it had been intended to fund diversity, equity, and inclusion training for staff.

Budget, Finance & Audit

Members of the Budget, Finance and Audit Committee held a virtual meeting via Zoom on Tuesday, January 21, 2025, at 4:00 p.m.

Mrs. Raymona Barnes, Chief Financial Officer, reviewed the agenda, which included: Hampton-Newport News Community Services Board's Financial Statements – Operating results through December 31, 2024; Financial Statements for Hampton-Newport News Community Services Board Property Company Inc.; Share-A-Homes of the Virginia Peninsula; and the Balance Sheet for the Trust for Disabled Persons.

Mrs. Barnes then provided the following updates:

The Agency has launched the fiscal year 2026 budget planning process. The budget will include several new programs and continued evaluation of the Agency's existing services. We are also evaluating services provided across multiple programs to streamline workflows, enhance service provision, align with our Strategic Plan initiatives, and explore cost effective operations.

Like many agencies across the nation, we are closely monitoring the impact of the Presidential Executive Orders that may impact our current or new budget year operations. The ongoing decrease in the Federal workforce may impact some of our grant funding and workflows with some of our partners.

Mrs. Barnes then reviewed several federal funding sources and the potential impact to the Agency if changes occur.

The Finance Team continues to work on reducing the Aging, constantly monitoring and exploring ways to improve and increase efficiency. The December Aging decreased as payments for outstanding claims were received and ongoing Medicaid eligibility for some clients was resolved.

The cash balance in the operating reserve is stable. The line of credit continues to be unutilized. The Agency still serves as the fiscal agent for several Region V project funds for specific programs and projects.

Health insurance expense for December is in-line with budgeted health insurance expenses and are currently under budget year-to-date. December represents the end of the health insurance plan year and the new benefit year began on January 1, 2025.

Finally, Mrs. Barnes provided details on the balance sheets and income statements for Hampton-Newport News Community Services Board Property Company Inc., Share-A-Homes of the Virginia Peninsula, and Trust for Disabled Persons. She also provided detailed variance analysis of the divisional net income through December 31, 2024.

Mrs. Miller had a question regarding specific pay timeframes for the Medicaid billing, and Mrs. Barnes responded that it typically takes 60 days from date of billing to receive payment.

There being no additional business, I thanked the Finance Team, and the Budget, Finance, & Audit Committee adjourned at 4:25 p.m.

Nomination & Selection

As noted earlier, the Nomination and Selection Committee met on Monday, February 24, 2025.

In addition to Board Membership, the Committee was advised that at our March meeting, the Nomination and Selection Committee will review candidates for the FY2026 proposed Slate of Officers.

EXECUTIVE DIRECTOR UPDATE

Mr. Brown thanked the committee members for all their hard work, noting that most of the Board's work is done in committees. He stated the Members of the Board received Clinical Division Program Highlights on pages 6 through 32 of the Board Package. Next, he gave the floor again to Dr. Cunningham.

Dr. Cunningham stated that the program updates to the Board of Directors is meant to provide more details about each of the programs so Board Members better understand the staff and the work they do. She then reviewed some items in the Red Folders before introducing Mrs. Thompson, who began her Human Resources program update for the Board Members. The presentation was included in the Red Folders.

Mrs. Thompson presented her staff and the key functions of the Human Resources Department. These are: Recruitment and Staffing; Employee Onboarding; Performance Management; Compensation & Benefits; Employee Relations; Compliance & Legal Responsibilities; Support Learning & Development; Succession Planning; and HR Data & Analytics.

Next, Mrs. Thompson reviewed some of the comments from Stay and Exit Interviews and highlighted the positive feedback from most of the employees. She moved on to the compensation adjustments that were made since July 2023 and noted the Agency increased the salary scale for all positions by 5%.

Mrs. Thompson presented workforce data, Employee Recognition and Engagement events, then spoke briefly about future goals.

There being a question from Mrs. Bea Dahlen about the rebranding of the CSB, Dr. Bond responded that it was part of the current Strategic Plan in the Awareness and Engagement section. It is the Agency's goal to increase marketing in both communities so they are aware of the services provided and programs available at the CSB.

Ms. Madonna Flores thanked Mrs. Thompson for a great presentation then asked questions about the exit interview process. Dr. Diane Griffiths asked about the internship programs and Mrs. Thompson stated the number of interns is based on program needs and staff availability. Dr. Tamara Temoney-Porter asked how the Agency avoids making succession planning appear pre-selected and Mrs. Thompson replied there are unofficial methods such as individuals being selected to cover absences of leadership staff.

CLOSING

Mr. Brown noted the importance of succession planning for all entities, not just the CSB, and was happy to hear about the plans for a formal process. Dr. Cunningham thanked Mrs. Thompson and the Board Members for their committee work. She also highlighted Mrs. Dahlen's passion and advocacy for behavioral healthcare throughout the fifteen years she's known her and noted how much she contributed to the work of the Agency throughout the years both as a Board Member and as a private citizen. She also mentioned more would be done later in the year to celebrate these dedicated years of service.

Dr. Cunningham noted the bill regarding mobile opioid treatment died but meetings with stakeholders would be arranged to find other ways to provide this service in our communities.

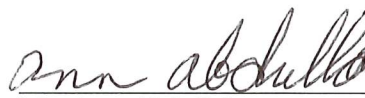
Mr. Brown thanked the Board Members for taking the time to attend the monthly Board Meeting.

ADJOURNMENT

There being no additional business, the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board adjourned at 6:07 p.m.



Steven Brown
Board Chair



Ms. Ann Abdullah
Secretary

*Submitted by
Jae Hee Jackson*