



MEETING OF THE BOARD OF DIRECTORS

Thursday, May 28, 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; Sheriff Karen Bowden; Dr. Cynthia Gaither; Dr. Diane Griffiths; Mr. Ryan Kotrch; Dr. Tarita Stonewall; and Mrs. Mary Stewart.

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. Gisele Russell; Dr. Tamara Temoney-Porter; and Ms. Hui-Shan Walker.

**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 May 28, 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 Ms. Desre Willingham was in attendance and would provide a presentation after Board business concludes. She also noted Mr. Marcus King was present.

**PUBLIC
COMMENT**

None

ACTION ITEM**A-1. Board Approval of the April 23, 2026, Board of Directors Meeting Minutes**

Issue: Board Approval of the Minutes of the Board of Directors Meeting held on April 23, 2026.

Background: The Board meeting minutes were provided to Members of the Board of Directors for review in the Board package distributed on May 22, 2026.

ACTION: There being no discussion or comments, the Minutes of the Board of Directors Meeting held on April 23, 2026, were approved as presented.

A-2. Recommendation from Nomination & Selection Committee

Issue: Board Approval of Executive Director's FY2027 Employment Contract

Background: The Nomination and Selection Committee presents the Board of Directors a recommendation, as per DBHDS requirements and Board By-Laws, the performance evaluation and contract of the Executive Director annually.

ACTION: Board Approved the FY2027 Employment Contract for the Executive Director.

A-3. Recommendation of the Community Relations & Governmental Affairs Committee

Issue: H-NNCSB 2026 Hall of Fame Inductee

Background: Each year, Members of the Community Relations / Governmental Affairs Committee have the responsibility of preparing a list of nominees for induction into the CSB Hall of Fame and submitting its recommendation to Members of the Board of Directors for approval.

ACTION: Board approved the inducting of Judge Steven Bond to the 2026 H-NNCSB Hall of Fame.

**STANDING BOARD
COMMITTEE REPORTS****Nomination
& Selection**

Ms. Abdullah shared that the Nomination and Selection Committee met on Thursday, May 14, 2026. Mrs. Russell called the meeting to order at 3:00 pm and welcomed Members of the Nomination and Selection Committee.

The Nomination & Selection Committee meets each fiscal year to complete our Committee responsibilities, which includes the preparation of a Slate of Officers for the next fiscal year.

Mrs. Russell presented the proposed Slate of Officers for FY2027 and reminded the Committee that these members will be presented to the Board of

Directors at this month's meeting with action being taken at the June meeting.

The FY2027 Proposed Officers are as follows:

Mr. Steven Brown, Chair (3rd Term)

Dr. Kristie Norwood, Vice Chair (2nd Term)

Ms. Hui-Shan Walker, Treasurer (1st Term); and

Ms. Madonna Flores, Secretary (2nd Term)

All Members were previously contacted to confirm their willingness to serve as an Officer of the Board of Directors for FY2027, and all proposed officers are interested in serving.

It was moved and seconded that the Proposed Slate of Officers for FY2027 be presented during the May meeting of the Board of Directors.

There being no further discussion, the meeting adjourned at 3:02 pm.

Community Relations & Governmental Affairs

Members of the Community Relations and Governmental Affairs Committee met on Monday, May 18, 2026, via Zoom virtual meeting.

Dr. Cunningham shared that the agency has been closely following the collective bargaining bill which was vetoed by the Governor; however, there is local support for unions, and it remains to be seen if and how this will affect the agency. The State budget continues to be monitored but is yet to be finalized.

Next, Dr. Cunningham provided an update on DBHDS Commissioner Washington's visit to the CSB in late April. He spent time meeting with some members of the Executive Leadership Team and toured the BJ Roberts Behavioral Health Center. The Commissioner discussed the hospital bed census, and the agency was able to provide some follow-up information to him after the visit. It was a very good and engaging visit.

Dr. Griffiths stated that it was great to have a good relationship with Commissioner Washington, then asked what the main concerns were about the hospital bed census and if this was related to the Riverside pilot. Dr. Cunningham responded that there are issues related to forensic services. She shared that the H-NNCSB does a good job providing restoration and forensic services, and the discharge team works very well with the not guilty by reason of insanity/NGRI population. However, the agency utilizes existing staff for restoration services, and it would be better if there were funds dedicated to staff who specifically work on restoration services. Mr. Dudley added that while it is important to have the confidence of the court, the agency needs additional resources to effectively manage the service, and he appreciated that the Commissioner really wants to understand the issue.

Dr. Cunningham shared that the Commissioner gave the agency an opportunity

to provide feedback on the Riverside pilot, and Ron Clark, Crisis Services Director, and Mr. Dudley shared information about how the pilot has affected the CSB's services.

Mr. Dudley provided updates on the BJ Roberts Behavioral Health Center and Marcus Alert. There has been an increase in walk-ins at the center; however, coordination with internal and external partners needs to be improved. The CRC can provide step-down services to free up beds in the Emergency Departments. The Newport News Police Department recently sent about 45 officers over to tour the facility.

Dr. Griffiths asked if there would a first-year summary of the BJ Roberts Behavioral Health Center with metrics. Mr. Dudley shared that the numbers were still high with both Newport News and Hampton teams for the Marcus Alert Team. There have been many assessments but only a few needing Emergency Custody Orders. He believes the effort is going very well.

Mr. Tony Crisp, ARTS Director, provided an update on the Peer Drop-In Center, which will be open to the public on June 1. For Jail-Based Services, there is still a vacant position. The Mobile Unit is at four locations, five days a week. The agency is exploring expanding the hours for each location as well as adding locations to increase foot traffic. They are partnering with the Newport News Care team for a joint outreach at Four Oaks Day Center.

Mrs. Beverly Smith, Youth and Family Services Director, stated that the agency is still working with two Hampton schools. There will be a meeting with Hampton about expanding to more schools. Mr. Dudley shared that the Sentara Community Care project has a full-time therapist who is also doing some Rapid Access assessments. The Women's Services Navigator and Peer Recovery Specialists also spend time at the site.

Dr. Cunningham shared that the Traumatic Event Response Team, headed up by Desre Willingham, recently received a community impact award from the Hampton Victims Services Unit. She also mentioned the Mental Health Expo was well attended, and this year's event featured youth speakers and presenters. It was great to hear about their experiences and their perspectives on mental health issues.

Dr. Cunningham presented the nomination of Judge Steven Bond, a former member of the H-NNCSB Board of Directors. She also noted that the luncheon will be on Thursday, June 18. The Committee voted to recommend the nomination of Judge Bond to the H-NNCSB Hall of Fame to the full Board of Directors at the May meeting.

There being no further business, Members of the Community Relations and Governmental Affairs Committee adjourned at 4:35 p.m.

Board Quality Management

Members of the Board Quality Management Committee held a Zoom Meeting

on Wednesday, May 20, 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, Human Rights/Serious Incidents/Sentinel Events, as well as Risk Manager and Director updates.

Dr. Alicia Gaston, Quality Assurance and Improvement Manager, provided an overview of Quality Management, then presented updates for the period from February 2026 through May 2026 for Quality Assurance, Quality Improvement, Risk Management, and Training, Community, and Regional Events.

Dr. Gaston began her presentation by noting the many licensing reviews and meetings during this reporting period. She noted that there were a variety of committee and planning meetings as well as several service modifications during the reporting period. There were also corrective action plans for Southeastern Family Project (SEFP) and IDD Residential. Dr. Gaston then highlighted the various trainings and emergency response exercises.

Ms. Halima Rhea, Compliance and Standards Manager, provided a summary of the February 1 through April 30 Human Rights/Serious Incidents/Sentinel Events to the Committee. Ms. Rhea began her presentation noting the criteria for reporting incidents to the state. There were 811 incidents recorded during this period with only 70 reported to the state, which is 9%. There were four deaths, but none occurred on-site or during service provision.

There were 6 Human Rights / Complaints and 1 Corporate Compliance investigation. No Authorized Representatives were approved during this reporting period.

Lastly, Ms. Rhea shared some of the other work she does in addition to incident reports and investigations and reported on the Clinical Documentation Specialist's activities which included providing approximately 35 documentation trainings.

Ms. Monique Pichardo, Risk Manager, presented information from February 1 through April 30. She shared that the first Risk Management Committee meeting was held earlier in the day and went well. These will be quarterly meetings.

Regarding Health and Safety, the agency participated in statewide emergency drills and conducted safety check-ins and trainings. The participants learned how to operate a fire extinguisher, which many had not done prior to training. She completed her report by noting all other trainings and activities during the reporting period.

Dr. Bond provided her Director's update, starting with State and Regional information. She presented updates on MART, which is the Department of Behavioral Health and Developmental Services' repository tool, Expanded

Consultation and Technical Assistance provided by DBHDS, HR1, the Americans with Disabilities Act Title II Web/Digital Accessibility Rule, and the World Health Organization Disability Assessment Schedule or WHODAS 2.0.

Dr. Cunningham noted that regarding HR1, the agency staff are preparing for the upcoming changes to ensure clients are supported, especially with Medicaid renewals.

There being no additional business to discuss, the meeting adjourned at 4:46 p.m.

Budget, Finance & Audit

Members of the Budget, Finance and Audit Committee held a virtual meeting via Zoom on Tuesday, May 26, 2026, at 4:01 p.m.

Mrs. Raymona Barnes, Chief Financial Officer, welcomed everyone to the meeting, then presented the agenda, which included: the H-NNCSB's Financial Statements – Operating results through March 31, 2026; 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.

At this time, we are still awaiting the finalization of the State budget. Our Budget Steering Committee has assessed global budget items and approved changes that will be presented in our final budget presentation. Some of those changes include:

- The health insurance expense allocation will increase to align with the health insurance plan.
- The daily rate for ICF Day Support Services for Creative Options will increase to align revenue with the true cost of service provision.
- The IDDS Room and Board rates will increase; however, the rate will remain on a sliding fee scale with each client being assessed for their ability to pay.
- The team is also preparing for upcoming audits:
- Robinson, Farmer, Cox Associates will be onsite the week of June 15th to begin reviewing the first 3 quarters of the fiscal year, and final audit work will be completed in the fall.
- The Representative Payee audit has been outsourced to the Disability Law Center of Virginia, and they will be reviewing federal fiscal year 2024.

In aging, there was a decrease in March. A number of outstanding Medicaid claims were paid during the month, and the team continues to work on reducing the aging. While the finance team overcame one hurdle, they have encountered additional delays associated with claims:

- There is a new denial due to an invalid national provider identifier (NPI). This has prohibited the billing for \$2.2 million in IDDS / ICF services. DMAS has not provided guidance or a solution.
- A recent upgrade to the electronic health record resulted in several processes and forms being inoperable. This error took some time for NetSmart to resolve, causing a delay in claims.
- The manual accounts receivable increased due to the timing of quarterly invoices, including our quarterly request for Crisis funds.

The interest earned from certificates of deposit moved to the operating reserve. The line of credit remains unutilized.

Health insurance information for March shows the agency is over the projected budget for FY2026 and continues to increase. The finance team met with Anthem to review the plan and expenses.

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

Mr. Soltys asked about the local match and Mrs. Barnes stated there was no increase for the current fiscal year. Dr. Cunningham added that the agency has an opportunity to request an increase or additional funding for specific programs in the fall.

Mrs. Miller asked how the agency is notified about the denials, and Mrs. Barnes noted it is in the explanation of benefits/EOB. Then, I asked about the timing of payments, and Mrs. Barnes explained DMAS usually informs the agency in a week, but some MCO claims take up to 45 days for payment.

There being no additional business, Mrs. Miller thanked Mrs. Barnes and the Finance Team for the hard work they do every day, then the Budget, Finance & Audit Committee meeting adjourned at 4:26 p.m.

Chairman Brown had a question regarding the error in accounts receivable and how the issue will be resolved, and Mrs. Barnes stated that the agency sent DMAS a summary of the monthly claims needing payment and asked for an alternate solution since the individual claims were denied. The agency has cash flow at this time, the operating reserve, and the certificates of deposit, if needed. Mr. Brown asked if the agency needed to use these funds, would DMAS reimburse the agency. Mrs. Barnes stated the reimbursement is typically a delay but it's normally not this long nor such a large amount. The agency expects the payments but also noted it was escalated internally at DMAS to find answers.

Ms. Flores asked about the health insurance and the higher allocation for the next fiscal year but wondered if the agency was considering increasing the employee contribution amount. Mrs. Barnes explained that the agency meets with the insurance company to review the plans for the upcoming year and any

increases to employees would be determined at that time. If there are changes, it would be effective January 2027.

EXECUTIVE DIRECTOR UPDATE

Mr. Brown thanked the committee members for all their hard work. He stated that the Members of the Board received Administrative Division Program Highlights on pages 6 through 27 of the Board Package.

Dr. Cunningham mentioned the community outreach work in both Hampton and Newport News and that Ms. Willingham would provide an update.

Then she reviewed the items in the red folder: full nomination for Judge Steven Bond and property photos of a new location in Newport News, that will be stood up using the Certified Community Behavioral Health Care model (CCBHC), with the goal of increasing access for all citizens.

Last month, Dr. Cunningham discussed wanting to increase the agency's presence in Newport News. The new location is able to use funds that were originally intended for the BJ Roberts Behavioral Health Center. Funds from other state sources were used for the CRC first and the city funds have not been used so the approval to transfer funds to the new project was welcome news. Based on data, many clients are in the area of the new location, and it will be easier to access for them.

Dr. Cunningham next shared that the Give Local 757 event had a goal of \$15,000 this year and the agency raised over \$25,570. She thanked the staff who worked on the fundraiser and the donors. Dr. Cunningham also mentioned the Charitable Foundation and the upcoming fundraiser event on October 3 at the Hampton Roads Convention Center (more information will be forthcoming).

Dr. Cunningham thanked Board Members who came out to support the Mental Health Expo – Chairman Brown, Dr. Norwood – and stated that it was a wonderful event featuring youth in the community.

Ms. Willingham presented information on the Community Outreach program. There was an increase in outreach events in 2025 compared to 2024, with deepening connections and relationships with other organizations. The Traumatic Event Response Team (TER), which goes into the community after events such as homicide, received an award from Hampton Victim's Services. Ms. Willingham also mentioned Sheriff Bowden's STAR Center and the collaborative work the agency does there.

The Community Outreach team has increased awareness of the CSB in the community, increased referrals, and access to services. They also provide free Mental Health First Aid Training to people in the community. The Outreach team helps connect individuals and families to CSB services and positively represents the agency.

Ms. Willingham also noted her participation in various committees and advisory groups in both Hampton and Newport News, which enables the agency to advocate for behavioral health care.

Dr. Norwood asked how the Outreach team can be reached to help in the community, and Ms. Willingham explained a community partner must reach out in order for the team to help at a traumatic event. It is the way the TER grant is structured. A partner could be law enforcement or a member of Human Services. Ms. Flores asked about churches, and Ms. Willingham shared that she has provided Mental Health First Aid/MHFA training and developed a partnership with a church. Dr. Cunningham clarified that the grant requires the agency to track the various community entities that reach out for traumatic events and that is the reason for needing a partner to contact the team. Board Members also asked if a formal Memorandum of Understanding was needed and it is not; there was a question about age of persons served and there is no age limit for services.

Dr. Cunningham noted the Community Outreach team is small, usually just Ms. Willingham and one or two staff. She noted her contribution as MHFA trainer. Then Dr. Cunningham thanked Ms. Willingham for the great work she does in the community.

Board Members asked if the grant would be renewed; that is unknown, but Dr. Cunningham stated she hopes the agency will be able to continue the program once the community sees the positive impact of the team.

Dr. Bell asked about the Human Resources data for Crisis Services employees, asking if the high turnover was part-time staff. Ms. Thompson responded that some were part-time staff, but others were Registered Nurses. Dr. Cunningham added that the agency created some full-time positions and eliminated some part-time positions, and retirements also contributed to the high turnover number in the program.

CLOSING REMARKS

Chairman Brown thanked Ms. Willingham for her presentation and noted he did often see her in the community and commended her work.

ADJOURNMENT

There being no additional business, the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board adjourned at 5:45 p.m.



Mr. Steven Brown
Board Chair



Ms. Madonna Flores
Secretary