



MEETING OF THE BOARD OF DIRECTORS

Thursday, November 20, 2025, 5:00 p.m.

300 Medical Drive, Hampton, VA 23666

Present: 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 Kotreh; Mrs. Mary Stewart; Dr. Tarita Stonewall; and Dr. Tamara Temoney-Porter.

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

Absent: Sheriff Karen Bowden; Mr. Steven Brown; Mrs. Gisele Russell; and Mrs. Hui-Shan Walker.

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

Mr. Marcus King; Mrs. Jane Hobbs

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 Dr. Kristie Norwood, Vice-Chair, who called the meeting to order at 5:00 p.m. on November 20, 2025.

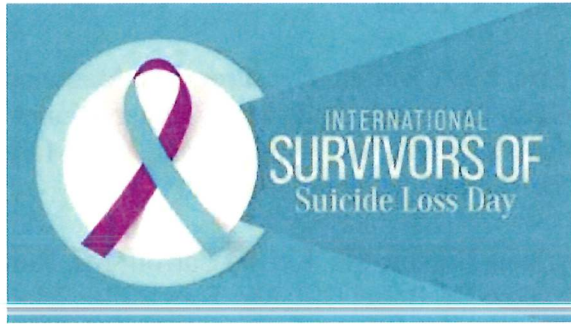
REMARKS OF THE CHAIR

After Dr. Norwood welcomed the Members of the Board of Directors, she gave Dr. Daphne Cunningham, Executive Director, the floor.

Dr. Cunningham welcomed everyone to the meeting, noting it is being held earlier due to the holiday next week, then introduced guests.: Mr. Marcus King, Staff Development & Training Administrator, and Mrs. Jane Hobbs. She shared that Mrs. Hobbs is a former Board Member as well as a former CSB employee.

International Survivors of Suicide Loss Day (November 22)

Prevention Services hosted the American Foundation for Suicide Prevention's (AFSP) International Survivors of Suicide Loss Day, providing a supportive space for individuals who have lost a loved one to suicide. This event offered participants opportunities for connection, shared understanding, and healing. A total of twenty individuals attended. Participants honored their loved ones, viewed a film featuring stories from other survivors, and engaged in healing activities such as rock painting and yoga. These activities were designed to promote emotional expression, resilience, and community support.



PUBLIC COMMENT

Mrs. Jane Hobbs thanked the H-NNCSB, especially Emergency Services, the Day Program (Creative Options), and the group home for helping her daughter, a client in one of the programs. She wanted to express her gratitude in person to the Board of Directors for the excellent service provided to her daughter. Mrs. Hobbs also distributed flyers for an upcoming event with her non-profit, AbleRUs—it's an annual Christmas Party that also provides needed food packages for individuals with special needs. Mrs. Hobbs has been hosting this event for over 40 years and wanted to share the information with the Board as well.

ACTION ITEMS

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

Issue: Board Approval of the Minutes of the Board of Directors Meeting held on October 23, 2025.

Background: The Board meeting minutes were provided to Members of the Board of Directors for review in the Board package distributed on November 13, 2025.

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

STANDING BOARD COMMITTEE REPORTS

Board Quality Management

Members of the Board Quality Management Committee held a Zoom Meeting on Monday, October 27, 2025, to receive the quarterly update from the Quality Management Division. This review included reports on Regulatory and Compliance, Human Rights/Serious Incidents/Sentinel Events, and the Director's update. The full report can be found in the red folders.

Dr. Alicia Gaston, Quality Assurance and Improvement Manager, presented updates for the period from June through September 2025 for Quality Assurance, Risk Management, Continuous Quality Improvement, and Initiatives, Trainings, Community Events, and Regional Information.

Dr. Gaston stated there were two audits with the Department and Behavioral Health and Developmental Services Office of Licensing: ARTS case management and outpatient services; and an Aetna Preferred Provider audit, which happens every three years. There was also a Support Coordination Quality Review to check compliance with the Department of Justice and Medicaid requirements. The CSB had 100% compliance.

Next, Dr. Gaston reported on programs that had been reviewed by the Utilization Review Specialist, and provided an update on risk management

activities. Regarding Risk Management, Emergency Safety Drill forms were recently updated, the team hosted a visit with the Fire and Life Safety educator, and annual health and safety inspections of agency facilities were conducted.

The Quarterly Program-Driven Record Reviews for the preceding two quarters were presented and both had 93% overall compliance, with 75% being the benchmark.

Dr. Gaston reviewed the Corrective Action Plans that had been received during the reporting period and noted various other events, meetings, and trainings in the past several months.

Ms. Flores thanked Dr. Gaston and the team, congratulated her on the 100% compliance on the support coordination review, and commended the strengthened relationship with Fire and Safety.

Ms. Halima Rhea, Compliance and Standards Manager, provided a summary of the June 1 through September 30, 2025 Human Rights/Serious Incidents/Sentinel Events to the Committee.

In incident reporting, Ms. Rhea first provided several examples of the types of incidents that are reported to DBHDS, then shared there were 857 total incident reports submitted to the QM team this period. Only 46 of them (5%) met the criteria that required they be reported to DBHDS Office of Licensing. It was noted that there has been a decrease in incidents reported to DBHDS in the past several years.

There were five deaths of individuals served by the H-NNCSB during this period. However, all were from natural causes, and no deaths occurred on CSB properties or during provision of services.

There was a total of 10 Human Rights investigations in this period, across multiple agency programs. Of these, one investigation was substantiated, eight were unsubstantiated, and one is pending. One Corporate Compliance investigation is also pending and two serious incident reviews are pending.

Ms. Rhea also reviewed the two Corrective Action Plans issued by the Office of Human Rights and Licensing.

Next, Ms. Rhea shared the Clinical Documentation Training Specialist facilitated over 60 clinical documentation courses this reporting period and has developed the 2026 training calendar.

Ms. Flores thanked Ms. Rhea and noted the good work on the decreased incidents reported to DBHDS.

Dr. Melanie Bond provided the Director's update. She stated that she will discuss the DMAS Medicaid Behavioral Health Services Redesign from the Quality and Compliance perspective in preparing the agency for the transition.

Quality Management's role is to help the agency work on the application to participate in the redesign process.

A number of adjustments will need to be done, not just updating the license and continuing services, but also financial considerations and billing. There are new requirements for assessment tools that will require providers to access training and ensure staff are trained and ready to utilize those tools on the roll-out date of July 1, 2026. There is concern in the CSB community about the timing, but the agency is working diligently to be prepared for the changes.

DBHDS Office of Licensing now requires Mandatory Technical Assistance Following Systemic Noncompliance for Providers of Developmental Services. This support is offered to providers who receive two consecutive citations for certain regulations. H-NNCSB received one citation related to the agency's Risk Management Plan, but was cited for the same issue in multiple programs as it is an agency-wide Risk Management Plan; therefore, the agency is participating in this technical assistance program. This process could take up to a year to complete.

H-NNCSB is looking to add a Risk Manager position to enhance the agency's ability to identify, assess, and mitigate potential threats. This will strengthen the overall capacity to anticipate, evaluate, and respond to potential risks, whether operational, strategic, or financial. Currently, the duties are spread amongst the Quality Management team, but a dedicated staff member is needed.

Dr. Cunningham added the Risk Manager position will enhance the agency's work and would include areas such as financial risk, which is not part of DBHDS's requirements for Risk Managers.

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

Dr. Mark Bell stated he was excited to be part of this committee and commended the team doing the important work behind the scenes.

There being no additional business to discuss, the meeting adjourned at 4:42 p.m.

Community Relations & Governmental Affairs

Members of the Community Relations and Governmental Affairs Committee met on Monday, November 10, 2025 via Zoom virtual meeting.

Dr. Griffiths welcomed everyone to the meeting at 4:00 p.m. then requested Dr. Daphne Cunningham, Executive Director, provide updates on Legislative activity. The full report can be found in the red folders.

Dr. Cunningham stated the Virginia Association of Community Service Boards (VACSB) hopes to meet with the Spanberger campaign about the Certified

Community Behavioral Health Care (CCBHC) model. The CSB will also continue reaching out to local legislators to ask for support for current priorities for this upcoming legislative session.

The Committee then briefly discussed the Riverside pilot for prescreening individuals needing assessment for involuntary hospitalization, and that the pilot will most likely be expanded once the trial period ends.

Next, Dr. Cunningham stated many CSBs do not think there is enough time to meet requirements for the new Community-Based Mental Health Services prior to the July 1, 2026 implementation date. The agency will work with the VACSB to speak with one voice on this topic with legislators. The agency will also contact the newly-elected legislators, Virgil Thornton and Dr. Mark Downey, before the next legislative session.

Mr. Dudley provided updates on the BJ Roberts Behavioral Health Center. The main update is that the center is increasing the staff and expanding the types of services provided at the CRC, for example, hiring a recreational therapist. The 23-Hour program is working to accept walk-ins during business hours for clients who don't have referrals for service. For the Crisis Intervention Team Assessment Center (CITAC), the agency is working with both Hampton and Newport News law enforcement to develop a plan.

I asked if there was a plan to announce the walk-in hours at the CRC and suggested adding it to the City of Newport News newsletter. Mr. Dudley agreed it was a good idea and said the agency plans on notifying the stakeholders like Sentara, Riverside, and Emergency Departments. He noted that some clients may need different services, such as Rapid Access, rather than walk-in services. I noted a community education piece to direct people to specific places for certain situations would be helpful.

Mr. Dudley noted that Ms. Connie Vatsa, Marcus Alert Coordinator, and her team are highly respected throughout the region and state. The program has almost 24-hour coverage operating five days a week with various partnerships. Hampton Police assistant chief has stated there was a decrease in law enforcement hours in dealing with behavioral health responses, and the H-NNCSB is one of the only CSBs linked to the regional crisis hub.

Mr. Tony Crisp provided a status report on the three projects under the Opioid Abatement Authority. The Peer Drop-In Center is expected to have a soft opening during the first week in December. The Medication Assisted Treatment program with the jail has hired a Substance Use Disorder counselor and a screener, so both positions are filled. Regarding the Mobile Medication Unit, Dr. Mohsin has begun accepting new clients at the Newport News location. At the Hampton location, there has been some pushback from the community, but Mr. Crisp is still optimistic. Mr. Crisp, Dr. Cunningham, Mr. Dudley, and Dr. Mohsin recently met with citizens in that area. About one-third of them do not want the mobile unit in their neighborhood. However, the City Manager's office and Hampton Police Chief are supportive. The agency is

making inroads in educating the community about substance use disorders and treatments and will continue to work to get the unit operational at the Hampton location. The primary driver has been hired and will head to North Carolina next week for training.

Dr. Cunningham provided updates on the other partnerships. The agency is still looking for therapists for the school-based program in Hampton. A therapist has been hired for the Sentara Community Care clinic in downtown Newport News. She also attended a meeting with the City of Hampton's Office of Youth and Young Adult Opportunities to discuss establishing resource centers to help combat some of the gun violence concerns. The agency's goal is to have staff at the resource centers at designated times to link individuals to services and supports.

Dr. Temoney-Porter asked if there was a second area/location in Hampton the agency will consider for the mobile outreach unit if the current location doesn't work. Dr. Cunningham shared the agency has not pursued looking for another location yet as the agency wants to be in areas that need the services. Alternate service models such as reducing the hours or having appointment-based services will be considered.

Mrs. Dahlen suggested reaching out to NAMI for support in the area as there are family-to-family support groups that may be helpful.

Dr. Cunningham stated she looked forward to seeing everyone at the Thanksgiving Luncheon and also thanked me for attending the Crowned in Confidence summit in Newport News.

The next meeting will be on December 8, 2025 at 4:00 p.m.

There being no further business, Members of the Community Relations and Governmental Affairs Committee adjourned at 4:42 p.m.

After Dr. Griffiths completed the review of the minutes, Dr. Norwood asked what the specific pushback was from the Hampton community, and both Mr. Crisp and Dr. Cunningham provided more details. Mr. Crisp stated he believes it is primarily the stigma surrounding opioids. Some community members believe having the mobile unit in their area will draw people to the location and bring problems. Also, initially, the mobile unit will not have medication on the bus and prescriptions will be written. The agency can decide not to have some specific medication dispensed if the community objects.

The good news is that there is another provider who will be available for the Newport News location so there will now be one doctor on Mondays and another on Thursdays.

Dr. Cunningham directed the Board Members to one of the handouts in the red folder, which was information shared with the Hampton community regarding substance use statistics obtained by the local police and state information

sources. However, some community members stated they don't believe the data provided. Dr. Cunningham also shared some of the services the agency is willing to provide, such as transportation to the pharmacy by a Peer Recovery Specialist so clients don't have to walk 45 minutes for their prescription. The agency will continue to educate the community and continue advocating for the mobile unit to be in the locations with the highest number of overdoses. And will continue looking for a collaborative way to work with the community.

Strategic Planning

Dr. Cynthia Gaither stated the members of the Strategic Planning Committee held their quarterly meeting on Wednesday, November 12, 2025 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. Melanie Bond, Director of Quality Management & Corporate Compliance, presented the update on the H-NNCSB's Strategic Plan.

She shared that the Executive Leadership Team met on October 10 for a Planning Retreat to focus on the Strategic Plan. It was time to reflect as the current plan winds down and to initiate the development of the forthcoming plan. The administrative strengths of the H-NNCSB was the guide which the ELT used to address the question, "Who do we aspire to be as an agency by 2030?"

Then Dr. Bond presented an overview of each of the five areas of the Strategic Plan. She highlighted both successes and areas for growth in each area. The full report can be found in the red folders.

The five focus areas are:

Awareness and Engagement, Client Access and Experience, Client and Community Health Outcomes, Organizational Climate and Culture, and Administrative Oversight and Financial Stability.

In summary, the agency made a significant financial investment in updating technology resources that have increased clients' options for service access and improved engagement. It has maintained strong operations and streamlined processes for employees, expedited the hiring process, and enhanced retention strategies. It has utilized different communication tools to market the numerous programs offered and increased staff for expanded services in some programs such as the mobile unit and the Crisis Receiving Center.

However, the agency needs to enhance community engagement strategies and utilize a variety of communication tools to reach a broader audience. It plans to develop a universal customer service strategy to improve internal and external communications and strengthen leadership skills at every management level. It needs to remain responsive to changes at the state and federal levels to better serve the communities. The goal is to become a data-driven and outcomes-oriented agency.

Finally, Dr. Bond shared Strategic Plan Monitoring and Development Immediate Priorities:

- Identify and activate internal team for the development of the next Plan.
- Develop and implement strategies to engage staff, consumers, and the community in providing feedback on the H-NNCSB, needs, etc. to inform the next Plan.
- Continue ongoing monitoring of the current Plan.

There being no additional discussion, the meeting was adjourned at 4:39 p.m.

Budget, Finance & Audit

Members of the Budget, Finance and Audit Committee held a virtual meeting via Zoom on Monday, November 17, 2025, at 4:00 p.m.

Mrs. Raymona Barnes, Chief Financial Officer, presented the agenda, which included: the H-NNCSB's Financial Statements – Operating results through September 30, 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 folders.

Mrs. Barnes stated the normal deadline for the Financial Audit, per the Performance Contract, is November 30. This year, DBHDS has granted a 30-day extension for the FY25 fiscal year audit. The official communication cited administrative backlog and the federal government shutdown as reasons for the extension. The finance team will continue to monitor the situation and will adjust the deadlines accordingly as the situation evolves. The impact of this is that auditors conducting federal audits cannot begin work until this guidance is issued. At this time, the auditors have completed field test work based on prior year federal guidelines. However, the team plans to present the audit at the December meeting.

The finance team attended the coalition kickoff for “Empowering our Community for SNAP and Medicaid.” This forum discussed the upcoming changes in requirements for SNAP and Medicaid recipients. Changes included new work requirements, bi-annual redeterminations and shortening of retroactive coverage. The finance team also attended the Virginia Association of Reimbursement Officers fall conference. It was an opportunity to network with other CSB staff, the Medicaid and Managed Care Organizations, Department of Medical Assistance Services, and other vendors.

The team has finalized the agreement with NetSmart to assist with claims submission for outpatient services.

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 the interest earned from the certificates of deposit (CD) moved to the operating reserve and the line of credit remains unutilized.

Health insurance information for September 2025 is more in-line with the budget; however, the agency is currently over the health insurance budget due to the August claims. For FY2026, the employee contribution for healthcare will increase, but it is the first increase in five years.

Mrs. Barnes reviewed the financial statements for all entities, highlighting specific line items that changed. She noted some of the FY2025 numbers may be adjusted after the official audit.

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

EXECUTIVE DIRECTOR UPDATE

Dr. Norwood thanked the committee members for all their hard work. She stated the Members of the Board received Administrative Division Program Highlights on pages 7 through 38 of the Board Package. Next, she gave the floor again to Dr. Cunningham.

Dr. Cunningham reviewed the items in the red folders: The Sentara article on the Hampton CAREs team; flyer for the H-NNCSB Charitable Foundation; the Open House invitation for SEFP to view the newly renovated space; and the schedules for the winter shelters.

Dr. Cunningham thanked the Board Members for attending the Thanksgiving Luncheon. It was a nice turnout and everything went well.

She shared the agency has reached out to the newly elected Legislators to schedule meetings with them.

Dr. Cunningham added her thanks to Directors who provided help during the incident Mrs. Hobbs mentioned at the start of the meeting. Ms. Keisha Carroll, Director of Developmental Services, and Mr. Dudley were very supportive of the individual and affected staff. Mrs. Hobbs was very appreciative.

The 55th Anniversary of the agency is coming up in January 2026. There will be events planned and Dr. Cunningham hoped the Board Members would contribute any ideas to the upcoming celebrations.

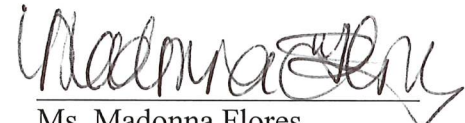
CLOSING REMARKS

Dr. Norwood asked if anyone had comments and Mrs. Stewart shared she was very impressed with the keynote speaker at the Thanksgiving luncheon and wondered if anyone had recorded the speech. She enjoyed the meal and also commended the staff for a phenomenal job. Dr. Cunningham said there was a link given to staff for a self-care toolkit. Dr. Griffiths thanked the CSB for providing opportunities for the students in her social work program. It is difficult to find these learning opportunities and she really appreciated the

partnership. Finally, Dr. Cunningham thanked everyone for their engagement and participation in the agency's events. Dr. Norwood thanked the ELT and Dr. Cunningham for her leadership and hoped everyone would enjoy the Thanksgiving holiday.

ADJOURNMENT There being no additional business, the Meeting of the Board of Directors for the Hampton-Newport News Community Services Board adjourned at 5:51 p.m.



Dr. Kristie Norwood
Board Vice-Chair

Ms. Madonna Flores
Secretary

*Submitted by
Jae Hee Jackson*

FY26 Monthly Planner

January 2026

02	10:00	AM	Hopeful Hampton Steering Committee Meeting
02	1:30	PM	Weekly Deputy/ED Leadership Meeting
05	10:00	AM	Regional Leadership Team Meeting
07	12:00	PM	VACSB Clearinghouse Meeting
07	2:00	PM	HPHD CHI Steering Committee Meeting
07	3:00	PM	Riverside/H-NNCSB Monthly Meeting
08	10:00	AM	Coordination of Services Meeting
09	10:00	AM	TowneBank Monthly Meeting
09	1:30	PM	Weekly Deputy/ED Leadership Meeting
12	11:00	AM	Monthly Meeting with HR Director
12	2:00	PM	Ongoing HIPAA Meeting
12	4:00	PM	CRGA Committee Meeting
13	7:00	PM	Newport News City Council Meeting
14	10:30	AM	CPST Discussion
14	11:00	AM	Bi-Weekly Meeting with CFO
14	12:00	PM	VACSB Clearinghouse Meeting
14	12:00	PM	Mental Health Equity Panel Planning Meeting
14	6:30	PM	Hampton City Council Meeting
16	10:00	AM	Hopeful Hampton Steering Committee Meeting
16	1:30	PM	Weekly Deputy/ED Leadership Meeting
19	11:00	AM	Board Meeting Prep with Chairman
19	2:00	PM	Monthly Meeting with Community Outreach Coordinator
19	4:00	PM	Budget, Finance, and Audit Committee Meeting
20	9:00	AM	VACSB January Legislative Conference
20	1:00	PM	Census Management Call
20	2:00	PM	VACSB ED Forum
21	9:00	AM	VACSB Combined Business / Board Meeting
21	12:00	PM	VACSB Clearinghouse Meeting
22	11:00	AM	Monthly Meeting with IT Director
22	2:00	PM	CPMT Meeting
22	5:00	PM	H-NNCSB Board of Directors Meeting
23	12:00	PM	Monthly Netsmart Meeting
23	1:30	PM	Weekly Deputy/ED Leadership Meeting
27	7:00	PM	Newport News City Council Meeting
28	11:00	AM	Bi-Weekly Meeting with CFO
28	12:00	PM	VACSB Clearinghouse Meeting
28	6:30	PM	Hampton City Council Meeting
30	10:00	AM	Hopeful Hampton Steering Committee Meeting
30	1:30	PM	Weekly Deputy/ED Leadership Meeting