



## **MEETING OF THE BOARD OF DIRECTORS**

**Thursday, February 24, 2022, 5:00 p.m.  
300 Medical Drive, Hampton, VA 23666**

**Present:** Mrs. Venerria Thomas, Board Chair presiding; Mr. Steven Bond, Vice-Chair; Mr. Thomas Morehouse III, Treasurer; Mrs. June Owens, Secretary; Ms. Ann Abdullah; Sheriff Karen Bowden; Mr. Steven Brown; Mrs. Bea Dahlen; Dr. Arva Davidson; Ms. Madonna Flores; Mrs. Susan Harris; Dr. Elva Williams Hunt; Mrs. Gisele Russell; and Mrs. Mary Stewart.

**Staff:** Mrs. Natale Christian; Dr. Daphne Cunningham; Mrs. Raymona Barnes; and Mrs. Jae Hee Jackson.

**Members of the  
Public and  
Other Guest(s):** Shelli Gillis, Anna Howell

### **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 Mrs. Venerria Thomas, Board Chair, who called the meeting to order at 5:00 p.m. on February 24, 2022.

### **REMARKS OF THE CHAIR**

Mrs. Thomas welcomed the Members of the Board of Directors, and asked Mrs. Christian to introduce any guest or staff members in attendance. Mrs. Christian introduced and welcomed the staff who were present as well as two members of the public.

### **PUBLIC COMMENT ACTION ITEM**

No Public Comments

**A-1. Board Approval of the Minutes of the Board of Directors Meeting held on January 27, 2022**

**Background** The Minutes of the Board of Directors Meeting held on January 27, 2022 were included in the Board Package on pages 46 through 53.

**Action** There being no discussion or comments, the Minutes of the Board of Directors Meeting held on January 27, 2022 were approved as presented.

**A-2. Nomination and Selection Committee Recommendation for Board Membership**

**Background** Three vacancies in Newport News and one in Hampton will occur on the Board of Directors for Hampton-Newport News Community Services Board at the end of FY2022. The Nomination and Selection Committee recommends three Board Bank applicant names be submitted to the Newport News City Council for appointment to the Board, effective July 1, 2022.

**Action** There being comments, Mr. Steven Brown acknowledged the great work of the three departing Board Members.

That being provided, the Nomination and Selection Committee's recommendation to submit three Board Bank applicants for appointment to the Hampton-Newport News Community Services Board was approved as presented.

**A-3. Nomination and Selection Committee Recommendation for Board Emeritus**

**Background** The Nomination and Selection Committee recommends submitting Mary L. Stewart to the Newport News City Council for approval for the honorary position of Board Emeritus. This position is reserved for individuals who have served meritoriously as an appointed Member of the Board. The position shall have no vote, duties, powers, or obligations other than to render advisory opinions to the Board with respect to such matters as come before the Board of Directors.

**Action** There being general comments of "well-deserved" and "wonderful," the Members of the Board were delighted to hear the recommendation.

That being provided, the Nomination and Selection Committee's recommendation to submit Mrs. Mary L. Stewart for the honorary position of Board Emeritus to the Hampton-Newport News Community Services Board was unanimously approved as presented.

## **STANDING BOARD COMMITTEE REPORTS**

### **Community Relations and Governmental Affairs**

Mrs. Dahlen reported that members of the Community Relations and Governmental Affairs Committee held a meeting on Monday, February 7, 2022, at 4:30 p.m. via Zoom virtual meeting.

She reported that Mrs. Sherry Hunt, Director of Communications and Business Development, provided a detailed update on Legislation that is important to the CSB. Mrs. Dahlen encouraged Board Members to read the full report of the meeting provided in the Red Folder.

Mrs. Hunt provided a high-level overview of the Bills concerning mental health, then moved on to discuss budget amendments, and finished with information on the virtual advocacy day on February 15, 2022.

Next, Mrs. Hunt discussed some of the legislation around the Marcus Alert, Barrier Crimes, TDO/ECO, and gambling.

Mrs. Hunt reported there were some positive Budget Amendments such as Senator Deeds' sponsored Medicaid peer and family support rate increases, and workforce funding for CSBs. She also updated on Senator Bell's Bill extending telehealth permanently, the continuation of the Medicaid 12.5% rate increase for home and community based services, to name a few.

Finally, the committee discussed the virtual advocacy day on February 15th would include information for emailing our Legislators or calling them to support issues important to CSBs.

Regarding the Crisis Receiving Center, Mrs. Christian advised that meetings are continuing with Sentara regarding the property on Marcella Road. Agency staff have held several meetings with the Sentara team and architect to review the space needs and program requirements in order to develop a floor plan and cost estimate. The Agency is awaiting final cost estimates before moving forward. The current Crisis Stabilization Unit is located at a leased property at Riverside Behavioral Health but that location may not be viable once Riverside expands their Behavioral Health Services. The Agency's plans for the expansion of crisis services are flexible and based upon available funding.

Mrs. Dahlen reported that Dr. Cunningham provided an update on COVID-19. She reported that there was an uptick in the first two weeks of January but the numbers tapered off recently. There was a total of 50 positive cases, which is an increase of 20 from December 2021. Currently about 90% of Agency staff have been vaccinated. However, February 14 was the deadline for staff to provide required vaccination information to Human Resources to comply with the vaccine mandate.

Lastly, Mr. Johnnie Mullins from the Substance Abuse and Recovery Alliance (SAARA) provided an update on the events they are continuing to hold for their members, and thanked the CSB for our continued support and partnership.

The next Community Relations and Governmental Affairs Committee meeting will be in March, with a date to be determined.

## **Nomination and Selection**

Mrs. Mary Stewart, Committee Chair, reported that members of the Nomination and Selection Committee met twice; first on Friday, February 11, at 2:00 p.m. then on Monday, February 21, 2022 at 4:00 p.m. via Zoom virtual meetings.

She provided that the Committee Meetings, Members of the Nomination and Selection Committee reviewed the process and timeline for the Annual Performance Evaluation for Mrs. Natale Christian, Executive Director, in addition to Board Membership.

It was reported that Mrs. Kimberly Thompson, Human Resources Director, presented the timeline and evaluation process to the Committee Members. Mrs. Christian's Self-Appraisal will be submitted to the Committee by March 11, 2022. The Self-Appraisal and Annual Performance Evaluation forms will be distributed to the Board Members at the March Board meeting.

Mrs. Stewart asked that all Evaluation forms be completed and returned to Mrs. Thompson by April 8, 2022. The Committee will review the results of the Evaluation forms, Mrs. Christians' Self-Appraisal, and annual contract then present a recommendation to the Board of Directors at the May meeting.

## **Board Quality Management**

Dr. Elva Williams Hunt, Committee Chair, reported that members of the Board Quality Management Committee met on Tuesday, February 15, at 4:00 p.m. via Zoom virtual meeting.

The Committee Members received the quarterly updates from the Quality Management Division of the Hampton-Newport News Community Services Board (H-NNCSB). The 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.

Mrs. Alicia Gaston, Quality Assurance and Improvement Manager, presented updates on Audits and continuous Quality Improvement efforts. There are several audits wrapping up: Developmental Services is working with Health Services Advisory Group on round 3, which includes a review of medical records, employee competency trainings, policies and staff and individual interviews; a follow-up audit from 2021 on the DBHDS Operational Audit; and one for Developmental Services Case Management.

Mrs. Gaston further reported that the Utilization Review Specialist continues with random review of medical records throughout the year to check on the quality of the records. In addition, Quarterly Records Reviews are conducted by each program and last year yielded a 93% compliance rate. The reviews enable Mrs. Gaston to look for trends and identify areas for improvement.

Next it was reported that Mrs. Karen Matthews, Compliance and Standards Manager, provided updates on Human Rights and Serious Incidents/Sentinel Events for 2021.

Mrs. Matthews reviewed the incident reports for calendar years 2020 and 2021. Mrs. Matthews defined incident reports and described the reporting process. Unfortunately, there were 55 deaths of CSB clients last year; however, none occurred at CSB programs nor during the provision of services, and two were COVID related.

Mrs. Matthews went on to provide the Investigations update. In 2021, there were 14 investigations and the majority found no violations or were not substantiated.

Dr. Hunt further reported that Dr. Melanie Bond, Quality Management Director, provided Members with updates at the State and Regional level. The next meeting of the Quality Management Committee will be held on May 17, 2022 and is open to all Members of the Board.

## **Budget, Finance and Audit**

Mr. Thomas Morehouse, Committee Chair, reported that members of the Budget, Finance and Audit Committee met on Tuesday, February 22, 2022 at 4:00 p.m. via Zoom virtual meeting. During the meeting, Mrs. Raymona Barnes, Chief Financial Officer, presented the Financial Statements – Operating Results through January 31, 2022 for H-NNCSB, Hampton-Newport News Community Services Board Property Company, Inc. (PCI), Share-A-Homes of the Virginia Peninsula (SAH), and the Balance Sheet for Trust for Disabled Persons (TDP).

Mr. Morehouse reported that Mrs. Barnes began her presentation by reminding the Committee that the Budget Assumptions were introduced last month and this month begins the review of individual program budgets. This year, a web-based version of the budgeting software (BI360) will be used to route budgets electronically and improve the workflow for managers and directors. The finance team will focus on program sustainability in a challenging climate where costs are increasing but rates for services are not. An evaluation of the programs will include number of clients served and availability of that service in the communities. New changes in Regulations may also impact revenue based on the cost of rendering the service and the new rates.

It was reported that staff recruitment and retention continues to be difficult, but the Agency is exploring ways to compensate our workforce. After a long search, a candidate for the Controller has been hired is expected to start in mid-March.

Mrs. Barnes next reviewed the financial statements. The Agency remains in a strong cash position and the line of credit has not been utilized. Regarding the Aging report, the finance team is continuing collection efforts and monitoring Accounts Receivable balances. Health Insurance expenses are back in-line with budgeted expenses.

Mrs. Barnes provided details on the balance sheets and income statements for H-NNCSB, PCI, SAH, and TDP which are all in good standing.

## **EXECUTIVE DIRECTOR UPDATE**

Mrs. Thomas referred the Board Members to the Information Items in the Board packages on pages 3-6 and Clinical Program Highlights on pages 7 through 45.

Next, Mrs. Christian thanked the Members of the Board whose terms end in June 2022 and also thanked Mrs. Stewart for her support of the Agency, the other Board Members, and Agency staff.

Mrs. Christian updated the Board Members about recent Bills that support funding for CSB workforce development that are going through the legislative process. She also noted a few other budget amendments that support the CSB and is encouraged by them. Mrs. Christian updated the Board on the Marcus Alert, reminding them of pending Bills that would delay the implementation of the system. She advised that training would be established for stakeholders to minimize confusion around the requirements for implementing the program in both cities.

There being a follow-up question on the Marcus Alert from Councilman Brown, Mrs. Christian summarized the system as CSB staff accompanying law enforcement for 911 calls that involve behavioral health crises. In our region, Virginia Beach was the first to implement the Marcus Alert system last year. There will be a future presentation of the Marcus Alert to the Board of Directors as information is updated during the legislative process.

Finally, the Board of Directors took a group photo.

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

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Mrs. Venerria Thomas  
Board -Chair

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Mrs. June Owens  
Secretary

*Submitted by  
Jae Hee Jackson*