



MEETING OF THE BOARD OF DIRECTORS

**Thursday, May 26, 2022, 5:00 p.m.
300 Medical Drive, Hampton, VA 23666**

Present: Mrs. Venerria Thomas, Board Chair presiding; Mr. Steven Bond, Vice-Chair; Mrs. June Owens, Secretary; Ms. Ann Abdullah; Mr. Steven Brown; Sheriff Karen Bowden; Ms. Madonna Flores; Dr. Elva Williams Hunt; Mr. Thomas Morehouse; and Mrs. Mary Stewart.

Staff: Mrs. Natale Christian; Mrs. Raymona Barnes; Mrs. Sherry Hunt; and Mrs. Jae Hee Jackson.

Absent: Dr. Arva Davidson, Mrs. Susan Harris, Dr. Elva William Hunt; Mrs. Gisele Russell, and Mrs. Nosuk Kim

Members of the Public and Other Guest(s): Mr. Ryan Adams, WAVY 10 arrived at 5:25 p.m.

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 May 26, 2022.

REMARKS OF THE CHAIR

Mrs. Thomas welcomed the Members of the Board of Directors, and noted that May is Mental Health Awareness Month and introduced Councilman Brown and Ms. Abdullah to make a special presentation to Mrs. Christian as well as the Board. Councilman Brown asked for a moment of silence for the tragedies in Texas and New York before moving on to the Proclamations. Both the City of Newport News and the City of Hampton presented H-NNCSB with Proclamations that noted May as Mental Health Awareness Month and also highlighted the important work of the Agency on mental health and other behavioral health services.

Mrs. Thomas then asked Mrs. Christian to introduce any guest or staff members in attendance. Mrs. Christian introduced and welcomed the staff who were present.

**PUBLIC
COMMENT**

No Public Comments

ACTION ITEMS

A-1. Board Approval of the Minutes of the Board of Directors Meeting held on April 28, 2022

Background The Minutes of the Board of Directors Meeting held on April 28, 2022 were included in the Board Package on pages 36 through 41.

Action There being no discussion or comments, the Minutes of the Board of Directors Meeting held on April 28, 2022 were approved as presented.

A-2. Recommendation of the Nomination and Selection Committee on Board Membership

Issue Board Approval of the recommendation of the candidate for the open position from the City of Hampton to be appointed to the H-NNCSB Board of Directors

Background The Nomination and Selection Committee presents the Board of Directors a recommendation of candidates for approval for any Board vacancy to be submitted to the respective City Councils for appointment.

Due to a May 13 deadline, the Nomination and Selection Committee submitted a candidate to the City of Hampton prior to the meeting of the Board of Directors. The Committee now requests Board Ratification of the candidate submitted to the City of Hampton.

Mrs. Stewart presented the candidate's qualifications to the Board of Directors. Two Board Members provided positive comments about the candidate submitted for Board Membership and recognized the candidate's good character, hard work, and qualifications.

Action Board of Directors Ratified the candidate sent to the City of Hampton for appointment to the H-NNCSB Board of Directors

A-3. Budget, Finance and Audit Committee Recommendation

Issue Budget, Finance & Audit Committee Request for Approval of FY2023 Budget and Line of Credit, and Preliminary Performance Contract.

Background Members of the Committee review the Annual Operating Budget, including the Principles, Environment, Assumptions, Highlights, and Concerning Budget Trends. The budget and performance contract requires formal approval from the H-NNCSB Board of Directors as well as the cities of Hampton and Newport News.

Action Board approval of the Budget, Finance & Audit Committee's Request for Approval of the FY2023 Budget and Line of Credit, and Preliminary Performance Contract, as available.

A-4.

H-NNCSB 2022 Hall of Fame Inductee

Issue

H-NNCSB 2022 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.

Mrs. Dahlen presented background information on Mr. Morehouse’s history of service for almost two decades to the Hampton-Newport News Community Services Board.

Mr. Morehouse made a few remarks, thanking the Agency for the Hall of Fame nomination. He provided some examples of memorable events that were emotional for him which also benefited the Agency. Mrs. Thomas thanked Mr. Morehouse for his leadership and guidance to the Board of Directors. Councilman Brown also praised Mr. Morehouse for his financial acumen as well as dedication to the Agency.

Action

Board approval of the H-NNCSB 2022 Hall of Fame Inductee, Mr. Thomas Morehouse, III, was unanimously approved.

**STANDING BOARD
COMMITTEE REPORTS**

**Nomination
and Selection**

Mrs. Mary Stewart, Committee Chair, reported that members of the Nomination and Selection Committee met on Thursday, May 12, 2022 and Friday, May 13, 2022 via Zoom virtual meetings.

In addition to the Board Membership for the City of Hampton, the Committee also worked on the proposed Slate of Officers for FY2023.

Mrs. Stewart presented the proposed Slate of Officers, which will be voted on at the June Board of Directors Meeting, where Members of the Board can make further recommendations from the floor before action is taken.

For Fiscal Year 2023, the following is the proposed Slate of Officers:

- Mr. Steven Bond, Chair (1st Term)
- Mrs. Bea Dahlen, Vice-Chair (1st Term)
- Mr. Steven Brown, Treasurer (1st Term)
- Ms. Ann Abdullah, Secretary (1st Term)

**Board Quality
Management**

Ms. Flores, Committee Member, reported that the Board Quality Management Committee met on Tuesday, May 17, 2022 at 4:00 p.m. via Zoom meeting. The Committee Members received a quarterly update from the Quality Management Division, which included reports on Regulatory and Compliance, Human Rights/Serious Incidents/Sentinel Events, and the Quality Management Director’s Update.

Ms. Flores stated that Mrs. Alicia Gaston, Quality Assurance and Improvement Manager, presented updates on Audits and Continuous Quality Improvement Efforts. There are two Audits in progress: The annual DD waiver waitlist review began on May 15, 2022 and the Quality Service Review Report is currently being reviewed for quality improvement recommendations. Mrs. Gaston also reported that the Utilization Review Specialist conducted over six (6) quality record reviews and eleven (11) service modification requests.

Ms. Flores then shared that Mrs. Karen Matthews, Compliance and Standards Manager, provided a summary of the January 1 through April 30, 2022 Human Rights/Serious Incidents/Sentinel Events activities. In incident reporting, there were 690 incident reports submitted to the team. Only 81 of the 690 met the criteria to be reported to DBHDS. There were 20 deaths of individuals served by the H-NNCSB during this period, with 11 being natural and 9 being undetermined. None of the individuals resided in CSB residential programs. Mrs. Matthews also reported that there were two Abuse investigations and one Serious Incident Review (SIR). None were substantiated. Finally, the Agency received one (1) Corrective Action Plan (CAP) from the Office of Licensing for a late discharge summary in the Adult IDD program, and one (1) CAP for the Adult Mental Health Case Management program for not using the department's web-based reporting application.

Next, Ms. Flores stated Dr. Melanie Bond, Quality Management Director, made an announcement on staff changes. Mrs. Matthews will depart the Agency on May 20, but her successor will be Ms. Halima Rhea. Ms. Rhea will be moving from her Utilization Review Specialist role into the Compliance and Standards Manager role. Ms. Rhea has worked at the Agency for over 16 years and is very familiar with the Quality Management department's work.

Ms. Flores then reported that Dr. Bond provided Committee Members with updates at the State and Regional levels. Ms. Flores noted the next meeting would be held in September 2022.

Strategic Planning

Councilman Steven Brown, Committee Chair, reported that the Strategic Planning Committee met on Monday, May 16, 2022 at 4:00 p.m. via Zoom, and were presented with an update on the Strategic Plan Implementation.

Mr. Brown introduced Mrs. Sherry Hunt, Director of Communications and Business Development, who provided information on the next steps for the Strategic Plan Implementation. Mrs. Hunt began with an overview of the ideas within the plan, and stated the Agency would "breathe new life into old opportunities" as some of the ideas were discussed in the past. She then explained the Plan Roll Out, Vision and how that translates into day-to-day operations, and Regular review and monitoring of the plan by the Executive Leadership Team (ELT).

Mr. Brown shared that Mrs. Hunt next reviewed the toolkit/dashboard (excel spreadsheet) that will track each of the Strategic Focus steps as well as the tactical steps involved with each strategy. There will be a lead assigned to each task as

well as a tracker so progress is noted. The Strategic Sprint forms will help break down the larger steps into more short-term steps that will keep the work moving forward. Mrs. Sherry Hunt next discussed the Workgroup Assignments for all the Strategies that will be led by a Member of the Executive Leadership Team. This will be a fluid document and frequently updated and progress reported to the Strategic Planning Committee on a regular basis. Mrs. Hunt explained that everyone would “own” the plan but the Executive Leadership Team would guide the progress.

Next, Mr. Brown reported that the Committee Members had an opportunity to ask questions and provide comments. Ms. Flores commented that she was especially impressed by the Strategic Sprint documents that will encourage Agency staff to continuously work on each of the Strategic Focus areas and not rush to finish by the end of five years. She believed the pacing and regular accountability would benefit the Agency. Dr. Cunningham stated she heard positive feedback from some staff and that they appreciated an opportunity to be included in reviewing the document. It was noted that Information sharing is effective and encourages participation across all levels of the Agency.

Community Relations and Governmental Affairs

Mrs. Bea Dahlen reported that members of the Community Relations and Governmental Affairs Committee met on Monday, May 23, 2022 at 4:30 p.m. via Zoom virtual meeting. During the meeting, Committee Members were provided Legislative updates, discussed local initiatives, and the Hall of Fame nominations.

Mrs. Dahlen reported that Mrs. Sherry Hunt provided the Legislative update. Mrs. Hunt noted that we are still awaiting the State Budget approval from the General Assembly so we will know where the behavioral health funding stands and where the money will flow. There is a tentative date of June 1, 2022 as a possible date to return to session to vote.

Mrs. Dahlen next noted that Mrs. Hunt stated the Agency will focus on Legislative Advocacy with one-on-one meetings over the summer and focus on the funding needs of the CSBs. And invited interested Board Members to participate in the meetings.

There is a meeting scheduled on June 15, 2022 with the new DBHDS Commissioner, Nelson Smith, who will be visiting the CSB. It is hoped that Committee Members as well as other Board Members will participate in these meetings.

Next, Mrs. Dahlen shared that Mrs. Christian presented an update on the Crisis Receiving Center. Mrs. Christian also provided an update on the Marcus Alert, noting that a full presentation and update will be presented at the August Board Retreat. The Agency is currently recruiting for a Marcus Alert Coordinator, and training of key stakeholders will begin during the summer months.

The next CRGA Committee meeting will be held on June 13, 2022 at 4:30 p.m.

**EXECUTIVE
DIRECTOR
UPDATE**

Mrs. Thomas stated that Members of the Board received Informational Items in the Board Package on pages 5 through 7, and Administrative Division Program Highlights on pages 8 through 35. Mrs. Thomas again noted that the Program Highlights format is now in line with the new Strategic Plan. She thanked the Agency's Division Directors for incorporating the new strategic plan in all that the Agency does, in order to keep it as a living document.

Mrs. Thomas then introduced Mrs. Christian, who began by congratulating Mr. Morehouse on being inducted into the Hall of Fame and thanked him for his dedication to the Agency over the years. The official ceremony and luncheon will be held on June 28, 2022. It will include the Patty L. Gilbertson Award for Excellence in Service and Employee Recognition Awards. Mrs. Christian announced this year's PLG recipient is Mrs. Kimberly Thompson, Director of Human Resources.

Mrs. Christian went on to thank the Board of Directors for approving the budget for FY2023. She stated the difficult financial atmosphere and the uncertainty of State allocations for workforce funds made this process especially difficult this year. She noted there is a contingency as well as the presented budget in case the Agency receives workforce funding. Mrs. Christian stated she was hopeful of receiving the workforce funding as both the House and Senate versions of the budget includes workforce funding for CSBs. Mrs. Christian further noted that the temporary rate increase of 12.5% for certain community based services could become permanent as both the House and Senate also included this in their budgets.

Mrs. Christian thanked Councilman Brown and Ms. Abdullah for representing the two Cities by presenting the Proclamations for Mental Health Awareness Month. Mrs. Christian shared that meetings with both City Managers were scheduled for June. She went on to note her and Dr. Cunningham's participation at a forum in Hampton on ways to reduce violence and the Bloomberg Initiative. Numerous community agencies are involved in this initiative and Mrs. Christian stated that the CSB is linked in some way to many of the participating agencies. Mrs. Christian hopes to expand the Agency's involvement in various initiatives; especially those that will help reduce violence in both cities. Mrs. Christian went on to discuss the recent discussion with Mr. Alan Archer, Newport News Assistant City Manager, who advised that the Christopher Newport University (CNU) survey found that mental health is the number concern of people in the community who responded to the survey. Mrs. Christian was thankful the Agency is at the table for various behavioral health discussions that explore ways the Agency can work best together with both cities on these important issues.

Mrs. Christian stated she was looking forward to the June 15 meeting with the new DBHDS Commissioner and again invited the Board Members to attend the meeting, which will be held at 12:30 p.m.

Mrs. Thomas thanked everyone and commented that there is a new invigoration for addressing behavioral health issues and looks forward to participating in upcoming initiatives.

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 5:56 p.m.

Mrs. Venerria Thomas
Board -Chair

Mrs. June Owens
Secretary

*Submitted by
Jae Hee Jackson*