



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

**Thursday, December 20, 2018, 5:00 p.m.**

**CSB Campus Board Room**  
300 Medical Drive  
Hampton, VA 23666

### **Board Officers**

Thomas F. Morehouse, III, **Chair**

Venerria Thomas, **Vice Chair**

Timothy L. Supler, **Treasurer**

Beatrice V. Dahlen, **Secretary**

### **Members of the Board of Directors**

Golden Bethune-Hill      Steven Bond, Esq.

Chris Bowman      Steven Brown

Arva Davidson      Pixie Killebrew

June R. Owens      Sheriff B.J. Roberts

Morgan Russell      Mary L. Stewart

Elva Williams Hunt



## *V i s i o n*

*The Hampton-Newport News Community Services Board is the premier provider of behavioral health and intellectual and developmental disability services. We are recognized throughout Virginia for our leadership, excellence and commitment to service. We earn this distinction by creating a community where people can find their own strength and become self-determining.*

## *M i s s i o n*

*To provide a comprehensive continuum of services and supports promoting prevention, recovery, and self-determination for people affected by mental illness, substance use, and intellectual and developmental disabilities, and advancing the well-being of the communities we serve.*



## **Strategic Planning Goals (2017 - 2021)**

### **Strategic Objective #1**

**Continue to develop the administrative systems and service array necessary to maintain and further Hampton-Newport News Community Services Board's reputation as THE premier provider in the context of the changing Virginia's behavioral health system.**

### **Strategic Objective #2**

**Pursue further revenue diversification and expansion of services, supports and prevention activities so that Hampton-Newport News Community Services Board can improve the quality of life for the individuals, families and communities we serve.**

### **Strategic Objective #3**

**Celebrate and communicate the Hampton-Newport News Community Services Board's performance and reputation as a center of excellence and center of influence, through on going engagement of the community we serve.**

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**DATE:** December 14, 2018  
**TO:** Members of the Board of Directors  
**FROM:** Natale Christian, Executive Director  
**SUBJECT:** **Meeting of the Board of Directors – December 20, 2018, at 5:00 p.m.**  
**CSB Campus Board Room, 300 Medical Drive, Hampton, VA**

Greetings Members of the Board:

As the year of 2018 comes to an end, we want to take a moment to say Happy Holidays and Thank You for all that you do on behalf of the Hampton-Newport News Community Services Board. As a special expression of our gratitude, please be advised that the December Board of Directors meeting will include dinner.

Attached please find the Agenda and Package for the **Board of Directors Meeting** scheduled on **Thursday, December 20, 2018, at 5:00 p.m.** For your information, Standing Board Committee meetings scheduled during the month include a meeting of Members of the **Budget, Finance, and Audit Committee** scheduled on **Tuesday, December 17<sup>th</sup>, at 4:30 p.m.** immediately followed by a meeting of Members of the **Community Relations / Governmental Affairs Committee** scheduled at **5:00 p.m.** the same day. As always, please remember that Standing Board Committee meetings are open to all Members of the Board of Directors for the Hampton-Newport News Community Services Board.

We look forward to seeing you next week.

NWC:gvm  
 Enclosures



# MEETING OF THE BOARD OF DIRECTORS

Thursday, December 20, 2018, 5:00 p.m.  
CSB Campus Board Room

## A G E N D A

1. **Call to Order**
2. **Remarks of the Chair**
  - Introduction of Guests
  - Other Remarks
3. **Public Comment Period**
4. **Action Item**
  - **A-1** Minutes of the Board of Directors Meeting of November 15, 2018
5. **Standing Board Committee Reports**
  - Budget, Finance and Audit Committee
  - Community Relations / Governmental Affairs Committee
6. **Consideration Items**
  - **C-1** **State Public Budget Hearings** ~ *January 3, 2019*
  - **C-2** **VACSB Legislative Conference** ~ *January 22 - 23, 2019*
7. **Information Items**
  - **I-1** STEP Virginia
  - **I-2** Medicaid Expansion
8. **Program Highlights**
9. **Adjournment**

## **ACTION ITEM**

*December 20, 2018*

### **A-1. Minutes of the Board of Directors Meeting of November 15, 2018**

**Issue:** Board approval of the Minutes of the Board of Directors Meeting held on Thursday, November 15, 2018.

**Background:** Minutes of the Meeting of Members of the Hampton-Newport News Community Services Board held on November 15, 2018, are included in the Board Package for review by Members of the Board of Directors.

**ACTION:** Board approval of the Minutes of the Board of Directors Meeting held on November 15, 2018.

**Enclosure:** Minutes of the Board of Directors Meeting held on November 15, 2018.

## **CONSIDERATION ITEMS**

### **C-1. Governor's Proposed Amendments to the 2018-2020 Biennial State Budget Public Hearing**

**Issue:** State Budget Public Hearing – *January 3, 2019*

**Background:** For many years, Public Hearing Notices have been provided by the House Appropriations and Senate Finance Committees of the Virginia General Assembly in order to receive public comments on the Governor's budget. This year, the Assembly will receive comments on the Governor's proposed amendments to the 2018-2020 biennial state budget in the Hampton Roads area at Christopher Newport University, David Student Union, in the City of Newport News. Additional information on this Consideration Item will be provided to Members of the Board by way of the Community Relations / Governmental Affairs Committee.

**ACTION:** Please contact Ms. Mercado if you are available to attend this event.

**Red Folder Item:** Public Hearings Notice Flyer.

**C-2. Virginia Association of Community Services Boards, Inc. ~ 2019 Legislative Conference**

**Issue:** VACSB 2019 Legislative Conference – *January 22, 2019, Richmond, VA.*

**Background:** The Virginia Association of Community Services Boards, Inc. (VACSB), which represents Virginia’s Community Services Boards (CSB) and Behavioral Health Authorities (BHA), has sponsored several very informative Conferences throughout the Commonwealth of Virginia to help enhance the quality of services provided to community-based served. Conferences also assist in keeping CSBs and BHAs abreast and update to date on matters such as Step VA, Same Day Access Services, the Senate Joint Commission 47, along with a number of other matters coming through Virginia Legislation.

For your information, the next VACSB **2019 Legislative Conference** is the scheduled for ***Tuesday, January 22<sup>nd</sup>***, at the Hilton Richmond Downtown Hotel. Registration for the 2019 Legislative Conference is now underway with a reduced rate deadline date of **Friday, December 21<sup>st</sup>**, so please make Ms. Mercado aware of your availability to attend at your earliest convenience.

**ACTION:** Please contact Ms. Mercado if you are available to attend this very informative event.

**Red Folder Item:** VACSB 2019 Legislative Conference Schedule.

## **INFORMATION ITEMS**

**I-1. STEP Virginia**

**Issue:** In order to meet the needs of the individuals served, we must offer more immediate access to services. The Same Day Access model is nationally recognized and ensures that individuals seeking services are assessed and linked to appropriate services in a timely manner.

**Background:** The *System Transformation, Excellence and Performance in Virginia* (STEP Virginia) model was designed to assure more consistency of services provided by CSBs across the Commonwealth. Through a collaboration between the Virginia Association of Community Services Boards (VACSB) and the Department of Behavioral Health & Developmental Services (DBHDS), STEP Virginia is a system-wide transformation effort, and the recommendation of the Deeds Commission / SJ47 Committee. This model promotes improved access to screening, assessment, and treatment.

**Update:** Staff have been trained and the H-NNCSB implementation date for Same Day / Rapid Access is January 1, 2019. A manager and two therapists have been hired for this service. The second Component of STEP VA is Primary Care Screening which is scheduled to be funded by DBHDS in January 2019, and implemented by July 2019. The guidelines and requirements for this service have not yet been finalized.

**Red Folder Item:** STEP VA Draft Definitions

## **I-2. Medicaid Expansion**

**Issue:** Medicaid and affordable healthcare are vitally important to individuals served by Community Services Boards.

**Background:** After several years of legislative activity, grassroots advocacy and health care lobbying, Virginia will become the 33rd state to expand Medicaid under the Affordable Care Act. The expansion, which goes into effect Jan. 1, 2019, will increase access to health care for an estimated 400,000 Virginians. About 52,000 people in Hampton Roads will be eligible for the first time, including approximately 13,000 who are living in Hampton and Newport News. We anticipate that a portion of our clients will be eligible for Medicaid with the new guidelines. H-NNCSB served over 4,000 uninsured individuals last year.

**Update:** The H-NNCSB is reaching out to the individuals we serve, who are uninsured, to schedule a time they can come in and apply for Medicaid. Letters have been mailed to these individuals advising them of the agency's Medicaid Expansion line, which they can call to request an appointment with our Financial Services staff who will assist them with the enrollment process. In addition to the help of our Financial Services staff, we are partnering with the Department of Human Services for both Hampton and Newport News. These agencies are devoting some of their staff's time to this effort. We are also looking to host an on-site Enrollment Fest in the coming weeks. We are utilizing our social media outlets and public partnerships to increase awareness of the implementation of Medicaid Expansion and continuing to look for ways to get the word out to everyone in the Hampton and Newport News areas.

The H-NNCSB has continued to work on assisting eligible clients with enrolling in Medicaid. A dedicated Medicaid Expansion phone line was set up in October. The phone line enables individuals to initiate the process of arranging a time to work with H-NNCSB staff to complete the enrollment process. Informational letters were sent out to all current uninsured clients on October 31<sup>st</sup> advising them of rollout of Medicaid Expansion as well as the agency's phone line that they could call to get assistance with the process. The agency provided information on local news stations about Medicaid Expansion. The agency's Financial Services staff have worked diligently to enroll eligible candidates and to provide instruction to callers who are not H-NNCSB clients on how they can obtain assistance with enrollment.

The Departments of Human Services for both Hampton and Newport News participated in a Medicaid Expansion Enrollment event on November 29<sup>th</sup> at the Hampton Roads Clinic in Newport News. Several individuals were assisted with enrollment while many more were provided information about the process. Although letters have been mailed out to GAP (Governor's Access Plan) recipients advising them of such, many of them were not aware that they would be automatically rolled over into Medicaid and did not have to complete the enrollment process; this was verbally relayed to several clients interested in applying for Medicaid Expansion.

Natale Christian attended Congressman Scott's Town Hall Meeting in Hampton 12/10/18 and provided education to constituents about Medicaid Expansion. The Medicaid Expansion Team organized leadership and staff participation in the 2019 Health Insurance Enrollmentfest, being held on December 14<sup>th</sup> and 15<sup>th</sup> at the Hampton Roads Convention Center

# PROGRAM HIGHLIGHTS

## ADMINISTRATIVE

### INFORMATION TECHNOLOGY AND MEDICAL RECORDS

Charles McGee, Director

**Agency Strategic Objective #1:** To continue to develop the administrative systems and service array necessary to maintain and further the Hampton-Newport News Community Services Board's reputation as the premier provider in the context of the changing Virginia's behavioral health system.

#### 1. **Information Technology**

- **IT Goal (Derived from Agency Strategic Objectives):** *Develop and maintain a robust, comprehensive, and agile information technology infrastructure that meets the dynamic administrative, compliance, and behavioral healthcare service needs of the Agency.*
- **Related Projects, Initiatives, and Activities**
  - As a major component of IT routine infrastructure maintenance, the IT Department manages the provisioning, deployment, and maintenance of all Agency desktop computers and telephones, mobile computing devices (mobile phones, tablets, laptops, etc.), and other miscellaneous technologies.
  - The IT Department continues to conduct internal process improvement activities intended to provide consistently high levels of courteous, efficient, and professional customer service. Those initiatives include enhancing the user interface of the new IT Support Portal website, introducing a customer facing knowledge base, obtaining customer satisfaction feedback through customer surveys, and the development of IT customer service code of conduct and standard operating procedures.
  - The IT Department has completed its evaluation and testing of viable replacements for the Agency's current analog phone system. The evaluation process was expanded to ensure that all available technologies have been thoroughly considered. A short presentation of available options have been presented to Executive leadership. A purchase decision is expected by January 2019.
  - The IT Department continues to test and refine full integration of Digital Signature and Automated Workflow solution with business processes throughout the organization. Future stages of the project are currently

under development and will introduce more complex workflows and the ability to integrate digital signatures using other forms as well as integration with existing enterprise applications.

## 2. Network and Computing Support and Services (NCS) (Manager, Brian Rummel)

- **IT Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile information technology infrastructure that meets the dynamic administrative, compliance, and behavioral healthcare service needs of the Agency.*
  - **Related Projects, Initiatives, and Activities**
    - The IT Department recently facilitated the installation of a new video recording system at HRC. The previous system had failed and needed to be replaced to meet DEA guidelines. The new system provide more coverage of critical areas with much better quality insuring that the Agency meets all requirements.
    - The IT Department has also been involved with providing resources and infrastructure planning for the new program that will be starting at HRC soon.
    - The IT Department has also been involved with the planning and setup of the SDA program slated to begin early next year in BLDG 200.
  - **Program Activities**
    - The IT Department Services continues to refine its HelpDesk and IT support processes within ServicePro Helpdesk Support Management system. The continuous collection of statistical IT support request data is currently being tested and optimized so that statistical reporting can be used toward performance management efforts.
    - The IT Department continues to perform activities related to the continuous configuration, distribution and maintenance of the Agency's diverse inventory of IT and Telephony related equipment.
    - The IT Department continues to monitor and manage the daily backup of critical agency data and when necessary associated restoration of data.
    - The IT Department continues to perform activities related to maintaining the confidentiality, integrity, and availability of the Agency's information resources.
    - The IT Department continues to play a core role in the research and testing of new and emerging technologies as well as ensuring that new technologies successfully integrates with existing legacy technologies.

- **Projects**

- As part of a continuous improvement approach to technology management, the IT Department has begun the process of testing and implementation of Citrix Cloud Services (CSS). CSS offers the capability to deploy critical applications, such as our Electronic Health Records, Financial Systems, etc., to a redundant, fault tolerant cloud based technology infrastructure. This is a major project that will be implemented in carefully planned stages. Currently, the system has been deployed to a test network environment, which is allowing us to test various technological configurations before deploying to our live network. Over the next several weeks, several core technologies will be replaced as part of this upgrade project in preparation for full deployment. We are on track to complete full testing by the end of the year.
- Along with the above mentioned CSS project, the IT Department has also begun the process of testing and implementation of more services from Microsoft Azure. Once fully implemented, Azure services will provide the Agency with both redundancy and disaster recover capabilities in the cloud. This will aid in meeting many of the long term goals as defined in the Strategic Objectives. This will be an ongoing process and will take time to fully implement as great care needs to be taken along the way.
- The team is also in the preparatory stages of conducting an inventory and assessment of all IT infrastructure equipment throughout the Agency. This will allow accurate recording of equipment age and functionality for the purpose of replacement planning and budget considerations.
- The IT team is also working on a project that will provide Service Desk capabilities to the Financial Services staff. A test version of this system is currently being setup and configured. Testing by staff is currently underway.
- The team has upgraded and deployed a new fax system which allows Agency staff to send and receive faxed documents directly to and from their desktop computers. The capability is currently deployed to a pilot test group, but will be widely deployed within the Agency after the pilot testing is completed.

### 3. Medical Records (Manager, Shelia Leary)

- **MR Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile electronic health record (eHR) system that meets the compliance, and behavioral healthcare service needs of the Agency and all meaningful use (or its successor) requirements.*
  - As a part of the Entrust scanning project, Medical Records staff continue to identify and process records for scanning and destruction that are stored offsite at a secure Entrust warehouse facility. The team continues the process of packaging the year 2011 medical records that remain in-house for destruction and have cleared well over three thousand boxes from Entrust leaving us with only the most recent charts left for destruction.
  - IT and Medical Records staff continue to routinely monitor and manage internal and external privacy/security threats in order to safeguard against data loss, unauthorized data access, and data availability.
  - As part of ongoing medical records management and maintenance efforts, the Medical Records Team continues the processing, and release of medical records; meets with clients for completion of authorizations to disclose (release of information); responding to phone inquiries; scanning and validating client medical records into record management software.
  - The Medical Records and IT staff continue to collaborate on activities related to the processing of records request for program and agency audits; scanning archived medical records for client's that have been re-opened to services; and identifying records that are due for destruction.
  - Process releases and medical records request.
  - Meet with clients for completion of authorizations to disclose (release of information).
  - Phone inquiries.
  - Scan and validate client medical records into record management software. Clinical program support.
  - Process records request for program and agency audits.
- **Projects**
  - Medical Records staff are currently reviewing records within Profiler of clients who are closed to the agency. Destruction dates are being identified and management is consulting with the EHR software vendor to develop a potential plan to execute the purging of records. In addition to purging records

within Profiler, staff will also work with Milner to remove records within the external document repository.

- Reviewing all client's paper medical record charts with closed to the agency dates that lie within the year of 2012. Identified records will be processed for destruction by Entrust beginning January 2019.

- **News**

- The main medical record room located in building 200 will be reallocated to the Same Day Access program, resulting a move for departmental staff. Medical Records Technicians will now be located at various locations throughout the campus.
- The ongoing relocation of Medical Records has resulted in a push for the agency to 'Go Green'. We are currently finalizing workflows for clinical documents to be submitted electronic –Exclusively.

## 5. Data Informatics (Manager, Shelia Leary)

**Agency Strategic Objective #1C:** Implement a comprehensive technology infrastructure that 1) supports the organization's administrative, management, and compliance functions, 2) creates new revenue and market opportunities, and 3) ensures successful implementation of electronic health records and meets all federal requirements regarding "meaningful use."

- **IT Goal** (Derived from Agency Strategic Objectives): *Develop and maintain a robust, comprehensive, and agile electronic health record (eHR) system that meets the compliance, and behavioral healthcare service needs of the Agency and all meaningful use (or its successor) requirements.*

- **Related Projects, Initiatives, and Activities**

The Data Informatics Manager and the IT Director continue to work with Harris Health systems technical support staff to address ongoing electronic health record (Profiler) support issues. Discussions include identifying measures that the IT department can take to ensure that Profiler continues to meet the needs of the Agency. Additionally, we have also begun preliminary discussions with potential EHR vendors related to the establishment of Agency requirements for the selection of the Agency's next EHR.

The Data Informatics team continues to provide ongoing maintenance and support for several mission critical IT systems, such as Profiler, Microsoft Great Plains, BI360, as well as other related supplemental IT systems.

The Data Informatics team continues to provide Clinical form development and modifications as needed to support a wide variety of clinical program initiatives such as CCC+ and the DBHDS initiated WAMS Integration Project. Staff are

currently collaborating with regional clinical and support staff in the identification of required data for implementation of several WAMS forms for the state. Currently staff are collaborating with the region CSBs in the development and deployment of an HPR-V service file consisting of CCS3 data elements for automated upload for submission to the state.

The Data Informatics team routinely provides a wide variety of custom reports related to program and Agency performance monitoring and tracking as well as CCS3 reporting requirements.

The Data Informatics team provides priority first responder support to the Agency's Physicians on Profiler and related technologies. We provide Profiler training for Physicians and clinical staff, including on-site support for Dr. First & Banyan Transcription Services.

- Provides new-hire training on the agency's EHR system, Profiler
- On-going system maintenance, upgrades and program support
- Clinical form development and modifications as needed
- Report development for agency support.
- Monthly CCS3 reports processed for submission to the state

- **Projects**

- Coordinating with the region CSBs in the development and deployment of WaMS, the automated data submission for DD services. The team has successfully completed the submission and acceptance of the VIDES for Adults and Child & Adolescent. We have submitted several ISPs files that have all been reject by WAMs. We are currently testing and awaiting approval.
- Continued efforts by staff have resulted in successful monthly submissions of the CCS-3 file. Outcomes of the Error and Missing Data Element Reports continues to be disbursed to program supervisors and managers for updating.
- Testing the software and finalizing the processes and workflows associated with the implementation of Happy Fox; the Financial Service Customer Support System.
- Implementing Microsoft Power BI, a new reporting tools for data collection and outcomes.

- **News**

The I.T. Data Informatics Team is preparing to begin the recruiting process for a new position, formally referred to as HTML Forms Developer. This new position will incorporate additional database and programming responsibilities that will assist and support our various software systems.

## **COMMUNICATIONS & BUSINESS DEVELOPMENT**

**Sherry Hunt, Director**

**Strategic Objective #2:** Pursue further revenue diversification and expansion of services, supports and prevention activities so that H-NNCSB can improve the quality of life for the individuals, families and communities we serve.

**Strategic Initiative #2A:** *Develop and expand marketing, public relations, grant writing and advocacy functions within H-NNCSB.*

❖ ***Develop and expand marketing, market research, and branding functions within H-NNCSB.***

- In accordance with the marketing plan for the SEFP program and for other ARTS programs in the agency, an Open House was held on October 10, 2018. The event was well attended by approximately 60 guests, and by all accounts was highly successful in educating and informing the public about this wonderful program. The 2-hour event included tours of the program, food, giveaways, resources, and an information session in which staff spoke about the program and current and past clients gave testimonials.
- On November 8<sup>th</sup>, attended the Peninsula Chamber of Commerce Pink Bag Lunch series session on utilizing digital solutions to market your services to your target audience. Will be following up with the Pilot media group to determine if they will partner with us in our marketing efforts.

❖ ***Develop and expand Web site, social media and brochures/publications.***

- Secured photographer for, prepared and submitted press release, and served as the moderator for the 29<sup>th</sup> annual Thanksgiving luncheon held on November 7, 2018.
- Met with the IT Director on October 22, 2018 concerning the website and the need to post content that mirrors what our division is posting on our social media platform. Also secured file sharing and graphic design software for my division and discussed the timeline for IT to implement required elements, such as an interpreter and adaptive components for the website by the end of the year.
- Developed and submitted agency ad for the SEVHS 40<sup>th</sup> Anniversary Gala brochure.

❖ *Develop and expand public relations and communications functions within H-NNCSB*

- The division facilitated agency participation in the following Community Engagement Activities:
  - St. Augustine’s Episcopal Church Annual Fall Festival on October 6, 2018 – the agency had an informational table manned by peers in which agency materials and information were shared with members of the surrounding community.
  - Sentara Community Day on October 20, 2018 – the agency had a display table and staff from Prevention Services, ARTS, and Peer Recovery Specialists were on-site interfacing with attendees and answering questions about our agency.
  - Attended the Hampton City Community Leaders Breakfast meeting on October 26, 2018 and received a briefing from NASA Langley.
  - On October 30, 2018, attended Hampton Roads Community Action Program’s (HR-CAP) Open House to learn more about their mission and programs and to determine where it might be appropriate for us to partner with them on shared initiatives and goals.
  - Attended VersAbility’s 65<sup>th</sup> Anniversary Celebration on November 1, 2018 to learn more about their mission and to show our support of their programs.
  - Participated in a Goodwill Works Tour to learn about their unique job readiness training programs and other resources offered to disadvantaged job seekers in order to share the applicable information with staff in the agency.
  - Staff from Child & Adolescent Services and Prevention Services delivered a presentation at the South District Town Hall meeting on November 15, 2018, and fielded several questions from folks in attendance.
  - Staff from Child & Adolescent Services facilitated the Hampton City Schools Opioid Awareness Night on November 27, 2018.
  - Staff from CBD division engaged with employees at the Employee Appreciation Event held on October 11, 2018 and ensured that pictures from the day were captured for future use and posted to our social media page.
  - Staff from the Child & Adolescent Services Division participated in the HCS Title I Wellness Fair on October 11, 2018.
- Attended Embassy Suites Client Social event along with the Executive Director and staff on October 24, 2018.
- Attended the Community Builders Network Retreat on October 26-27, 2018, and was able to participate in the crafting of a new mission and vision statement for the group.

- Participated in several meetings with the PCOR Subcommittee Group working on Community Awareness and Education in which we are working on a grant proposal to obtain funding for opioid prevention education which targets middle school and high school age children and their parents. Meetings were held on October 29<sup>th</sup>, November 6<sup>th</sup> and November 28<sup>th</sup>.
- Assisted DD Director in the planning for the Developmental Services Support Coordinators Day planned for December 6, 2018.
- Participating on the planning team for the 2019 Mega Enrollfest for the Health Insurance Marketplace and Medicaid to be held on December 14-15, 2018.

❖ *Develop and expand advocacy and lobbying efforts with communities and government stakeholders.*

- Attended and partnered with Dr. Cynthia Romero to facilitate the exchange of ideas at the EVMS and VA Medical Center Mental Health Working Group – Gathering Community Resources meeting on October 23, 2018. The overarching goals of the group are as follows:

*Gathering Community Resources Accessible for Those Living with Mental Health Conditions*

- Compile a comprehensive and current list of mental health and substance abuse services and initiatives available throughout Hampton Roads to serve as a resource guide for those seeking information about prevention, treatment and support
  - Develop a directory of service organizations throughout Hampton Roads for distribution (or access)
  - Facilitate educational sessions for the community in specific areas of need
  - Advocate for the expansion of services through local and regional summits and conference.
- Held a very successful Legislative Breakfast meeting with area legislators and other guests on November 29, 2018. There were a total of 33 people in attendance including 3 state legislators; representatives from 1 federal and 2 other state legislative offices; City Council members from Hampton and Newport News; and, H-NNCSB Board Members.

❖ *Develop and expand business development activities*

- The Medicaid Implementation Team is hard at work devising ways to identify those individuals served by the agency who may now qualify for Medicaid with the impending expansion. A letter was mailed to all CSB Service Recipients, focusing initially on the approximately 700 clients who are self-pay. We also distribute Medicaid informational brochures and flyers at all of the events we participate in as an agency and have posted Medicaid expansion information onto the cover of our Facebook page. The following specific activities should be noted:

- On October 2, 2018, attended Medicaid Expansion: What Providers Need to Know, an educational session for providers facilitated by DMAS. Received a Medicaid Expansion Toolkit for Providers at this session and was able to expand our knowledge and understanding of the new processes and benefit from the exchange of ideas with other providers.
- On November 5, 2018, gave a presentation on Medicaid expansion at the NAMI Hampton/Newport News General Meeting. Was able to help shed a light on this important topic and answer several questions from attendees.
- Worked with the City of Newport News and the Hampton Public Schools System to display Medicaid expansion information on the bulletin boards of their respective TV stations. Working with the City of Hampton to plan an appearance on the Round Robin show to share Medicaid expansion information along with the Human Services Director, Wanda Rogers (former Chair of the Board of Directors).
- On October 10, 2018, participated in a Medicaid partnership discussion with the Directors of Newport News and Hampton Human Services (Ven Thomas, Director of NN Human Services and Vice-Chair of H-NNCSB Board of Directors, and Wanda Rogers, Director of Hampton Human Services and past Chair of the H-NNCSB Board of Directors) and their staff. The meeting was chaired by the Deputy Executive Director, Dr. Cunningham and was a great information exchange in which we all shared our Medicaid expansion efforts and talked about how we can more effectively partner in enrolling individuals.
- Participated on a Webex/Conference Call for the CommonHelp Training for CSBs (Call II) on October 26, 2018, and learned about how priority populations would get notified of, receive express applications, or be automatically enrolled in Medicaid expansion over the next couple of months.
- On October 17, 2018, met with the Executive Director of Bacon Street Youth and Family Services, Kim Dellinger, and Diana Mitchell to discuss SAMHSA federal grant funding they were recently awarded to implement The Journey Home Project and the potential locations they plan to open in Hampton and Newport News.
- H-NNCSB SAMHSA Grant - Project Title: “Stop the Prison Pipeline & Emergency Room Revolving Door in Hampton-Newport News Virginia through expanded access to Medication Assisted Treatment (MAT) for those persons with an opioid use disorder (OUD)”
  - Participated in a meeting held on October 18, 2018 with the VCU evaluators to discuss Evaluation/Data Collections for the project which will begin implementation on January 1, 2019.
  - Participated on the SAMSHA Terms and Conditions conference call which offered instruction on accessing the terms tracking page of the grant website we use for reporting.

- Participated in a conference call on October 19, 2018, with a gentleman that has been assigned as our Chamber of Commerce Ambassador in which he explained his role in supporting our business development efforts by helping us stay connected with fellow Chamber members and get involved with the events hosted by the Chamber.
- On November 19, 2018, participated on the Virginia Housing Alliance Webex for the Supportive Housing Initiative for Pregnant and Parenting Mothers initiative discussing how the permanent supporting housing state grant funding would be utilized.
- As a member of the 2019 LEAD Peninsula class, participated in the following activities:
  - LEAD Peninsula Poverty Simulation on September 6, 2018
  - LEAD Peninsula Technology Day on October 4, 2018
  - LEAD Peninsula Health & Human Services Day on November 1, 2018

#### **Recurring Meetings Attended**

- *Facilitate Community Engagement Committee Meetings*
- *Peninsula Community Opioid Response (PCOR) Committee meetings*
- *Coordination of Services meetings*
- *VACSB Public Policy Committee meetings*
- *Consumer & Family Member Advisory Committee meetings*
- *Community Criminal Justice Board (CCJB) Committee meetings*

#### **Upcoming Community Engagement Activities**

- *Midtown Town Hall Meeting – December 13<sup>th</sup>*

## **PREVENTION SERVICES**

### **Nikki Bacilio~High, Program Manager**

- H-NNCSB's Family Wellness Initiative Prevention Funding Grant was renewed. Notice awarded in the amount of \$94,710. The focus of the resources are the support of ACE Interface Master Trainers to bring community awareness to Adverse Childhood Experiences. (ACE's). Additionally, other family education programs and events with ACE's as a primary focus.
- Local Prevention Efforts this past month included: The Lights on After School. A nationwide event celebrating afterschool programs and their important role in the lives of children, families and communities. 207 middle school youth attended from 4 Newport News schools and 1 Hampton school. Red Ribbon week was also celebrated with the middle school students. Pre-k to k student's prevention strategies Al's Pals started within faith based, community childcare, head-start program and military family servicing facilities. Over 1,005 pre-k to k children have been served to date. Preventions also partnered with the Virginia Cooperative Extension city of Hampton 4H to conduct the

substance abuse education curriculum training - Health Rocks curriculum. The program served 35 Joint-Base Langley-Eustis School Age and Youth Program Staff.

- Prevention Services is in the Process of updating the data from the 2016 Community Needs Assessment to establish local prevention service priorities. Current Virginia Needs Assessment identified areas of priorities as alcohol, tobacco & nicotine and mental health & suicide. Virginia needs assessment also identified areas to watch as opioids, marijuana, cocaine & meth. Local needs assessment data reviews will be completed by the end of December.
- Prevention Services local community engagement opportunity included:
  - Hampton Office of Youth and Young Adult Violence Prevention 1st Annual Partnership & Planning Luncheon in October.
  - Supported the Human Trafficking Education and Awareness Forum for Newport News Public Provided information and support to the Newport News Public Schools – Family and Community Engagement (FACE) Family Forum & Resource Fair
  - Serve on the Peninsula Committee on Opioid Reduction (PCOR) Subcommittee for Community Awareness & Education.

## **HUMAN RESOURCES**

### **Kimberly Thompson, Director**

**Strategic Initiative #1G:** Continue to invest in staff development resources to ensure the Hampton – Newport News Community Services Board retains its position as an employer of choice and center of excellence in providing behavioral healthcare services.

#### **1. Human Resources**

- The Human Resources department is committed to filling vacancies with highly qualified candidates. During the months of October and November there were 41 new hires; 25 full-time, 15 part-time and 1 temporary. The new hires by division included:

Division	# of New Employees
Adult Clinical Services	8
Adult Outpatient Services	1
ARTS	3
Crisis Services	1
Developmental Services	14
Financial & Property Mgmt.	3
Human Resources & Training	0

Communication and Business Dev.	0
Office of the Executive Director	3
Youth and Family Services	8

- **Employee Engagement**

Human Resources begun conducting “Stay Interviews” in October. We are gathering beneficial information from new hires about their onboarding process experience, new employee orientation and program specific training. **(1G)**

- **Open Enrollment**

Open enrollment ran for two weeks from October 23, 2018 and ended on November 13, 2018. We will make no changes to the benefits and the employee rates will remain the same for the 2019 plan year. A few highlights of open enrollment: 283 staff members enrolled in Flexible spending for plan year 2019, we also had 10 new enrollments for our Allstate supplemental cancer and accident plan. **(1G)**

## 2. **Training Services**

- Staff Development and Training Statistics:

- 9 New Employee Orientation sessions were conducted during this period with 38 new employees welcomed and oriented to the Agency.
- 3157 online courses in 39 unique subjects were completed by staff.
- 24 unique classroom courses were offered with 448 staff participating.

- Suicide Prevention and Intervention Training Programs:

Our suicide prevention and intervention training programs including Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST) relaunched after a summer break.

- An ASIST session was held in October 2018 with 14 participants.
- A Mental Health First Aid - Adult training was held at Hampton University in October with about 20 participants.
- MHFA – Adult, MHFA – Youth, and ASIST sessions are scheduled through the end of FY 2019. All training sessions are open to staff and the community.

- The H-NNCSB hosted a week-long DBHDS sponsored Mental Health First Aid – Youth Instructor Training Program for approximately 35 participants from around the Commonwealth in late October. Anita Bryant, Staff Training Specialist and Antone Green, Prevention Services Coordinator were certified as facilitators which will allow the Agency to offer the Mental Health First Aid – Youth Training as part of our Suicide Prevention and Intervention Training Program. **(1G)**

### 3. Committee Updates

- Wellness Committee

Our Fall Fitness Challenge ran from October 16, 2018 to November 16, 2018. To participate, employees needed to complete 3 or more Fall Fitness activities which our Wellness Committee developed. After completing all 4 weeks of activities, the challenge forms were entering into a drawing for five (5) \$25.00 gift cards. Gift cards were from Panera, Tropical Smoothie, and Subway. We had 35 employees enter the drawing. The committee plans to continue fitness challenges into the New Year.

- Financial Wellness Workshops

Our VALIC representative, Cheri Coleman hosted two financial wellness workshops in November. Twelve staff members attended. The positive feedback has prompted interest in additional workshops regarding different financial wellness topics to be continued into 2019. **(1G)**

- Flu Clinic

Walmart Pharmacy held a flu shot clinic on November 13<sup>th</sup> and 14<sup>th</sup>. Sixty-five staff members took advantage of the clinic and received their flu shot.

Sam's Club was on-site during the flu clinics and enrolled 30 new members.

Costco was on-site for a membership drive on November 29<sup>th</sup>. They enrolled 6 new members and processed renewal memberships.

We continue to promote our wellness incentive: All employees covered by one of the Anthem medical plans offered by H-NNCSB are eligible to participate. **(1G)**



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

**Thursday, November 15, 2018, 5:00 p.m.  
CSB Campus Board Room, 2<sup>nd</sup> Floor**

- Present:** Mr. Morehouse, presiding; Mrs. Bethune-Hill, Mr. Bowman, Min. Steven Brown, Mrs. Owens, Sheriff Roberts, Mrs. Stewart, and Dr. Williams Hunt.
- Staff:** Mrs. Christian, Dr. Cunningham, Mrs. Barnes, Dr. Bond, Ms. Cipriano, Mr. Crisp, Mr. Deisch, Mr. Dudley, Dr. Gill, Mr. McGee, Ms. Newlon, Ms. Thompson, Ms. Whitaker, and Ms. Mercado.
- Guest(s):** None.

### **CALL TO ORDER**

Members of the Board of Directors for the Hampton-Newport News Community Services Board held their monthly Board of Directors Meeting on Thursday, November 15, 2018, at 5:00 p.m. Mr. Thomas Morehouse III, Board Chair, called the meeting to order promptly at 5:00 p.m. and welcomed Members of the Board, guests, and staff to the meeting.

### **REMARKS OF THE CHAIR**

In his opening remarks, Mr. Morehouse reminded Members of the Board of that the November and December Board of Director Meetings were scheduled a week earlier in the month due to the Holiday Season. Moreover, with regard to his mention of the Holiday Season, and on behalf of Members of the Board of Directors, Mr. Morehouse used the opportunity to commend CSB staff for the wonderful Thanksgiving Luncheon, and the special honor put together for Governor Northam for his role in getting Medicaid Expansion approved. He also thanked Members of the Board for their attendance and support to the very important event for the individuals that are served by the Hampton-Newport News Community Services Board. Following his remarks, Mr. Morehouse advised Members of the names of Members of the Board of Directors who communicated

their inability to attend the meeting that evening; which included: Asst. City Manager Steven Bond, Mrs. Beatrice Dahlen, Mrs. Pixie Killebrew, and Mr. Timothy Supler.

## **INTRODUCTION OF GUESTS & SPECIAL ANNOUNCEMENTS**

### **Special Guest**

Mrs. Darlene Walker, Executive Director of the Black Child Development Institute, addressed Members of the Board brining greetings and thanks from her organization for their recognition. She informed Members that her organization was a self-sufficient organization and that their National organization created different projects which are sent to them. Mrs. Walker shared that recently their National organization sent little books for children to her location and that she would like to put the little book in the hands of 2,000 children. She added that the Black Child Development Institute had not only created a relationship with the CSBs Youth and Family Services Program by way of its Director, Mrs. Lisa Hogge, last year, but that they had also created a partnership with Headstart, the Community Partnership, and the Hampton Roads Community Action Program.

Mrs. Walker assured Members of the Board of Directors that her organization is happy about the moves they were making and wanted to use this opportunity to share a treat with Members of the Board and staff which she asked would get shared and read with their family member or a neighbor friend to get it out there. She also announced that a new book for children was being distributed this year by her National Organization named, "***Munch! Crunch! Snacks & Lunch***", and that she wanted to personally provide Members of the Board of Directors of the Hampton-Newport News Community Services Board with a copy of the new children's book. She pointed out that in connection with the Hampton-Newport News Community Services Board, her organization would be giving about 100 of these books to Mrs. Christian and staff in order that they may use within the services that the CSB provides for children.

Following her presentation, Mr. Morehouse thanked Mrs. Walker for what she does for the community.

### **PUBLIC COMMENT**

No Public Comment was received from Members of the audience during the Board of Directors Meeting held on Thursday, November 15, 2018.

## **ACTION ITEMS**

**A-1.** The first Action Item of the evening was Board of Director acceptance of the Minutes of the Board of Directors Meeting held on Thursday, October 25, 2018, which were provided to Members in their November Board Package for review.

**Action** There being no comments or corrections made by Members of the Board, the Minutes of the Board of Directors Meeting held on Thursday, October 25, 2018, were accepted as presented.

**A-2.** The second Action Item was provided to Members of the Board as a recommendation from Members of the Budget, Finance and Audit Committee, and was kindly provided to Members of the Board of Directors by Mr. Chris Bowman, Board and Committee Member, in lieu of Mr. Timothy Supler, Committee Chair, who was unable to attend the Board meeting.

Mr. Bowman reported that Members of the Budget, Finance and Audit Committee held their monthly meeting in the H-NNCSB Campus Board Room on Tuesday, November 13, 2018, at the earlier time of 4:00 p.m. He continued that at the meeting Members received a presentation of the FY18 Financial Audit Report from Mr. Paul Lee, CPA, of the auditing firm, Robinson, Farmer, Cox Associates. Mr. Bowman advised that Mr. Thomas Morehouse III, Board Chair, presided over the Committee Meeting in the absence of Mr. Timothy Supler, Committee Chair, who had to be out of town on business. He informed Members of the Board that a bound copy of the FY18 Financial Audit Report was provided for them in their red folders along with a more detailed Report of their Budget, Finance and Audit Committee meeting.

It was communicated that during the meeting, Mr. Lee provided Members of the Committee with an overview of the FY18 Financial Audit Report for the Hampton-Newport News Community Services Board, and its entities which included the H-NNCSB Property Company, Inc., the Share-A-Homes of the Virginia Peninsula, and Peninsula Community Homes. Mr. Bowman elaborated that in the overview, it was reported that while the Agency's net assets increased by approximately \$2M in the last fiscal year, \$1.5M of said increase was related to pension expenses which was a "paper entry". He added that Members of the Budget, Finance and Audit Committee were advised that the CSBs pension asset went up almost \$5M last year, with deferred outflows decreasing about \$1.8M, and deferred inflows increasing about \$1.5M. Mr. Bowman instructed that Mr. Lee clarified that while the CSB is in a good place with its pension, there is really nothing the Agency could do to

control its inflows versus outflows because the Virginia Retirement System (VRS) provides them with its rates every two years. It was also stated by Mr. Bowman that Mr. Lee reminded Members of the Budget, Finance and Audit Committee that the Hampton-Newport News CSB continued to remain in compliance with all of its debt covenants as he commended the staff for such a smooth audit; one that did not require a Management Letter.

In closing on his report, Mr. Bowman stated that Mr. Lee expressed that the review of the FY18 Financials of the Hampton-Newport News Community Services Board, the H-NNCSB Property Company, Inc., the Share-A-Homes of the Virginia Peninsula, and Peninsula Community Homes, the FY18 Financial Audit went very well and received an “unmodified opinion” by the auditing firm of Robinson, Farmer, Cox Associates. He then announced that it was the recommendation of the Budget, Finance and Audit Committee that Members of the Board of Directors accept the FY18 Financial Audit Report for the Hampton-Newport News Community Services Board and its entities as reported by CSB Auditors, Robinson, Farmer, Cox Associates.

**Action**

There being no discussion or comments from Members of the Board of Directors, the FY18 Financial Audit Report for the Hampton-Newport News Community Services Board and its entities as reported by Robinson, Farmer, Cox Associates was accepted.

As Chair of the Board, Mr. Morehouse thanked Ms. Denise Newlon, Chief Financial Officer, and the finance staff along with all Members of the Executive Leadership Team who drive the financial outcomes of the agency. He mentioned that as a Chief Financial Officer, himself, he realizes what a remarkable achievement it is to have an unmodified audit and no Management Letter.

**BOARD STANDING  
 COMMITTEE  
 REPORTS**

As the Meeting Agenda moved on to the Standing Board Committee Report segment, Mr. Morehouse shared with the audience that while the November Board Package had two Standing Board Committees meetings scheduled, as a result of the Veterans Day Holiday, only Members of the Budget, Finance and Audit Committee were able to meet and confirmed that Members had no other Committees to report for the evening.

## **CONSIDERATION ITEMS**

Mr. Morehouse reminded Members of the Board that the most recent item to consider attending was the 2018 Annual Legislative Breakfast which was confirmed at the October Board Meeting and scheduled for Thursday, November 29<sup>th</sup>, at 8:30 a.m. He inserted that for the convenience of Members of the Board, a copy of the agenda had been provided for them in their Red Folders as he encouraged available Members to attend. Furthermore, Members of the Board were also reminded by Mr. Morehouse that Members that the Judges of the 8th Judicial Circuit had requested Board Member attendance at the upcoming Hampton Adult Drug Treatment Court and Hampton Veterans Docket Graduation Ceremony scheduled on Wednesday, December 19<sup>th</sup>, at 1:00 p.m. in the Hampton Circuit Court. He included that Members of the Board would also find a formal invitation to the event in their Red Folders, and Members of the Board were instructed to provide their availability to attend either of the events to Ms. Mercado as soon as practical. With regard to the latter, Mrs. Christian inserted that Dr. Wright, a Rocket Scientist from NASA, would be the Keynote Speaker at the graduation, and that he would be sharing his story about how support from his community helped him get to his current position in life.

## **INFORMATION ITEMS**

### **Thanksgiving Luncheon**

Mrs. Christian, Executive Director, thanked everyone for the job they did during the H-NNCSB Thanksgiving Luncheon held on Thursday, November 8, 2018, at the Hampton Convention Center. She shared that the photographer did a wonderful job and thanked everyone for participating in the Luncheon. Mr. Morehouse concurred that the event was very nice.

### **Dept. of Behavioral Health ~ CSB Realignment**

Mrs. Christian, introduced to Members of the Board of Directors that the Dept. of Behavioral Health and Developmental Disability Services (DBHDS) proposed to realign CSB Regions. She pointed out that she hoped to hear more about the Realignment at the upcoming Legislative Breakfast scheduled in later in the months. Mrs. Christian instructed Members that Mrs. Mira Signer, DBHDS Chief Deputy would be attending the event to provide Members of the Board with an update on this matter. A brief discussion was held during the meeting on the realignment of CSB Regions and the role of Lead CSBs. In response to questions provided by several Members of the Board, Mrs. Christian replied that her strategy was to request a meeting with the Commissioner to seek additional information on this potential change.

## **Medicaid**

### **Expansion Update**

Members of the Board of Directors were also updated on Medicaid Expansion by Mrs. Christian who reported that the H-NNCSB put together a Medicaid Expansion Team, led by Mrs. Daphne Cunningham, H-NNCSB Deputy Director. Members were assured that staff have been very busy rolling out Medicaid Expansion and ways to publicize it in efforts to help individuals sign up. She also updated Members of the Board on items that have been put in place to help individuals enroll in Medicaid to include, an Enrollfest Event scheduled for December 14<sup>th</sup> and 15<sup>th</sup> at the Hampton Convention Center from 10:00 a.m. to 3:00 p.m. Mrs. Christian reassured Members that Enrollfest would be a huge community event, and that the H-NNCSB was a part of the Planning Team along with other Partners in the communities we serve.

Mrs. Christian added that in addition to the Community Event, the H-NNCSB will have its own internal enrollment fest for 2 days during the month of December at CSB Programs which will allow for a higher enrollment of individuals who are uninsured. Members of Board were reminded that enrollment applications started being accepted on November 1st, with the actual plan scheduled to begin on January 1, 2019.

## **PROGRAM HIGHLIGHTS**

Mr. Morehouse remarked that for the month of November, Members of the Board received Program Highlights from CSB Division Directors detailing elements of CSB Clinical Programs and customer activities for their review. Members of the Board of Directors nor staff had any additional information to provide regarding Program Highlights.

## **CLOSING REMARKS**

As the meeting came to a close, Mr. Morehouse reminded Members of the Board to take time to review the FY19 Monthly Planners in the back of their Board Packages which would provide Members with upcoming Standing Board Committee Meetings and other Board and CSB events, especially during the Holiday Season. On behalf of Members of the Board, Mr. Morehouse also used this opportunity to wish everyone a Wonderful and Safe Thanksgiving Holiday.

Board of Directors Meeting  
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**ADJOURNMENT** Members of the Hampton-Newport News Community Services Board adjourned the meeting at 5:31 p.m.

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Mr. Thomas F. Morehouse, III  
Chair

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Mrs. Beatrice Dahlen  
Secretary

*Submitted by GMercado*

# FY19 Monthly Planner

## December 2018

01	8AM - 5PM	Mental Health First Aid ~ Community Organization Training
03	9AM - 3PM	HPR-V Executive Directors Regional Leadership Team
03	6:00 PM	Congressman Bobby Scott's Town Hall Meeting
04	11:30 AM	Executive Leadership Team
06	12PM - 4PM	DBHDS/CSB Regional Representative Group Meeting, <i>Charlottesville</i>
11	10:00 AM	VACSB Executive Director Forum
11	2:00 PM	EVMS Mental Health Work Group ~ Gathering Community Resources, <i>Norfolk</i>
12	1:00 PM	Governors Trauma Informed Care Workgroup
13	9:00 AM	Board Chair Meeting
13	2:00 PM	Eastern State Hospital Discharge Meeting
14	11:30 AM	Consumer and Family Member Advisory Council
14	2:00 PM	Riverside Hospital Meeting
<b>14</b>	<b>10AM - 6PM</b>	<b>Medicaid Enroll-fest</b>
<b>15</b>	<b>10AM - 4PM</b>	<b>Medicaid Enroll-fest</b>
17	9:00 AM	H-NNCSB Management Team
<b>17</b>	<b>4:30 PM</b>	<b>Budget, Finance and Audit Committee</b>
<b>17</b>	<b>5:00 PM</b>	<b>Community Relations / Governmental Affairs</b>
18	11:30 AM	Executive Leadership Team
<b>19</b>	<b>1:00 PM</b>	<b>Hampton Adult Drug Treatment Court Graduation</b>
<b>20</b>	<b>5:00 PM</b>	<b>CSB Board of Directors</b>
<b>25</b>		<b>CSB Closed ~ Holiday Observed</b>

# FY19 Monthly Planner

## January 2019

<b>01</b>			<b>CSB Closed ~ Holiday Observed</b>
04	10:00	AM	Hampton Roads Regional Jail (HRRJ) Grant Meeting, <i>Chesapeake</i>
07	9:00	AM	HPR-V Executive Directors Regional Leadership Team
08	11:30	AM	Executive Leadership Team
11	10:30	AM	CIVIC Leadership Institute Meeting
14	1:30	PM	Newport News CMPT
15	11:30	AM	Executive Leadership Team
15	2:30	PM	Stakeholders' Meeting
17	<i>All Day</i>		CIVIC Leadership Institute
<b>22</b>	<b>4:00</b>	<b>PM</b>	<b>Budget, Finance and Audit Committee</b>
<b>22</b>	<b>5:00</b>	<b>PM</b>	<b>Community Relations / Governmental Affairs</b>
<b>22<sup>nd</sup> to 23<sup>rd</sup></b>			<b>VACSB 2019 Legislative Conference, Richmond</b>
24	1:00	PM	Hampton CMPT
<b>24</b>	<b>5:00</b>	<b>PM</b>	<b>CSB Board of Directors</b>
28	9:00	AM	H-NNCSB Management Team
<b>30</b>	<b>4:00</b>	<b>PM</b>	<b>Board Quality Management Committee</b>