

Policy Advisory Board

Monday, October 20, 2025

NORFOLK COMMUNITY SERVICES BOARD
POLICY BOARD MEETING MINUTES
Monday October 20, 2025, at 11:00 AM
Meeting was held at 7447 Central Business Park Drive

Members in Attendance:

Jazmine Emily Garcia
Mike O'Toole1
Dr. Sally Carroll
McLain Gore
Krystal Vaughan

Members Absent:

Henry McNair
Trevellis Lewis

Staff in Attendance:

Melissa Hansen, Board Chair
Dr. Woodard
Angela Taylor
Hank Crofford
Lynne Perkins-Anderson
Steven Stewart
Dr. Scott
Carolsue McGehee
John Buckner
Amy Sachse

**A quorum of the members was present*

I. **CALL TO ORDER:** The meeting was called to order at 11:00 AM. by Jazmine Garcia.

II. **OPENING REMARKS**

Public Comment

Melissa Hansen, Administrative Analyst, is responsible for receiving comments from the public, either before or after the meeting. Such comments may be submitted by e-mail to Melissa.hansen@Norfolk.gov.

Members in Attendance

Those members of the NCSB participating in this meeting will be identified in the roll call of the meeting and in the minutes.

III **ROLL CALL**

Melissa Hansen called the roll of the members. There was a quorum.

Mr. Gore is attending virtually due to a personal illness, joining us from Norfolk, VA.

IV. Citizens Comments

- A. No citizens were in attendance.

V. Matters of the Chair

A. Nominating Committee Report

Tabled for the next meeting

B. Approve Minutes 9 15 25

Motion to approve the minutes by Dr. Carroll, seconded by Dr. Vaughan, and approved.

IV. Matters of the Executive Director (Dr. Nathan Woodard)

A. Finance Reporting

- a. Amy Liu presented the financial report for closeout FY 25, as well as the report for 9/30/25. Copies are attached. The CSB's are collectively working together to deter the VACSB from distributing the STEP VA funds on a reimbursement basis.
- b. Mike O'Toole has stated for a future meeting to discuss ES communication as these calls are currently going to the police department.

B. Behavioral Health Redesign

- a. In December 2022, Governor Youngkin announced a six-pillar plan to transform Virginia's behavioral health system, Right Help, Now Plan (RHRN). Medicaid (DMAS) will implement Medical Behavioral Health Services Redesign. In collaboration with the Department of Behavioral Health and Developmental Services and the Department of Health Professions, DMAS launched a two-year project (July 2024-June 2026) to replace our CMHRS services and case management service. This change will affect PSR, Mental Health Skill Building and Therapeutic Day Treatment, which is not a service we provide. We are to follow the clubhouse model where the individuals run the program, and staff are there to support the program. The program needs to be credentialed through CARF, and providers will also need to be licensed and credentialed. We have until July 1, 2026, to decide if we will follow the Clubhouse model.

C. Hiring event

- a. 140 in applicants in attendance, Thursday and Saturday, and 24 contingent offers.

D. CSB Exempt Fund

- a. Dr. Woodard and Jazmine met with the CSB exempt fund trustees, which has been in existence for over 30 years. The trustees that oversee this fund no longer want to continue. We are currently looking for trustees to step in and fill the gap. If we cannot find them, we are working with city attorney to determine how the fund will be resolved. The criteria will be sent to the PAB for both the trustees and the criteria for how the money is distributed, they would like four trustees.

- E. Review Bylaws
 - a. Tabled until next meeting.

V. Miscellaneous Announcements

- A. RC5 Crisis Data

- a. John provided an update for the 988 program.

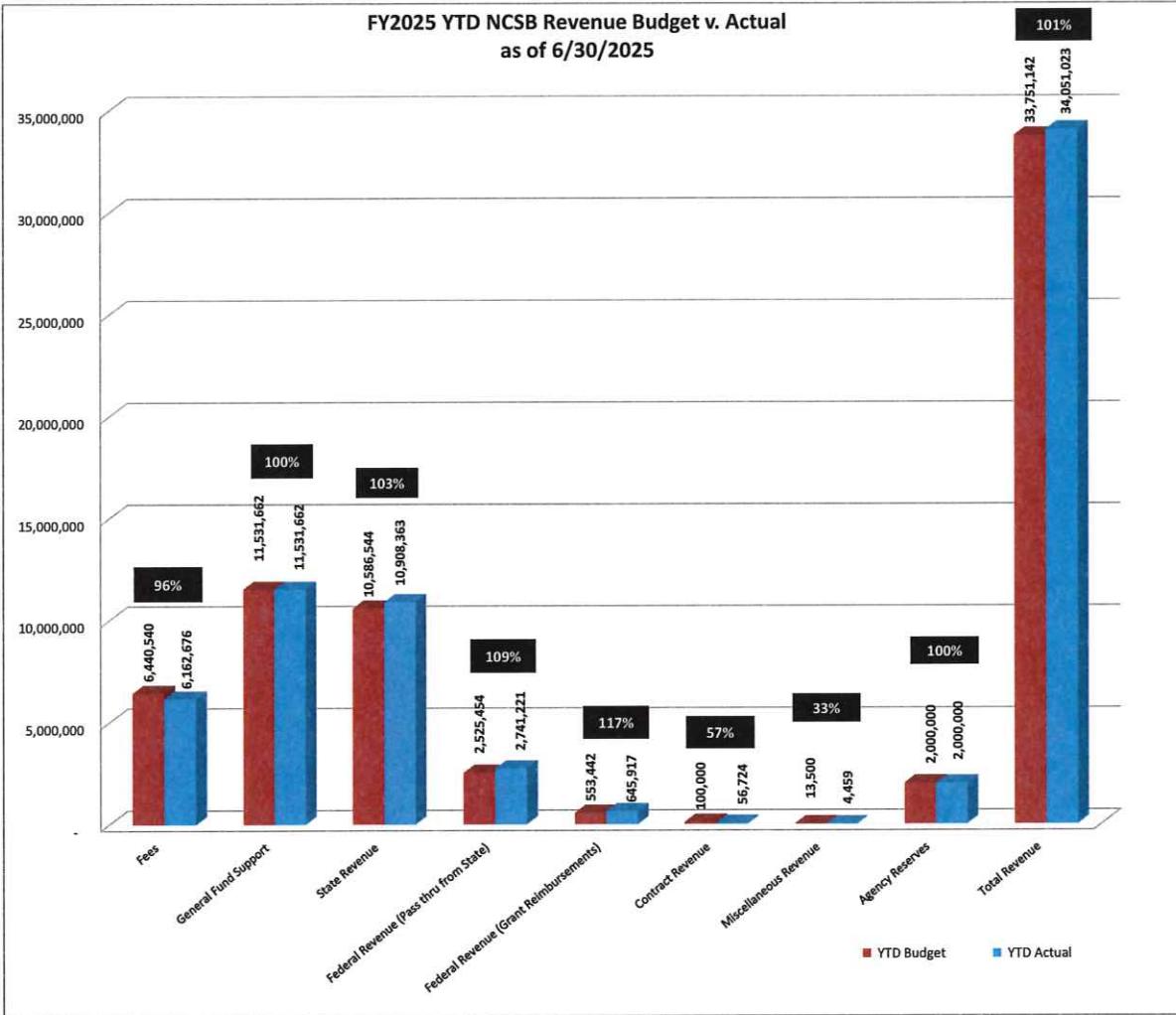
VI. Adjournment: Jazmine Garcia adjourned the meeting at 12:01 PM.

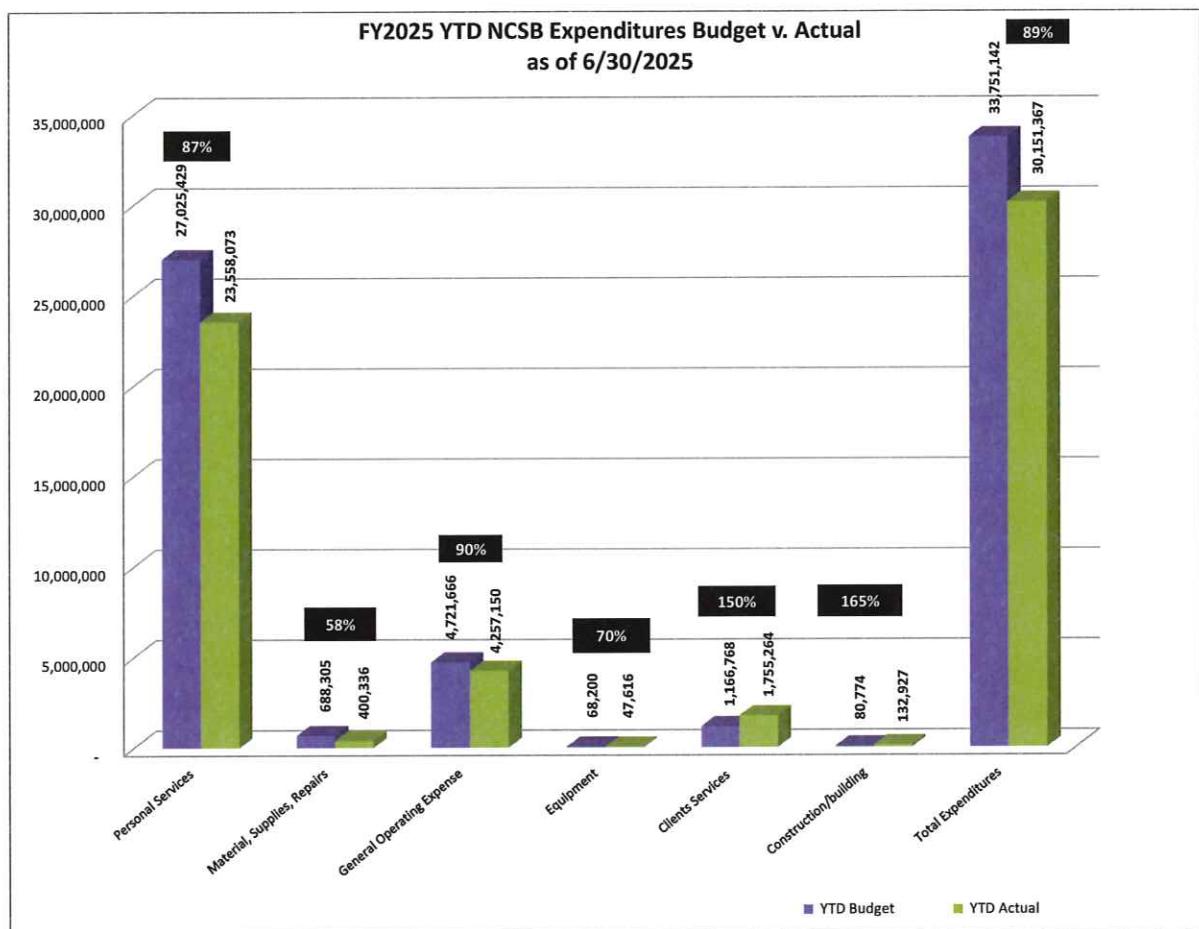
Respectfully submitted,

Melissa Hansen
Board Chair

City of Norfolk Community Services Board Financial Summary Report					
FY2025 (June 30, 2025)					
Revenue	Annual Budget	YTD Budget	YTD Actual	% Achieved	Over (Under) Budget
Fees	6,440,540	6,440,540	6,162,676	96%	(277,864)
General Fund Support	11,531,662	11,531,662	11,531,662	100%	0
State Revenue	10,586,544	10,586,544	10,908,363	103%	321,819
Federal Revenue (Pass thru from State)	2,525,454	2,525,454	2,741,221	109%	215,767
Federal Revenue (Grant Reimbursements)	553,442	553,442	645,917	117%	92,475
Contract Revenue	100,000	100,000	56,724	57%	(43,276)
Miscellaneous Revenue	13,500	13,500	4,459	33%	(9,041)
Agency Reserves	2,000,000	2,000,000	2,000,000	100%	0
Total Revenue	33,751,142	33,751,142	34,051,023	101%	299,881
Expenditures	Annual Budget	YTD Budget	YTD Actual	% Spent	Over (Under) Budget
Personal Services	27,025,429	27,025,429	23,558,073	87%	(3,467,356)
Material, Supplies, Repairs	688,305	688,305	400,336	58%	(287,969)
General Operating Expense	4,721,666	4,721,666	4,257,150	90%	(464,516)
Equipment	68,200	68,200	47,616	70%	(20,584)
Clients Services	1,166,768	1,166,768	1,755,264	150%	588,496
Construction/building	80,774	80,774	132,927	165%	52,153
Total Expenditures	33,751,142	33,751,142	30,151,367	89%	(3,599,775)
Balance as of 6/30//2025	-	-	3,899,656		
CSB Fund Balance as of 6/30/2025	Amount				
Fund Balance	22,435,745				

FY2025 YTD NCSB Revenue Budget v. Actual
as of 6/30/2025

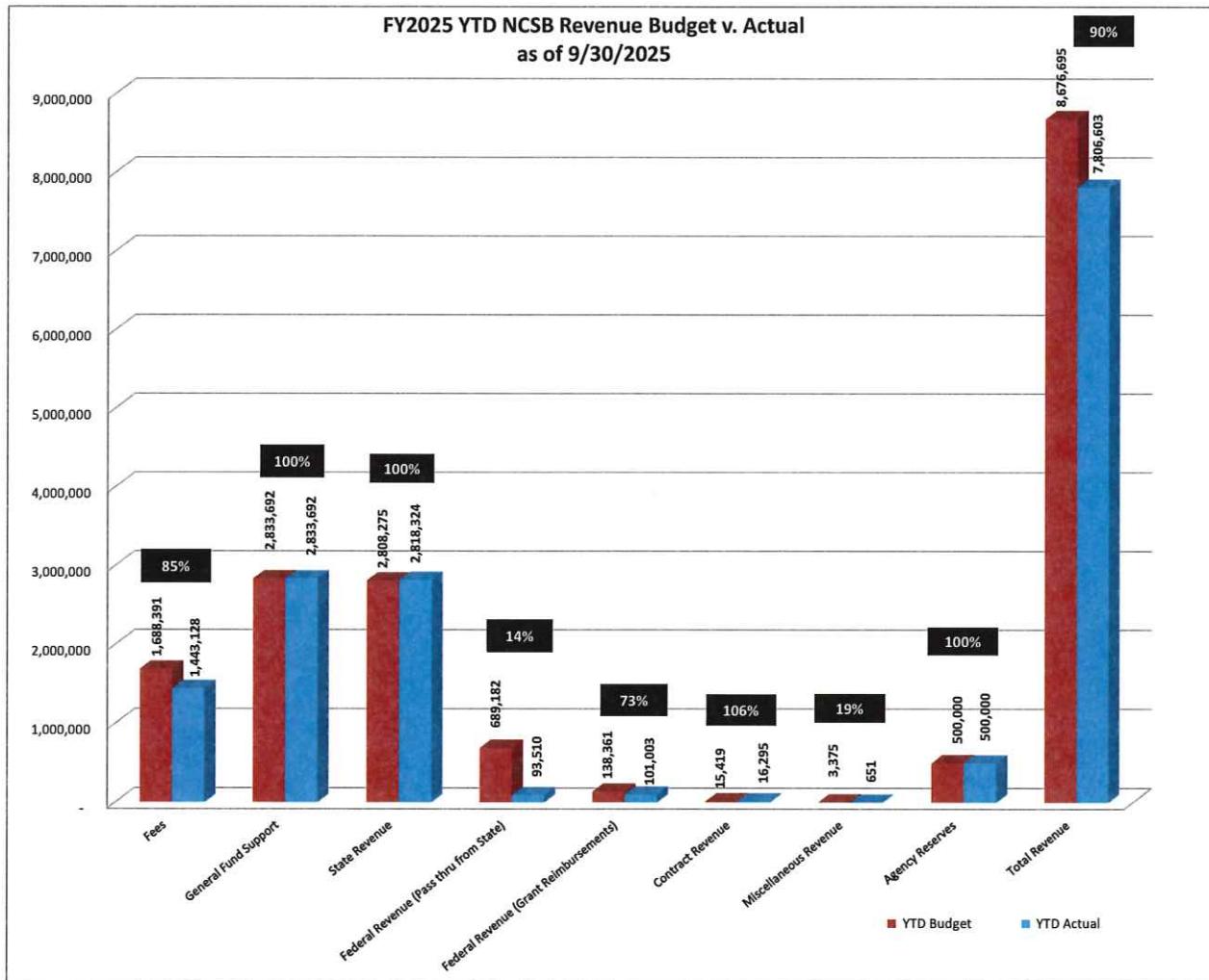


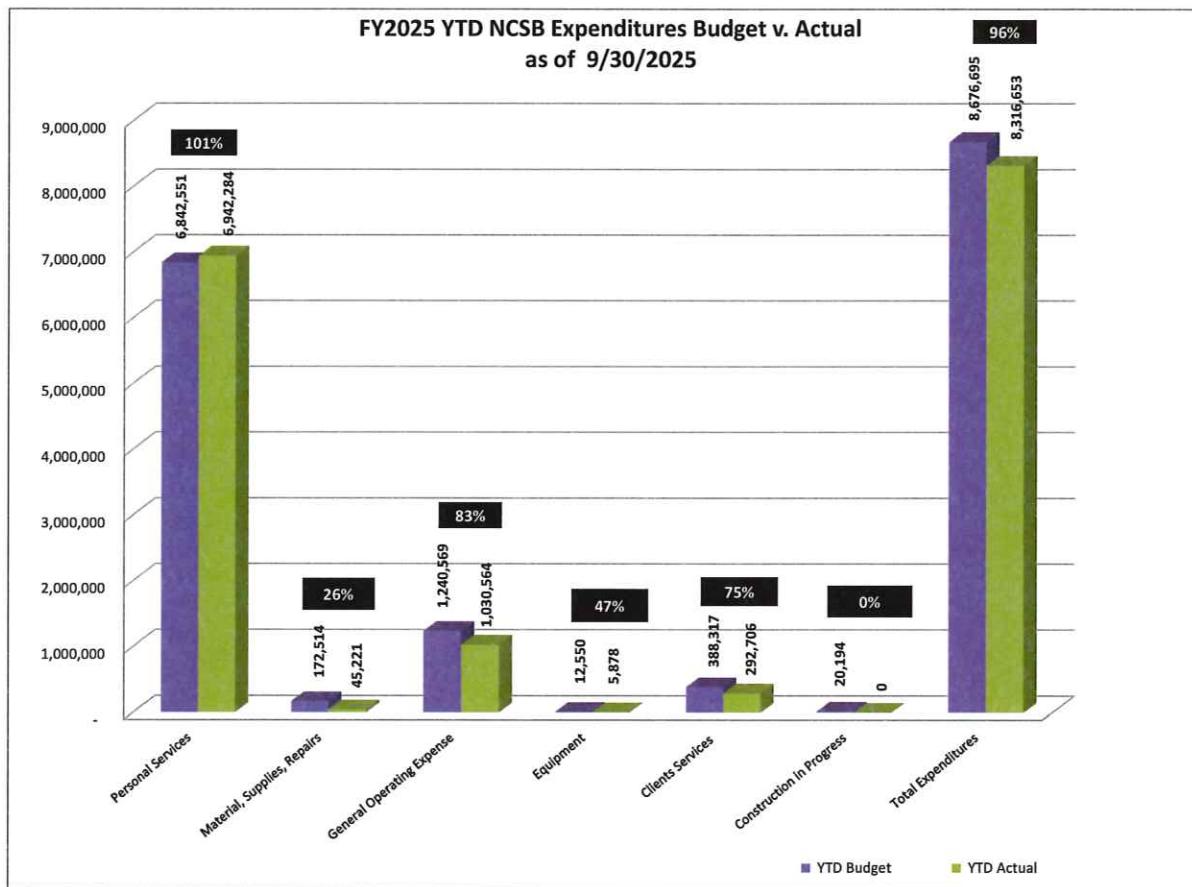


Special Revenue Accounts (6/30/2025)

Programs/Grants	Revenue Received (ITD)	Total Expense (ITD)	Expense/Revenue %	Grant Balance
DD Housing Support	650,194	417,047	64%	233,147
Permanent Supportive Housing	20,179,355	13,610,537	67%	6,568,818
Crisis Intervention Team	1,819,058	1,457,451	80%	361,607
ACT Forensic Enhancement	2,050,000	2,045,387	100%	4,613
DD Case Management Contract	661,018	616,466	93%	44,552
Affordable Housing Investment	260,000	243,500	94%	16,500
Eastern State Hospital Bed Reduction	117,778	113,300	96%	4,477
Emergency Services	880,000	176,774	20%	703,226
One-time Grants - SPQM	86,160	61,410	71%	24,750
Expense Recovery Fund from HNN (21ST, 22ST)	150,000	7,801	5%	142,199
SOR6 Prevention GY25	15,486	38,815	251%	(23,329)
SOR 6 Peer Recovery Services GY25	83,337	159,891	0%	(76,554)
Meaningful Use of Electronic Health Records	170,000	24,633	14%	145,367
Small Donations	113,016	54,338	48%	58,679
Peer Recovery Center	1,085,806	606,679	56%	479,127
Pharmacy Fund (Personnel/CBP)	2,868,198	2,148,149	75%	720,049
Pharmacy Fund	2,189,703	614,725	28%	1,574,977
Infant Toddler Connections - State and Federal	412,436	272,377	66%	140,059
Virginia National Governor's Association Opioid Treatment Pilot Program	82,759	27,709	33%	55,050
MH STEP-VA Same Day Access	1,960,078	884,404	45%	1,075,674
MH STEP-VA Primary Care	1,899,503	719,516	38%	1,179,987
MH STEP-VA Outpatient Services	3,323,876	637,172	19%	2,686,704
MH STEP-VA Peer Support Services	582,628	230,765	40%	351,863
MH STEP-VA Veterans Services	339,696	2,295	1%	337,401
Chesapeake Discharge Case Manager	130,159	126,896	97%	3,262
State General Fund - Medicine Assisted Treatment	751,545	162,263	22%	589,282
Children Psychiatry	198,000	59,103	30%	138,897
Crisis Stabilization Unit / Emergency Services	916,434	266,326	29%	650,108
Problem Gambling Prevention	154,280	132,578	86%	21,702
Regional HNN Personnel Cost Fund - One-time	555,957	229,953	41%	326,004
STEP-VA Ancillary Services - IT Infrastructure	700,000	31,170	4%	668,830
STEP-VA Care Coordination	594,807	140,870	24%	453,937
STEP-VA Psychiatric Rehab	351,370	353,211	101%	(1,841)
STEP-VA MH Case Management	283,386	119,617	42%	163,769
MH First Aid & Suicide Prevention Regional Fund	50,414	48,581	96%	1,833
State Workforce Salary increase, incentive fund	442,416	77,302	17%	365,114
OBRA FY25 Reallocation Grant	88,000	0	0%	88,000
STEP-VA Clinical Supervision Grant	12,500	0	0%	12,500
VA-CIT Norfolk Crisis Intervention Team	27,500	0	0%	27,500
Electronic Health Record System data reporting	83,200	73,320	88%	9,880
DBHDS Workforce Fund (Steve DD interns)	152,281	0	0%	152,281
SUD Expansion & DD Training and Youth Services	263,279	37,928	14%	225,351
Data Modernization Fund and Data Infrastructure	69,698	0	0%	69,698
Developmental Disability Crisis Funding Grant	50,346	15,040	30%	35,306
Total	47,855,656	27,045,297	57%	20,810,359

City of Norfolk Community Services Board Financial Summary Report						
FY2026 (September 30, 2025)						
Revenue	Annual Budget	YTD Budget	YTD Actual	% Achieved	Over (Under) Budget	Notes
Fees	6,753,564	1,688,391	1,443,128	85%	(245,263)	
General Fund Support	11,334,767	2,833,692	2,833,692	100%	0	YTD Actual: applied 3 months of total local match budget.
State Revenue	11,233,101	2,808,275	2,818,324	100%	10,049	
Federal Revenue (Pass thru from State)	2,756,727	689,182	93,510	14%	(595,672)	DBHDS has not reimbursed July and September cost to NCSB
Federal Revenue (Grant Reimbursements)	553,442	138,361	101,003	73%	(37,358)	
Contract Revenue	61,677	15,419	16,295	106%	876	
Miscellaneous Revenue	13,500	3,375	651	19%	(2,724)	
Agency Reserves	2,000,000	500,000	500,000	100%	0	YTD Actual: applied 3 months of total budgeted fund balance.
Total Revenue	34,706,778	8,676,695	7,806,603	90%	(870,092)	
Expenditures	Annual Budget	YTD Budget	YTD Actual	% Achieved	Over (Under) Budget	Notes
Personal Services	27,370,203	6,842,551	6,942,284	101%	99,734	The City charged 100% of the annual retirement cost (\$2,015,770) at the beginning of the fiscal year instead of spreading it monthly. As a result, personnel costs will more accurately align with the budget over time. If the retirement cost were prorated, personnel costs for this reporting period would be at 79% of the budgeted amount
Material, Supplies, Repairs	690,057	172,514	45,221	26%	(127,294)	
General Operating Expense	4,962,277	1,240,569	1,030,564	83%	(210,005)	
Equipment	50,200	12,550	5,878	47%	(6,672)	
Clients Services	1,553,267	388,317	292,706	75%	(95,611)	
Construction in Progress	80,774	20,194	0	0%	(20,194)	
Total Expenditures	34,706,778	8,676,695	8,316,653	96%	(360,041)	
Balance as of 9/30/2024	-	-	(510,050)			
CSB Fund Balance (Reserves) for FY2026	Fund Balance	Fund Balance used as of 9/30/2025	Fund Balance Available			
Fund actual Balance 7/1/2025	22,435,745	0	22,435,745			





Special Revenue Accounts (9/30/2025)

Programs/Grants	Revenue Received (ITD)	Total Expense (ITD)	Expense/Revenue %	Grant Balance
DD Housing Support	650,194	420,746	65%	229,448
Permanent Supportive Housing	20,179,355	13,990,381	69%	6,188,975
Crisis Intervention Team	1,819,058	1,481,926	81%	337,132
ACT Forensic Enhancement	2,050,000	1,933,831	94%	116,169
DD Case Management Contract	661,018	616,466	93%	44,552
Affordable Housing Investment	260,000	243,500	94%	16,500
Eastern State Hospital Bed Reduction	117,778	113,600	96%	4,177
Emergency Services	880,000	184,155	21%	695,845
One-time Grants - SPQM	86,160	61,410	71%	24,750
Expense Recovery Fund from HNN (21ST, 22ST)	150,000	7,801	5%	142,199
SOR6 Prevention GY25	15,486	38,815	251%	(23,329)
SOR 6 Peer Recovery Services GY25	83,337	159,891	0%	(76,554)
Meaningful Use of Electronic Health Records	170,000	24,633	14%	145,367
Small Donations	112,816	56,037	50%	56,779
Peer Recovery Center	1,053,200	635,357	60%	417,843
Pharmacy Fund (Personnel/CBP)	2,868,198	2,199,047	77%	669,151
Pharmacy Fund	2,048,086	719,778	35%	1,328,308
Infant Toddler Connections - State and Federal	412,436	289,897	70%	122,539
Virginia National Governor's Association Opioid Treatment Pilot Program	82,759	27,709	33%	55,050
MH STEP-VA Same Day Access	2,034,175	896,757	44%	1,137,418
MH STEP-VA Primary Care	1,977,862	719,671	36%	1,258,191
MH STEP-VA Outpatient Services	3,491,696	808,730	23%	2,682,966
MH STEP-VA Peer Support Services	617,963	244,107	40%	373,856
MH STEP-VA Veterans Services	360,927	2,295	1%	358,632
Chesapeake Discharge Case Manager	0	16,536	0%	(16,536)
State General Fund - Medicine Assisted Treatment	776,931	167,120	22%	609,811
Children Psychiatry	198,000	59,103	30%	138,897
Regional HNN Other Merged Fund	916,434	283,456	31%	632,978
Problem Gambling Prevention	154,280	167,120	108%	(12,840)
Regional HNN Personnel Cost Fund - One-time	662,125	243,265	37%	418,860
STEP-VA Ancillary Services - IT Infrastructure	767,500	57,748	8%	709,752
STEP-VA Care Coordination	446,105	152,417	34%	293,688
STEP-VA Psychiatric Rehab	214,656	216,191	101%	(1,535)
STEP-VA MH Case Management	229,182	119,617	52%	109,565
MH First Aid & Suicide Prevention Regional Fund	51,920	50,178	97%	1,742
State Workforce Salary increase, incentive fund	460,988	77,302	17%	383,686
OBRA FY25 Reallocation Grant	88,000	0	0%	88,000
STEP-VA Clinical Supervision Grant	12,500	0	0%	12,500
DD Support Coordinator Grant	150,000	0	0%	150,000
VA-CIT Norfolk Crisis Intervention Team	27,500	2,397	9%	25,103
STEP-VA Marcus Alert	150,000	0	0%	150,000
Electronic Health Record System data reporting	77,090	79,690	103%	(2,600)
DBHDS Workforce Fund (Steve DD Interns)	152,281	0	0%	152,281
SUD Expansion & DD Training and Youth Services	302,109	72,858	24%	229,251
Data Modernization Fund and Data Infrastructure	69,698	0	0%	69,698
Developmental Disability Crisis Funding Grant	50,346	32,611	65%	17,735
Total	48,140,150	27,674,147	57%	20,466,003