



Wednesday  
December 4, 2019

# Board of Directors



# NORFOLK COMMUNITY SERVICES BOARD AGENDA

Wednesday, December 4, 2019  
Norfolk CSB CBP Facility, 2nd Floor Break Room  
7447 Central Business Park Drive, Norfolk, VA 23513

**NOTE: Use the entranceway on the front of the building where the portico extends over the doorway (pictured below).**



- I. Call to Order
  - A. Roll Call
  - B. Approve Minutes of Previous Meeting(s)
- II. Matters of the Executive Director
  - A. Services Presentations: Emergency Services, Crisis Intervention Team, Crisis Stabilization Unit (Jackie Schaeede, Joan Harris, Todd McGehee, and Gary Campbell)
  - B. Financial Reports, Grants, Funding (Amy Liu)
  - C. Update on CSB Facilities, Activities & Events (Sarah Fuller)
- IV. Matters of the Chair:
  - A. Reminder: Nominating Committee Appointments for CY 2020 Slate of Officers
  - B. Reminder: By-Laws, Annual Planning Calendar and Strategic Plan Approved 10/23/19
- V. Adjournment



**NORFOLK COMMUNITY SERVICES BOARD**  
**MINUTES**  
Wednesday, October 23, 2019  
Norfolk CSB  
7447 Central Business Park Drive, Norfolk, VA 23513

**Members Present: \***

Mike O’Toole (3)  
Carolyn DePalma (2)  
Michael Blankenship (1)  
Karen Fox, Chair (3)  
Elizabeth Burns (1)  
Neil Walsh (1)  
Dawn Freeman (0)

**Members Absent:**

Charles Peek (6)  
Monique Farrington (1)  
Michael Hires (3)  
Thia’a Rahman (7)  
David Hicks (2)  
Erica Bullock, Vice Chair (2)

**Staff Present:**

Sarah Fuller, Executive Director  
Bob Horne, Div. Head/Board Ops/Board Clerk  
Amy Liu, Controller  
Jacklyn Griffin, Executive Assistant  
Ren Rykheart, EHR Program Manager  
Jack Cloud, Deputy City Attorney

Comprising a quorum of the members of the board.

*\*Numbers in parenthesis represent number of absences in the last twelve (12) months*

**I. TOUR OF NEW FACILITY: 7447 CENTRAL BUSINESS PARK (CBP) DRIVE**

Members Dawn Freeman and Karen Fox toured the building with Sarah Fuller.

**II. CALL TO ORDER**

The meeting was called to order by the Chair at 6:08 p.m.

**a. Introduction of New Board Member – Dawn Freeman**

**b. Roll Call** – Ms. Griffin called the roll; there was a quorum of the members.

**c. Approve Minutes of Previous Meeting(S) –A motion was made and seconded to approve the minutes for August 28<sup>th</sup> and September 25<sup>th</sup>, 2019. There was no discussion. The motion passed unanimously.**

**d. Reminder:** DATE FOR COMBINED NOVEMBER/DECEMBER MEETING IS WEDNESDAY, DECEMBER 4<sup>TH</sup>, 2019.

**III. MATTERS OF THE EXECUTIVE DIRECTOR:**

**A. Financial Reports, Grants, Funding** (Amy Liu) – Ms. Liu presented the financial report for the first quarter of the current fiscal year and the period ending September 30, 2019. Ms. Liu answered questions on the financial report from the members present. Ms. Fuller shared that there were currently no new grant or funding updates.

**B. Quarterly Outcomes Review (Bob Horne)**

Mr. Horne presented to the members on the DBHDS Outcomes Dashboard for August 2019. He also shared briefly regarding the Norfolk CSBs development of internal dashboards with Microsoft Power BI and the work with MTM Services on Service Process Quality Management (SPQM). Mr. Horne answered questions from the members on these items.

- C. Update on CSB Facilities, Activities & Events (Sarah Fuller)** – Ms. Fuller provided an update on the moving plans for the Norfolk CSB. We will be moving in several of our services (Intake, I-Care, MH Case Management, MH Supports, and Community Integration) effective tomorrow and Friday. Monday, October 28<sup>th</sup> will be a training/testing day, and on Tuesday, October 29<sup>th</sup> we will ‘go live’ with services. Ms. Fuller responded to questions.

**IV. MATTERS OF THE CHAIR:**

**A. Report from the Nominating Committee**

Ms. DePalma reported that the Nominating Committee proposes Karen Fox as Chair and Monique Farrington as Vice-Chair for the 2020 CY slate of officers.

**B. Approve Strategic Plan**

Ms. Fuller asked if there was any feedback from the members on the Strategic Plan, and responded to questions. There were no proposed changes. There was no further discussion. **A motion was made and seconded to approve the Strategic Plan for 2019 – 2021. The motion passed with one abstention.**

**C. Approve Annual Planning Calendar**

**A motion was made and seconded to approve the Planning Calendar for 2019 – 2021. There was no further discussion. The motion passed unanimously.**

**D. Review of By-Laws**

Ms. Fuller reported that there were errors in the document that was provided to the Board. Additionally, she announced that City Council passed an ordinance last night that changed the status of the Norfolk Community Services Board from an Administrative Policy Board to a Policy Advisory Board. She indicated that the necessary revisions will be made to the By-Laws document and a revised copy will be provided to the members for the December meeting.

**V. ADJOURNMENT**

Ms. Fox adjourned the meeting at 7:19 p.m. The next meeting of the Board of Directors is scheduled for Wednesday, December 4<sup>th</sup> 2019, at 6:00 p.m. at our Central Business Park Drive location, 2<sup>nd</sup> Floor Break Room.

Respectfully submitted,

Robert A. Horne  
Board Clerk

**APPROVED:**  
Karen Fox, Chair