



Thursday  
March 27, 2025

**NORFOLK COMMUNITY SERVICES BOARD**  
**POLICY BOARD MEETING MINUTES**  
**Thursday March 27, 2025, at 6:00 PM**  
**Meeting was held at 7447 Central Business Park Drive**

**Members in Attendance:**

Krystal Vaughan (0)  
Sally Carroll (0)  
Jazmine Emily Garcia (0)  
Mike O'Toole1(0)

**Members Absent:**

Carly Gelles (1)  
Henry McNair (1)  
Dante Walston (1)

**Staff in Attendance:**

Dr. Nathan Woodard, ED  
Melissa Hansen, Board Chair  
Michele Davis  
Stephen Stewart  
Kristen Condon  
Dr. Forte  
Hank Crofford  
Carolsue McGehee  
Angela Taylor-Colston

*\*A quorum of the members was present*

*\*Numbers in parenthesis represents the number of absences during a 12-month period*

I. **CALL TO ORDER:** The meeting was called to order at 6:07 p.m. by Jazmine Garcia, Chair.

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](mailto: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.

#### **IV. Citizens Comments**

- A. No citizens were in attendance.

#### **V. Matters of the Chair**

- A. Approve minutes from December 5, 2024

- i. Sally Carroll made a motion to approve the December minutes, seconded by Dr. Vaughan and they were approved.

- B. Attendance/absences

- i. We have an updated list of absences for the last year, once a member misses three meetings, we are to follow up with the member. Excused absences are permitted, but communication is what we need to improve. City Hall is going to send out letters to those that missed numerous meetings to follow up if they would like to continue to serve.

- C. Changing our board meeting time and days

- i. It was mentioned by members that cannot attend that if another day was available, it would work better with their schedule. Monday was offered up as a day that worked for the board around midday. Board members were open to a midday meeting. A motion was made to change the date and time to the 3<sup>rd</sup> Monday of each month, starting in April except July and August, from 11:00AM to 1:00 PM beginning April 21, 2025, by Dr. Vaughan, seconded by Sally Carroll. The motion passed.

- D. Ice breaker

- i. Introduction of board and staff with one word and the why for next month.

- E. Discuss/Approve By-Laws

- i. A motion was made to accept and approve the bylaws by Dr. Vaughan and Sally Carroll seconded. The bylaws are approved.

#### **VI. Matters of the Executive Director (Dr. Nathan Woodard)**

- A. Review FOIA, Sign & Submit Conflict of Interest Statements - signed

- B. Time of future meetings - discussed previously

- C. Quarterly Outcomes/Data Review - All of our data, outside of incidents, will eventually bring two systems to one system.

- D. DBHDS Inspection Result – The inspection in February was the first part of a two-part inspection. They reviewed our medical and personnel records. One of the citations was for a personnel record that had two training courses that must be completed within 15 days but was completed in 20 days. The system did not give the employee a deadline. A new system is being implemented for new orientation training. Another citation was in Mental Health, and now we have additional oversight for that case manager. The other programs will be audited in May

- E. Review and approve the Strategic Plan 2025-2028

- i. The strategic plan was reviewed by staff and changed. At the next meeting, if you could review and come back with any questions, that would be great. A consultant will be here for a few months to provide

recommendations on how we can improve or change how we do business.

**F. Financial Reporting**

- i. Not reported this meeting. Amy Liu is out today; she will report next month.

**G. Board Membership/Attendance –**

- i. If any Commissioner misses 3 or more meetings in a row (or has excessive absences, to please reach out to them and ask them why they are not attending.

**VII. Miscellaneous Announcements**

- i. Jazmine mentioned hearing talk in the city about the homeless in the community. What could that look like with more families, and how can we forecast support to assist the CSB in the process ? Carolsue said this is a concern with the CSB, there are reserves for certain populations and grants and funds can be requested should we need it. The federal funding appears to be level currently. We are trying to be mindful about our resources and how much we are spending. We are maintaining our community connections. Dr. Woodard would like for the Board members to advocate for the CSB, change the narrative when housing is a small piece to what we do, but we do so much more. When it comes to housing, it is a collaborative effort of several city departments to make this come together.

**VIII. Adjournment**

A. motion was made by Jazmine Garcia to adjourn the meeting at 6:50 PM

Respectfully submitted,

Melissa Hansen  
Board Chair