



Application for
Use Permit

OFFICE USE ONLY
Date Received:

November 4, 2022

Case Number: UP 22-00020

Complete this application in its entirety and submit pages 4 and 5 along with the required materials (including any required supplements) as listed on page 2 to the address below:

City of Hampton
Community Development Department, Planning Division
22 Lincoln Street, 5th Floor
Hampton, Virginia 23669

1. PROPERTY INFORMATION

Address or Location 300 Marcella Drive Hampton, VA 23666

LRSN 7001308 Zoning District C2/O-CC

Current Land Use Medical Office Building

Proposed Land Use Behavioral Health Treatment Center

The proposed use will be in: an existing building a new addition a new building

2. PROPERTY OWNER INFORMATION (an individual or a legal entity may be listed as owner)

Owner's Name MPB Inc. c/o Sentara Healthcare

Address 835 Glenrock Road City Norfolk State VA Zip 23502

Phone (757) 252-3120 Email MChaple@sentara.com

3. APPLICANT INFORMATION (if different from owner)

Applicant's Name Hampton-Newport News Community Services Board (Ryan Dudley)

Address 300 Medical Drive City Hampton State VA Zip 23666

Phone 757-780-0033 Email ryand@hnncsb.org

4. APPLICANT AGENT INFORMATION (if different from applicant)

Agent's Name _____

Address _____ City _____ State _____ Zip _____

Phone _____ Email _____

5. CERTIFICATION FOR LEGAL ENTITY PROPERTY OWNERS

Complete this section only if the property owner is not an individual but rather a legal entity such as a corporation, trust, LLC, partnership, diocese, etc. as specified in Step 2 above.

"I hereby submit that I am legally authorized to execute this application on behalf of the fee-simple owner of this property. I have read this application and it is submitted with my full knowledge and consent. I authorize city staff and representatives to have access to this property for inspection. The information contained in this application is accurate and correct to the best of my knowledge."

Name(s), title(s), signature(s), and date(s) of authorized representative(s) of the legal entity (attach additional page if necessary):

Name of Legal Entity MPB, Inc

Signed by:

Name (printed) Aubrey Layne, Its (title) President

Signature  Date 11/2/2022

Name (printed) _____, Its (title) _____

Signature _____ Date _____

Name (printed) _____, Its (title) _____

Signature _____ Date _____

6. CERTIFICATION FOR INDIVIDUAL PROPERTY OWNERS

Complete this section only if the property owner is an individual or individuals.

"I hereby submit that I am the fee-simple owner of this property. I have read this application and it is submitted with my full knowledge and consent. I authorize city staff and representatives to have access to this property for inspection. The information contained in this application is accurate and correct to the best of my knowledge."

Name(s), signature(s), and date(s) of owner(s) (attach additional page if necessary):

Name (printed) _____

Signature _____ Date _____

Name (printed) _____

Signature _____ Date _____

<small>OFFICE USE ONLY</small>		
<input type="checkbox"/> Application Form	<input type="checkbox"/> Narrative Statement	<input type="checkbox"/> Supplemental Form (if required)
<input type="checkbox"/> Application Fee	<input type="checkbox"/> Survey Plat	<input type="checkbox"/> Additional materials (if required)



Narrative statement

The crisis center, operated by Hampton-Newport News Community Services Board (H-NNCSB), will significantly enhance access to timely treatment for individuals experiencing behavioral health crises. Presently, the lack of immediate access to varying levels of care during periods of behavioral health crises results in law enforcement and emergency departments becoming the de facto response. As a result, individuals may wait days for the appropriate treatment options/placement to be identified. This overburdens our law enforcement personnel who are at times maintaining custody of individuals for days within the emergency departments, neither of which has the bandwidth or ability to appropriately respond to treatment needs. Critical law enforcement and emergency department resources are instead encumbered that would otherwise be applied to other public safety and emergency healthcare duties. This has a profound impact on communities. While a need prior, this has been increasingly problematic since the beginning of the pandemic.

Hampton-Newport News Community Services Board (H-NNCSB), created in 1971, is an extension of local government and is identified in the Code of Virginia as the entry point to the public behavioral health system. H-NNCSB is accountable to our local governments which appoints our 15-member Board of Directors. In our 51st year of operation, we continue to respond to needs of the community with an array of crucial services for citizens, serving approximately 11,000 individuals annually. Our service to the community includes new and long-term critical partnerships including but limited to law enforcement, jails, courts, schools, department of human services and other public and private partners. H-NNCSB is a major employer on the Peninsula with over 700 employees (when fully staffed). Our main campus is located in Hampton only blocks away, directly off of Marcella Road, where we have been located since 2006.

The crisis center will operate 24/7 providing an array of intervention including the ability of police to transfer custody of individuals under an emergency custody order (ECO) to onsite law enforcement. This will increase both the efficiency of custody when relevant in a more suitable therapeutic environment and the number of officers providing public safety duties, while also allowing treatment and intervention to begin in a timely manner. The number of onsite law enforcement may be variable dependent on number of individuals under ECO at a given time to ensure safety. Most individuals served will not require custody. Security will be onsite 24/7 also working in coordination with local law enforcement maintaining custody onsite and those transferring custody returning to their public service duties.

The center will allow for walk-in access for those individuals voluntarily seeking assessment and treatment. Currently, the default response leads to individuals experiencing behavioral health crises presenting directly to the Emergency Department at Sentara CarePlex Hospital, which is not staffed or resourced to provide the appropriate care. A continuum of service options will include behavioral health urgent care, "23hr. observation" services and short-term residential crisis stabilization. Specific service components of further detailed below. There will be 16-recliners identified for individuals to receive initial care, evaluation, treatment and observation for up to a 23- hour period. This will be essential to earlier engagement and beginning treatment that otherwise may not be done timely. This will also assist with preventing the impact of long-waits for care or exacerbation of crises. Lastly, 16 single-occupancy rooms, separate from 23hr services will provide short-term residential admissions for individuals,

typically lasting between 3 and 7 days. H-NNCSB currently operates a smaller crisis residential program located just blocks away from proposed site.

Presently, access to inpatient behavioral healthcare is at a critical point significantly impacting opportunities for individuals to receive timely mental health treatment. This often leads to further decompensation and interferes with individuals' willingness to engage in ongoing services to maintain their ongoing mental and physical health needs. The pandemic has led to surging behavioral health needs of individuals throughout all communities spanning across all ages and socio-economic classes, further contributing to a number of other significant challenges in our community. The delay in access to behavioral health treatment has significantly detracted from the police's ability to engage in other public safety activities and patrol, including community violence which is currently at significant levels.

H-NNCSB will lease the property from MPB, Sentara Healthcare. The building has been unoccupied for several years and offers 20,284 sq. feet. The site is currently zoned Limited Commercial (C-2) District, which allows medical offices use and some medical facilities; however, the Coliseum Central Overlay (O-CC) District does not currently allow the proposed use. The property is a single dwelling and will house an array of onsite services including the aforementioned onsite crisis services. Components include clinical, nursing and medical assessments, crisis intervention, supportive counseling, therapy, peer support services, psychiatric evaluation, "23hr. observation" services, and residential crisis stabilization services. Discharge planning services including referral and linkage to ongoing supports and services available for those receiving the range of services. Aside from renovations to the existing building, the plan would include well-manicured landscaping in addition to refurbishing the exterior and replacing the roof, windows and doors. The building and the addition of fencing and shrubbery separating it from adjacent properties.

The current site plan includes 125 parking spaces that will be downsized to by adding more handicap and larger truck space but will still exceed parking requirements. An enclosed outdoor patio area is planned for the residential component of the program reusing the existing outdoor break area used by the previous tenants. *The outdoor space for the residents will have a plantings buffer between the adjacent properties and the CSB property. The space will be fenced and only used during daylight hours. There will be a staff member with residents using the space as an area of respite during treatment. The parking lot will be well lit and monitored. There be exterior camera system around the perimeter of building. Access to the building will be card access for staff with only one point of entry for the public leading directly to a secure waiting room*

The current loading dock area will remain in use for delivery of building supplies. *There will be no after hour deliveries.* The entire parking lot will be resurfaced. The property offers two entry ways from Marcella Road. It will include a one-way traffic loop around the building which will be used for law enforcement, paramedics, and staff. Law enforcement and paramedics will have use of a separate entrance with a secure entry point on the west side of the building adjacent to existing commercial properties. A planting buffer will be installed between the properties. Parking located at the front of the building will be accessible to visitors and other professionals. The property will be well-lit and include onsite security, partnership with law enforcement, internal and external cameras, and a security system. It will be a locked, secured facility.

H-NNCSB currently operates our existing residential crisis stabilization program only blocks away and has established longstanding relationships with community partners. H-NNCSB will partner with Sentara Healthcare to provide ancillary professional services based on the relief the crisis center will provide to the surrounding community areas and to their Emergency Departments. The crisis center's focus on behavioral health needs will free up hospital resources to respond to medical emergencies.

The site will employ approximately 75 professionals delivering around-the-clock care when at full operating capacity. This will include existing personnel with our emergency services department,

300 Medical Drive, Hampton, VA. 23666 Phone (757) 788-0300 Fax (757) 788-0967 www.hnnpcb.org

discharge planners, and mobile crisis that will add value to the operations. The urgent behavioral health care, 23hr. observation and residential crisis services will share professional staff to include but not limited to: reception, environmental services, security, direct care professionals, Certified Peer Support Specialists, Certified Preadmission Screening Counselors (CPSC), Qualified Mental Health Professionals (QMHP), Licensed-Eligible Clinicians, Licensed Clinical Social Workers, Licensed Professional Counselors, Registered Nurses (RN), Licensed Practical Nurses (LPN), Medical and Psychiatric Nurse Practitioners, and Psychiatrists. As a locked facility, the center will be appropriately staffed and secured at all times.



Hampton-Newport News Community Services Board

SECURITY PLAN

300 MARCELLA DRIVE
HAMPTON, VA 23666

November 11, 2022
R. Dudley

Needs Statement

The crisis center, operated by Hampton-Newport News Community Services Board (H-NNCSB), will significantly enhance access to timely treatment for individuals experiencing behavioral health crises. Presently, the lack of immediate access to varying levels of care during periods of behavioral health crises results in law enforcement and emergency departments becoming the de facto response. As a result, individuals may wait days for the appropriate treatment options/placement to be identified. This overburdens our law enforcement personnel who are at times maintaining custody of individuals for days within the emergency departments, neither of which has the bandwidth or ability to appropriately respond to treatment needs. Critical law enforcement and emergency department resources are instead encumbered that would otherwise be applied to other public safety and emergency healthcare duties. This has a profound impact on communities. While a need prior, this has been increasingly problematic since the beginning of the pandemic.

Hampton-Newport Community Services Board

Hampton-Newport News Community Services Board (H-NNCSB), created in 1971, is an extension of local government and is identified in the Code of Virginia as the entry point to the public behavioral health system. H-NNCSB is accountable to our local governments which appoints our 15-member Board of Directors. In our 51st year of operation, we continue to respond to needs of the community with an array of crucial services for citizens, serving approximately 11,000 individuals annually. Our service to the community includes new and long-term critical partnerships including but limited to law enforcement, jails, courts, schools, department of human services and other public and private partners. H-NNCSB is a major employer on the Peninsula with over 700 employees (when fully staffed). Our main campus is located in Hampton only blocks away, directly off of Marcella Road, where we have been located since 2006.

Present Lack of Access

Presently, access to inpatient behavioral healthcare is at a critical point significantly impacting opportunities for individuals to receive timely mental health treatment. This often leads to further decompensation and interferes with individuals' willingness to engage in ongoing services to maintain their ongoing mental and physical health needs. The pandemic has led to surging behavioral health needs of individuals throughout all communities spanning across all ages and socio-economic classes, further contributing to a number of other significant challenges in our community. The delay in access to behavioral health treatment has significantly detracted from the police's ability to engage in other public safety activities and patrol, including community violence which is currently at significant levels.

Components of Care

The crisis center will operate 24/7 providing an array of intervention Components include clinical, nursing and medical assessments, crisis intervention, supportive counseling, therapy, peer support services, psychiatric evaluation, “23hr. observation” services, and residential crisis stabilization services. Discharge planning services including identification of needs, referral and linkage to ongoing supports and services available. Discharge planning is available for those receiving the range of services at the center. It will include the ability to provide or coordinate transportation from the center for individuals who have presented and received the different levels or care.

Walk-in Behavioral Health

The center will allow for walk-in access for those individuals voluntarily seeking assessment and treatment. Currently, the default response leads to individuals experiencing behavioral health crises presenting directly to the Emergency Department at Sentara CarePlex Hospital, which is not staffed or resourced to provide the appropriate care.

Law Enforcement Transfer of Custody

Will enable police to transfer custody of individuals under an emergency custody order (ECO) to onsite law enforcement. This will increase both the efficiency of custody when relevant in a more suitable therapeutic environment and the number of officers providing public safety duties, while also allowing treatment and intervention to begin in a timely manner. The number of onsite law enforcement may vary and be dependent on the number of individuals under ECO at a given time to ensure safety. Most individuals served will not require custody. Security will be onsite 24/7 also working in coordination with local law enforcement maintaining custody onsite and those transferring custody returning to their public service duties.

23-Hour Observation

Among the continuum of service options will include behavioral health urgent care, “23hr. observation” services. This service will allow for a period of assessment, treatment and stabilization for individuals up to 23 hrs. There will be 16-recliners identified for individuals to receive initial care, evaluation, treatment and observation for up to a 23- hour period. This will be essential to earlier engagement and beginning treatment that otherwise may not be done timely therefore not requiring more restrictive levels of care. This will also assist with addressing the impact that long-waits for care have on exacerbating crises. Currently, individuals may wait in the Emergency Department significant periods of time before treatment can be initiated and in an environment that may not be suitable for someone experiencing a behavioral health crisis.

Residential Crisis Stabilization Unit

Lastly, 16 single-occupancy rooms, which are separate from the 23-Hour services will provide short-term residential admissions for individuals, typically lasting between 3 and 7 days. H-NNCSB currently operates a smaller crisis residential program located just blocks away and has established longstanding relationships with community partners. H-NNCSB will partner with Sentara Healthcare to provide ancillary professional services based on the relief the crisis center will provide to the surrounding community areas and to their Emergency Departments. The crisis center's focus on behavioral health needs will free up hospital resources to respond to medical emergencies. This will allow for increase in capacity further reducing numbers of individuals unable to receive the care and mitigate the significant travel that may be necessary for someone to receive this level of treatment.

Property

H-NNCSB will lease the property from MPB, Sentara Healthcare. The building has been unoccupied for several years and offers 20,284 sq. feet. The site is currently zoned Limited Commercial (C-2) District, which allows medical offices use and some medical facilities; however, the Coliseum Central Overlay (O-CC) District does not currently allow the proposed use. The property is a single dwelling and will house an array of onsite services including the aforementioned onsite crisis services.

Signage

Signage for the center will identify the operator, Hampton-Newport News Community Services Board and along with the building and landscaping identify it as an environment that welcoming, warm and supportive for individuals who are in need of immediate behavioral health supports and may otherwise not seek care at all or timely.

Parking

The number of parking spaces with the current site plan will be reduced. The entire parking lot will be resurfaced. The parking lot will be well lit and along with the perimeter of the building and entrances will be monitored via a camera system. Access to the building will be card access for staff with only one point of entry for the public leading directly to a secure waiting room.

The current loading dock area will remain in use for delivery of building supplies. There will be no after hour deliveries. The property offers two entry ways from Marcella Road. It will include a one-way traffic loop around the building which will be used for law enforcement, paramedics, and staff. Law enforcement and paramedics will have use of a separate entrance with a secure entry point on the west side of the building adjacent to existing commercial properties. A planting buffer will be installed between the properties.

Visitor parking will be located at the front of the building and be accessible to visitors and other professionals. Sufficient parking exists for all visitors and includes access to both entrance points on Marcella Drive not requiring to loop around the building for entry or exit of the property. The lot along with the sole public entrance will be well-lit and offer camera and patrol of the security guard allotted to the center 24/7.

Landscape Buffering & Fencing

In addition to interior renovations, refurbishing of the exterior, and replacing the roof, windows and doors, the plan would include well-manicured landscaping. This will include the addition of shrubbery and fencing separating it from adjacent properties to promote a warm and discreet treatment setting and to provide additional layer of security for our staff and patrons.

Enclosed Patio

An enclosed outdoor patio area is planned for the residential component of the program reusing the existing outdoor break area used by the previous tenants. The outdoor space for the residents will have a plantings buffer between the adjacent properties and the CSB property. The space will be fenced and only used during daylight hours. There will be a staff member with residents using the space as an area of respite during treatment.





Employees






The site will employ approximately 75 professionals delivering around-the-clock care when at full operating capacity. This will include existing personnel with our emergency services department, discharge planners, and mobile crisis that will add value to the operations. The urgent behavioral health care, 23hr. observation and residential crisis services will share professional staff to include but not limited to:

- Reception
- Environmental Services
- Security
- Direct care professionals
- Certified Peer Support Specialists
- Certified Preadmission Screening Counselors
- Qualified Mental Health Professionals (QMHP)
- Licensed-Eligible Clinicians
- Licensed Clinical Social Workers
- Licensed Professional Counselors
- Registered Nurses (RN)
- Licensed Practical Nurses (LPN)
- Medical & Psychiatric Nurse Practitioners
- Psychiatrists

Security Plan

As a locked facility, the center will be appropriately staffed and secured at all times. Internal and external cameras, and a security system. It will be a locked, secured facility.

Electronic Key Access	
 Tiered Access	<p>Building will utilize tiered access for movement within the center's treatment and office areas</p> <ul style="list-style-type: none"> • One point of entry for the public with capability to be locked for the overnight and be "buzzed in for access" • Treatment areas secured with tiered access and supervision for entry & exit
Doors	
 Exterior Doors	<p>Five entry points into the building</p> <p>Door 1 – Public Wait Room (Visitors)</p> <ul style="list-style-type: none"> • Sole public entrance • Capability to buzz in at vestibule • Cameras interior and exterior <p>Door 2 – Law Enforcement/ First Responder Access</p> <p>Door 3– Delivery Dock</p> <ul style="list-style-type: none"> • Use of current loading dock area • No after-hour deliveries <p>Door 4 – Judge/Personnel Entrance</p> <p>Door 5 – Employee Only Access</p>
 Interior	<p>Tiered-electronic keyed access</p> <p>Addresses movement and restrict access within building & between service areas</p>
External Areas	
 Parking Lot	<p>Parking Lot</p> <ul style="list-style-type: none"> • Resurfaced • Well-lit • Monitored via camera & security patrol • Separate visitor parking • Property offers two entry ways from Marcella Road • One-way traffic loop around the building used by law enforcement, paramedics & staff

 <p>Enclosed Patio</p>	<p><i>Enclosed patio offering respite during client's treatment</i></p>	<ul style="list-style-type: none"> • Limited to residential component • Reuses the existing outdoor break area used by previous tenants • Fenced • Only used during daylight hours • Staff member present with residents • Planting buffer between the adjacent properties & CSB property • No exterior access
 <p>Security Cameras</p>	<p>Security Camera system both interior & exterior</p>	<p>External:</p> <ul style="list-style-type: none"> • Perimeter of building • All entry points • Enclosed patio • Parking areas • Front Visitor Lot & Staff Parking <p>Interior:</p> <ul style="list-style-type: none"> • Front Lobby • Interior doorway for all entry points • Interview/Consult Rooms • 23-Hor & RCSU community spaces • Corridors • Group Rooms / Respite Room • Security Station / First Responder Entrance • Nurses Station • Medication Room
 <p>Barriers</p>	<p>Landscape Buffering & Fencing</p>	<p>Use of Landscape Buffering & Fencing to ensure discreet treatment setting and to provide additional layer of security for our staff and patrons</p>
 <p>Security</p>	<p>Center will contract for 24/7 Security to be onsite</p>	<ul style="list-style-type: none"> • Monitor perimeter (cameras and walk-thru) • Respond to Walk-in reception area & First Responder Entrance • Coordinate with onsite LEO as well as those transferring custody to the onsite officer
 <p>Citac Officer</p>	<p>The current CITAC grant allows for an onsite CIT Officer to transfer custody</p> <p>Current transfer occurs in the CarePlex Emergency Department</p>	<ul style="list-style-type: none"> • Separate from Security • Transfer of Custody enables police return to public safety duties • Sworn Officer – Sherriff's Department • Increase hours 24/7



Law Enforcement

Police

- Offers more efficient use of custody & supervision
- Enables transfer of custody to onsite CIT Officer
- Maintain custody or support operations dependent of number of individuals requiring onsite custody



Consultant

Security Consultant

Have received initial proposal by a security consultant service to provide assessment, consultation & recommendations