The Department of Human Services provides Virginia Beach citizens the opportunity to achieve the highest level of self-sufficiency, safety, and quality of life possible, through an array of coordinated services delivered in a climate of dignity, respect and accountability.
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EXECUTIVE LEADERSHIP TEAM

DANNETTE R. SMITH
Director
As Director of the City of Virginia Beach’s Department of Human Services, Ms. Smith provides leadership to approximately 1,500 staff members and 60 programs. Ms. Smith oversees a budget of over $112 million which funds programs offered to Virginia Beach citizens which allow them the opportunity to achieve the highest level of self-sufficiency, safety, and quality of life possible, through an array of coordinated services which are delivered in a climate of dignity, respect, and accountability. Ms. Smith is dedicated to managing operations and projects successfully while actively exploring opportunities for innovation and expansion.

A visionary leader, Ms. Smith brings with her over thirty years of executive level experience and has led large multi-system organizations in the cities of Seattle, Washington; Atlanta, Georgia; Chicago, Illinois; and Mecklenburg County, North Carolina. With a true and full understanding of all facets of human services including mental health, child welfare and support for children and adults with developmental delays, Ms. Smith is a known subject matter expert and has been selected to speak at industry events throughout the country to discuss her innovative perspective to providing services to the most vulnerable individuals in society.

Ms. Smith attended Eastern Michigan University where she earned a Bachelor of Science degree in psychology and holds a Master of Social Work degree from the University of Illinois. Ms. Smith is a member of the Norfolk State Ethel Strong School of Social Work Board of Directors, The Healing Place of Hampton Roads Board of Directors and an active participant in the Collective Impact in Early Childhood Education Steering Committee for the Hampton Roads area.

DONALD R. KIRTLAND, PhD, LMFT, LPCC
Deputy Director of Continuous Quality Improvement (CQI)
Dr. Kirtland oversees the Continuous Quality Improvement (CQI) division of the Human Services Department. He holds a Bachelor of Business Administration degree in Computer Methods from California State University, Long Beach, a Master in Counseling Psychology degree from the American Behavioral Studies Institute, and received his Doctor of Philosophy degree in Psychology, Summa Cum Laude, from Southern California University. Dr. Kirtland is a Certified Professional of Healthcare Quality (CPHQ) and is a duly licensed clinician (i.e., LMFT, LPCC); he has more than 25 years of experience with IT systems and healthcare quality.
AILEEN L. SMITH
Deputy Director of the Community Services Board (CSB)
Ms. Smith oversees the Mental Health Substance Abuse, Child and Youth and Developmental Services Division’s programs and services. She holds a Bachelor of Science degree in Psychology and Master of Education degree in Counseling from Old Dominion University. Ms. Smith is also a graduate of the University of Virginia’s LEAD training program and has recently been approved for a fellowship with Georgetown University’s Center for Juvenile Justice Reform. Ms. Smith has 24 years of experience in community based programs serving individuals of all ages with behavioral health, substance use and developmental/intellectual disabilities.

GAILYN THOMAS
Deputy Director of Social Services
Ms. Thomas oversees the Social Services division and holds a Bachelor of Arts degree in Social Work from Xavier University of Louisiana and a Master of Social Work from Washington University School of Social Work in St. Louis, Missouri. She completed her post graduate studies at the University of Illinois at Chicago where she worked on her PhD. Ms. Thomas has more than 25 years of executive level experience creating and directing successful programs and initiatives within state government and a strong background in child welfare, child protection, and juvenile justice. Ms. Thomas became a Fellow at Georgetown University after completing the Juvenile Justice and Child Welfare: Multi-System Integration Certificate Program.

DAWN RYKHEART
Business Administrator
Ms. Rykheart manages finance and reimbursement within the Human Services Department. She holds a Bachelor of Science degree in accounting from Kean University in Union, New Jersey. Ms. Rykheart has over 25 years of experience including several years with the City of Norfolk Finance Department as Operations Controller for Norfolk Community Services Board.

ADAM ZUBOWSKY
Media and Communications Coordinator
Mr. Zubowsky is responsible for managing and developing communication policies within the Human Services Department. He also works closely with the Director to promote the mission and vision of the Department, developing community engagement initiatives and liaising with city and state officials to advocate on behalf of the Department, Community Service Board and Social Services Advisory Board. Mr. Zubowsky has experience in state government, communications, government affairs and he holds a Bachelor of Arts in mass communications with a concentration in political communications from Louisiana State University in Baton Rouge, Louisiana.
COMMUNITY SERVICES BOARD PROGRAM INFORMATION
MENTAL HEALTH SUBSTANCE ABUSE (MHSA)

ADULT OUTPATIENT SERVICES
Pre-Registration for Services – (757) 385-0866
(757) 385-0511 - Pembroke 6 / (757) 385-8222 - Magic Hollow 1
Provides Intake assessments and treatment for Virginia Beach residents age 18 and over with substance use, mental
illness and co-occurring disorders. Services include individual, family and group therapy, psychiatric evaluations, and
medication management. A wide variety of group topics are offered including recovery, substance dependence, and
substance use influenced by trauma.

ADULT CORRECTIONAL SERVICES
(757) 385-2131
ACS assists offenders with mental illness or co-occurring disorders the opportunity to access educational and
discharge planning services while at the Virginia Beach Correctional Center. ACS increases treatment compliance
both in the jail and the community, provides intensive re-entry services, reduces recidivism, fosters a commitment
to drug free, violence free, crime free lifestyle, reducing the need for inpatient psychiatric hospitalization, all while
allowing individuals to live in the community with the highest degree of independence.

ADULT DAY TREATMENT
(757) 385-4010
Provides group therapy and education for persons with moderate to severe levels of mental illness, substance use, or
co-occurring disorders.

BEACH HOUSE
(757) 385-6930
Provides support and rehabilitation to adults who have been severely disabled due to serious and persistent mental
illness. This precocial psychiatric rehabilitation program provides opportunities to learn and use independent
living skills and to enhance social and interpersonal skills within a work-ordered day within a supportive and
normalizing program structure and environment.

BEHAVIORAL HEALTH AND WELLNESS PREVENTION
(757) 385-0803
Provides a variety of programs involving youth, families and the schools, intended to prevent or reduce mental health
and substance abuse problems. Programs include suicide intervention, support groups for families dealing with
substance use, school-based violence prevention, HIV education and testing, Mental Health First Aid Training,
Substance Abuse Intervention, and a program to prevent/ reduce the use of tobacco.

CASE MANAGEMENT
(757) 385-4297
Serves consumers with a diagnosis of mental illness and/or substance use disorders who need assistance to identify
and use resources that will promote their highest level of functioning. Also assists consumers to access needed
medical, psychiatric, mental health, substance abuse, social, educational, vocational services and other supports
essential to meeting basic needs and improve their quality of life. Project LINK is a type of case management that
MHSA (CONTINUED)

provides intensive gender-specific services to pregnant, post-partum and parenting women whose lives have been affected by substance use and/or co-occurring disorder. Project LINK reduces a woman's barriers to treatment by providing support services.

**Crisis Management Unit**  
(757) 385-4213  
Crisis Management Unit (CMU) provides quality discharge planning and crisis stabilization services to the residents of Virginia Beach. The staff at CMU offers intensive, structured, individualized services geared to meet the needs of our consumers in order to support the individual in community integration. In addition to the team providing state and local hospital discharge planning and community crisis stabilization services, they also provide peer supported bridging services to consumers in the community in order to reduce psychiatric hospitalization, and enhance their recovery efforts.

**Emergency Services**  
(757) 385-0888  
Provides rapid telephone and in-person crisis assessment, intervention, and consultation 24 hours, seven days a week. Also provides screening for psychiatric hospitalization and crisis stabilization. The Crisis Intervention Team is a community partnership that allows individuals with mental illnesses to be redirected from the Judicial System to the Health Care System. Crisis training is provided to law enforcement officers with the goal of increasing safety and accessing needed mental health services during a crisis response.

**Harbour**  
(757) 385-4010  
An adult psychosocial rehabilitation program that provides structured educational and skill development activities for consumers. These services help promote self-sufficiency and avoid hospitalization. Participation ranges from three to five days per week, four hours per day.

**Office of Consumer and Family Affairs**  
(757) 385-0800  
Consumer and Family Affairs provides education classes, support groups, consultation, resource linkage and advocacy for individuals and families affected by mental illness, substance use disorders and co-occurring disorders. Provides WRAP (Wellness and Recovery Action Plans) classes for people with mental illness, substance use disorders, and co-occurring disorders. Staff also assist with the coordination of the Virginia Beach Community Trust for individuals with mental illness.

**Program of Assertive Community Treatment (PACT)**  
(757) 385-0911  
PACT is an evidence-based, recovery-oriented service delivery model that provides comprehensive, locally based treatment to people with the most serious and persistent mental illnesses. The program is targeted to provide intensive wrap-around services to individuals who have not been responsive to traditional outpatient treatment and who continue to struggle with acute psychiatric symptoms, elevated risk factors, repeated hospitalization, homelessness, and incarceration.
PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)
(757) 636-3160
PATH provides services to individuals with serious mental illness, including those with co-occurring substance use disorders, who are experiencing homelessness or are at imminent risk of becoming homeless.

PATHWAYS CENTER AT BIRDNECK CIRCLE
(757) 385-6950
Facility operates 24 hours, seven days a week providing crisis stabilization for individuals with co-occurring disorders experiencing a psychiatric crisis, medical withdrawal from alcohol and other drugs, and serves as a link to continuing treatment and services.

SENIOR ADULT SERVICES: RESPITE CARE
(757) 385-4135
Respite Care for the Elderly provides in-home caregivers, who relive the family, by providing supervision and socialization to their older loved one.

SUPPORTIVE RESIDENTIAL SERVICES
(757) 385-4024
Provides safe, affordable housing and support services for individuals receiving services through the Mental Health Substance Abuse Division. SRS also provides skill-building services for individuals that meet the licensure and medical necessity criteria for the service. Skill building services are designed to assist individuals with serious mental illness to improve their independent living skills in order to promote wellness and stability in the community.
CHILD AND YOUTH SERVICES

CHILD AND YOUTH MENTAL HEALTH SUBSTANCE ABUSE SERVICES
(757) 385-0850
Serves to enhance the lives of children, adolescents and their families. Child and Youth Services offers an array of services designed to assist children and adolescents who are experiencing emotional difficulties, behavior problems and/or substance abuse. The goal of most treatment plans is to help the child succeed while remaining in the family and in school.

AFTER-SCHOOL THERAPEUTIC DAY TREATMENT (ASTDT)
The goal of this after school program is to increase the social, educational, and psychological development of children in elementary school, grades K- 5 that have a mental health diagnosis. This model of service focuses on clinical intervention and support of the child in the community focusing on skill building. The After School Therapeutic Day Treatment classroom provides consistent structure and staff response to maximize behavioral and therapeutic potential for the child.

CASE MANAGEMENT
Child and youth case management services assists individuals ages 5 – 21, whom are still enrolled in a secondary educational setting, in gaining access to needed medical, social, educational and other services. Services include assessing for individual and family needs, planning services, and linking individual to community supports in an effort to promote goals as developed with the child and family. Assists the individual and family to locate, develop or obtain services, resources and public benefits. The case manager assures the coordination of services and service planning with other providers and human service agencies and systems, such as the public school system, local health and human services departments.

YOUTH MOBILE CRISIS INTERVENTION
The Youth Mobile Crisis Intervention Services Program provides access to immediate mental health care delivered in a person centered manner. Services are available to individuals experiencing acute mental health dysfunction requiring immediate clinical attention. The objectives are to prevent the exacerbation of a behavioral/mental health/substance abuse condition; to prevent injury to the person or others; and to provide treatment in the least restrictive setting. The crisis clinicians make every attempt to offer a crisis assessment within one business day of receiving a referral to the program. Short term counseling is provided in the office and community to include the person’s home, school or other settings appropriate to meeting the needs of the client. All activities are geared toward returning the client/family to pre-crisis level of functioning and to prevent the need for psychiatric hospitalization.

INTENSIVE CARE COORDINATION
Intensive Care Coordination (ICC) provides the coordination of comprehensive community resources and services to children and adolescents who are at risk of entering or who are currently placed in a residential facility. Intensive Care Coordination services are short-term services provided to those children and adolescents who would benefit from a higher level of intensity than can be provided by typical case management services. Services and resources may be formal or informal, and can include educational, financial, legal, vocational, medical, psychiatric, psychological, and social support opportunities. The goal of the ICC service is to maintain the youth in, or transfer the youth to a family based or community based setting. For youth in a residential setting the goal of ICC is to shorten the time needed at a residential placement and decrease the need to re-enter a residential placement after returning to the community.
INTENSIVE SUBSTANCE ABUSE GROUP (ISAG)
This program serves adolescents with co-occurring mental health and substance abuse problems. This intensive treatment program meets three hours per week over a minimum of 20 weeks. Parents and guardians attend a weekly family group. The program uses an evidence-based Cognitive Behavioral Therapy approach.

INTENSIVE IN-HOME SERVICES
An intensive home-based treatment modality designed to prevent youth placement outside the home. Parents receive the support and guidance necessary for them to manage the behavior of their children while the children receive therapeutic interventions to implement strategies to assist them in changing and managing their emotions and behaviors.

OUTPATIENT JUVENILE SEX OFFENDER TREATMENT PROGRAM
This program offers a comprehensive sexual offender assessment and treatment recommendations. For those who are deemed appropriate for treatment in the community, the program offers an intensive program that includes weekly group therapy, weekly individual therapy and family therapy. Semi-annual assessments are completed to ensure that youth are making progress. The Program works closely with the Court Services Unit as well as Juvenile & Domestic Relations court and the Department of Social Services.

OUTPATIENT SERVICES
Provides licensed therapists and board certified psychiatrists to assist with mental health and substance abuse problems for children, adolescents and their families. Each client's needs are assessed at intake and an individualized treatment plan is created with the client and parent(s) or guardian(s). Outpatient treatment may include individual, family or group therapy; multi-family therapy (several families attend together); individualized substance abuse services; and psychiatric evaluation and medication management. Therapists also provide case management functions when needed, such as making referrals to other programs, corresponding with other service providers and family members, and consulting with a multi-disciplinary clinical team at case staffings. The outpatient professionals have extensive training in the field of trauma focused care and utilize progressive treatment modalities.

VIRGINIA INDEPENDENT CLINICAL ASSESSMENT PROGRAM (VICAP)
This service provides evaluations to individuals seeking certain children’s Medicaid-funded mental health services that must have an independent assessment prior to initiation of services. DMAS has designated local Community Services Boards (CSBs) as the agency to conduct these evaluations, which includes Intensive In-Home Services, Therapeutic Day Treatment, and Mental Health Skill Building.
DEVELOPMENTAL SERVICES

CASE MANAGEMENT
(757) 385-0600
Case Management works with the individual and their family to link the individual to needed services and resources and assists with community living to develop the individual's maximum potential; serves individuals with a primary diagnosis of ID. A team approach is used to ensure effective service delivery.

EARLY INTERVENTION / INFANT PROGRAM
(757) 385-4400
Serves children from birth to age three who have developmental delays, atypical behavior, and/or a disabling condition that is likely to result in a delay. Services available include, but are not limited to service coordination, speech, physical, and/or occupational therapy and educational services. The program also offers parent support groups and center based classes and community based group activities.

COMMUNITY EMPLOYMENT OPTIONS (CEO)
(757) 385-0627
Assists Virginia Beach citizens with intellectual and mental health disabilities find meaningful, competitive paying jobs. CEO services enhance community integration through placement in group or individual employment that increases their earning power, enhances their self-image, and creates a sense of pride in their achievements. CEO also provides pre-vocational services that focus on developing basic work skills for individuals interested in future employment opportunities.

PROVIDING ADULTS LEARNING SKILLS (PALS)
(757) 385-4225
This program provides prevocational skills and recreational opportunities to individuals with developmental disabilities. Participants have recently graduated and are awaiting employment, a day support program, or waiver funding. Referrals must come through DS Case Management Services for consumers between 22 years and 25 years of age.

SKILLQUEST
(757) 385-4040
Provides skill building and person centered services to adults 18 years or older with a primary diagnosis of ID many of whom are medically fragile with multiple physical disabilities. Teaching and support is provided in the areas of communication, socialization, academics, independent living, gross and fine motor development, behavioral supports, leisure skills and community exploration.
DEVELOPMENTAL SERVICES (CONTINUED)

GROUP HOMES
(757) 385-0550
Provides services in a group home setting may include support and assistance with money management, personal care, participation in recreational and social activities, and coordination of medical and dental care as needed. Meals are prepared on the premises according to a menu developed with assistance by a registered dietician.

INTERMEDIATE CARE FACILITIES (ICF / IID)
(757) 385-0550
Serves persons age 21 and older who have a diagnosis of intellectual disability (ID), physical impairment, and chronic health issues. ICFs provide around the clock awake care, active treatment, leisure and community activities and most provide 24-hour nursing care. A team of professionals, along with the individual and the authorized representative or legal guardian, develop a plan which provides daily living skills, recreational opportunities and support in coping with disabilities.

SKILLED NURSING SERVICES
(757) 385-0550
Serves individuals who receive Medicaid Waiver Residential Services. These individuals have chronic complex medical conditions that require nursing to remain in a community based setting.

SUPPORTED RESIDENTIAL SERVICES
(757) 385-0550
Individuals receive support, assistance, and instruction on how to be safe and successful members of the community. This program teaches the skills necessary to achieve a better quality of life such as grocery shopping, managing money, and home safety.

ADDITIONAL SERVICES:

RISING TIDES
(757) 385-0550
A psychosocial rehabilitation day program that serves persons with a diagnosis of ID and serious mental illness. The program promotes self-sufficiency to avoid hospitalization.

MENTAL HEALTH SUPPORT SERVICES
(757) 385-0550
Serves those with ID and serious mental illness. Individuals must be willing to reach agreement with staff in developing an individual service plan (ISP). Services may include training or reinforcement of skills and behaviors related to daily living. Services may also include monitoring of health, nutrition and physical condition, and assistance with medication management.
ADULT PROTECTIVE SERVICES (APS)
(757) 385-3550
(888) 832-3858 (Hotline)
APS consists of the identification, receipt, and investigation of complaints and reports of adult abuse, neglect or exploitation (or the risk thereof) as related to adults 60 years or older and incapacitated adults age 18 or older. This service also includes the provision of case management to alleviate the risk of abuse, neglect or exploitation. If appropriate and available, APS may include the provision of or arrangement for home-based care, transportation, adult day services, meal services, legal proceedings, and other activities to protect the adult.

ADULT SERVICES (AS)
Adult Services are designed to allow the adult to remain in the least restrictive setting and function as independently as possible by establishing and/or strengthening appropriate family and social support systems or by supporting the adult in self-determination. Adult Services are provided to impaired adults age 18 or older, and to their families when appropriate. Adult Services may include the provision of case management, home-based care, transportation, adult day services, nutrition services, placement services, and other activities to aid the adult. Virginia Beach offers several options for Adult Services.

ADULT FOSTER CARE (AFC)
A community-based contractual arrangement among a department approved provider, an individual intending to utilize AFC services, and the local department of social services (LDSS). Room, board, supervision, personal care, and other special services are provided to individuals who have a physical or mental health condition or an emotional or behavior problem. No more than three individuals may receive AFC services, whether these services are funded privately or through Auxiliary Grant, at one time in the home of an approved provider.

ASSISTED LIVING
Assessment of individuals who are Auxiliary Grant eligible and seeking Auxiliary Grant coverage for assisted living level of care.

CHILD CARE
Provides child-centered, family focused services that support the family goals of economic self-sufficiency and child development. This program also provides substitute parental care, protections, guidance and early childhood education while parents/caretakers are participating in approved activities of work, school and/or training.

COMPANION SERVICES
Allows individuals to attain or maintain self-care and are likely to prevent or reduce dependency to the extent that federal or state matching funds are available. This is an income eligible program and does not cost those who are determined eligible.

EMPLOYMENT SERVICES
(757) 385-3200
Provides supportive services and employment, education and training opportunities to recipients of Temporary Assistance to Needy Families (TANF). The program also supports the family goals of economic self-sufficiency and
APS & AS (CONTINUED)

child development. In addition, supportive services such as child care, transportation and domestic violence, mental health and substance abuse counseling are offered to meet the individual client/family needs.

- **Child Care** provides child-centered, family focused services to support family goals of economic self-sufficiency and child development. This program also provides guidance to parents in early childhood education while parents/caretakers are participating in approved activities of work, school and/or training.

- **Learnfare** works to ensure all children of TANF recipients are enrolled and attending school on a regular basis. Our department partners the Virginia Beach Public School System to determine how to address truancy and non-enrollment of children. Advocacy services are provided by Family Services Specialist that work directly with the family and the school representative.

- **Supplemental Nutrition Assistance Program Employment and Training (SNAPET)** is an employment program offered to Supplemental Nutrition Assistance Program (SNAP), formally known as Food Stamp, recipients. The program currently serves SNAP volunteers who are able-bodied adults without dependents or returning citizens in need of employment and training.

- **The Virginia Initiative for Employment Not Welfare (VIEW)** provides employment, education, and training opportunities to recipients of Temporary Assistance to Needy Families (TANF). The program offers Virginians living in poverty the opportunity to obtain work, experience and work skills necessary for self-sufficiency; contribute to the self-sufficiency of their families; and achieve economic independence. Supportive services such as child care, transportation, are offered to meet individual client/family needs.

**GUARDIANSHIP**

This program provides oversight of initial and annual reports on the personal status of incapacitated person for whom a guardian was appointed. Provides monthly report findings to Clerk of Courts in appropriate jurisdictions.

**LONG TERM CARE (PAS)**

This program provides assessment for individuals who are Medicaid eligible or will be Medicaid eligible within 180 days of placement and who are seeking Medicaid coverage for nursing facility care.

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAPET)**

This service is an employment program offered to Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamp, recipients. The program currently serves those recipients who are under 60 years old and do not have a high school diploma. Enrollment and attendance at the Virginia Beach Adult Learning Center for ABE/GED classes are encouraged and supported with transportation, registration fees, and child care, if needed.

**VIRGINIA INITIATIVE FOR EMPLOYMENT NOT WELFARE (VIEW)**

(757) 385-3200

(804) 726-7000 (Main Agency-Richmond)

The Virginia Initiative for Employment Not Welfare (VIEW) provides employment, education, and training opportunities to recipients of Temporary Assistance to Needy Families (TANF). The program offers Virginians living in poverty the opportunity to obtain work, experience and work skills necessary for self-sufficiency; contribute to the self-sufficiency of their families; and achieve economic independence. Supportive services such as child care, transportation, are offered to meet individual client/family needs.
**CHILDREN’S SERVICES ACT**

*Children’s Services Act (CSA)* is a collaborative entity established by the Code of Virginia that requires each locality to establish a governance board called the *Community Policy and Management Team (CPMT)* with representatives from Social Services, Mental Health, Juvenile Court Services, and Public Schools. Other members include Health Department, a parent, and providers appointed by the City Council. The CPMT is responsible for appointing a Family Assessment and Planning Team (FAPT) from their participating agencies.

The FAPT is responsible for assessing every child who is referred for CSA funding and utilizing the unified assessment tool to create an Individualized Family Service Plan that drives the services to meet the needs of the child and the family. CSA serves children at risk of entering foster care, foster children who need more services than a regular foster home can provide, children who have an *Individual Education Program (IEP)* and cannot be educated in the public schools, and children who have mental health problems that are severe and disabling in several community settings such as home and school and require intervention beyond the normal agency services provided by the community.

The goal of CSA is to prevent foster care and reduce the need for out of home placement through the development of strong community based services that strengthen youth and their families and enable them to maintain family stability and safety.

**CHILD WELFARE DIVISION**

**Child Protective Services**

(757) 385-3400 (Virginia Beach)
(800) 552-7096 (Toll Free in Virginia)
(804) 786-8536 (Out-of-State)

Child Protective Services (CPS) responds to reports of child abuse and neglect by conducting family assessments and investigations. Specially trained CPS specialists validate, investigate and assess reports of child abuse and neglect in accordance with state statutes. The CPS Hotline screens reports of suspected child abuse and neglect, as well as provides guidance and information in response to requests for resources and support services.

Child Protective Services works to keep children safe; reduce the incidence and recurrence of child abuse and neglect; help children and families recover from the trauma of child abuse and neglect and prevent unnecessary out-of-home placements of children.

In addition to protecting children, CPS specialists provide information and referrals to parenting programs and other helpful resources. Supportive services may be provided to families for which children are assessed to be at risk. Local organizations and human service agencies work together to provide prevention-oriented supports to families at risk of abuse and neglect. The goal is to ensure the safety, well-being and permanency for children.

**Foster Care**

(757) 385-3200

When a child must be removed from home, the initial goal focuses on the provision of services to return the child home. If reunification is not possible, the goal becomes achieving permanency for the child with another family through either adoption or custody transfer to relatives based on the best interests of the child. Permanency also involves facilitating lifelong connections for the child with siblings, extended family, and other significant adults.
Foster care placement is intended to be a temporary rather than a long-term solution to family problems. It is developed in collaboration with the family and based on the needs and best interest of the child.

Placement with a relative who expresses a willingness to provide a long-term commitment to the child is the preferred placement for most children. If placement with a relative is not possible or appropriate, the first alternative to consider should be a non-relative foster family home. Group living arrangements, a residential treatment facility, or an independent living arrangement are other possible placements.

Foster families are recruited, trained, assessed and approved as placement options for incoming foster youth. Foster families are provided guidance and support from Human Services and work as a professional member of the child welfare team to promote permanency and stability for foster youth.

Adoption
(757) 385-3200

Adoption services strive to promote and preserve kinship, sibling and community connections for each child. Permanency is best achieved through a legal relationship such as parental custody, adoption, kinship care or guardianship. Planning for children is focused on preserving their family, reunifying their family, or achieving permanency with another family. The goals of adoption services include:

- Timely permanence for children; the ability to ensure that every child, no matter the child’s or youth’s age, the opportunity for placement in a permanent family;
- Preparing children for the transition to an adoptive family;
- Providing support and services to strengthen the adoptive family; and,
- Providing post-adoption services to optimize the adoptive family functioning.

Fathers In Training
(757) 385-3200

Fathers In Training (F.I.T.) is an education and support program to help men gain insights and skills into parenting and relationships. A key goal of F.I.T. is to help men become more effective parents. Another goal is to provide stability and support for the family by working with fathers. Fathers In Training is a place where men come together to share their experiences and determination to become better men and better fathers. It is an environment that recognizes and defends the dignity and worth of each human being, and strives to support the growth and development of healthy family relationships.
FINANCIAL ASSISTANCE DIVISION (FAD)

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)
(757) 385-3202
TANF provides temporary financial assistance to eligible families with children. To be eligible, a family must be financially needy and must meet certain other requirements. An eligible child must be under 18, or if 18 expected to graduate from high school before age 19; going to school regularly if he is between the ages of 5 and 18; living with a parent, or other relative; and a U.S. citizen or an eligible alien. The amount of the TANF benefit is based on the size of the family and money received from other sources.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) (FORMERLY KNOWN AS FOOD STAMPS)
(757) 385-3202
(800) 552-3431 (Hotline – Richmond)
SNAP is a program to reduce hunger and increase food security. SNAP provides supplemental assistance to eligible individuals and families needing help in buying nutritious food. To be eligible, a person or family must meet standard requirements such as income; resource; citizenship or eligible alien. A SNAP account is established for eligible households and benefits are deposited into an account monthly. An EBT (electronic benefit) card is issued and it is used to purchase eligible food items.

The amount of SNAP benefits is based on the household size, income and shelter deductions. More detailed information about eligibility requirements can be found at www.fns.usda.gov/snap/eligibility. Individuals can apply in person, by mail, or online at www.commonhelp.virginia.gov.

ENERGY ASSISTANCE
(757) 385-3202
The Low Income Home Energy Assistance Program (LIHEAP), a federally funded block grant program, helps keep families safe and healthy through initiatives that assist families with energy costs by offsetting expenses associated with cooling or heating their homes.

The Energy Assistance Program consists of three components: Fuel Assistance, Cooling Assistance and Crisis Assistance. In order to be eligible for any of the components of Energy Assistance, certain citizenship criteria must be met and a household’s income must be less than the maximum.

ALL BENEFITS ARE BASED ON THE AVAILABILITY OF FUNDS.

- **Fuel Assistance Program** (Offset Heating Fuel Costs) helps low income households offset heating fuel costs; applicants must be responsible for paying a heating bill to be eligible. Fuel assistance helps with home heating costs and can be used for connection fees, installation charges and furnace restarts. The program begins the second Tuesday in October and ends the second Friday in November.

- **Cooling Assistance Program** (Cooling Utility Bill and Equipment) helps with cooling equipment repairs, or purchases, and with the payment of an electric bill to operate cooling equipment. In order to be eligible, applicants must be elderly, disabled or have a child under 6 years of age living in the home. The program begins of each year on June 15 and ends August 15. The state of Virginia was allotted $16 million dollars for the program in 2016.

- **Crisis Assistance Program** (Heating Emergencies) helps households with emergency heating costs to include: primary heat security deposits, utility bills, repair and replacement of heating equipment, primary heating fuel or
emergency shelter. The program begins November 1 and ends March 15. Applications are accepted online at https://commonhelp.virginia.gov/access and at the Virginia Beach Human Services Department.

- **Virginia Beach Water Assistance Program** is a locally funded, year round program, and is an agreement between the Virginia Beach Department of Human Services and Virginia Beach Department of Public Utilities. The program is to assist low – income households with bill payment up to a maximum of $300.00 and minor plumbing repairs up to a maximum of $250.00 for owner/occupants that meet the eligibility criteria. In order to be eligible, applicants must be a Virginia Beach resident; meet the HUD section 8 income guidelines; a current customer of Virginia Beach Public Utilities and meet the resource limit. Applications are accepted at the Virginia Beach Department of Human Services.

**MEDICAL ASSISTANCE / FAMIS / GAP**
(757) 385-3202
(855) 242-8282 (FAMIS)
Medical assistance programs cover different groups of people and each program has different eligibility requirements. One covered group may cover children and families of children under 19 year old and pregnant women. Another group could include the aged, blind and disabled group. When a person applies for medical assistance, the person is screened for all possible programs based on his age, income, resources and other information.

If a person is determined to be ineligible for medical assistance, he/she is referred to the Federal Marketplace. The Federal Marketplace will contact the individual and evaluate him/her for other insurances. Individuals can apply for Medicaid in person, by mail, by telephone at (855) 242-8282 or online by visiting www.commonhelp.virginia.gov.

GAP is a NEW program designed for individuals who do not qualify for Medicaid but need help. This program is designed for individuals having mental illnesses or substance abuse issues. The Community Service Board screens for eligibility.

**GENERAL RELIEF**
General Relief is a local program designed to provide maintenance or emergency assistance. There are 2 components of this program. The first component is **cash assistance to individuals** that care for an unrelated child that is under 18 years old or not yet 19 years old and is expected to graduate prior to turning 19 years old. The child must be living in Virginia Beach with an unrelated adult, financially needy and is in school. The second component of General Relief is **cremation or burial assistance.** This component is for expired residents of Virginia Beach that are in need of this financial service and who has no insurance/resources and no responsible relatives.
COMMUNITY PLACEMENT PROGRAM (CPP)
The CPP program provides an opportunity for residents, in the custody of the Department of Juvenile Justice (DJJ), to transition back into their home communities prior to their official release from the DJJ. The goal of CPP is to provide an environment where residents can practice and master skills necessary to increase their chances of success after release.

EDUCATIONAL PROGRAM
The Virginia Beach City Public School District provides a formal educational program for all youth in the center. Teachers instruct on all core classes and special education classes. They also teach life and vocational skills and GED preparation.

MEDICAL SERVICES
JDC has two LPNs and two Medical Health Clinicians, one of which is a Licensed Clinical Social Worker (LCSW), on staff. Each resident receives a medical and mental health screenings during the admission process and a physical exam within five days of admission. The medical team will also attend to all immediate medical needs during the resident’s incarceration.

PRE-DISPOSITIONAL (PRE-D) PROGRAM
Pre-D provides non-adjudicated residents with services, such as Cognitive Behavioral Interventions, crisis counseling, case management, and more. The program consists of one mental health clinician and one LCSW.

POST-DISPOSITIONAL (POST-D) PROGRAM
This is a dispositional alternative for juvenile offenders who meet the program criteria and may benefit from short-term confinement and treatment while in a controlled setting. The program focuses on a wide range of treatment needs and life skills.

REENTRY PROGRAM
This program offers a combination of services and resources to remove hurdles and barriers to assist residents in becoming successful members of the community.

COMMUNITY CORRECTIONS AND PRETRIAL
(757) 385-4689
Community Corrections and Pretrial conducts interviews and investigations on incarcerated adult defendants scheduled to appear in arraignment court; the information from this investigation provides assistance to the Courts in making release decisions. Adult defendants and offenders are supervised in the community on pretrial or probation supervision. Pretrial supervision is pre-adjudication of a criminal charge and Community Corrections Probation is post-disposition of a criminal charge.
The CQI division assists the Department Director, Medical Director, Deputy Directors, Supervisors and staff with interpretation, implementation, management, and monitoring of Corporate Compliance issues and Federal and state regulatory program requirements. The CQI division also facilitates the implementation of departmental IT needs. The specific Federal and state regulatory requirements include, but are not limited to:

- **Virginia Department of Social Services (VDSS)**
- **Virginia Department of Behavioral Health and Developmental Services (DBHDS)** - Licensure, Human Rights, Internal Audit, etc.
- **Virginia Department of Health** – Intermediate Care Facilities (ICF) Regulations
- **Freedom of Information Act Federal Stakeholders**
- **Health Information Portability Accountability Act (HIPAA)**
- **Code of Federal Regulations Title 42** - Federal substance abuse treatment provider confidentiality laws
- **Virginia Department of Medical Assistance (DMAS)** – For all regulations related to provision of Medicaid reimbursable services.
- **Federal Center for Medicare and Medicaid Services (CMS)** – For all regulations related to provisions of Medicare reimbursable services.
- **Virginia Department of Juvenile Justice**
- **Virginia Beach and HSD’s Code of Ethics**
- **Virginia Beach and HSD’s Corporate Compliance Policies and Procedures**

In addition to oversight of regulatory requirements, the CQI division is dedicated to the following:

- **Management of the Electronic Health Record (EHR) system for the CSB division.**
- **Review, Monitor, Conduct and Track Investigations**
- **Oversight of Records**
- **Freedom of Information Act (FOIA) Records Requests**
- **Manage CARF Accreditation Process**
Virginia Beach Department of Human Services
3432 Virginia Beach Boulevard
Virginia Beach, VA 23452
(757) 385-3200
www.vbgov.com/hs

Please visit our website for additional program details and descriptions, contact information, resource information and a calendar of events.