

# RESOURCE GUIDE

City of Virginia Beach Human Services Department







# RESOURCE GUIDE

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# EXECUTIVE LEADERSHIP TEAM

## **DANNETTE R. SMITH**

### *Director*

As Director of the City of Virginia Beach Human Services Department, Ms. Smith provides leadership to approximately 1,600 staff members and 60 programs. Ms. Smith oversees a budget of over \$117 million which funds programs offered to Virginia Beach citizens providing them 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. 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 Chicago, Illinois; Mecklenburg County, North Carolina; Atlanta, Georgia; and Seattle, Washington. 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 at Chicago. Ms. Smith is a member of the Norfolk State Ethel Strong School of Social Work Board of Directors and The Healing Place of Hampton Roads Board of Directors. She was recently appointed to the National Board of The Association for Treatment and Training in the Attachment of Children (ATTACH) and was selected to become a member of the Steering Committee for Minus 9 to 5, which helps improve the lives of Hampton Roads youngest residents and families from conception to kindergarten.

## **ANDREA L. LOWE, MPH, CPH**

### *Strategic Analyst*

Ms. Lowe is responsible for assisting the Director with long- and short-term strategic planning within the Human Services Department. She works across the leadership team to advise the Department on operational and administrative processing and reporting and develops strategies to continue the Department's commitment to implementing high quality programs for citizens of Virginia Beach. Ms. Lowe holds a Bachelor of Science degree in Biochemistry from Virginia Tech and a Master of Public Health degree in Health Policies and Programs and has nearly 10 years of experience in policy and program management specializing in health equity, minority health, and improving access to care.

## **WENDY T. VOLIVA**

### *Media and Communications Coordinator*

Ms. Voliva leads the departmental media and communication initiatives including internal and external communications, media inquiries and board advocacy. Ms. Voliva has over 20 years of experience in the marketing and communications industry. She holds a Bachelor of Science degree in marketing, from The University of North Carolina at Wilmington and is a member of the Hampton Roads Chapter of Public Relations Society of America (HR-PRSA).

**AILEEN L. SMITH*****Deputy Director of Behavioral Health Developmental Services***

Mrs. Smith has worked in the field of intellectual disabilities, mental health, and substance use services for the last 25 years. Mrs. Smith began her career working for First Hospital Corporation and the Barry Robinson Center. In 1995, Mrs. Smith started her employment with the Norfolk Community Services Board (NCSB). She performed many different leadership roles for the NCSB including Intellectual Disability Director and Community Support Director. In February of 2012, Mrs. Smith was hired into a leadership position in the City of Virginia Beach Human Services Department. She was promoted to CSB Deputy Director on March 16, 2013. Mrs. Smith has a Bachelor's degree in Psychology and a Master's degree in Counseling from Old Dominion University. She is a graduate from the LEAD Leadership program at the University of Virginia, and is a Fellow of Georgetown University's Center for Behavioral Health and Justice. Mrs. Smith also served as a member of the Center Advisory Committee (CAG) for Behavioral Health and Justice established by former Governor McAuliffe and serves as a member of Governor Ralph Northam's Policy Council on Mental Health.

**GAILYN T. 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.

**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 dually licensed clinician (i.e., LMFT, LPCC); he has more than 25 years of experience with IT systems and healthcare quality.

**PATRICK K. PENDLETON, MBA, IPMA-SCP, RPL*****Human Resources Administrator***

Mr. Pendleton oversees the Human Resources Division within the Human Services Department. Mr. Pendleton has 20 years of administrative leadership and supervisory experience, training, and 15 years of organizational budgetary and human resources experience in federal, state and local government.

**DAWN F. RYKHEART*****Business Administrator***

Ms. Rykheart manages the Business Administration Division of 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 across public and private organizations, including ten years with the City of Norfolk serving in the Finance and Budget offices, and as the Operations Controller for Norfolk Community Services Board.





# **BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES PROGRAM INFORMATION BEHAVIORAL HEALTH**

## **ADULT OUTPATIENT SERVICES**

*Pre-Registration for Services – (757) 385-0866  
(757) 385-0511 - Pembroke 6 / (757) 385-8222 - Magic Hollow I*

Adult Outpatient Services 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*

Adult Correctional Services (ACS) assists offenders with mental illness or co-occurring disorders 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, and 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*

Adult Day Treatment 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*

This is an adult psychosocial rehabilitation program for adults with a serious and persistent mental illness that focuses on vocational readiness. Within a normalizing and supportive environment, individuals gain opportunities to learn and utilize independent living skills. The work-ordered day and psychoeducational groups provide a therapeutic setting where interpersonal skills and overall wellness can be enhanced.

## **BEHAVIORAL HEALTH AND WELLNESS PREVENTION**

*(757) 385-0803*

Behavioral Health and Wellness Prevention provides a variety of programs involving youth, families and the school system to prevent or reduce mental health and substance use 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 Use Intervention, and a program to prevent/reduce the use of tobacco.

## **CASE MANAGEMENT**

*(757) 385-4297*

Case Management 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. Case Management also assists consumers to access needed medical, psychiatric, mental health, substance use, social, educational, vocational services and other supports essential to meeting basic needs and improve their quality of life.

## **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*

This service provides rapid telephone and in-person crisis assessment, intervention, and consultation 24 hours, seven days a week. Emergency Services 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*

Harbour is an adult psychosocial rehabilitation program that provides structured educational and skill development activities for consumers. These services help promote self-sufficiency and avoid hospitalization. Consumers participate in the four-hour program from three to five days per week.

## **OFFICE OF CONSUMER AND FAMILY AFFAIRS**

*(757) 385-0800*

The Office of Consumer and Family Affairs (OCFA) 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. OCFA provides Wellness and Recovery Action Plans (WRAP) classes for people with mental illness, substance use disorders, and co-occurring disorders. The staff also assists individuals with the coordination of the Virginia Beach Community Trust for individuals with mental illness.

## **OPIOID PREVENTION TREATMENT RECOVERY – MEDICATED ASSISTED TREATMENT**

*HELPLINE (757) 264-231*

The Opioid Prevention Treatment Recovery (OPT-R) – Medicated Assisted Treatment (OPTR MAT) program assists citizens of Virginia Beach with opiate addictions. The service is intended to support Opioid Replacement Treatment (ORT) and to break down barriers to successful treatment, e.g. utility assistance, housing, childcare transportation, etc., and to provide increased treatment supports, such as, residential or outpatient supports.

## **OPIOID PREVENTION TREATMENT RECOVERY – PEER RECOVERY SERVICES**

*WARMLINE (757) 402-6190*

Opioid Prevention Treatment Recovery (OPT-R) Regional Peer Recovery Specialists (PRS) deliver peer services to individuals that present to Hampton Roads' Emergency Departments with an Opioid Use Disorder. The PRS also provide recovery supports on a Warmline that is managed by individuals in recovery with lived experiences.

## **PROGRAM OF ASSERTIVE COMMUNITY TREATMENT**

*(757) 385-0911*

The Program of Assertive Community Treatment (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.

## **PROJECT LINK**

*(757) 385-0810*

Project LINK is a type of case management that 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 care coordination and support services.

## **PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS**

*(757) 636-3160*

Projects for Assistance in Transition from Homelessness (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*

The Pathways Center 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 relief to in-home caregivers by providing supervision and socialization to their older loved one.

## **SUPPORTIVE RESIDENTIAL SERVICES**

*(757) 385-4024*

Supportive Residential Services (SRS) provides safe, affordable housing and support services for individuals receiving services through the Behavioral Health Division. SRS provides skill-building services for individuals that reside in Behavioral Health residential settings and also 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 BEHAVIORAL HEALTH SERVICES**

*(757) 385-0850*

The Division of Child and Youth serves to enhance the lives of children, adolescents and their families. Child and Youth Behavioral Health 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 both the family and school setting.

## **AFTER-SCHOOL THERAPEUTIC DAY TREATMENT**

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 assist individuals ages 5 – 21, whom are still enrolled in a primary or 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 developed with the child and family. Case Management also includes assisting the individual and family to locate and 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.

## **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 in the residential placement and decrease the need to re-enter a residential placement after returning to the community.

## **INTENSIVE SUBSTANCE ABUSE GROUP**

This program serves adolescents with co-occurring mental health and substance use 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 the evidence-based Cognitive Behavioral Therapy—Substance Abuse approach.

## **OUTPATIENT SERVICES**

Outpatient services provide licensed therapists and a board certified psychiatrist 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 evidence-based models such as Eye Movement Desensitization and Reprocessing (EMDR) and Trauma-Focused Cognitive Behavioral Therapy (TF-CBT).

## **YOUTH MOBILE CRISIS INTERVENTION**

The Youth Mobile Crisis Intervention Services Program provides access to mental health care delivered in a person centered manner for 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.

## **YOUTH WITH SEXUALIZED BEHAVIOR 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.

## **DEVELOPMENTAL SERVICES**

### **CASE MANAGEMENT**

*(757) 385-0600*

Case Management serves individuals with developmental disabilities and 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. A team approach is used to ensure effective service delivery.

### **COMMUNITY EMPLOYMENT OPTIONS** *(757) 385-0627*

Community Employment Option (CEO) 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.

### **EARLY INTERVENTION / INFANT PROGRAM**

*(757) 385-4400*

The Infant Program 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.

## **GROUP HOMES**

*(757) 385-0550*

Group Homes provide services in a residential home setting and 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.

## **INTERMEDIATE CARE FACILITIES**

*(757) 385-0550*

The Intermediate Care Facilities (ICF/IID) serve 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.

## **PROVIDING ADULTS LEARNING SKILLS**

*(757) 385-4225*

Providing Adults Learning Skills (PALS) provides prevocational skills and recreational opportunities to individuals with developmental disabilities. All participants have recently graduated and are awaiting employment, a day support program, or waiver funding. Referrals are for consumers between 22 years and 25 years of age and must come through Developmental Services' Case Management Services.

## **SKILLED NURSING SERVICES**

*(757) 385-0550*

This program serves individuals who receive Medicaid Waiver Residential Services. These individuals have chronic complex medical conditions that require nursing to maintain physical health and remain active in a community based setting.

## **SKILLQUEST**

*(757) 385-4040*

SkillQuest provides skill building and person-centered services to adults 18 years or older with a primary diagnosis of an intellectual disability (ID). Many of whom are medically fragile with multiple physical disabilities, this program provides teaching and support in the areas of communication, socialization, academics, independent living, gross and fine motor development, behavioral supports, leisure skills and community exploration.

## **SUPPORTED RESIDENTIAL SERVICES**

*(757) 385-0550*

Individuals in Supported Residential Services 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**

### **MENTAL HEALTH SUPPORT SERVICES**

*(757) 385-0550*

Mental Health Support Services serve those with intellectual disabilities (ID) and serious mental illness. Individuals in this program work with staff to develop an individual service plan (ISP). Services may include training or reinforcement of skills and behaviors related to daily living, health, nutrition and physical condition monitoring and assistance with medication management.

### **RISING TIDES**

*(757) 385-0550*

This program is a psychosocial rehabilitation day program that serves persons with a diagnosis of intellectual disability (ID) and serious mental illness. The program promotes self-sufficiency to avoid hospitalization.





# DEPARTMENT OF SOCIAL SERVICES PROGRAM INFORMATION

## ADULT PROTECTIVE SERVICES AND ADULT SERVICES DIVISION

### ADULT PROTECTIVE SERVICES

(757) 385-3550

(888) 832-3858 (Hotline)

Adult Protective Services (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

Adult Services (AS) 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

Adult Foster Care (AFC) is 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.

### COMPANION SERVICES

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

### 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 PREADMISSION SCREENING

The Long-Term Care Preadmission Screening 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, PACE program and personal care.

## **EMPLOYMENT SERVICES PROGRAMS**

(757) 385-3200

Provides supportive services and employment, education and training opportunities to recipients of Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program Employment and Training (SNAPET). The program also supports the family goals of economic self-sufficiency and child development. In addition, supportive services are offered such as child care and transportation. Domestic violence, mental health and substance abuse counseling are offered through the Employment Advancement for TANF Participants Grant to meet the individual and family needs.

## **CHILD CARE**

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**

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

## **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING**

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, prioritizing those who are able-bodied adults without dependents or returning citizens in need of employment and training.

## **THE VIRGINIA INITIATIVE FOR EMPLOYMENT NOT WELFARE**

The Virginia Initiative For Employment Not Welfare (VIEW) program 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 and transportation are offered to meet individual client/family needs.

## **CHILDREN'S SERVICES ACT**

(757) 385-3258

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 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 enabling them to maintain family stability and safety.



## CHILD WELFARE DIVISION

### 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.

### 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.

### 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.

## 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.

## FOSTER PARENT RECRUITMENT AND TRAINING

(757) 385-3200

The Resource Development unit is responsible for the recruitment and training of foster parents. This program focuses on the location, identification, and education of families who are interested in being foster parents. These foster parents can either be related (kinship) or non-related foster parents.

## PREVENTION SERVICES

(757) 385-3200

The Child Welfare Division provides short-term case management services designed to connect families with an array of community-based services. Prevention services are designed to strengthen families and reduce the risk of child maltreatment.

## FINANCIAL ASSISTANCE DIVISION

The Financial Assistance Division (FAD) supports energy assistance, medical assistance, SNAP, TANF, and General Relief for eligible citizens in Virginia Beach. Individuals can check their eligibility and apply for services by calling Cover Virginia at 1-855-242-8282 or the Enterprise Call Center at 1-855-635-4370, applying online at [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov), printing and completing a paper application available at the Common Help website and mailing it or applying in-person at the Human Services Department.

## 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.

*ALL BENEFITS ARE BASED ON THE AVAILABILITY OF FUNDS*

- **Fuel Assistance Program** helps low income households offset heating fuel costs. Only applicants who are responsible for paying a heating bill are 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** 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.
- **Crisis Assistance Program** assists 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, annually.
- **Virginia Beach Water Assistance Program** is a locally funded, year-round program, through a partnership 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 \$350, and minor plumbing repairs up to a maximum of \$250 for the owner, annually. Eligibility criteria and additional details about the program are available at [www.vbgov.com/government/departments/human-services/financial-assistance/Pages/default.aspx](http://www.vbgov.com/government/departments/human-services/financial-assistance/Pages/default.aspx).

In order to be eligible, applicants must be a Virginia Beach resident and reside at the registered property; an active residential water service customer of VB Public Utilities; the bill must be in the application's name and the applicant must meet the resource limitations. Applications are accepted at the Virginia Beach Department of Human Services and applications are also available on the department's website.

## GENERAL RELIEF

General Relief is a local program designed to provide maintenance or emergency assistance. There are two 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.

## 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. Eligible individuals include 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](http://www.commonhelp.virginia.gov).

GAP is a 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.



## **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM**

(757) 385-3202

(800) 552-3431 (*Hotline – Richmond*)

The Supplemental Nutrition Assistance Program (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](http://www.fns.usda.gov/snap/eligibility). Individuals can apply in person, by mail, or online at [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov).

## **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**

(757) 385-3202

Temporary Assistance for Needy Families (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.

## **JUVENILE DETENTION CENTER**

(757) 385-1220

The Juvenile Detention Center (JDC) provides temporary and safe custody of juveniles with criminal charges that requires a restricted environment for their own protection or that of the public. While residing at the JDC, a number of programs and services are provided on site to assist residents throughout their detention.

## **COMMUNITY PLACEMENT PROGRAM**

The Community Placement Center (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, special education classes and also teach life and vocational skills and GED preparation.

## **MEDICAL SERVICES**

The Juvenile Detention Center has two Licensed Practical Nurses (LPNs) and two Mental Health Clinicians, one of which is a Licensed Clinical Social Worker (LCSW), on staff. Each resident receives a medical and mental health screening during the admission process and a physical exam within five days of admission. The medical team also attends to all immediate medical needs during the resident's incarceration.

## **PRE-DISPOSITIONAL PROGRAM**

The Pre-Dispositional Program (Pre-D) provides non-adjudicated residents with services, such as educational classes, recreational activities, well-balanced meals, medical services, mental health services and continuous supervision. Residents are required to treat staff, visitors and each other appropriately and a behavioral management system is in place to ensure compliance with the rules of the facility. The Youth Services Supervisors provide for the safety and security of the residents.

## POST-DISPOSITIONAL PROGRAM

The Post-Dispositional Program (Post-D) is an alternative for juvenile offenders who meet the program criteria and may benefit from short-term confinement and treatment while in a controlled setting. This six month program serves court-ordered youth providing family and individual counseling, therapeutic groups, community outings and education. Post-D residents transition back into the community towards the end of their placement. They are temporarily released to spend time with family and pursue vocational opportunities.

## REENTRY PROGRAM

This program is designed to assist residents transition from state commitment to their home community. Residents serve the last 30-90 days of commitment in the Reentry Program. The program offers a combination of services and resources to remove hurdles and barriers. The goal is to assist residents in becoming successful, productive and contributing members of their community and society. Services and resources are provided by the Juvenile Detention Center and other community-based reentry services providers to assist in relapse prevention and family engagement.

## 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.

## CONTINUOUS QUALITY IMPROVEMENT PROGRAM

(757) 385-0642

The Continuous Quality Improvement (CQI) Division assists the Department Director, Medical Director, Deputy Directors, Supervisors and staff with all reporting and data management needs, including creation and management of the Department's dashboards and report cards. The Division provides guidance, interpretation, implementation, management, enforcement, and monitoring for compliance issues and for Federal and State regulatory statutes. The CQI Division also facilitates the implementation of the department's information technology (IT) hardware and software needs, including the department's Comprehensive Health Record (CHR) system. The specific Federal and State regulatory requirements include, but are not limited to:

- Code of Federal Regulations, Title 42, Part 2 - Federal substance abuse treatment provider confidentiality laws
- Federal Center for Medicare and Medicaid Service (CMS) – For all regulations related to provisions of reimbursable services
- Freedom of Information Act (FOIA) – Compliance and facilitation of responses to records requests
- Health Insurance Portability and Accountability Act (HIPAA) – Federal law related to maintaining the confidentiality of all client treatment records
- Human Rights Compliance - Facilitation of tracking, investigation and response to program incidents and internal audit, etc.
- Virginia Beach and Human Services Code of Ethics
- Virginia Beach and Human Services compliance policies and procedures
- Virginia Department of Behavioral Health Developmental Services (DBHDS) – Office of Licensure
- Virginia Department of Health – Intermediate Care Facilities (ICF) Regulations
- Virginia Department of Juvenile Justice
- Virginia Department of Medical Assistance – For all regulations related to provision of Medicaid reimbursable services
- Virginia Department of Social Services (VDSS)

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

- Facilitation of and oversight for the CARF program accreditation process
- Management of the Comprehensive Health Record (CHR) system
- Oversight of the Department's client records (paper and electronic)

**The Human Services Department 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.**



*City of Virginia Beach*

**Human  
Services**

**City of Virginia Beach  
Human Services Department**  
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Virginia Beach, Virginia 23452  
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[www.vbgov.com/hs](http://www.vbgov.com/hs)