**Executive Leadership Team**

**Dannette R. Smith**  
*Director, Human Services Department*  
Ms. Smith leads over 1,200 employees across eight divisions and manages a budget in excess of $109 Million. This budget funds approximately 60 programs offering 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 which are delivered in a climate of dignity, respect, and accountability. Ms. Smith holds a Bachelor of Science degree in psychology from Eastern Michigan University and a Master of Social Work degree from the University of Illinois. Ms. Smith has over 30 years of leadership experience in human services with the cities of Seattle, Washington; Atlanta, Georgia; Chicago, Illinois; and Mecklenburg County, North Carolina.

**Donald R. Kirtland, PhD, LMFT, LPCC**  
*Deputy Director, Continuous Quality Improvement*  
Dr. Kirtland oversees the CQI division of the Human Services Department. He holds a Bachelor of Business Administration degree in computer methods from California State University, Master in Counseling Psychology degree from the American Behavioral Institute in Santa Ana, California and received his Doctor of Philosophy degree in psychology, Summa Cum Laude, from Southern California University. Dr. Kirtland has more than 25 years of experience in IT and healthcare.

**Aileen L. Smith**  
*Deputy Director, Director of Community Services Board*  
Ms. Smith oversees the Mental Health Substance Abuse and Developmental Services division programs and 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. Ms. Smith has over 23 years of experience in community based programs serving individuals of all ages with behavioral health and developmental/ intellectual disabilities.

**Gailyn Thomas**  
*Deputy Director, Director of Social Services*  
Ms. Thomas oversees the Social Services division and holds 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. Ms. Thomas has more than 20 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.

**Eddie Antoine, II**  
*Human Resources Administrator, Human Services Department*  
Mr. Antoine oversees the Human Resources division of the Human Services Department. Mr. Antoine received his Bachelor of Arts degree in Spanish from Jackson State College in Jackson, Mississippi and served in the US Navy, retiring at the rank of Commander. Mr. Antoine earned a Master of Public Administration degree from the John F. Kennedy School of Government at Harvard University and has over 20 years of leadership experience in human resources with the cities of Norfolk, Newport News and Virginia Beach, Virginia.
EXECUTIVE LEADERSHIP TEAM CONTINUED

STACEY DURR
Strategic Analyst, Human Services Department
Ms. Durr provides advice and service to the director’s office on specific operational and administrative systems and functions within the department, along with recommendations for improvements. She received her Bachelor of Arts in behavioral science and her Master of Education with a concentration in psychology from Salisbury University. She has 20 years of experience in five different states to include ICF-MR facility, mental health group homes, state mental health inpatient facility, mental health outpatient services, child welfare, and residential treatment.

DR. RUDOLPH FREEMAN, JR.
Medical Director, Department of Human Services
Dr. Freeman is responsible for medical services within the Community Services Board and Social Services divisions. He also collaborates with outside agencies with an emphasis on the integration of primary care and behavioral health services. Dr. Freeman received his Bachelor of Science degree in biology from Hampton Institute and his Doctor of Medicine from the Medical College of Virginia at Virginia Commonwealth University. He completed internship, residency and fellowship at the University of Pittsburgh Health Sciences Center and received board certification in adult and geriatric psychiatry. Dr. Freeman is board certified in adult and geriatric psychiatry and has 30 years of executive leadership experience in the medical setting.

DAWN RYKHEART
Business Administrator, Administrative Services
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.

WITCHDUCK ANNEX
256/258 NORTH WITCHDUCK ROAD
VIRGINIA BEACH, VIRGINIA 23462
## City of Virginia Beach Human Services Department

### What we do:

Receive reports and conduct investigations to determine the need for protective services and provides or arranges for services as needed.

Reports may be made Monday through Friday, between 8:00 a.m. - 5 p.m. on our hotline at (757) 385-3550

If calling after hours or on the weekends please use the Virginia state hotline at 1-888-83ADULT.

The APS Unit is located at:
Witchduck Annex
256/258 N. Witchduck Road
Virginia Beach, 23462

### Adult Protective Service and Adult Service Programs

#### Adult Protective Services (APS)

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.

#### 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.

#### Guardianship:

Provide 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):

Provide 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.
EMERGENCY SERVICES

EMERGENCY SERVICES (ES)
ES seeks to provide immediate mental health services to persons experiencing a crisis involving mental illness, substance abuse, or intellectual disability through the most appropriate and least restrictive means of intervention available in the community. Intervention includes the involvement of significant others, as appropriate, and with the consent of persons served.

Program services target the assessment and immediate stabilization of acute symptoms of mental illness, alcohol and other drug abuse, and emotional distress presented by Virginia Beach residents and persons physically located in the City of Virginia Beach without regard to race, sex, age, life-style, religion, ethnic origin, handicapping condition, or income. Conditions requiring psychiatric interventions may include attempted suicide, suicidal ideation, substance abuse, depression, psychosis, presence of delusions, violence or other rapid changes in behavior.

Emergency Services program goals:

♦ Provide crisis intervention services to prevent, or reduce days of, incarceration and insure appropriate access to inpatient hospitalization of persons presenting acute symptoms of mental illness, alcohol and other drug abuse, and emotional distress.
♦ Provide community-based crisis intervention services aimed at the assessment and stabilization of acute symptoms of mental illness, alcohol and other drug abuse, and emotional distress with timely transition to less intensive services, as needed.
♦ Provide crisis intervention services for which consumers report a positive level of satisfaction.

The PACT program is an evidenced-based, recovery-oriented service delivery model that provides comprehensive 24/7 wrap around services to individuals with severe and persistent mental illness. 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. Multiple services are provided to meet the complex treatment, rehabilitation and support needs of PACT clients. To meet these complex needs, PACT services are delivered by a group of multidisciplinary mental health staff who work as a team including a psychiatrist, nurses, clinicians, peers, and substance abuse and vocational specialists. Intensive services are provided to enrolled clients 24 hours a day, seven days a week, 365 days a year in a manner not possible with the limited resources of the traditional outpatient setting.

The PACT team is mobile and delivers the majority of services in community locations in order to increase engagement and integration. The primary goal of PACT is to reduce hospitalization, incarceration, homelessness, and crisis episodes while promoting overall wellness, safety and community stability for the consumers we serve.

WHAT WE DO:
Managed under the Community Services Board, emergency services programs provide immediate telephone and in-person crisis assessment, intervention, consultation and screening for psychiatric hospitalization and crisis stabilization.

Help is available 24 hours, seven days a week on our emergency hotline at (757) 385-0888

The ES Unit is located at:
Witchduck Annex
256/258 N. Witchduck Road
Virginia Beach, 23462

WHAT WE DO:
As part of the Mental Health Substance Abuse Division system of care, PACT provides intensive services using a multidisciplinary treatment approach. Services are available 24/7 and are primarily provided in community settings.

The PACT Unit is located at:
Witchduck Annex
256/258 N. Witchduck Road
Virginia Beach, 23462
(757) 385-0911
Behavioral Health and Wellness Prevention Services

Applied Suicide Intervention Skills Training (ASIT)

ASIST is an evidenced-based course designed to help participants recognize and review risk of suicide, and intervene to prevent the immediate risk of suicide. Skill development is achieved through mini-lectures, facilitated discussions, group simulations, and role play.

Celebrating Families!

Celebrating Families CF!, is an evidence based support group for families where one or both parents have a serious problem with alcohol or other drugs. The program works with every member of the family to strengthen recovery from alcohol and/or other drugs and increase successful family reunification.

Have Empathy and Respect for Others (H.E.R.O.)

(H.E.R.O.) is a school based violence prevention program which is offered at select elementary schools on the City of Virginia Beach. The program utilizes the evidence based Steps to Respect curriculum, a nationally recognized bullying prevention program designed to decrease bullying and help students build coping.

HIV Services

HIV Education focuses on providing education to at-risk populations concerning transmission, risk factors, protecting self and knowing one’s status through HIV testing. Special events are held periodically to promote HIV awareness. Free testing provided via presentations, events and in the Prevention Services office.

Mental Health First Aid (MHFA)

MHFA training is designed to train lay persons in the community on how to reduce stigma and provide support to an individual maybe experiencing mental illness or a mental health crisis.

Substance Abuse Intervention Program (SAIP)

SAIP offers a ten day, thirty hour program utilizing the evidence-based practice curriculum Project towards No Drug Abuse (TND). It is an alternative to expulsion for middle school and high school students who are first-time violators of the school board policies regarding substance use/abuse.

SYNAR/Merchant Education

SYNAR is a federally mandate effort designed to reduce youth access to tobacco products and support retail compliance with Alcohol Beverage Control (ABC) guidelines via merchant education.

Youth and Community Action Team (YCAT)

YCAT is the substance abuse prevention coalition for the City of Virginia Beach. The coalition is based on the nationally recognized Community Anti-Drug Coalitions of America (CADCA) model. YCAT members represent the 12 sectors of the community including law enforcement, faith groups, educational institutions, youth, families, government agencies, media, health care, schools, businesses and organizations involved in substance abuse reduction.
CONTINUOUS QUALITY IMPROVEMENT PROGRAM (CQI)

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 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** when there are any allegations of neglect, abuse or exploitation according to the State Human Rights regulations; complete clinical chart reviews; review program charts to insure compliance with federal and state guidelines and regulations.
- **Oversight of Records Management** – Coordinate and authorize records storage and destruction.
- **Freedom of Information Act (FOIA) Records Requests** – Coordinate the continuing development and administration of the Department’s records requests program utilizing Virginia Department of Social Services’ online record (OASIS), Adult Protective Services online record (ASAPS), Liaison to Licensure – Initiate Licensure applications, renewals and modifications.
- **Manage CARF Accreditation Process** – Serves as the lead division in the coordination of required documentation for the performance, efficiency, effectiveness and satisfaction in maintaining accreditation of the Department’s community employment programs.

City of Virginia Beach Human Services Department

WHAT WE DO:
Use technology to provide checks and balances and ensure city, state and federal compliance for all aspects of DHS processes and business workflows.

The CQI Unit is located at the Witchduck Annex
256/258 N. Witchduck Road
Virginia Beach, 23462
(757) 385-0642