



City of Virginia Beach  
**Human Services**

**VIRGINIA BEACH COMMUNITY SERVICES BOARD**

Department of Human Services

Thursday, September 24, 2020

8:30 a.m. – 10:30 a.m.

*Virtual Meeting Held via Webex*

**Meeting Minutes**

*On March 12, 2020, Governor Northam declared a state of emergency due to COVID-19. Because of the catastrophic nature of the declared emergency, it is impracticable and unsafe to assemble a quorum of the Community Services Board in a single location. In accordance with Virginia Code § 15.2-1413 and the City's Continuity of Government Ordinance adopted on September 15, 2020, and Chapter 1289 of the 2020 Acts of Assembly, this meeting of the Community Services Board was conducted by electronic means.*

*\*Due to technical problems of which the primary DHS staff and Chair were unaware until after the meeting concluded, this meeting was not recorded, but steps have been taken with the City's IT Department to ensure that this problem (exceeding storage space) will not prevent recordings of future meetings.*

| <b>Board Members Present</b> | <b>Board Members Absent</b> | <b>Staff Present</b> |
|------------------------------|-----------------------------|----------------------|
| Dr. Joyce Harvey             | Todd Walker                 | Angie Hicks          |
| Patricia Pointer             | Carrollyn Cox               | Paul Manansala       |
| Molly Trask                  | Patricia Alspaugh           | Tim Capoldo          |
| Yvonne Lewis                 |                             | Jim Thornton         |
| Lori Bridges                 |                             | Maria Kurtz          |
| Susannah Uroskie             |                             | Cynthia Buckler      |
| Patricia Alspaugh            |                             | Aileen Smith         |
| Katrice Washington           | <b>Council Liaison</b>      | Kenneth Chandler     |
| Carla Hesseltine             |                             | Bryan Clark          |
| Gayle Colson                 |                             | Alicia Maisonave     |
|                              | <b>Guests</b>               | Bridget Manyak       |
|                              |                             | Michela Allen        |
|                              |                             |                      |

**INFORMAL SESSION**

**Call to Order**

The Community Services Board (CSB) Informal Session was called to order at 8:31 a.m. by Dr. Joyce Harvey, Chair.

**Board Education: Project LINK**

Alicia Maisonave, Clinical Services Administrator, Bridget Manyak, Program Supervisor and Michela Allen, Project LINK Team Leader provided a presentation regarding the Project LINK program. The presentation included an overview of Project LINK services, program eligibility criteria, referral sources, service delivery and examples of evidenced-based programming offered to the individuals served.

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Ms. Lewis asked for demographic information for the population served and it was agreed that the information would be forwarded to the board. Presenters were also asked about any barriers due to the pandemic. Ms. Manyak explained that the census has remained the same and that staff have made appropriate adjustments to provide the same level of quality service, including telehealth appointments, alternative transportation, etc. Ms. Allen stated that staff continue to meet with consumers in the community when necessary with proper PPE and social distancing. Dr. Harvey asked if consumers who lost their Medicaid would still be eligible for the service. Ms. Maisonave stated that consumers are eligible regardless of insurance status or ability to pay.

### **Public Comment**

None

### **Adjournment of Informal Session**

Dr. Harvey adjourned the informal session at 9:00 a.m.

## **FORMAL SESSION**

### **Call to Order: Dr. Joyce Harvey, Chair**

Dr. Harvey called the formal session to order at 9:01 a.m.

### **Approval of Board Minutes**

The August 13, 2020 CSB Board Meeting Minutes were reviewed. Ms. Yvonne Lewis made a motion to approve the minutes as written. Ms. Susannah Uroskie seconded the motion and having no objection, the meetings were approved as written.

### **Committee Reports:**

- **Executive Committee:** Dr. Joyce Harvey informed the board that the Executive Committee meeting was held on September 17, 2020 for the purpose of developing the agenda for today's full board meeting. Minutes from the meeting were included in the board packet.
- **Behavioral Health Committee:** No meeting
- **Developmental Services Committee:** No meeting

### **Financial Report Year to Date: Ms. Maria Kurtz**

- Ms. Maria Kurtz provided a summary of FY2021 CSB financial performance through July 31, 2020. Revenue collections recorded at 50% of year to date target as the fees for services collected in the 1<sup>st</sup> period of the year applies to prior year services and captured as such. Expenditure performance at 84% of year to date target with Personnel charges totaling 79% of the expenditures captured. Performance in many expenditure areas was significantly below target with the exception of Internal Services, Risk Management and Garage service allocations occur in period 1 of each Fiscal Year.

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### **Old Business**

- Dr. Harvey reminded board members that the VACSB Virtual Conference is scheduled for October 7-8. Four board members have already registered and if others are interested they should contact Paul Manansala.
- Dr. Harvey reported that Ms. Carla Hesseltine agreed to chair the Nominating Committee and that Ms. Carrollyn Cox, Ms. Patricia Alspaugh and Ms. Yvonne Lewis agreed to serve on the committee. Dr. Harvey called for a motion to approve the Nominating Committee as presented. Ms. Uroskie made a motion to approve the nominating committee as presented. Ms. Lori Bridges seconded the motion and having no objections, the motion was approved. The ballot of officers will be presented at the October meeting.

### **New Business**

- **Future Education Topics:** The October education topic will be IT and EHR updates presented by Dr. Kirtland and Grady Bird. Dr. Harvey asked Ms. Hicks to present three suggestions for the November Education topics. Ms. Hicks identified the following as possible topics of interest for upcoming education sessions:
  - Opioid Treatment Strategies and Enhancements
  - Risk Assessment and Crisis Management for the ID/DD Population
  - Evidence-based Practices for Children and Adolescents

Ms. Uroskie voiced her preference for the evidence-based practices. Ms. Pointer voiced interest in the risk assessment for ID/DD and noted an interest in receiving all of the presentations at future meetings. Ms. Bridges, Ms. Lewis, Ms. Washington and Ms. Uroskie voiced interest in all three topics.

### **Matters of the Chair**

- Dr. Harvey notified the board members that a schedule conflict exists with the VACSB Conference and the Virtual Committee meetings on October 8<sup>th</sup>. It was unanimously agreed upon by the board that the Virtual Committee meetings will be pushed back one week and will occur on October 15<sup>th</sup>. The DS Committee meeting will commence at 9 AM and the BH Committee meeting will commence at 1 PM on October 15<sup>th</sup>.

### **Matters of the Director / Deputy Director / Division Directors**

- Ms. Hicks informed board members that DBHDS notified CSBs of the opportunity to apply for additional federal block grant funds that were unable to be expended by the state as originally planned due to COVID restrictions. Our proposal to develop telehealth offices was approved and the tentative plan is to strategically locate 6 telehealth offices at the following locations: Pembroke 6 AOS & CYBH, Pathways Center, Magic Hollow, Adult Correctional Services and Community Corrections & Pretrial. The added forensic locations will enhance continuity of care and increase engagement in services.
- Mr. Thornton provided an overview of the After School Therapeutic Day Treatment (ASTDT) program and the challenges that have been faced. Due to increased regulations and authorization denials over the past two years, the program had been reduced from four

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classrooms to one prior to the COVID pandemic. Currently, no classrooms are available at this time and the program is only serving three children. Services are currently being provided via telehealth, but it is anticipated that the ASTDT program will end when the current service authorizations end; subsequently, we will submit a DBHDS service modification to discontinue the ASTDT license. Board members expressed concern about the reasons behind the increased regulations and expectations being mandated by the Medicaid MCO's, and questioned whether additional advocacy would be beneficial. Board members also wanted to know what the plan for behavioral health intervention for students might look like in the future under Behavioral Health Redesign. At this time, very little information has been shared at the state level with providers regarding future school-based services.

- Mr. Capoldo shared that the Health Services Advisory Group, Inc. (HSAG) will be conducting the DBHDS Quality Service Reviews (QSR) process in order to complete the Department of Justice (DOJ) required review of support coordination and provider documentation. The target population involves case management cases that are attached to private and internal providers. Initially, we were asked to provide documentation for 17 cases, then on September 10th an additional 133 cases were added. This will involve a tremendous amount of resources in order to upload a full year of clinical documentation for case management and six months for residential and day program by September 29th. Case Management is able to upload documents into the state WaMS system, however all other documentation has to be encrypted and manually uploaded. In addition to clinical information, they will be looking at recent Corrective Action Plans and proof of our follow up, numerous policies, REACH data, and policies related to our compliance with the Home and Community Based Final Rule. CQI will give the auditors access to our electronic health record and will provide training next week. This is the first round of a two-round audit, with the goal of reviewing 1,400 cases state wide. Our audit will be conducted on October 13th. In addition to the paperwork review, HSAG intends to interview support coordinators, providers and many of the 150 individuals. Region V CSBs have provided feedback to DBHDS and asked for some accommodations.
- Ms. Hicks shared that DBHDS contracted with two vendors for pharmacy services that CSBs across the state could potentially utilize. We are exploring options for an onsite pharmacy. If the project moves forward, the pharmacy would potentially be located at Magic Hollow and the vendor would cover buildout expenses as well as automated medication dispensing machines at key locations, such as ICFs and Pathways Center.
- Ms. Hicks gave an update to the board on bed capacity within the state and pointed out that COVID19 is still very active causing significant problems with bed availability in some facilities.
- Ms. Hicks reported that, unfortunately, we have recently experienced a situation with multiple positive COVID cases at one of the ICFs. We have worked closely with the Occupational Safety and Health Office and the Virginia Department of Health to implement precautions to appropriately manage the situation. Ms. Hicks expressed gratitude and appreciation for the DHS staff that continue to show tremendous dedication and remarkable commitment to serving our clients during the pandemic. Dr. Harvey agreed and stated that the staff are to be commended.
- Dr. Harvey provided information about the National Suicide Prevention Hotline – 988. This number is a universal hotline that anyone can use.
- Ms. Uroskie informed the board of the NAMI Coastal presentation “Jail to Court” that will

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take place this evening at 7:00 pm via Zoom and placed the link in the chat box. The Adult Correctional Services Supervisor, Dr. Kevin Cuffee, will participate in the panel discussion.

**Adjournment: Dr. Harvey, Chair**

The meeting adjourned at 10:12 a.m.