



SOCIAL SERVICES ADVISORY BOARD

Department of Human Services
 Friday, March 1, 2019
 8:30 a.m. – 10:30 a.m.

Notes

SSAB Board Members		Human Services Staff Present		Public
Name	Present	Name	Present	
Norma Brumage	Yes	Gailyn Thomas	Yes	Peter Coutu
Andy Richmond	Yes	Elizabeth Batista-Boone	Yes	
Susan Campbell	No	Deidria Bolden	yes	
Robin Foreman-Wheeler	Yes	Sharon Jones	Yes	
Angela Kellam	Yes	Pete Withers	No	
Jalana McCasland	Yes	Fay Ward	Yes	
Martha McClees	Yes	Theresa Jordan	Yes	
Donna Morris	Yes	Al Steward	No	
Lucynthia Rawls	Yes	Becky China	Yes	
		Jennifer Bond	Yes	
		Marqueta Walker	Yes	

Call to Order:

- The Social Services Advisory Board was called to order by the Board Chair, Mr. Andrew Richmond, at 8:35 a.m.

Approval of Board Minutes:

- A motion was made to approve the February 1, 2019 minutes; a unanimous vote carried the motion forward for approval. Minutes docketed

Public Comment:

- None

Old Business:

- None

Matters of the Chair

- None.

Matters of the Director/Deputy Director/Staff

Community Corrections and Pretrial, *Sharon Jones, Administrator* – Department of Human Services Divisions' Update

- 2018 Overview
- 2019 Goals
 - Community Corrections and Pretrial – *Sharon Jones (hand-outs)*

2018 Overview:

- ✚ Facilitated the completion of Policies and Procedures compliant with State standards – currently in the approval process
 - Pretrial – complete
 - Probation – completed most except for 2
 - Initiated Guidance Document on various office procedures for staff
- ✚ Facilitated the Exploration of delivery of substance abuse services to clients on pretrial and probation supervision
- ✚ Co-Chair the Local Re-entry Council in alignment with the Governor's Executive Order – Three 2018 goals
 - Facilitate 11 meetings throughout the year to provide structure and purpose to re-entry initiative - ongoing
 - Facilitate 2 employment/educational fairs – only one completed
 - Facilitate developing community education and outreach on re-entry - Working with the churches
- ✚ Support initiatives and projects of DHS and
 - Attended and participated in meetings scheduled by DHS and the City
 - Completed emergency response training
 - Complied with DCJS grant directive and reporting

2019 Goals:

- ✚ Service Delivery
 - Continue to work on Policies and Procedures,
 - Continue to prepare Guidance Manuals
 - Continue to provide Staff Development Opportunities
 - Continue to facilitate exploration of delivery of substance abuse services
- ✚ Co-Chair Local Re-entry
 - Facilitate 11 meetings
 - Explore providing to 2 employment/education fair – one Re-entry Job Fair scheduled for June 13, 2019 at the Department of Human Services, the hours are 9 am to 1 pm
 - Explore delivery of community education and outreach to faith based community

- ✚ Initiatives and Projects of DHS and the City of Virginia Beach
 - Continue supporting Initiatives and Projects through meetings and trainings
 - Comply with DCJS Grant directives and reporting
- CSA/OPS – *Becky China* (hand-outs)

2018 Overview:

- ✚ Quick Reference Guide for Child Welfare created
- ✚ Policies and Procedures Manual for CSA created
- ✚ Provider Directory created
- ✚ ICC Services – improved performance outcome to be in line with State targets – See CSA Performance Measures with Ranking (handout)
- ✚ Partnered with Interfaith Alliance Board to obtain two OPEN TABLE licenses and utilize grants for the High-Fidelity Wraparound Model

2019 Goals:

- ✚ Complete Training Manual for CW
- ✚ Complete CPMT Policy Manual
- ✚ Strengthen Community Partnerships
- ✚ Increase use of ICC/HFW Services to improve State Performance targets
- ✚ Enhance system to produce data reports to better track performance outcome goals
- ✚ Establish OPEN TABLE
- Child Welfare - *Jennifer Bond, Marqueta Walker*
 Child Welfare Practice Model Overview (handout)
 Draft local Agency Quarterly Dashboard – Prototype (handout)
 Child Welfare Division Organizational Charts – (handout)

2018 Overview

- ✚ Establish active model “Foster Train Program” for foster parents
- ✚ Developing new training models in partnership with Temple University
- ✚ Develop work groups
- ✚ Support enhanced relationships
- ✚ Improving FAPT process
- ✚ Develop Dashboards for data transparency to City Council
- ✚ New Hires
 - 4 vacancy for CPS

- Permanency is fully staffed

2019 Goals

- ✚ VBPM strategic plan “The Path Forward” department tool
- ✚ Accountability Strategy (handout) process begins April 2019
- Financial Assistance - *Deidria Bolden* (handout)

Current Update: DHS partnered with Food Bank for a Mobile Food Pantry on 02/22/19 at DHS to provide supplemental food for SNAP recipients due to the government shut down and how it affected distribution of their monthly benefits; there will be another Mobile Food Pantry distribution scheduled for 03/22/19.

2018 Overview

✚ Stats:

SNAP

40,977 Clients
18,741 Households

TANF

2,178 Individuals
871 Households

Medicaid

61,432 Clients
33,226 Households

Energy

Fuel - 2,009 Households
Cooling – 1,592 Households
Crisis – 194 Households

A total of 70,689 residents received benefits of SNAP, TANF, and/or Medicaid by a total of 160 staff members in 2018

✚ Hiring and Recruitment:

- 2 managers
- 2 floaters
- Established Laserfiche Scanning Team,
- Intake and Ongoing Coordinators
- Created a Blended HRC Team.

✚ Improved Business Process:

- Implemented Laserfiche SOP
- Developed Business Processes for SOP
- Developed HRC SOP
- Completed Phase 1-Intake Dashboard

✚ Caseload Equalization

✚ Customer Center Project Launch

2019 Goals

- ✚ Continuous Recruitment
- ✚ Continuous use of LaserFiche System
- ✚ Data Dashboards
- ✚ Improve processes for HRC
- ✚ Realignment of Processes and Functions with the Strategic Plan

- Housing Resource Center – *Elizabeth Batista-Boone*

2018 Overview - HRC Accomplishments:

- ✚ VMS Stats for February (handout)
- ✚ HRC Organizational Chart (handout)
- ✚ HRC Program Description (handout)
- ✚ Developing Guidance Documents
- ✚ Gathering Data
- ✚ Vacancy updates

2019 Goals

- ✚ Develop and Implement Guidance documents
- ✚ Continue with data collection
- ✚ Fill vacancies
- ✚ Assess staff skillset to understand needs
- ✚ Train and cross-train existing staff

Adult and Employment Services Updates

Adult Services, Adult Protective Services, and Employment Services Program Description (handout)

2019 Goal

- ✚ Division Redesign
 - Programs, Services, and Staff realignment
 - Create joint efforts between DHS divisions and units
 - Develop partnership network to align strategies, reduce duplication, and maximize achievements
 - Develop outreach strategies to increase community awareness of DHS programs and services

- Juvenile Detention Center – *Pete Withers*

Article and Video from WAVY 10 – DJJ “The Transformation Plan”

- Financial Reports

- i. Fay Ward, Financial Administrator – See handout – through January 31, 2019

- ii. Theresa Jordan, Accountant – CSA Report – Through January 31, 2019

New Business:

A thorough search will be conducted for a new DHS Director and Dr. K. Chandler, Deputy City Manager, wants the Board to provide a list of qualities needed for this position.

Suggestion 1 - Not loose site of the Strategic Planning, to continue the transformation, encourage investment in staff, empower employees, and continue with transparency and accountability (A. Kellam).

Suggestion 2 – Include Community Partnerships, Use of Data and Analytics for efficiency, and empower individuals transparency in all aspects (A. Richmond)

Suggestion 3 - Include Outreach/Communication with Community (citizens and elected officials) (M. McClees)

Continue work with Community Services Board.

Adjournment:

- The meeting was adjourned by Chairman A. Richmond.