



VIRGINIA BEACH COMMUNITY SERVICES BOARD

Department of Human Services

Thursday, November 18, 2021

8:30 a.m. – 10:30 a.m.

EMS Headquarters

4160 Virginia Beach Blvd., Virginia Beach, VA

Agenda

INFORMAL SESSION

Call to Order

Dr. Joyce Harvey, Chair

Board Education: Assertive Community Treatment

Ms. Leah Sanders

Adjournment

Dr. Joyce Harvey

FORMAL SESSION

Call to Order

Dr. Joyce Harvey

Approval of Board Minutes: October 28, 2021

Dr. Joyce Harvey

Committee Reports:

Executive Committee: November 10, 2021

Dr. Joyce Harvey

Developmental Services: No meeting

Ms. Lori Bridges

Behavioral Health: November 10, 2021

Ms. Yvonne Lewis

(rescheduled October meeting)

Financial Report Year to Date

Ms. Maria Kurtz

Old Business:

Dr. Joyce Harvey

- CSB Officer Election (Vice Chair Carrollyn Cox)

VIRGINIA BEACH COMMUNITY SERVICES BOARD

AGENDA

New Business

Dr. Joyce Harvey

- Approval of 2022 CSB Meeting Schedule
- Legislative Advocacy
- Upcoming educational topics:
 - December: No meeting
 - January: Robert's Rules of Order (Vice Chair Carrollyn Cox)
 - February: TBD

Matters of the Chair

Dr. Joyce Harvey

- Finalized CSB Policies
- Joint CSB/SSAB Meeting on March 17, 2021
- January meeting location – EMS Headquarters (to be confirmed)

Matters of the Director / Deputy Director

Director Aileen Smith
Deputy Director Angie Hicks

- Comprehensive Health Record Update (Dr. Kirtland)
- Website and Social Media Update (Bryan Clark)
- CMS Vaccination Rule
(*CMS: Centers for Medicare & Medicaid Services*)
- Marcus Alert Liaison
- New Harm Reduction State Allocation
- Strategic Plan Update in January

Other Business:

Public Comment

Dr. Joyce Harvey

Adjournment

Dr. Joyce Harvey



VIRGINIA BEACH COMMUNITY SERVICES BOARD

Department of Human Services

Thursday, October 28, 2021

8:30 a.m. – 10:30 a.m.

Office of Performance & Accountability

Meeting Minutes

Board Members Present	Staff Present	Guests
Dr. Joyce Harvey	Aileen Smith (Remote)	Sheriff Ken Stolle
Carrollyn Cox	Angie Hicks	
Gayle Colson	Stacey O'Toole	
Cindy Curtis	Tim Capoldo	
Yvonne Lewis	Denise Henderson	
Patricia Pointer	Maria Kurtz	
Susannah Uroskie	Dr. Kenneth Chandler (Remote)	
Michael Anderson	Brandy Singer, Recorder	
Patricia Alsbaugh	Bryan Clark	
Lori Bridges	Cheryl St. John	
	Dr. Donald Kirtland (Remote)	
City Council Liaisons Present		
Rocky Holcomb		

INFORMAL SESSION

Call to Order

Dr. Harvey called the meeting to order at 8:34 am.

Board Education: Discharge Planning

Presenters: Ms. Cheryl St. John, LPC, CPSC, CSAC, Emergency & Crisis Services

Ms. Cheryl St. John provided an in-depth look at state hospital discharge planning, including the admission and discharge responsibilities. If a State Hospital has a direct admission, they will contact the CSB within 24 hours of admission. Emergency Services will look at all private hospitals prior to a state hospital. Ms. St. John reviewed information regarding the Clinical Readiness for Discharge Rating Scale as well as the Extraordinary Barriers List (EBL). Discharge Assistance Planning (DAP) is a type of state funding to assist with overcoming barriers to discharge from state hospitals and may be used by CSBs to obtain community services and

supports. She reviewed the various residential options upon discharge, including Independent Living, Permanent Supportive Housing, Supervised Living, SUD Residential, Assisted Living Facilities, Nursing Homes and Memory Care Units. Emergency Services will work with other CSBs for clients that have transitioned out of catchment area. For civil discharge planning, the hospital notifies the CSB within 1 day of meeting criteria for discharge, then the CSB immediately takes next steps in the discharge planning process. The goal is to create an individualized discharge plan that will address the person's needs and promote a successful and sustainable transition into the community. Ms. St. John also reviewed the program's Performance Measures:

- 80% of eligible patients will be seen by CSB clinical staff within seven calendar days of discharge from state hospital.
- CSBs will have a state hospital 30-day readmission rate of 7% or below.
- Patients followed by CSBs will have an average length of stay on the extraordinary barriers list (EBL) or 60 days or less.
- CSBs that serve a population of 100,000 or more will have an average daily census of ten (10) beds or less per 100,000 adult and geriatric population.

FORMAL SESSION

Call to order by Dr. Joyce Harvey, Chair

Dr. Harvey called the formal session to order at 9:14 am.

Approval of Board Minutes

Dr. Harvey called for a motion to approve the board minutes from the September 30, 2021 meeting. Ms. Carrollyn Cox requested that the minutes be changed under New Business to remove "a provision can be made" and add that "nominations can be added from the floor". Ms. Cox made a motion to approve the minutes with the stated amendment and Ms. Curtis seconded the motion. Dr. Harvey opened the floor for further discussion. There being no further discussion or objection, the minutes were approved as amended.

Committee Reports

- **Executive Committee:** Dr. Harvey informed the board that the agenda for today was discussed and finalized during the Executive Committee meeting on October 21, 2021.
- **Developmental Services Committee:** Ms. Bridges gave an overview of the October 14, 2021 meeting. During the committee meeting, Sonya Knight provided a Covid update that included consumer vaccination rates and plans for boosters. Dr. Natacha Dolson attended the Innovation Academy in Denver and shared a presentation regarding moving from a paper to electronic process which created efficiency and savings.
- **Behavioral Health Committee:** No meeting was held in October due to lack of quorum.

Financial Report

Ms. Maria Kurtz reviewed the FY2022 Budget v. Actual Financial Report as of September 30, 2021.

Old Business

- Dr. Harvey reported that City Council approved the CSB By-laws, including the provision to suspend the officer term limits upon a two-thirds vote.
- Ms. Cox made a motion to suspend the provision in the by-laws regarding officer term limits. Ms. Uroskie seconded the motion. With no further discussion a vote was called. All board members voted in favor and the two-thirds requirement was achieved.
- Ms. Lewis represented the Nominating Committee and presented the following Ballot of Officers: Dr. Joyce Harvey as Chair, Ms. Susannah Uroskie as Vice-Chair, and Ms. Patricia Alspaugh as Secretary. It was noted that any board member may add to the ballot for the upcoming vote. The CSB will vote to elect officers for the upcoming term at the next meeting on November 18, 2021.

New Business

- Dr. Harvey informed board members that the Virginia Association of Community Services Boards (VACSB) Budget Priorities document was included in their packet and discussed the strategy for aligning with the VACSB. She opened the floor for discussion about the preferred advocacy strategy this year. It was noted that the local legislative staff recommended waiting until post-election to schedule meetings and to focus on key legislators. There was a desire to create Public Policy packets to include local information and hand-written notes from board members. Councilmember Holcomb noted that the personalized notes are an effective strategy. A list of legislators will be provided at the November meeting and board members will determine which legislators they will write to and contact for a video or in-person meeting.
- Dr. Harvey highlighted the upcoming educational topics:
 - November: Assertive Community Treatment
 - December: No meeting
 - January: Robert's Rules of Order (Ms. Cox agreed to facilitate the training.)

Matters of the Chair

- Dr. Harvey announced that Council Member Rocky Holcomb is the new CSB City Council Liaison.
- Dr. Harvey informed board members that the CSB Roster has been updated and now includes an overview of the CSB composition. She noted that 33% or a third of CSB members must be comprised of family members and consumers and that we are currently at 38%. She also pointed out the committee assignments and the quorum requirements. The importance of attending meetings was emphasized so that committee meetings can be held as schedule to conduct the required business.
- Board members were informed that the next CSB meeting will be held on November 18, 2021 at the EMS Headquarters. The November meeting will be held early due to the Thanksgiving holiday.

Matters of the Director / Deputy Director / Division Directors

Director Smith shared the following updates:

- Denise Henderson was introduced as the new DHS Business Manager.
- Hiring bonuses have been approved to help address the workforce shortage and entice qualified applicants. The bonus will be given in increments during the first year to promote retention and there will be a repayment agreement in place if candidates do not remain employed for the specified period of time. She also mentioned proposed enhancements to the shift differential that is offered to staff working overnights, weekends, etc.
- There will be another mobile food pantry on December 14, 2021 at the Virginia Beach Amphitheater.
- Ruth Hill has been hired as the new Director for the Department of Housing and Neighborhood Preservation.

Deputy Director Hicks provided the following updates:

- The customer satisfaction survey closed on October 17th and we have received more than 400 responses to the survey. ODU is helping to compile the results and will provide meaningful data that we can review.
- The floor was given to Mr. Tim Capoldo who updated the board on the Support Coordination Quality Review. This review was held on site and they assessed 16 charts. The exit interview was held on October 20, 2021 and the reviewers indicated that it was an overall favorable review. The state target is 86% and our rankings came in at 94%, 69%, 100%, 88%, 100%, 81%, 94%, 100%, 50% and 94%. He provided the following details related to areas that were under target.
 - The 50% rating was for Indicator 9, *“Consider the last four face to face visits completed prior to January 1, 2021. Does the documentation show that the SC/CM assessed whether the individual’s support plan was being implemented appropriately?”* It was noted that Indicator 9 started halfway through the year, but the data was extrapolated for the entire year, giving a false percentage.
 - The 69% ranking was for compliance indicator 2, *“Was the individual offered a choice of Support Coordinator and DD Waiver providers?”* Indicator 2 has been fixed by adding a radio button in the electronic health record that will guide the Support Coordinators to answer the question in its entirety.
 - The 81% ranking was for Indicator 6, *“Is there a SC/CM’ signature present on the current ISP Signature Page?”* Indicator 6 is being addressed through supervision with staff and has to do with receiving a wet signature on the plans that may have been conducted virtually during the pandemic.
- A new strategic plan progress report has been included in the CSB packet to provide additional information and opportunities will be provided in upcoming committee and board meetings to ask questions.
- Mr. Bryan Clark had prepared to present an update on the website & social media; however, due to the time he will present the information at the November meeting.

Dr. Kirtland joined the meeting to provide a CHR update; however, his report will be carried to November due to the time restraint.

Other Announcements:

- Sheriff Stolle stopped by to thank everyone for the work being done in the jail. He discussed the behavioral health services and the impact on reducing recidivism.

Public Comment: None

Adjournment Dr. Harvey adjourned the meeting at 10:36 a.m. / Next Meeting November 18, 2021.



CSB EXECUTIVE COMMITTEE MEETING

Thursday, November 10, 2021

4:00 PM – 5:00 PM

Pembroke 6, Conference Room 431

MEETING MINUTES

CSB Committee Members

Dr. Joyce Harvey (Chair), Ms. Carrollyn Cox (Vice Chair), Ms. Susannah Uroskie (Secretary)

City Facilitator

Ms. Angie Hicks, BHDS Deputy Director

City Staff

Mr. Tim Capoldo, Developmental Services Division Director; Ms. Stacey O'Toole, Behavioral Health Division Director

Call to Order

Dr. Harvey called the meeting to order at 4:02 pm.

Education

Educational topics for upcoming board meetings were discussed as follows:

- November: Assertive Community Treatment (Ms. Leah Sanders, ACT Team Leader)
- December: No meeting
- January: Robert's Rules of Order (Ms. Carrollyn Cox)
 - Ms. Cox plans to develop a Power Point presentation and will collaborate with Bryan Clark as needed.
- February: TBD
 - It was suggested that staff present ideas for board members to consider at the next meeting.

Old Business

Dr. Harvey noted that the following items will be covered during the board meeting:

- The CSB officer election will be held and facilitated by Vice Chair Carrollyn Cox since the current Chair is a nominee. There will be a provision for nominations to be put forth from the floor.
- Review and approval of the October CSB Meeting Minutes.
- November Behavioral Health Committee Report (rescheduled due to lack of quorum in October)
- Financial Report

New Business

- The CSB will be asked to review and approve the 2022 CSB Meeting Schedule. In March there will be a joint CSB/SSAB meeting, and it will be determined whether there are action items that require a CSB business meeting to take place at the conclusion of the joint session. As usual, the August and November meetings will occur earlier in the month due to business needs and the Thanksgiving holiday, respectively.
- A list of legislators will be provided and board members can sign up to provide the handwritten notes for their packets and also to make advocacy phone calls. The City Legislative Liaison will be consulted for recommendations related to key legislators that should be contacted.

Matters of the Chair

- Dr. Harvey will inform board members that the CSB policies were approved by the attorney with minor revisions and have been finalized.
- There will be a Joint CSB/SSAB Board Meeting on March 17, 2021. The location being considered is Building 19 at the Municipal Center.
- The January CSB meeting location will be at EMS Headquarters.

Matters of the Director / Deputy Director / Division Directors

Updates for the November CSB meeting will include:

- Comprehensive Health Record Update (Dr. Kirtland)
- Website and Social Media Update (Bryan Clark)
- CMS Vaccination Rule: CMS stands for Centers for Medicare & Medicaid Services. The new emergency regulation issues a mandate for staff vaccination. We are actively seeking guidance to determine next steps in our locality.
- A Marcus Alert Liaison has been selected with a start date of November 18, 2021. The individual will assist with implementation throughout the region.
- Ms. O'Toole will update the board on a \$25,000 state allocation for harm reduction activities.
- The next strategic plan update will be provided in January.

Other Business:

- None

Public Comment

- None

Adjournment

Dr. Harvey adjourned the meeting at 4:52 pm.



VIRGINIA BEACH BEHAVIORAL HEALTH COMMITTEE

Wednesday, November 10, 2021

3:00 p.m. – 4:00 p.m.

Meeting Minutes

Board Members Present	Staff Present	Guests Present
Joyce Harvey	Alicia Maisonave	None
Gayle Colson	D’Nita Spann	
Patricia Pointer	Elaine Winn, Recorder	
Susannah Uroskie	John Paradiso	
Yvonne Lewis	Maria Kurtz	
	Shelby Giles	
	Stacey O’Toole	

Call to Order

The Behavioral Health Committee was called to order at 3:00 p.m. by Yvonne Lewis, Chair.

Board Education: Beach House – Psychosocial Rehabilitation (PSR) Program

Ms. Alicia Maisonave (Clinical Services Administrator) and Ms. D’Nita Spann (Program Supervisor) provided an overview of Beach House and the services provided to individuals utilizing the program. The program’s mission is to provide structured recovery-based programming that creates opportunities for individuals living with mental illness. These opportunities include:

- Strengthening independent living skills
- Increasing community integration
- Improving overall wellness
- Enhancing socialization
- Assisting in providing employment opportunities
- Developing prevocational skills.

Beach House reopened from the pandemic on June 7, 2021 with a reduced daily census of 30-40 consumers. Program staff maintained CDC guidelines through mask wearing and social distancing. The program currently serves 90 active consumers however, only 30 consumers are served daily due to COVID and social distancing.

The program has maintained a 3-year certification with the Commission on Accreditation of Rehabilitation Facilities (CARF) since 2008 and a satisfaction rate with employers and employees of 90% since 2010.

Reports

- **Finance Report:** Ms. Maria Kurtz reviewed financial information for the period ending August 31, 2021.
- **Persons Served and Waiting List Report** - Ms. O'Toole provided numbers for the Wait List. An explanation was provided regarding the increase in services provided by OCFA and Adult Correctional Services staff. As requested during the last BH Committee, numbers of persons served reflected both a Duplicated and Unduplicated Count for individuals served during the months of August and September.
- **Incident Management Report** – Ms. O'Toole provided the numbers and an explanation for the Incident Management Report

Announcements

None

Public Comment

None

Adjournment:

Yvonne Lewis, Chair adjourned the meeting at 4:00 p.m.

**City of Virginia Beach
Community Services Board
FY 2022 Budget v. Actual as of October 31, 2021**

Revenue Source	FY 2022 Budget	YTD Budget	YTD Collections	% of YTD Budget Achieved (goal 100%)
Fees for Services ¹	24,052,651	6,013,163	7,525,605	125%
State Revenue	18,698,835	6,232,945	7,198,466	115%
Federal Revenue	3,255,054	1,085,018	898,209	83%
Miscellaneous Revenue ²	40,304	13,435	777	6%
Fund Reserve	258,361	86,120	9,312	11%
General Fund Support ³	20,159,208	6,719,736	6,719,736	100%
Total Revenue	66,464,413	20,150,417	22,352,105	111%
Expenditure Category	FY 2022 Budget	YTD Budget	YTD Spending	% Achieved
Personnel	51,402,678	17,134,226	12,666,042	74%
Professional Services	9,894,411	3,298,137	2,246,259	68%
Internal Services ⁴	766,117	255,372	514,847	202%
Other Charges	1,083,873	361,291	226,791	63%
Supplies	1,729,158	576,386	233,204	40%
Leases and Rentals ⁵	1,408,546	469,515	530,489	113%
Capital Outlay ⁶	179,630	59,877	99,848	167%
Total Expenditures	66,464,413	22,154,804	16,517,480	75%
			Revenue Over Expenditures	5,834,625
			⁷ PSH Receipts in Excess of Expenditures	(356,853)
			⁷ Discharge Planning Assistance	(99,511)
			⁷ CIT Receipts in Excess of Expenditures	(65,936)
			⁷ STEP-VA Primary Care Receipts in Excess of Expenditures	(13,119)
			⁷ STEP-VA Veterans Receipts in Excess of Expenditures	(34,040)
			⁷ STEP-VA PEERs Receipts in Excess of Expenditures	(23,272)
			⁷ MAT Receipts in Excess of Expenditures	(43,336)
			⁷ Marcus Alert Receipts in Excess of Expenditures	(600,000)
			⁷ Jail Partnership Receipts in Excess of Expenditures	(787,041)
			Pending Deposits	-
			Fees Receivable 0-90 days	2,139,882
			Estimated Payables	(1,611,835)
			(Deficit)/Surplus	4,339,564

YTD Budget is at 100%

¹ Fees are one month behind: Jun fees received in Jul are accrued to prior year. Adjustment made to YTD Budget.

² Miscellaneous Revenue consist of prior year rental fee refunds and camperships

³ Report assumes General Fund Supports are utilized in equal monthly installments.

⁴ Internal Service charges for City Garage, Risk, IT Subscription, and Network Telecommunications pulled 100% at beginning of year; Fuel, Motor Pool and Telephones come out monthly.

⁵ Leases and Rentals consist of monthly and quarterly leases (paid in advance).

⁶ Capital Outlay consists of equipment purchases that are made as needed and will vary throughout the year.

⁷ PSH, Primary Care, MAT/Restore, PACT and Jail Partnership excess revenues noted due to inability to offset other expenditures with this revenue

Community Services Board (CSB) and Committee Meetings 2022 Annual Schedule

Executive Committee	CSB Board
Meetings are held at 297 Independence Blvd., Pembroke 6 Building, Suite 431 4:00 pm – 5:00 pm	Meetings are held in the VBEMS HQ, 4160 Virginia Beach Bldg., Classroom 1 (alternative locations will be posted online) 8:30 am – 10:30 am
Held the Thursday prior to the Board meeting January 20, 2022 February 17, 2022 March 10, 2022 (If needed) April 21, 2022 No May Meeting June 23, 2022 No July Meeting August 11, 2022 September 22, 2022 October 20, 2022 November 10, 2022 No December Meeting	Last Thursday of every month, except March, August & November January 27, 2022 February 24, 2022 March 17, 2022 (Joint CSB/SSAB, Alternate Location) April 28, 2022 No May Meeting June 30, 2022 No July Meeting August 18, 2022* September 29, 2022 October 27, 2022 November 17, 2022** No December Meeting

Developmental Services Committee	Behavioral Health Committee
Meetings are held at 297 Independence Blvd., Pembroke 6 Building, Suite 431 8:45 am – 10:00 am	Meetings are held at 297 Independence Blvd., Pembroke 6 Building, Suite 431 10:15 am – 11:30 am
Second Thursday of Every Other Month February 10, 2022 April 14, 2022 June 9, 2022 August 11, 2022 October 13, 2022 December 8, 2022	Second Thursday of Every Other Month February 10, 2022 April 14, 2022 June 9, 2022 August 11, 2022 October 13, 2022 December 8, 2022

Advocacy Committee
Meetings are held as determined by the CSB Executive Committee with dates and locations posted online in advance of the meeting.

* **The August Executive Committee and Board Meetings are scheduled earlier in the month than usual due to annual CSB business needs.**

** **The November Executive Committee and Board Meetings are scheduled earlier in the month due to the Thanksgiving holiday.**

All schedules and other CSB documents may be found at www.vbgov.com/hs under About Human Services/Boards/Community Services Board.