



VIRGINIA BEACH COMMUNITY SERVICES BOARD

Department of Human Services

Tuesday, June 1, 2021

3:00 p.m. – 5:00 p.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.

Board Members Present	Board Members Absent	Staff Present
Susannah Uroskie	Dr. Joyce Harvey	Paul Manansala, Recorder
Pat Alspaugh	Carla Hesseltine	
Yvonne Lewis		
Lucas Robertson		
	Council Liaison	
	Guests	

FORMAL SESSION

Call to Order

The Community Services Board (CSB) Policy Review Committee was called to order at 3:10 p.m. by Susannah Uroskie, Chair. Ms. Uroskie informed everyone that the meeting was being held virtually in accordance with state and local emergency regulations and that the meeting will be recorded.

Appointment of CSB Policy Review Committee Chairperson

Ms. Yvonne Lewis made a motion to nominate Ms. Susannah Uroskie. Board members in attendance were in unanimous approval of Ms. Susannah Uroskie serving as the Chairperson for the CSB Policy Review Committee.

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Review of CSB Policies

- Purpose and Function Statement – No changes were recommended.
- Board Goals – Ms. Uroskie passed Ms. Carolyn Cox’s recommendation to rewrite the goals to include: Increase public awareness of services available. Ms. Lewis agreed with the recommendation and added that we may also distribute evaluations to the general public to gather information on what services the public is aware of. Ms. Alspaugh expressed her frustrations with the reporting and progress of the different programs such as how many are successful or graduated from the programs. She desires more details from all the programs and a more hands on approach. Ms. Alspaugh would also like to attend the next new member orientation because she felt initial orientation was somewhat discombobulated and incomplete. She feels that a tour of all the facilities would be beneficial to all board members. All board members present agreed that educating the community through various sources including multiple social media platforms should be added as a bullet point goal and announcements of programs should be presented in a timely fashion. Ms. Alspaugh suggested that a newsletter should be sent out to the public. Ms. Uroskie suggested a distribution on a quarterly basis. Mr. Robertson questioned on who should be creating the newsletters and Ms. Alspaugh replied that program leaders should be responsible for their sections.
- Policy 1.01 – No changes were recommended. Ms. Uroskie questioned the term, “Professional Literature”.
- Policy 2.01 – No changes were recommended.
- Policy 3.01 – Ms. Lewis and Ms. Uroskie suggested adding the wording “or designee” after executive director. Mr. Robertson suggested tours of the facilities. Ms. Uroskie recommended receiving reports from CQI Director.
- Policy 3.02 – All members requested clarification on who should attend the interviews for city hiring. No changes were recommended.
- Policy 4.01 – Ms. Uroskie recommended adding the “educating the public” statement from the goals to this policy.
- Policy 5.01 – Mr. Robertson recommended that all the letters in the first word requires capitalization and there are too many spaces in various areas. All members suggested changing the words to “review”. All board members suggested evaluations for clients and staff to receive feedback on services.
- Policy 6.01 – Ms. Uroskie requesting clarification on policy. No changes were recommended.
- Policy 7.01 – All board members requested a reason for the “if”.
- Emergency Plans – Ms. Lewis suggested that an emergency plan in place for remote meetings.

Next Steps

Questions and concerns to be relayed prior to next meeting.

- Create a bullet for the goals section referencing the education of the community regarding services that are available.
- Decide on multiple suggestions on increasing the marketing of services to the public via various sources and including social media platforms.
- What is the term “Professional Literature” referring to in Policy 1.01?
- Add “or designee” after executive director in Policy 3.01. Recommend tours of facilities and receiving reports from CQI Director for Quality Assurance.
- Do all board members need to attend the interviews during hiring as per Policy 3.02?
- The statement referencing the educating the community on services should be added to Policy 4.01.
- Policy 5.01 requires format corrections and word substitutions. Are we using evaluations or surveys for clients and staff to acquire feedback?
- Clarification needed for Policy 6.01.
- Is there a reason for the “if” in Policy 7.01?
- Should we draft a policy regarding emergency plans and remote meetings?

Adjournment

The Community Services Board (CSB) Policy Review Committee was adjourned at 4:12 p.m. by Susannah Uroskie, Chair. The next meeting will be on June 9, from 3 pm to 5 pm.