



**City of Virginia Beach**  
**Human Services**

**VIRGINIA BEACH COMMUNITY SERVICES BOARD**

Department of Human Services

Thursday, February 22, 2018

8:30 a.m. – 10:30 a.m.

**Minutes**

<b>Board Members Present</b>	<b>Board Members Absent</b>	<b>Staff Present</b>
Patricia Alspaugh	Kay Ashby (E)	Dannette R. Smith
Linda Bright	Toney Reeves	Aileen L. Smith
Carrollyn Cox	Cameron Randle (E)	Angie Hicks
Joyce Harvey		Dawn Rykheart
Geraldine Hunt		Maria Kurtz
Molly Trask		Wendy Voliva
Yvonne Lewis		James Thornton
Carla Hesseltine	<b>Council Liaison</b>	Tim Capoldo
Diana Ruchelman		
Phillip Black		
Diane Jones	<b>Guests</b>	
Alan Marsden		

**INFORMAL SESSION**

Call to Order by the Chair

Ms. Cox called to order at 8:28 am. She introduced Ms. Gailyn Thomas, Social Service Deputy Director.

Board Presentation

- **Housing Resource Center**

Gailyn Thomas

Ms. Thomas provided a handout and discussed the history of the project.

The HRC is a collaborative project with many city and private providers. The building itself is a city building; however some services that will be housed within the building will be contracted out, e.g. cafeteria, housing and medical services, via a Request for Proposal (RFP). The City of Virginia Beach’s Housing and Neighborhood Preservation Department will oversee the actual housing piece, but this will be operated by private providers. Ms. Thomas noted that the cafeteria will be a commercial style kitchen which will provide training to residents.

The building will feature 49 single bed units, 4 units for the LGBT population and 7 units which are ADA compatible. There will be 10 apartments for families which will consist of 40 beds total. The long term

housing wing will have 29 single bed units.

The Day Services part of the HRC will be able to provide food, shower, and laundry services. The facility will also feature a “hot box” room, which is provided for residents to place their belongings in for sanitization purposes.

HSD will have 60 staff located on the 3<sup>rd</sup> floor to provide services. Any individual who walks in the door will have a “universal assessment” which will include BH, DS, SA, job services etc. Individuals identified with ID diagnosis or in need of these services will also be referred to P6. HSD staff will be able to provide behavioral health services, public assistance (Medicaid, SNAP, TANF) child welfare etc. immediately.

Ms. Jones asked about dental services. Ms. Thomas noted that at this time dental services will not be provided due to space issues.

Mr. Black asked about an opening date. At this time a soft opening has been scheduled for June and a grand opening in July/August.

Ms. Cox asked if any other locality is providing services such as this. This is a one of a kind facility in the state of Virginia.

#### Adjournment

The meeting was adjourned at 8:53 am

### FORMAL SESSION

#### Call to Order by the Chair

The Chair called Formal Session to order at 8:53 am

#### Approval of the Board Minutes

The Chair called for approval of the January 2018 minutes. Dr. Linda Bright so motioned and Ms. Molly Trask seconded. There being no objections the minutes were approved

There was a question regarding the attendance of Ms. Toney Reeves. Ms. Cox is drafting a letter to Ms. Reeves. Ms. Cox asked anyone who may need to miss consecutive meetings to draft a letter requesting a temporary leave of absence.

Ms. Cox thanked everyone for sending their Confidential Financial Conflict of Interest Statements to the City Clerk.

#### Committee Reports

- **Developmental Services Committee – February 2018** Dr. Linda Bright  
Dr. Bright reviewed the presentation provided on the ICF evacuation plan.  
Mr. Capoldo offered to give a presentation to the Board regarding Waiver Services in April.
- **Mental Health and Substance Abuse – February 2018** Ms. Carrollyn Cox  
Ms. Ashby was unavailable. In her absence Ms. Cox gave a brief overview of the meeting. Ms. Cox suggested that members attend committee meetings other their own assigned committee so they are well versed in all the aspects of the CSB.

# *City of Virginia Beach* **Human Services**

- **Executive Committee** – February 2018 Meeting  
Ms. Cox reviewed the meeting discussions. A suggestion had been made to have on-site visits. Ms. Cox asked if this is something the board would like to do. This suggestion was well received and a future visit will be planned.

Ms. Carrollyn Cox

## Financial Report

- **Year to Date**  
Ms. Kurtz provided the update.

Ms. Maria Kurtz

As of January 31st 2018 we have achieved 105% of revenue and 92% of expenses YTD. Surplus noted is driven by restricted funding for Permanent Supportive Housing (PSH) and Opioid Treatment (OPT-R). This funding can only be used to offset expenses for these programs. The ICF cost settlement provided additional funding as well.

Mrs. Jones asked about the funding for the new equipment going into the 3<sup>rd</sup> floor here at HSD. Ms. Rykheart provided an explanation of how funding is appropriated. Ms. Rykheart also explained the general fund in a response to a question from Ms. Hunt.

## Old Business

- None

## New Business

- **Jail Services Bill**

Ms. Angie Hicks

Ms. Hicks referenced the two bills before the House and Senate. She thanked the board for their support and advocacy. The Senate bill has been modified which would allow the sheriff's department to contract out services vs. the requirement for the local Community Services Boards to provide services. The House bill has been tabled until 2019.

The Virginia Beach Human Services Department Behavioral Health Division does provide education, diversion services and substance abuse education in the jail and two more staff were recently assigned to the jail program. Behavioral Health also provides "Reentry Services," which ensures that the individuals who are discharged from the jail are linked to the services they need.

## Matters of the Chair

Ms. Carrollyn Cox

- **Board Education:**
  - **March: Strategic Plan Implementation – Director Smith**
  - **April: ID Medicaid Waiver Services – Mr. Timothy Capoldo**

## Matters of the Director/Deputy Director

- **Children's Mental Health Education Forum – March 2**
- **Mental Health Forum – April 12, 2018; 8:00 am – 12:00 pm**

Ms. Aileen L. Smith

Ms. Aileen L. Smith

Ms. Smith provided flyers for the two events. This is in an effort to reach out to all city departments to ensure they understand our services and understand how to reach out to us for services.

The March 2<sup>nd</sup> event will focus on children's services and is the smaller event which will focus on providing education and services in the schools.

The April 12<sup>th</sup> event will review all of the new and established adult behavioral health services and will feature private providers including Virginia Beach Psych and Sentara hospitals as well as the Virginia Beach Health Department and the Virginia Association of Community Services Board's Executive Director.

Ms. Ruchelman thanked Ms. Smith for her efforts in educating the city and the community especially in regards to Virginia Beach Public Schools.

Director Smith asked each board member to bring five people from the community to the April 12<sup>th</sup> event. Ms. Joyce Harvey noted that this flyer has already been sent out through the reentry council.

Director Smith updated the members on HSD's efforts to establish new initiatives in regards to mental health and other HSD services such as the First Responder initiative. The project is aimed at partnering with other city agencies (Fire, EMS, VBPD) providing on site assessment services prior to the person(s) being transported to the hospital.

Director Smith shared that the new Commissioner for the Department of Social Services; Virginia will visit on Monday March 12 from 1:45 – 2:45 at the HSD Building 3432 Virginia Beach Blvd. She invited the board members to attend the meeting and she will send out the agenda via Wendy Voliva when it is finalized. She will take this opportunity speak with him about what we are doing as an agency.

Director Smith asked Ms. Hicks to review the MTM (same day access). She recommends that this subject be on the agenda every month.

The history of the work that BHDS has done with MTM begins with the kick off which was on November 7<sup>th</sup> 2017. All 40 CSBs are working on improving access to services to include same day assessments and just in time prescribing. Representatives from all divisions are included at the monthly meetings. The current project is data mapping. This involves reviewing data and any charting gathered in an Electronic Health Record (EHR) and the paper record. The homework is to identify redundancies within our data. The final product should be a master assessment with no duplication of information at any location. Addendums will need to be added by unit due to specific documentation needs. Collaborative documentation is another part of the project and this means that charting will be completed during the meeting so that even the person being served can see what is being documented in the record. This method of charting will save time as the documentation is finished in real time and allows individuals to fully participate in their own treatment.

There will also be a "No Show" policy which will be called the Missed Appointment policy for BHDS. This policy will also cover those who cancel their appointments in less than 24 hours. The goal is to be able to increase capacity and reduce the clinical risk for the person as well as reduce open appointment time. Individuals who miss 20% or two (2) appointments in a row will be moved to an alternative scheduling system. The new clinic types may include a walk in clinic and "open groups". Those clients referred to the clinic will be given assistance in keeping their appointments. This program should begin in the next few months.

Ms. Ruchelman asked if clients receive a copy of their care plan. The answer is yes and when possible the plan is drafted so the client can see and participate such as in our PACT (Program for Assertive Community Treatment). The plan is printed and signed at these meetings. She hopes the new EHR will assist in the execution of this plan.

The logo for the City of Virginia Beach Human Services. It features a large, stylized 'VB' in blue with a white wave-like element at the bottom of the 'B'. To the right of the 'VB' is the text 'City of Virginia Beach' in a smaller, blue, sans-serif font. Below this, the words 'Human Services' are written in a large, bold, blue, serif font.

# City of Virginia Beach Human Services

Ms. Smith shared that the list of vendors for the EHR has been shortlisted and those selected will present their systems soon. Ms. Jones asked when the new EHR may be available. Ms. Smith shared that we should have the selection made by the end of June, however implementation can take approximately 18 months.

## Other Business

- **Bylaws**

Ms. Carrollyn Cox

Ms. Cox asked for a review of the bylaws as it has been approximately two and a half years since the last review. She will ask for the formation of a committee. Ms. Hunt suggested that we may need to do a review every two years.

Ms. Cox asked for a summer project where the CSB Board members would go to the civic leagues and share what we have learned at the March 2nd and April 12<sup>th</sup> events.

Ms. Ruchelman asked for an email containing the flyers. Ms. Voliva will send to Ms. Buckler for dissemination.

## Adjournment

Ms. Cox called the meeting adjourned at 9:53