



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

**VIRGINIA BEACH COMMUNITY SERVICES BOARD**

Department of Human Services

Thursday, January 25<sup>th</sup> 2018

8:30 a.m. – 10:30 a.m.

**AGENDA with NOTES**

**INFORMAL SESSION**

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

Call to Order by the Chair: The chair called the meeting to order at 8:33 am

Public Comment: None

Board Presentation

- **Electronic Health Record (EHR)**

Dr. Donald Kirtland

Dr. Kirtland, Deputy Director of Continuous Quality Improvement (CQI) introduced himself and provided an update to the board on the department’s search for a new electronic health record. The city issued an RFP last month. Requirements of the new platform are:

- Meet state and federal requirements
- Provide data driven outcomes
- Reduce staff time in the system which leads to:
  - Increased client service delivery
  - Increased client satisfaction
  - Increased revenue

Dr. Kirtland shared that a complete review of all bidders will be completed by staff across the CSB and CQI. The final recommendation will be based on the ability of the program to provide everything necessary to provide for Human Services to be competitive and in compliance with all regulatory bodies.

Adjournment: The informal session closed at 9:00 am

## FORMAL SESSION

Call to Order by the Chair: The Formal session was called to order by the Chair at 9:17 am

- **Introduction of new members**

Carrollyn Cox

- Molly Trask
- Carla Hesselstine
- Cameron Randle

- **Recognize outgoing members**

Carrollyn Cox

- Myra Jennings
- Glacy Anol

**Approval of the Board Minutes:** The Chair called for approval of the minutes. Prior to approval there was a discussion regarding a board member who has not been in attendance recently. The question was answered to the satisfaction of the board.

Ms. Geraldine Hunt made the motion to approve. Dr. Bright seconded. Minutes approved

### Committee Reports

- **Developmental Services Committee – December 2017**

Dr. Linda Bright

Dr. Linda Bright reviewed the minutes from the December 14 2017 meeting. Mr. Capoldo had reviewed the previous year's accomplishments.

- **Behavioral Health and Substance Abuse – December 2017**

Kathleen Ashby

Ms. Kay Ashby reviewed the minutes from the December 14 2017 meeting. Those in attendance were updated on recent efforts relating to substance abuse.

- **Executive Committee – January 2018 Meeting**

Carrollyn Cox

Ms. Carrollyn Cox reviewed the minutes from the January meeting. For the new members, she explained that this meeting is used to set the agenda for the CSB meeting.

Ms. Cox noted there is another position that is open to the executive committee. Ms. Geraldine Hunt has been filling this role but she may step aside.

Ms. Cox reminded the board that all meetings are open to the public which requires them to be held in person and that they are welcome to attend the executive meeting.

### Financial Report

- **Year to Date**

Dawn Rykheart

Ms. Rykheart asked Ms. Kurtz to provide the review. Ms. Kurtz presented the Year to Date report ending in December 2017. Revenue is currently at 90% and expenditures are at 93%. She provided an explanation regarding the restricted funding.

Ms. Cox asked about staffing in the finance unit. Ms. Rykheart responded that the unit is reviewing job descriptions and will hire for the vacancies (two retirements) following the review of needs of the department.

### Old Business

- **VACSB Conference Update**

Dr. Linda Bright and Yvonne

- **Advocacy**

Lewis

- **Budget Priorities**

BHDS Program Directors

Aileen L. Smith

- **VACSB:**

Ms. Cox explained the acronym for the benefit of the new members, (Virginia Association Community Services Board).

- Dr. Bright attended the session on BHSA. She noted that a change to insurance coverage is occurring in regards to managed care. She stated some facts regarding units of service and noted that a representative stated that all staff providing services must be credentialed.
- Ms. Hicks provided additional details about the BHSA meeting. She discussed the QMHRP credentialing and Same Day Access. MTM is a company contracted by the state to assist

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- the CSBs with rapid access to services. In terms of credentialing, staff will need to be credentialed and applications are available. The state is moving towards a functional assessment tool. The program, DLA20, which the state has endorsed, will measure outcomes for clients. Training will be provided starting in April 2018. The state representatives at the meeting also discussed staff documenting basic health vitals such as BMI, BP, etc. They do not yet require a medical professional in the office, but the CSB is reviewing what we may need in order to be ahead of state requirements.
- Ms. Lewis attended the special session for new members. She found the advocacy portion very interesting and she feels that we need to look at encouraging younger people to attend our meetings and encourage them to be advocates. She, along with Mr. Capoldo, handed out advocacy packets to senators advocating for our clients and showcasing what our board has done. She noted that she will be in Richmond next week and will take more packets with her.
  - Ms. Lewis called for support for the guardianship bill and Ms. Hesseltine indicated her willingness to assist in this area. Ms. Cox noted that Ms. Carla Hesseltine will offer her support in regards to HB406 (House Bill 406) which relates to guardianship.
  - **Advocacy**
    - Ms. Ruchelman attended the regional budget hearing in early January at TCC. She encourages board members to call our senators and congressmen to communicate our needs. She also left informational packets for them to review. She noted that city staff Ms. Wendy Voliva and Ms. Andrea Lowe, were very helpful pulling the informational packets together and following up with our representations with communication that again included the packet information.
    - Discussed the packets of information that was handed out at the VACSB and how they will be useful in the future.
    - Ms. Patricia Alspaugh asked for clarification regarding who decides which bills the CSB supports and which bills we do not support. It was clarified that the VACSB has a committee that reviews all bills and this committee which is called the Clearinghouse Committee is comprised of CSB Executive Directors and other staff from across the state.
  - **Budget Priorities**
    - Aileen provided a brief overview of the four VACSB Budget Priorities. The four priorities are STEP-VA, Medicaid Expansion, a rate increase for Part C Support Coordination services and additional ID Waiver slots. Ms. Buckler will send the one page overview of our priorities.

## **New Business**

- **Officer Nominations**

Carrollyn Cox

As Vice Chair, Dr. Bright chaired the Nominations Committee. She announced the other Committee Members, Alan Marsden and Geraldine Hunt. Mrs. Cox called for the approval of the members of the Nominating Committee by the Board and a waiver of the bylaws for the one month lapse between the approval of the membership of the Committee and the presentation of the slate of officers and the one month lapse between the presentation of the slate of nominees and the election of Officers by the full Board. The motion was made, by Ms. Kay Ashby, seconded by Ms. Carla Hesseltine and approved. The slate was presented by the committee as CSB Board Chair – Carrollyn Cox, Vice Chair - Dr. Linda Bright (who would be serving a third consecutive year) as Vice Chair and Secretary (a position established by the bylaws, but for whom no duties are provided) – Joyce Harvey. The Chair called for nominations from the floor, and hearing none, called for the election of the persons nominated as the 2018 Officers of the Virginia Beach Community Services Board by an Aye/Nay vote. The Ayes prevailed.

The Chair further noted that she will review the omission from the bylaws with the City Attorney, and will, if necessary, appoint a Bylaws Committee as an ad hoc committee of the Board.

## Matters of the Chair

Carrollyn Cox

- **Board Education:**
  - **February: Housing Resource Center (HRC) – Gailyn Thomas**
  - **March: Strategic Plan Implementation – Director Smith**
  - **Budget Presentation – Director Smith**

Ms. Cox asked for the members of the Board to each propose education topics prior to the next Executive Committee meeting.

- **Board Member Recruitment**

Carrollyn Cox

The Board has vacancies to be filled. Ms. Cox would like to have a full Board by the end of the year. Director Smith and Ms. Aileen Smith have made this a priority. Ms. Cox asks for recommendations to be made to Director Smith.

Ms. Hunt asked to revisit education opportunities. She noted that at the Board Orientation multiple topics were presented and she feels that she and possibly other members would like to be given more information on various topics. Ms. Cox will revisit the orientation topics and offer her assistance immediately.

## Matters of the Director/Deputy Director

- **Mental Health Forum – April 12, 2018; 8:00 am – 12:00 pm** Aileen L. Smith
- **Executive Team Retreat** Director Smith
- **Coordinated Crisis Response** Director Smith
- **Mental Health Forum:** Ms. Aileen Smith spoke about the forum Behavioral Health is sponsoring in the Spring of 2018. The forum designed for all city departments and other stake holders. City departments, to include but not limited to the Virginia Beach Police Department, EMS, Parks and Recreation and Virginia Beach Public Schools encounter persons with behavioral health, substance use and intellectual disabilities and they have asked how they can help them link our department. The forum will feature speakers including Director Smith, the Deputy Director, the Division Directors and the Health Department Director, the VACSB Executive Director along with some private providers. The forum will be held at the Virginia Beach Convention Center. Flyers should go out by the end of February. Ms. Yvonne Lewis requested a “Save the Date” notification to be sent prior to the flyer so that interested parties can pencil in the forum.
- **Executive Team Retreat:** Director Smith shared that she is strategically planning for the next 3 years. She is working with her executive leaders on strategies for Human Services in the future and she has asked for division specific strategic plans that meet the overarching department plan. Director Smith is also working on an investment plan which will address not only the strategic issues, but how HSD will meet these priorities in the upcoming budget cycles.
- **Coordinated Crisis Response:** Director Smith discussed the formation of closer partnerships with libraries, schools and police to create a “First Responder Team”. This team will be designed to respond to incidents with elderly, youth and adults with mental health and social services issues within their own environment.

Ms. Cox provided financial disclosure packets for members to complete regarding their personal financials. This is a requirement of the City Council. The information is due to the City Clerk by Friday next week.

## Other Business

- **DBHDS Dashboard** Angela Hicks / Tim Capoldo

Ms. Hicks provided an explanation of the report for new members. She then provided brief overview of the BH report. Ms. Cox noted that the improvement in numbers

Mr. Capoldo reviewed the items for DS which include requirements from the DOJ settlement.

## Other Business

- Ms. Ashby noted the Mental Health Coalition has scheduled events in Town Center May for Children’s Mental Health Awareness month. The Clark Nexsen building will be lighted up with the color green for the month support of the campaign. Ms. Carla Hesseltine offered the

The logo for the City of Virginia Beach, featuring the letters 'VB' in a stylized blue font with a wave-like element at the bottom of the 'B'.

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potential of “Just Cupcakes” supporting the event. The coalition meets every month on the second Thursday. Ms. Ashby is willing to provide minutes from this meeting to anyone who would like them.

Adjournment – The meeting was adjourned at 10:42 am