



VIRGINIA BEACH COMMUNITY SERVICES BOARD

Department of Human Services

Thursday, November 16, 2017

8:30 a.m. – 10:30 a.m.

A G E N D A

INFORMAL SESSION

Call to Order by the Chair – 8:40 a.m.

Public Comment - None

Board Presentation

- **Ain't No Stopping Us Now – Advocacy Update**

Carrollyn Cox

Chair Cox provided a brief history of the ANSUN committee which is comprised of members of the CSB and SSAB jointly. Mrs. Cox reviewed the list of priorities that were developed at the November 3, 2017, meeting. Members from both boards agreed that they would like to advocate for the Children's Services Act initiative for providing private day school and infrastructure funding but would like pending better understanding of the program.

Dr. Joyce Harvey added that the committee plan to contact new state delegates, Cheryl Turpin and Kelly Fowler. Dr. Harvey asked for CSB members to volunteer to meet with the ANSUN committee to orient the new delegates to the objectives of the CSB and SSAB. Mrs. Diane Jones and Mrs. Diana Ruchelman agreed to participate in the efforts on behalf of the CSB Board.

Board members also discussed opportunities and strategies to meet with legislators on January 18, 2018 (Hill Day), and also for the state budget hearings.

Adjournment 9:10 a.m.

FORMAL SESSION

Call to Order by the Chair 9:15 a.m.

Approval of the Board Minutes

- **October 26, 2017 - Linda Bright/Geraldine Hunt**

Committee Reports

- **Developmental Services Committee** – No meeting
- **Mental Health and Substance Abuse** – No Meeting
- **Executive Committee** – November 9, 2017 Meeting

Carrollyn Cox

Financial Report

- **Year-to-Date** 98% to revenue/87% expenditures – Ms. Dawn Rykheart introduced Maria Kurtz, acting CSB Finance Officer. Ms. Kurtz will be providing CSB financial reports to the board until further notice.

Old Business

- **MTM Consultant Meeting Update:** Mr. Jim Thornton, Child and Youth Program Administrator provided an update on the MTM meeting which took place on Tuesday, November 7, 2017. He stated that the consultants are assessing current practices and develop a strategy to greatly reduce the time it takes to provide consumers to complete the intake process. In addition, Mr. Thornton stated that the goal is to reduce intake appointments from four hours to one hour and will lead to a more streamlined process. Once same day is implemented the department will become eligible for more state funding which will be necessary due to the projected increase in consumers. Currently, there is a 75% attrition rate for consumers that have to wait for services. Same day access helps eliminate the high attrition rate and encourages consumers to receive the wide variety of services available.

Director Dannette R. Smith expressed a desire to offer full wrap around services in individual schools. Mrs. Ruchelman added that selecting school board members with an interest in the issue of behavioral health within the school system. Mrs. Jones expressed her desire to work with Director Smith on this initiative.

New Business

None

Matters of the Chair

Carrollyn Cox

- **Board Education:**
 - **December:** No meeting
 - **January:** Electronic Health Record (EHR) - Dr. Donald Kirtland **& Outgoing CSB Board Members**
 - **February:** Housing Resource Center (HRC) – Gailyn Thomas
 - **March:** Comprehensive Update on Strategic Plan Implementation – Director Smith
- **Board Member Recruitment Efforts** Carrollyn Cox

Mrs. Cox stated that she has been actively pursuing board member candidates. Mrs. Cox has contacted one potential candidate and has plans to speak to another about the possibility of being appointed to the board.

Matters of the Director/Deputy Director

Director Smith followed up with the MTM Consultant meeting and informed the board that a conference call is scheduled for December 14, 2017. The purpose of the discussion is to explore the option of making a request of city leadership for additional funding for behavioral health initiatives. Director Smith further added that the reason for bringing in MTM is so assist the department in operating more effectively and encouraged board members to be on the call.

- **Mental Health Forum** - April 12, 2018; 8:00 a.m. – 12:00 p.m. Committee will be meeting the second Tuesday of each month. Members include Human Rights Commissioners
- **Strategic Plan Update** - Director Smith stated that the first step in implementing the strategic plan is to meet with the executive team and have them develop strategic plans for their divisions. The implementation will take place in stages over the next 3 years. The Director further stressed the importance of shifting our mindset in order to become a fully integrated department.
 - Chick-fil-a customer services skills
 - Partnership with ODU to develop a Human Services certification program

- **Mobile Crisis Shelter Triage Plan**

Director Smith

EMS, libraries and police are partnering in developing a plan to assist citizens in crisis when/where they need them.



City of Virginia Beach
Human Services

Other Business

Welcome back Aileen

Adjournment – 10:15 a.m.