



VIRGINIA BEACH COMMUNITY SERVICES BOARD

Department of Human Services

Thursday, June 26, 2025

8:30 a.m. – 10:30 a.m.

*Office of Performance & Accountability
Virginia Beach Municipal Center, Bldg. 21*

DRAFT Meeting Minutes

CSB Attendance

Present: Dr. Joyce Harvey, Susannah Uroskie, Patricia Pointer, Sharif Hines, Gayle Colson, Cindy Curtis, Mary Crozier, Brianna Dempsey, Vanessa Griffin, Dr. Paul Renda, Kenika Jackson-Green, Dr. Robert Crawford, Jessica Moffite

Absent: Grace Peart

Council: Jennifer Rouse (virtual)

Staff: Aileen Smith, Dr. Kenneth Chandler, Stacey Smith, Joe Mercurio, Dr. Natacha Dolson, Cindy Buckler (virtual), Halle Lowman (Recorder), Duane Hampton, Christine Brantley (virtual), James Thornton, Raymond McEvoy

Public: None

INFORMAL SESSION

Call to Order

Dr. Harvey called the meeting to order at 8:33 a.m.

Roll Call

Ms. Lowman conducted and recorded the roll call.

Board Education: Performance Contract

Mr. McEvoy presented an overview of the Department of Behavioral Health and Developmental Services (DBHDS) FY2026 Performance Contract. He presented information regarding the purpose of the DBHDS Performance Contract, reporting requirements, timelines, deliverables, systems utilized for reporting, and the associated financial information. An overview of the contractual changes in the Exhibits was also provided. The performance contract went out for public comment on June 23, 2025, for 30 days and the link to the full document will be sent to the CSB for review. A vote to approve the performance contract to move forward for City Council approval will be held at the August CSB meeting.

FORMAL SESSION

Call to Order

Dr. Harvey called the formal session to order at 8:54 a.m.

Approval of Board Minutes

Dr. Harvey called for a motion to approve the meeting minutes from the April 24, 2025, CSB meeting. Ms. Pointer made a motion to approve the minutes as written. Ms. Curtis seconded the motion and with members having no objections or further discussion, the meeting minutes were unanimously approved.

Committee Reports

- **Executive Committee**: Dr. Harvey informed the Board that the agenda for today was discussed and finalized during the Executive Committee Meeting held June 18, 2025.
- **Developmental Services (DS) Committee**: Dr. Dolson shared that Developmental Services Committee met on June 12, 2025. The Infant Program Graduation will take place August 21, 2025. The financial report and DS reports were reviewed.
- **Behavioral Health (BH) Committee**: Ms. Smith reported on the Behavioral Health Committee meeting held on June 12, 2025. There has been a Leadership change to the PATH program. Kathleen Brooks-Johnson has retired and the position is currently posted. All FY26 applications for the Virginia Opioid Abatement Authority have been submitted, both for individual distribution and the regional projects. The financial report and BH reports were reviewed.

Financial Report

Mr. McEvoy reviewed the FY25 Budget vs. Actual Financial Report as of May 31, 2025.

Old Business

Dr. Harvey asked the Board to share their Medicaid advocacy experiences. Ms. Curtis described her advocacy efforts including sharing information with family, friends, neighbors and her network of elected officials. Ms. Crozier also stated that she has been an advocate to inform friends as well as elected officials.

New Business

- The Board reviewed upcoming educational topics as follows:
 - July: No meeting
 - August: Housing Resource Center
- The FY25 CSB Annual Report is due to the City Clerk on August 31, 2025. A draft report is being prepared that will outline CSB activities achieved in the last fiscal year. Dr. Harvey will ask the Board members for feedback during the August 14th meeting and the final report will be submitted to the City Clerk's Office by the end of August.

Matters of the Chair

- Dr. Harvey reminded members that the August CSB meeting will be held August 14th and emphasized the importance of a quorum for the FY26 Performance Contract vote.

Matters of the Director / Deputy Director

Director Smith shared the following updates:

- Director Smith Introduced the new Deputy Director for Community Justice, Duane Hampton.
- DHS is currently recruiting for the Business Manager vacancy.
- Mr. Thornton provided Opioid Abatement (OA) Grant updates as follows:
 - All OA grants for FY26 were approved by the Virginia Opioid Abatement Authority (VOAA) Grants Committee on June 5, 2025. This includes the regional van project, the five individual distribution grant renewals, and the new Recovery High School grant.
 - Child & Youth Behavioral Health (CYBH) successfully hired the Family Support Specialist position. The candidate has a start date of June 19, 2025.
 - The Prevention van planning is underway for the outfitting of enhancements, including staff workstations, TV mounting for educational public videos, lighting, awning, etc. The outfitting company estimates that the modifications will take 6-9 months to complete. Following that, the installation of the Prevention messaging wrap will occur.
 - Parks and Recreation has purchased program items for youth to utilize during instruction of the purchased programming, including iPads, projectors, etc. Program implementation will begin in September within the Recreation Centers.
 - Virginia Beach Police Department has purchased the Law Enforcement Against Drugs (LEAD) program materials, LEAD training (two classes), Scruff mascot, swag merchandise, Ford Expedition with lighting package, trailer, wraps for both SUV and trailer, and equipment for the trailer. The Expedition is currently in Massachusetts being outfitted and is expected to be received in the next 60 days. Implementation of the LEAD program is expected to begin with four middle schools in the next school term.
 - The Virginia Beach Health Department is starting a focus group of teens to go over the materials and concepts for the Teen-to-Teen Social Media project. They have begun work with the social media agency, and plan to receive draft ideas by the end of June.
 - The Memorandum of Understanding (MOU) between Human Services and Virginia Beach City Public Schools has been finalized for purchasing the online curriculum. The school is scheduled to complete grant expenditures in June.
 - Virginia Beach Juvenile Detention Center is recruiting for a licensed or license-eligible contract clinician to provide SUD services within the JDC.

Other Business

- DBHDS Dashboard: Mr. Thornton reviewed the most recent dashboard metrics including the percent of new clients offered and appointment within 10 days of intake, substance use disorder (SUD) engagement, and percent of clients of the Columbia suicide screenings upon admission.
- Dr. Harvey asked for follow up on the family member who attended the April CSB meeting and voiced concerns pertaining to her child. Director Smith informed the board members that matters have been addressed and that CQI was involved.

Announcements

None

Public Comment

None

Adjournment

Dr. Harvey adjourned the meeting at 10:40 a.m. The next CSB meeting will be held on August 14, 2025.

Dr. Joyce B. Harvey, CSB Chair

Halle Lowman (Recorder),
BHDS Executive Assistant

FY 2026 Virginia Beach CSB Performance Contract Overview

Raymond McEvoy, Finance Officer
June 26, 2025



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FY 2026 Performance contract What is it?

The Performance Contract is an agreement between the State of Virginia Department of Behavioral Health and Development Services (DBHDS) and the Virginia Beach Department of Human Services Behavioral Health and Developmental Services Division. The contract governs how services will be funded and delivered.

It provides a way for the State to monitor performance, and define services that promote recovery, self-determination, and wellness in all aspects of an individual's life.

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FY 2026 Performance contract

What's in it?

The Performance Contract specifies:

- Services to be provided
- Costs to provide services
- Revenues to support services
- State and federal regulations
- Reporting requirements
- Performance measures

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FY 2026 Performance Contract

What we Report

All revenues and expenditures are reported in the Performance Contract except:

- Infant Development program finances and services
 - Part C funds are contracted and reported outside of the Performance Contract but are still reported to and paid by DBHDS.
- Jail Education, Office of Community and Family Assistance (OCFA), Department of Criminal Justice Jail Pathways grant, and Virginia Opioid Abatement grants
 - Not reported because they do not fall within the DBHDS established core services taxonomy and are not funded through DBHDS.

Along with the expenditures that are directly budgeted to BHDS programs, Central Administration and other departmental support divisions are allocated across BHDS programs in the Performance Contract.

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FY 2026 PERFORMANCE CONTRACT HOW WE REPORT

Monthly:

- Community Contract Submission (CCS3) extract
 - In the past, this system was used to summarize and transmit clients served counts, staff capacity, and services provided by core service taxonomy. Effective July 1, 2025, the CCS3 system will be sunsetted and instead will be transmitted daily at the transaction level directly from the Electronic Healthcare Record (EHR) to the new DBHDS-managed Electronic Data Warehouse.
- Homeless Management Information System (HMIS)
 - Projects for Assistance in Transition from Homelessness (PATH) program services and demographic data
 - Only services in the EHR will be sent to the data warehouse
- State Sponsored Prevention Data System
 - Substance abuse prevention services
 - Only services in the EHR will be sent to the data warehouse

Quarterly:

Several restricted State and Federal funding streams such as the Pathway Jail Program, Crisis Intervention Team, STEP VA funding, State Opioid Response and Federal Block grants require submission of quarterly reimbursement request and regular financial and program reports

Semi-Annually:

Community Automated Reporting System (CARS) aka the traditional Performance Contract reporting will continue to report annual budget and year-to-date revenue and expense information by disability, program, funding type including local support, and grant.

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FY 2026 PERFORMANCE CONTRACT SUBMISSION TIMELINE

The timeline for processing the performance contract is as follows:

- 6/23/2025 - Begin required 30-day public comment period
- 6/26/2025 - Review draft FY 2026 Performance Contract with CSB
- 8/14/2025 - CSB votes to approve the FY 2026 Contract
- 8/27/2025 - City Manager Agenda Setting Meeting
- 9/02/2025 - City Council votes to approve the FY 2026 Performance Contract
- 9/05/2025 - Submit to DBHDS

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FY 2026 PERFORMANCE CONTRACT CHANGES TO PROCESSES & PERFORMANCE MEASURES

- **Entire Agreement: CCS and Taxonomy Sunset**

- Effective July 1, 2025, any reference to CCS3/CCS or Core Services Taxonomy has been deleted from all performance contract documents. CCS as the data reporting mechanism for DBHDS has been replaced as part of the Data Modernization Program that will align with industry standard reporting codes which also makes the core services taxonomy obsolete.

- **Section 13 Compliance with HIPAA Privacy Laws**

- In 13.A, changed language from HIPAA to “Data Privacy” and removed requirements related to Business Associate Agreement (BAA) for agreements that DBHDS is not party to and does not require CSBs to have BAA with third party business associates of DBHDS.

- **Exhibit B: Continuous Quality Improvement (CQI)**

- Amended to establish BH QMS core measures, benchmarks, track progress toward targets, facilitates the provision of TA, and develops Quality Improvement Initiatives to address systemic issues.
 - Changed the tracking of new consumers with initial comprehensive needs assessment who keep and attend a follow up appointment to 30 days from 10 days
 - Increased SUD engagement target from 50% to 65%
 - Added metabolic screening as a performance measure for those receiving antipsychotic medications
 - Added tracking requirements for staff completing trauma training (95%) and military competence training (90%)

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FY 2026 PERFORMANCE CONTRACT CHANGES TO PROCESSES & PERFORMANCE MEASURES: EXHIBITS E - M

- **Exhibit C: PHI Data Sharing and Use Agreement**

- Moved language from Exhibit N in previously amended contract to Exhibit C. Language is related sharing confidentiality and security of individually identifiable health information between the Department and the CSBs.

- **Exhibit E: Performance Contract Schedule and Process**

- Amended to update the CSB specific due dates for Department required reporting submissions for the performance contract, financial, program related required data submissions for the new data platform, local government audits and Certified Public Accountant (CPA). Also updated payment schedule for revenue from DBHDS.

- **Exhibit F: Federal Grant Requirements**

- Amended to reflect the current federal grants and their general and specific terms and conditions.

- **Exhibit G: Community Services Boards Master Programs Services Requirements**

- Amended to update some of the terms and conditions for certain programs services that a CSB may provide to reduce the amount of Exhibits D the Department and CSBs will have to review, process, and track.

- **Exhibit H: Regional Local Inpatient Purchase of Services (LIPOS) Requirements**

- Amended to update the reduction of appropriated funding and remove certain CCS3 and taxonomy language.

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FY 2026 PERFORMANCE CONTRACT CHANGES TO PROCESSES & PERFORMANCE MEASURES: EXHIBIT G

• **Exhibit K State Hospital Census Management Admission and Discharge Requirements**

Added the following New Appendices

- **Appendix D-** Amended individuals to receive admission notifications to include: hospital liaison, liaison supervisor, MH/Clinical Director, ID Director if applicable
- **Appendix E -** Discharge Dispute Process Discharge Readiness Dispute Process for State Hospitals, CSBs, and DBHDS Central Office
- **Appendix F-** Clinical Readiness Scale for State Psychiatric Hospitals with Legal Involvement
- **Appendix G:** Outlines State Hospital Discharge Medication Protocol
- **Appendix H:** Discharge Pilot Protocols for Central State Hospital, Southwestern Virginia Mental Health Institute, Or Southern Virginia Mental Health Institute

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FY 2026 PERFORMANCE CONTRACT CHANGES TO PROCESSES & PERFORMANCE MEASURES: EXHIBIT G CONTINUED

• **Exhibit M: Department of Justice Settlement Agreement**

Amended as required for DOJ compliance.

- CSB will post a message for individuals with DD and their families related to the DMAS document titled “Help in Any Language” to the CSB website and provide the information through other means, as needed, or requested by individuals with DD and their families who are seeking services.
- Face-to-Face Visits
 - CSBs shall refer to Enhanced Case Management Criteria Instructions and Guidance and the Case Management Operational Guidelines issued by the Department.
 - CSB will document the selected Support Coordinator’s name on the Virginia Informed Choice form to indicate individuals, and as applicable Substitute Decision-Maker’s, choice of the assigned SC.
- Support Coordinator Quality Review
 - Each year, the CSB shall complete the number of Support Coordinator Quality Reviews and provide data to DBHDS as outlined by the process.
 - As requested by DBHDS, the CSB will submit a performance improvement plan (PIP) or Corrective Action Plan (CAP) when two or more indicators are found to be below 60% during any year reviewed.
- CSB shall notify the community resource consultant (CRC) and regional support team (RST) using the RST referral form in the waiver management system (WaMS) application to enable the RST to monitor, track, and trend community integration and challenges that require further system development.

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FY 2026 PERFORMANCE CONTRACT CHANGES TO PROCESSES & PERFORMANCE MEASURES: EXHIBIT G

- **Addendum I Administrative Requirements, Processes, and Procedures**

- **Amend Appendix D** - User Acceptance Testing Process to align the data modernization requirements
- **Amend Appendix E** - Administrative Requirements to add CSB Accounts Receivables reporting to implement a targeted review process of all CSB Accounts Receivable to (i) assess the extent to which CSBs are billing for Medicaid-eligible services they provide, (ii) determine if additional technical assistance and training, in coordination with Medicaid managed care organizations, is needed on appropriate Medicaid billing and claiming practices to relevant CSB staff, and (iii) evaluate the feasibility of a central billing entity, similar to the Federally Qualified Health Centers, that would handle all Medicaid claims for the entire system.
- **Amend Appendix F** - Remove Regional Program Operating Principles from the Core Services Taxonomy

- **Addendum III Sunset Core Services Taxonomy**

- Amend the contents to show sunset of this system except for Regional Program Operating Principles, that was moved to Appendix F of Addendum I- Administrative Requirements and Processes and Procedures of the performance contract.

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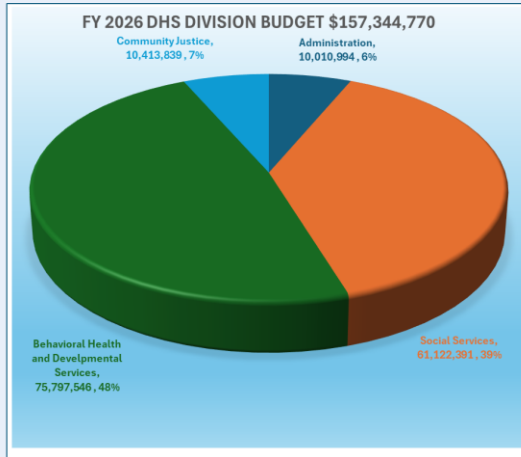
FY 2026 PERFORMANCE CONTRACT CHANGES IN DBHDS FUNDING LEVELS

- DBHDS state base funding recurring funding increased 2% overall or \$270,870 between FY 2025 and FY 2026 and was made up as follows:
- \$264,771 increase in State General Funds for MH, DS, and SUD discretionary use.
- \$50,000 increase to fund a new DS Service Coordinator support initiative.
- \$6,763 increase in State Substance Abuse Purchase of Residential Services (SARPOS) funds.
- \$44,031 decrease in STEP-VA funding in PSR, Case Management and Care Coordination.
- \$6,633 decrease in ACT funding as cost share to support a pending system-wide program assessment to be sponsored by DBHDS.

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FY 2026 DHS OPERATING BUDGET

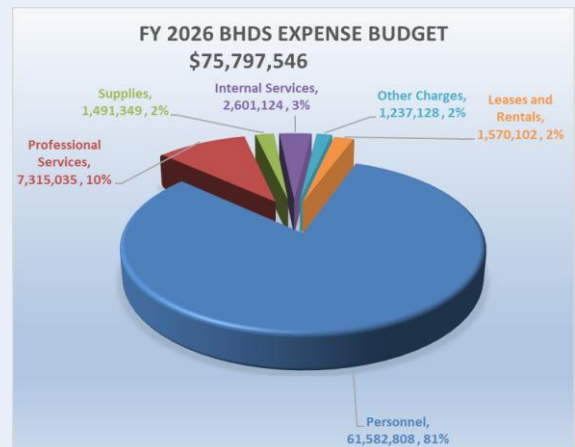
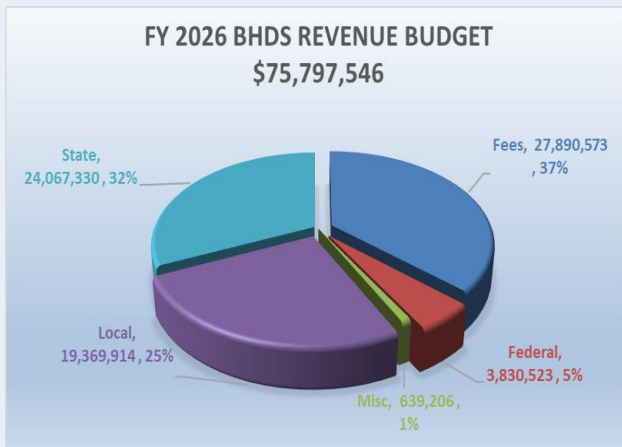


- DHS FY 2026 Operating Budget totals \$157,344,770
 - CSB makes up 48% of the DHS expenditure budget or \$75,797,546
- Local funds provides \$50,157,518 in total support to DHS
 - \$19,369,914 or 39% to the CSB
 - \$9,879,994 or 20% to Administration
 - \$18,408,267 or 37% to Social Services
 - \$2,499,343 or 5% to Community Justice
- DHS FY 2026 FTE consists of 1184 City and 156 Contract staff for a total of 1,340 FTE's.
 - CSB FTEs make up 55% (744) of the DHS total
- DHS Contracted Manpower budget is \$4,449,869.
 - CSB accounts for 66% (\$2,928,810) of the Contracted Manpower budget

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FY 2026 CSB BUDGETS



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FY 2026 CSB BUDGET CROSSWALK CITY OPERATING TO PERFORMANCE CONTRACT

FY 2026 CSB City Budget	
Revenues	Amount
Charges for Services	\$27,890,573
Federal Revenue	\$3,830,523
Miscellaneous Revenue	\$639,206
State Revenue	\$24,067,330
General Fund Support	\$19,369,914
Total Revenues	\$75,797,546
Expenditures	
Leases and Rentals	\$ 1,570,102
Other Charges	\$ 1,237,128
Personnel	\$61,582,808
Professional Services	\$ 7,315,035
Supplies	\$ 1,491,349
Internal Charge-out	\$ 2,601,124
Total Expenditures	\$ 75,797,546

FY 2026 CSB Budget Comparison			
City Budget Revenue	\$ 75,797,546	City Budget Expenditures	\$ 75,797,546
Infant Program – Part C not in PC	\$ (2,264,681)	Infant Program -Part C not in PC	\$ (3,514,218)
Transportation Fees	\$ 126,742	OCFA	\$ (223,700)
CQI Fees	\$ 4,258	Jail Education Services	\$ (259,604)
COLA Support from BHDS	\$ 264,771	PATH Outreach Grant	\$ (175,000)
Community Corrections Pretrial not in PC	\$ (2,540,989)	CCPT not in PC	\$ (2,540,989)
PATH Outreach Grant	\$ (175,000)	VOAA Grants not in PC	\$ (315,062)
Changes in State funding	\$ 57,427	Part C Admin not in PC	\$ (502,451)
Local Support not in PC	7,213,832	Central Administration Share	10,267,384
PC Revenues	78,533,906	PC Expenditures	78,533,906

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**City of Virginia Beach Community Services Board
Fiscal Year 2025 Budget v. Actual as of June 30, 2025**

Revenue Source	Fiscal Year 2025 Budget	Year to Date Budget	Year to Date Collections	% of Year to Date Budget Achieved (goal 100%)
Charges for Services	26,377,628	26,377,628	24,112,076	91%
Other Fees	271,457	271,457	66,532	25%
State Revenue	23,405,205	23,405,205	23,406,860	100%
Federal Revenue	3,957,722	3,957,722	3,453,159	87%
Miscellaneous Revenue	89,606	89,606	48,342	54%
Retained Earnings	250,000	250,000	-	-
General Fund Support	23,991,473	23,991,473	7,303,139	30%
Total Revenue	78,343,091	78,343,091	58,390,108	75%

Expenditure Category	Fiscal Year 2025 Budget	Year to Date Budget	Year to Date Spending	% of Year to Date Budget Achieved (goal 100%)
Personnel	64,060,676	64,060,676	46,426,186	72%
Professional Services	7,884,881	7,884,881	7,155,550	91%
Internal Services ¹	1,121,435	1,121,435	1,019,190	91%
Other Charges	1,326,931	1,326,931	1,000,487	75%
Supplies	2,249,505	2,249,505	1,237,463	55%
Leases and Rentals	1,697,368	1,697,368	1,551,232	91%
Capital Outlay	3,105	3,105	-	-
Total Expenditure	78,343,901	78,343,901	58,390,108	75%

QUARTERLY SUMMARY – LICENSING REPORTS

QUARTER: October – December 2024

DIVISION	PROGRAM	SOURCE	IDENTIFIED ISSUE(S)	SUMMARY OF RESPONSE
BH	ACT	OHR	Medication Error: Wrong Dose. No adverse effect and PCP notified.	Nurse Manager retrained staff on Five-Rights and medication delivery processes.
BH	OP	OHR	Staff did not maintain appropriate professional boundaries per agency policy and professional licensing board expectations.	Appropriate action was taken with involved staff member.
BH	OP	IMU	Late Incident Reporting (1 incident)	Nurse Manager provided re-training to staff that included internal and external reporting requirements and updated the program’s internal incident monitoring process.
DS	Gladiola	OHR	Medication Error: Communication gap regarding order change resulting in a missed dose.	DS Leadership retrained staff on general medication management and on-call procedures.
DS	In-Home Support	OHR	Med error: Staff did not follow the written instructions regarding medications prior to a dental	Appropriate action was taken with involved staff.

IMU = Incident Management Unit **MRC** = Mortality Review Committee **OHR** = Office of Human Rights **SIU** = Specialized Investigation Unit

DIVISION	PROGRAM	SOURCE	IDENTIFIED ISSUE(S)	SUMMARY OF RESPONSE
			procedure which caused delay in care.	
DS	In-Home Support	IMU	Late Incident Reporting (1 incident)	Program Supervisor trained the involved staff on incident reporting and communicated the internal monitoring process.

IMU = Incident Management Unit **MRC** = Mortality Review Committee **OHR** = Office of Human Rights **SIU** = Specialized Investigation Unit

QUARTERLY SUMMARY – LICENSING REPORTS

QUARTER: January - March 2025

DIVISION	PROGRAM	SOURCE	IDENTIFIED ISSUE(S)	SUMMARY OF RESPONSE
DS	In-Home Support	OHR	Med Error: Topical ointment was applied less than prescribed. No adverse effects.	DS Leadership retrained staff on applicable medication management procedures.
DS	Bayside GH	OHR	Med Error: One medication was not administered as prescribed. No adverse effects.	DS Leadership reviewed MAR preparation and verification expectations with group home staff.
DS	In-Home Support	OHR	Med Error: One medication was not administered as prescribed. No adverse effects.	DS Leadership provided re-training to all support residential staff and completed appropriate personnel action for involved staff.
DS	West Neck #1 ICF	OHR	Internal protocol for reporting observed injuries was not followed.	DS Leadership provided a memo to all staff detailing the expectations regarding reporting injuries. Appropriate personnel action for the involved staff was completed.
DS	West Neck #1 ICF	OHR	Internal protocol for proper injury maintenance was not followed.	DS Leadership developed a communication

DIVISION	PROGRAM	SOURCE	IDENTIFIED ISSUE(S)	SUMMARY OF RESPONSE
				<p>procedure between the nursing staff and the direct support staff to ensure timely and efficient communication of doctors' orders and treatment expectations. Appropriate personnel action for the involved staff was completed.</p>
DS	West Neck #2 - ICF	OHR	Internal protocol for reporting observed injuries and completing required elements of related documentation was not followed.	House Supervisor provided supervision to involved staff, reviewed expectations for reporting injuries, and implemented an additional competency-based annual incident reporting training.

IMU = Incident Management Unit **MRC** = Mortality Review Committee **OHR** = Office of Human Rights **SIU** = Specialized Investigation Unit

Virginia Beach Behavioral Health & Developmental Services Fee Schedule

Service Description	Units of Service	Fees	Medicaid Rate Increase
CRISIS SERVICES			
Mobile Crisis Response	15 minutes	\$80 - \$146	*
Crisis Community Stabilization	1 hour	\$45.00 - \$95.00	
Pre-Admission Screening	15 minutes	\$80.00	*
OUTPATIENT AND COMMUNITY SERVICES			
Psychiatric Evaluation	Each	\$215.00	
Same Day Access Intake Assessment	Each	\$155.00	
Individual Psychotherapy	30 minutes	\$70.00	
Individual Psychotherapy	45 mins	\$90.00	
Individual Psychotherapy	1 hour	\$135.00	
Family Psychotherapy	Each	\$118.00	
Group Psychotherapy	Each	\$40.00	
Intensive Outpatient Treatment (SUD IOP)	Day	\$260.00	*
Medication Management – MD-Adult-New Client (minimum complexity)	Each	\$55.00	
Medication Management – MD-Adult-New Client (low complexity)	Each	\$84.00	
Medication Management – MD-Adult-New Client (moderate complexity)	Each	\$125.00	
Medication Management – MD-Adult-New Client (high complexity)	Each	\$165.00	
Medication Management – MD-Adult-Established Client (brief complexity)	Each	\$18.00	
Medication Management – MD-Adult-Established Client (minimum complexity)	Each	\$43.00	
Medication Management – MD-Adult-Established Client (low complexity)	Each	\$68.00	
Medication Management – MD-Adult-Established Client (moderate complexity)	Each	\$95.00	
Medication Management – MD-Adult-Established Client (high complexity)	Each	\$134.00	
Medication Management – MD-Youth-New Client (minimum complexity)	Each	\$59.00	

Service Description	Units of Service	Fees	Medicaid Rate Increase
Medication Management – MD-Youth-New Client (low complexity)	Each	\$85.00	
Medication Management – MD-Youth-New Client (moderate complexity)	Each	\$129.00	
Medication Management – MD-Youth-New Client (high complexity)	Each	\$163.00	
Medication Management – MD-Youth-Established Client (brief complexity)	Each	\$18.00	
Medication Management – MD-Youth-Established Client (minimum complexity)	Each	\$43.00	
Medication Management – MD-Youth-Established Client (low complexity)	Each	\$68.00	
Medication Management – MD-Youth-Established Client (moderate complexity)	Each	\$95.00	
Medication Management – MD-Youth-Established Client (high complexity)	Each	\$133.00	
Assertive Community Treatment	Daily	\$196.64	
Case Management - Mental Health	Monthly	\$367.31	
Case Management - Developmental Services	Monthly	\$382.68	
Case Management - substance use disorder (SUD)	Monthly	\$243.00	
Case Support	Monthly	\$370 - \$790	
Intensive Care Coordination	Monthly	\$1,125.00	
Family Support Service	Hourly	\$55.00	
Care Coordination - substance use disorder (SUD)	Monthly	\$260.00	*
Restore Program (Office Based Addiction Treatment)	Daily	\$15.00	
DAY PROGRAMS			
Beach House Psychosocial Rehabilitation (120 – 239 mins = 1 unit; 240 – 419 mins = 2 units; 420 mins and over = 3 units)	Unit	\$29.99	
Group Day (Skillquest)	1 hour	\$13.82 - \$27.52	*
RESIDENTIAL SERVICES			
Group Home Residential (5 Bedroom)	Daily	\$321.12 - \$471.10	*
Independent Living Supports	Monthly	\$1,172.06 - \$3,578.28	*
ICF-West Neck	Bed Day	\$924.52	*

Service Description	Units of Service	Fees	Medicaid Rate Increase
ICF-Indian River	Bed Day	\$959.20	*
In-Home Supports	Hourly	\$17.37 - \$40.72	
Highly Intensive Residential (Supported Living Residential)	Bed Day	\$321.12 - \$471.10	*
EMPLOYMENT SERVICES			
Supported Employment – Individual	Hourly	\$66.04	
Supported Employment – Enclave (DARS/Extended Employment Services)	Day	\$48.67	
Supported Employment - Group (Waiver)	Hourly	\$16.53 - \$28.34	*
WISA Services (Dept. of Aging & Rehabilitative Services (DARS))	Milestone	\$50.00 - \$550.00	
WISA Services (Waiver)	Hourly	\$66.04	
Customized Employment (DARS)	Milestone	\$294 - \$2,625	
Pre-Employment Transition Services - Individual	Hourly	\$66.04	
Pre-Employment Transition Services - Group	Hourly	\$18.40	
EARLY INTERVENTION			
Assessment	1 hour	\$123.76	
Treatment Team Co-Treatment	1 hour	\$123.76	
Natural Environment Based Treatment - Individual	1 hour	\$123.76	
Natural Environment Based Treatment - Group	1 hour	\$82.92	
Center Based Treatment - Individual	1 hour	\$74.20	
Center Based Treatment - Group	1 hour	\$24.48	
EI - Targeted Case Management	Monthly	\$148.50	
TRANSPORTATION SERVICES			
Ambulatory Consumer	Each	Base plus \$3.00/mile	
Wheelchair Consumer	Each	Base plus \$3.00/min	
OTHER SERVICES			
Urine Drug Screening (UDS)	Each	\$15.00	
UDS Rapid Test	Each	\$7.00	
Confirmation Test	Each	Laboratory Cost	
Pregnancy Test	Each	\$7.30	
Breathalyzer	Each	\$5.52	
Tuberculosis Test	Each	\$8.53	*
Injection Administration	Each	\$25.00	

Service Description	Units of Service	Fees	Medicaid Rate Increase
Venipuncture	Each	\$3.00	
DDS Disability Report Prep – Short Form	Each	\$15.00	
DDS Disability Report Prep – Long Form	Each	\$30.00	
Copy of Records			
First 50 Pages	Page	\$0.50	
Pages over 50	Page	\$0.25	

City of Virginia Beach Community Service Board (CSB) 2024-2025 Annual Report to City Council

Chair: Dr. Joyce B. Harvey

Date: August 31, 2025

Executive Summary

During the fiscal year covering the period of July 1, 2024 – June 30, 2025, the Virginia Beach Community Services Board volunteers and liaisons:

- Met as a full Community Services Board eight (8) times to review and provide input regarding behavioral health and developmental services.
- Participated in one Joint Community Services Board / Social Services Advisory Board (CSB/SSAB) Meeting in March 2025.
- Held eight (8) CSB Executive Committee Meetings for planning purposes and to develop board agendas.
- Held six (6) Behavioral Health Committee meetings to focus on mental health and substance use program areas.
- Held six (6) Developmental Services Committee meetings to focus on the program areas that serve individuals with intellectual and developmental disabilities.
- Participated in a variety of advocacy initiatives in support of services.

Our most significant accomplishments are detailed below, along with recommendations for your consideration.

Mission Statement

The purpose of this Board is to act as an administrative policy community services board and as the agent of the Department of Human Services (DHS), Behavioral Health and Developmental Services Division (BHDS) for the City of Virginia Beach, Virginia in the establishment and operation of community mental health, developmental, and substance use services as provided for in Title 37.2 of the Code of Virginia. The programs under the purview of the Board shall serve as the single point of entry into publicly funded mental health, developmental, and substance use services in Virginia Beach.

Accomplishment of Goals and Objectives

Over the past year, the CSB, through its appointed volunteers and its liaisons, worked on the following key matters in furtherance of its mission:

1. Reviewed the service array and ensured that core services were available as required by Virginia Code § 37.2-500, including Emergency and Crisis Services, Same Day Access, and Case Management.
2. Received briefings and provided guidance regarding service modifications and program changes that occurred during the year.
3. Reviewed and provided input on revenue, expenditures, fee schedule and overall budget for Behavioral Health and Developmental Services.
4. Reviewed, evaluated, and provided input regarding behavioral health and developmental services provided by BHDS.
 - a. Board members reviewed the following service and regulatory areas:
 - Housing Opportunities for Persons with Disabilities
 - FOIA and Conflict of Interest
 - Billing and Fee Schedules
 - SkillQuest Day Program
 - Opioid Abatement and Funding Initiatives
 - Strategic Plan Achievements
 - Community Employment Options
 - Continuous Quality Improvement (CQI) Strategic Plan
 - Department of Behavioral Health and Developmental Services Performance Contract Changes and Renewal
 - b. Board committee members reviewed and provided input on reports related to number of clients served, incident report summaries, Waiver wait list reports, and program-specific financial reports.
5. Reviewed and provided input regarding licensure and audit reports.
6. Monitored progress with the BHDS Strategic Plan and received routine reports regarding progress with strategic plan initiatives.
7. Reviewed the 2024 Client Satisfaction Survey results and provided feedback.
8. Reviewed changes to the Fiscal Year 2026 Department of Behavioral Health and Developmental Services Performance Contract in June 2025.
9. Conducted legislative advocacy in December 2024:
 - a. Prepared a Legislative Budget Priorities document to advocate for system needs.
 - b. Prepared packets of information for legislators regarding key service needs.
 - c. Composed handwritten notes for legislators to thank them for ongoing support of behavioral health and developmental services.
10. CSB Board Members spoke at the Regional Budget Hearing on January 2, 2025, to convey service needs and advocate for ongoing support.
11. Members contacted legislators in April 2025 to advocate for Medicaid benefits to remain whole.

Membership and Attendance

FY2025 CSB Members & Liaisons	
Board Members	Liaison
Dr. Joyce Harvey [Chair]	Angela Hicks
Barbara Booker-Williams	Halle Lowman [Recorder]
Carrollyn Cox	
Dr. Robert Crawford	City Leadership
Gayle Colson	Dr. Kenneth Chandler
Dr. Mary Crozier	Aileen L. Smith
Cindy Curtis	Angela Hicks
Brianna Dempsey	Stacey Smith
Vanessa Griffin	Dr. Natacha Dolson
Sharif Hines	James Thornton
Kenika Jackson-Green	Raymond McEvoy
Jessica Moffite	
Jenny Perry	City Council Members
Patricia Pointer [Secretary]	David Hutcheson
Grace Peart	Jennifer Rouse
Dr. Paul Renda	
Susannah Uroskie [Vice Chair]	

CSB Attendance Report

- Calendar Year 2024 (see attached)
- Calendar Year 2025 (see attached)

**City of Virginia Beach
Community Services Board (CSB)
2024 Attendance Record**

Members Attendance

Name	Term Expires on:	Jan 25 th	Feb 29 th	Mar 15 th	Apr 25 th	May	Jun 27 th	Jul	Aug 15 th	Sep 26 th	Oct 31 st	Nov 28 th	Dec 12 th	Total Present
Booker-Williams, Barbara	12/31/2026	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9/9
Bridges, Lori	12/31/2026	P	P	P	P	N/A	P	N/A	R	R	R	R	N/A	5/5
Colson, Gayle	12/31/2024	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9/9
Cox, Carrollyn	12/31/2024	A	P	A	A	N/A	A	N/A	P	P	A	P	N/A	4/9
Crawford, Robert	12/31/2026	P	P	P	P	N/A	P	N/A	A	P	P	P	N/A	8/9
Curtis, Cindy	9/30/2026	P	P	A	P	N/A	P	N/A	P	A	P	P	N/A	7/9
Dempsey, Brianna	5//31/2026	P	P	P	P	N/A	P	N/A	P	P	P	A	N/A	8/9
Griffin, Vanessa	12/31/2025	P	P	A	P	N/A	P	N/A	P	P	P	P	N/A	8/9
Harvey, Joyce	12/31/2026	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9/9
Hines, Sharif	12/31/2025	N/A	N/A	N/A	N/A	N/A	N/A	N/A	A	P	P	A	N/A	2/4
Peart, Grace	12/31/2025	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P	P	N/A	2/2
Perry, Jenny	12/31/2025	P	A	P	A	N/A	P	N/A	P	P	R	R	N/A	5/7
Pointer, Patricia	12/31/2024	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9/9

Name	Term Expires on:	Jan 25 th	Feb 29 th	Mar 15 th	Apr 25 th	May	Jun 27 th	Jul	Aug 15 th	Sep 26 th	Oct 31 st	Nov 28 th	Dec 12 th	Total Present
Russell, Thomas	12/31/2025	A	A	A	A	N/A	R	N/A	R	R	R	R	N/A	0/4
Uroskie, Susannah	12/31/2026	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9/9
Walker, Todd	12/31/2025	P	A	P	A	N/A	R	N/A	R	R	R	R	N/A	2/4
Quorum; total number of members in person/total number of appointed members		12/14	11/14	10/14	10/14	N/A	11/12	N/A	10/12	11/12	11/12	10/12	N/A	

Key: Present (P) Present/Virtually (P/V) Absent (A) Resigned (R) Excused Absence (E) Canceled (C)

City Council Liaisons/Department Staff Liaisons

Name	Jan 25 th	Feb 29 th	Mar 15 th	Apr 25 th	May	Jun 27 th	Jul	Aug 15 th	Sep 26 th	Oct 31 st	Nov 28 th	Dec 12 th	Total Present
Hutcheson, David	P				N/A	P	N/A		P			N/A	3/9
Rouse, Jennifer			P		N/A		N/A	P	P			N/A	3/9
Hicks, Angela		P	P	P	N/A	P	N/A		P	P	P	N/A	8/9
Lowman, Halle	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9/9

Key: Present (P) Present/Virtually (P/V)

**City of Virginia Beach
Community Services Board (CSB)
2025 Attendance Record**

Name	Term Expires on:	Jan 30 th	Feb 27 th	Mar 10 th	Apr 24 th	May	Jun 22 nd	Jul	Aug 10 th	Sep 24 th	Oct 14 th	Nov 28 th	Dec 12 th	Total Present
Booker-Williams, Barbara	5/31/2026	P	P	P	P	N/A	P	N/A						5/5
Colson, Gayle	5/31/2027	P	P	P	P	N/A	P	N/A						5/5
Crawford, Robert	5/31/2026	P	E	P	E	N/A	P	N/A						3/5
Crozier, Mary	5/31/2028	P	P	P	P	N/A	P	N/A						5/5
Curtis, Cindy	5/31/2026	P	P	P	P	N/A	P	N/A						5/5
Dempsey, Brianna	5/31/2026	A	P	P	P	N/A	P	N/A						4/5
Griffin, Vanessa	5/31/2026	A	P	P	P	N/A	P	N/A						4/5
Harvey, Joyce	5/31/2026	P	P	P	P	N/A	P	N/A						5/5
Hines, Sharif	12/31/2025	A	A	P	E	N/A	P	N/A						2/5
Jackson-Green, Kenika	12/31/2026	P	P	P	P	N/A	P	N/A						5/5
Moffite, Jessica	12/31/2027	A	A	P	A	N/A	P	N/A						2/5
Peart, Grace	12/31/2025	A	P	P	P	N/A	E	N/A						3/5

Name	Term Expires on:	Jan 30 th	Feb 27 th	Mar 10 th	Apr 24 th	May	Jun 22 nd	Jul	Aug 10 th	Sep 24 th	Oct 14 th	Nov 28 th	Dec 12 th	Total Present
Pointer, Patricia	12/31/2027	P	P	P	P	N/A	P	N/A						
Renda, Paul	12/31/2027	P	P	P	P	N/A	P	N/A						
Uroskie, Susannah	12/31/2026	P	P	P	P	N/A	P	N/A						
Quorum; total number of members in person/total number of appointed members		10/15	12/15	15/15	13/15	N/A	14/15	N/A						

Key: Present (P) Present/Virtually (P/V) Absent (A) Resigned (R) Excused Absence (E) Canceled (C)

City Council Liaisons/Department Staff Liaisons

Name	Jan 25 th	Feb 29 th	Mar 15 th	Apr 25 th	May	Jun 27 th	Jul	Aug 15 th	Sep 26 th	Oct 31 st	Nov 28 th	Dec 12 th	Total Present
Hutcheson, David				P	N/A		N/A						1/5
Rouse, Jennifer					N/A	PV	N/A						1/5
Hicks, Angela	P	P	P	P	N/A		N/A						4/5
Lowman, Halle	P	P	P	P	N/A	P	N/A						5/5

Key: Present (P) Present/Virtually (P/V)

FY 2025 CSB Volunteer Hours Report

Board Member	Totals
Barbara Booker-Williams	
Gayle Colson	
Carrollyn Cox	
Dr. Robert Crawford	
Mary Crozier	
Cindy Curtis	
Brianna Dempsey	
Vanessa Griffin	
Dr. Joyce Harvey	
Sharif Hines	
Kenika Jackson-Green	
Jessica Moffite	
Grace Peart	
Jenny Perry	
Patricia Pointer	
Paul Renda	
Susannah Uroskie	

Financial Report

City of Virginia Beach Community Services Board Fiscal Year 2025 Budget v. Actual as of June 30, 2025

Revenue Source	FY25 Budget	YTD Budget	YTD Collections	% of YTD Budget Achieved
Charges for Services	26,377,628	26,377,628	24,112,076	91%
Other Fees	271,457	271,457	66,532	25%
State Revenue	23,405,205	23,405,205	23,406,860	100%
Federal Revenue	3,957,722	3,957,722	3,453,159	87%
Misc Revenue	89,606	89,606	48,342	54%
Retained Earnings	250,000	250,000	-	-
General Fund Support	23,991,473	23,991,473	7,303,139	30%
Total Revenue	78,343,091	78,343,091	58,390,108	75%

Expenditure Category	FY25 Budget	YTD Budget	YTD Spending	% of YTD Budget Achieved
Personnel	64,060,676	64,060,676	46,426,186	72%
Professional Services	7,884,881	7,884,881	7,155,550	91%
Internal Services	1,121,435	1,121,435	1,019,190	91%
Other Charges	1,326,931	1,326,931	1,000,487	75%
Supplies	2,249,505	2,249,505	1,237,463	55%
Leases and Rentals	1,697,368	1,697,368	1,551,232	91%
Capital Outlay	3,105	3,105	-	-
Total Expenditure	78,343,091	78,343,091	58,390,108	75%

Goals and Objectives for the Coming Year

- Review and advise staff regarding the behavioral health and developmental services continuum of care.
- Review and advise staff regarding financial reports.
- Provide advocacy at local, regional and state level as necessary in support of behavioral health and developmental services.
- Provide feedback on the initiatives and service enhancements related to the Opioid Abatement funding.

Recommendations to City Council

- Continue to provide City support for a robust continuum of services for individuals with behavioral health and developmental disabilities. There are high levels of addiction, trauma, and mental health service needs, therefore accessible services remain crucial to community wellbeing.
- As the healthcare job market changes, continue to develop recruitment and retention strategies that will address the workforce shortage and ensure that adequate providers are available to provide essential services to individuals with mental health, substance use, and developmental disabilities.

Additional Information

We are grateful for the City support that sustains mental health, substance use, and developmental services in our community. Of note, the City has supported initiatives to enhance workforce retention and recruitment efforts as well as the expansion of addiction services via Opioid Abatement funding opportunities. We look forward to ongoing opportunities to support our community and meet the needs of individuals with behavioral health and developmental disabilities.

Closing

Should you have any questions, please contact Dr. Joyce Harvey, CSB Chair, and Angela Hicks, Deputy Director, Behavioral Health and Developmental Services/CSB Staff Liaison.