



City of Virginia Beach **Community Service Board (CSB)** **2023-2024 Annual Report to City Council**

Chair: Dr. Joyce B. Harvey

Date: August 15, 2024

Executive Summary

During the fiscal year covering the period of July 1, 2023 – June 30, 2024, the Virginia Beach Community Services Board (CSB) volunteers and liaisons

- met as a full Community Services Board eight (8) times to review and provide input regarding behavioral health and developmental services
- 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 program areas that serve individuals with intellectual and developmental disabilities
- participated in one (1) Joint Community Service Board / Social Services Advisory Board (CSB/SSAB) Meeting in March 2023
- 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 Developments 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 relocations that occurred during the year.
 3. Reviewed revenue, expenditures 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:
 - Parent-Child Interaction Therapy (PCIT)
 - Inclusion and Diversity Initiatives
 - Developmental Services Medicaid Waiver Overview
 - Developmental Services and Virginia Department of Justice Requirements
 - Projects for Assistance in Transition from Homelessness (PATH)
 - Youth School-Based Services
 - 2024-2026 DHS Strategic Plan
 - System Transformation Excellence and Performance (STEP-VA) Overview
 - DBHDS licensure requirements and processes
 - Freedom of Information Act and Conflict of Interest issues as it related to client services
 - Projects for Assistance in Transition from Homelessness (PATH)
 - Human Services Annual Accomplishments
 - Financial Reporting
 - Department of Behavioral Health and Developmental Services Performance Contract Renewal and Changes
 - 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 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 2023 Client Satisfaction Survey results and provided feedback.
 8. Reviewed changes to the Fiscal Year 2025 Department of Behavioral Health and Developmental Services Performance Contract in June 2024.
 9. Conducted legislative advocacy in December 2023:
 - 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 3, 2024, to convey service needs and advocate for ongoing support.
 11. CSB members were provided opportunity to attend the Open House at the newly renovated Pathways Center to enhance familiarization with client services offered.
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Membership and Attendance

FY2024 CSB Members & Liaisons	
Board Members	Liaison
Dr. Joyce Harvey [Chair]	Angela Hicks
Patricia Alspaugh	Halle Lowman [Recorder]
Barbara Booker-Williams	
Lori Bridges	City Leadership
Gayle Colson	Dr. Kenneth Chandler
Carrollyn Cox	Aileen L. Smith
Robert Crawford	Stacey O'Toole
Cindy Curtis	James Thornton
Brianna Dempsey	Dr. Natacha Dolson
Vanessa Griffin	Raymond McEvoy
Carla Hesseltine	
Sharif Hines	
Jenny Perry	
Patricia Pointer [Secretary]	City Council Members
Thomas Russell	Rocky Holcomb
Susannah Uroskie [Vice Chair]	David Hutcheson
Todd Walker	Jennifer Rouse

CSB Attendance Report

- Calendar Year 2023 (see attached)
 - Calendar Year 2024 (see attached)
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City of Virginia Beach
Community Services Board (CSB)
2023 Attendance Record

Name	Term Expires on:	Jan 26th	Feb 23rd	Mar 17th	Apr 27th	May	Jun 29th	Jul	Aug 17 th	Sep 28 th	Oct 26 th	Nov 16 th	Dec	Total Present
Alsbaugh, Patricia	12/31/2025	P	A	A	P	N/A	P	N/A	A	A	P	P	N/A	5/9
Anderson, Michael	09/30/2023	P	P	P	R	N/A	R	N/A	R	R	R	R	N/A	3/3
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 F.	12/31/2026	P	P	P	P	N/A	A	N/A	P	P	P	P	N/A	8/9
Colson, Gayle M.	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	P	A	A	A	N/A	P	N/A	P	A	A	A	N/A	3/9
Crawford, Robert L.	12/31/2026	P	A	P	P	N/A	P	N/A	P	P	P	P	N/A	8/9
Curtis, Cindy A.	09/30/2026	P	P	P	P	N/A	P	N/A	A	P	P	P	N/A	8/9
Dempsey, Brianna	05/31/2026	P	P	P	P	N/A	A	N/A	P	P	P	P	N/A	8/9
Griffin, Vanessa E.	12/31/2025	P	P	A	P	N/A	P	N/A	P	P	A	P	N/A	7/9
Harvey, Joyce	12/31/2026	P	P	P	P	N/A	P	N/A	P	P	P	A	N/A	8/9
Perry, Jenny C.	12/31/2025	P	P	P	P	N/A	A	N/A	P	P	P	P	N/A	8/9
Pointer, Patricia	12/31/2024	P	A	P	P	N/A	P	N/A	P	P	P	P	N/A	8/9

Name	Term Expires on:	Jan 26th	Feb 23rd	Mar 17th	Apr 27th	May	Jun 29th	Jul	Aug 17 th	Sep 28 th	Oct 26 th	Nov 16 th	Dec	Total Present
Russell, Thomas F.	12/31/2025	P	P	A	P	N/A	A	N/A	A	P	P	A	N/A	5/9
Uroskie, Susannah	12/31/2026	P	E	E	P	N/A	P	N/A	P	P	A	P	N/A	6/9
Walker, Todd	12/31/2025	P	P	P	A	N/A	A	N/A	A	A	P	A	N/A	4/9
Total Present		16/16	11/16	11/16	13/15	N/A	10/15	N/A	11/15	12/15	12/15	11/15	N/A	
Name	Term Expires on:	Jan 26th	Feb 23rd	Mar 17th	Apr 27th	May	Jun 29th	Jul	Aug 17 th	Sep 28 th	Oct 26 th	Nov 16 th	Dec	Total Present
Holcomb, Rocky Council Member	N/A	P				N/A		N/A					N/A	1
Hicks, Angela Liaison	N/A	P	P/V	A	P	N/A	P	N/A	P	P	P	P	N/A	8
Lowman, Halle Liaison	N/A	P	P	P	P	N/A	P	N/A	P	P	P	P	N/A	9

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

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

Name	Term Expires on:	Jan 25th	Feb 29th	Mar 15th	Apr 25th	May	Jun 27th	Jul	Aug	Sep	Oct	Nov	Dec	Total Present
Alsbaugh, Patricia	12/31/2025	P	R	R	R	N/A	R	N/A						1/1
Booker-Williams, Barbara	12/31/2026	P	P	P	P	N/A	P	N/A						5/5
Bridges, Lori F.	12/31/2026	P	P	P	P	N/A	R	N/A						4/4
Colson, Gayle M.	12/31/2024	P	P	P	P	N/A	P	N/A						5/5
Cox, Carrollyn	12/31/2024	A	P	A	A	N/A	A	N/A						1/5
Crawford, Robert L.	12/31/2026	P	P	P	P	N/A	P	N/A						5/5
Curtis, Cindy A.	09/30/2026	P	P	A	P	N/A	P	N/A						4/5
Dempsey, Brianna	05/31/2026	P	P	P	P	N/A	P	N/A						5/5
Griffin, Vanessa E.	12/31/2025	P	P	A	P	N/A	P	N/A						4/5
Harvey, Joyce	12/31/2026	P	P	P	P	N/A	P	N/A						5/5
Hines, Sharif	12/31/2026	N/A	N/A	N/A	N/A	N/A	P	N/A						1/1
Perry, Jenny C.	12/31/2025	P	A	P	A	N/A	P	N/A						3/5
Pointer, Patricia	12/31/2024	P	P	P	P	N/A	P	N/A						5/5

Name	Term Expires on:	Jan 25th	Feb 29th	Mar 15th	Apr 25th	May	Jun 27th	Jul	Aug	Sep	Oct	Nov	Dec	Total Present
Russell, Thomas F.	12/31/2025	A	A	A	A	N/A	R	N/A						0/4
Uroskie, Susannah	12/31/2026	P	P	P	P	N/A	P	N/A						5/5
Walker, Todd	12/31/2025	P	A	P	A	N/A	R	N/A						2/4
Total Present		13/15	11/14	10/14	10/14	N/A	11/12	N/A						
Name	Term Expires on:	Jan 26th	Feb 23rd	Mar 17th	Apr 27th	May	Jun 29th	Jul	Aug 17 th	Sep 28 th	Oct 26 th	Nov 16 th	Dec	Total Present
Hicks, Angela Liaison	N/A	P	P/V		P	N/A	P	N/A						4/5
Lowman, Halle Liaison	N/A	P	P	P	P	N/A	P	N/A						5/5
Hutcheson, David	N/A			P	P/V	N/A	P	N/A						
Rouse, Jennifer	N/A			P	P	N/A		N/A						

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

FY 2024 CSB Volunteer Hours Report

Board Member	Totals
Patricia Alspaugh	6:23
Barbara Booker-Williams	29:05
Lori Bridges	19:35
Gayle Colson	21:48
Carrollyn Cox	4:20
Dr. Robert Crawford	29:54
Cindy Curtis	16:19
Brianna Dempsey	21:48
Vanessa Griffin	14:17
Dr. Joyce Harvey	44:50
Shirif Hines	3:37
Jenny Perry	18:52
Patricia Pointer	32:48
Thomas Russell	4:40
Susannah Uroskie	32:06
Todd Walker	5:01

Financial Report

The Community Services Board does not have their own operating budget; however, the Board does review the Department of Human Services Behavioral Health and Developmental Services Division budget.

**City of Virginia Beach Community Services Board
Preliminary Fiscal Year 2024 Budget v. Actual as of June 30, 2024**

Revenue Source	FY 2024 Budget	Year to Date Collections	% of Year to Date Budget Achieved
Charges for Services	24,432,937	22,913,479	94%
Other Fees ¹	119,340	246,147	206%
State Revenue	22,063,611	21,193,321	96%
Federal Revenue	4,075,671	3,587,796	88%
Misc Revenue ²	42,057	103,377	-246%
<i>Retained Earnings³</i>	250,000	0	0%
<i>General Fund Support</i>	21,918,030	10,422,843	48%
Total Revenue	72,901,646	58,466,963	80%

Expenditure Category	FY 2024 Budget	Year to Date Spending	% of Year to Date Budget Achieved
Personnel ⁴	57,891,873	47,259,656	82%
Professional Services	8,388,394	6,543,230	78%
Internal Services	990,667	1,004,414	101%
Other Charges	1,266,182	954,111	75%
Supplies	2,111,793	1,124,562	53%
<i>Leases and Rentals</i>	2,162,033	1,520,708	70%
<i>Capital Outlay</i>	90,705	60,282	66%
Total Expenditures	72,901,646	58,466,963	80%

YTD Budget target is 100%

1 Other Fees include additional collections from CSA for Child and Youth Services

2 Miscellaneous Revenue includes \$99,882 refund from EVMS for FY 2023 residential physicians expense

3 Retained Earnings were not required as there were no Complex Care client residential support needs identified in FY2024

4 Net personnel vacancy savings was 18% including 26% savings in Behavioral Health and 8% savings in Developmental Services

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.*
- *Review progress with the new Substance Use Disorder Continuum programs that have been re-established at the Pathways Center at Birdneck Circle.*
- *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 is 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 or desire a formal City Council briefing from our agency, please contact Dr. Joyce Harvey, CSB Chair and Angela Hicks, Deputy Director, Behavioral Health and Developmental Services/CSB Staff Liaison.
