



**City of Virginia Beach
Department of Human Services
Social Services Advisory Board
2023 Annual Report to City Council**

Chair: Jalana McCasland, DHS Social Services Advisory Board

Date: August 2023

Executive Summary

The Social Services Advisory Board (SSAB) was established by the Virginia Beach City Council in 1978 as mandated in the Code of Virginia. The Board is composed of citizens appointed by the Virginia Beach City Council, and its members are responsible for ensuring that throughout Virginia Beach, eligible individuals receive social services, financial assistance, and other benefits.

During the fiscal year covering the period of July 1, 2022 – June 30, 2023, the Social Services Advisory Board (SSAB) volunteers and liaisons met nine (9) times.

Key events are as follows:

- Board members reviewed social services financial reports during each full board meeting.
- The SSAB bylaws were revised and provided to existing members to ensure the accuracy of reference information.
- Board members participated in a food drive sponsored by the Virginia Foodbank a thousand families were given boxes of food to assist with their food needs on December 13, 2022, and April 4, 2023.
- Educational sessions were conducted to promote ongoing awareness of key programs and initiatives:

Date	Education Topic
September 9, 2022	Overview of Sheltering and Emergency Operations
October 7, 2022	FOIA, Conflicts of Interest, Board Guidelines
November 4 2022	Strategic Plan Outcomes
January 6, 2023	A Day in the Life of HRC/Domestic Violence, Reentry and workfar
February 3, 2023	Eligibility Benefits Metrics
March 17, 2023	Joint CSB/SSAB
April 7, 2023	Tour of Housing Resource Center (HRC)
May 5, 2023	Human Trafficking
June 2, 2023	Inclusion and Diversity

Mission Statement

The Mission of the Department of Human Services is to provide Virginia Beach citizens the opportunity to achieve the highest level of self-sufficiency, safety, and quality of life possible through an array of coordinated services delivered in a climate of dignity, respect, and accountability.

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

Accomplishment of Goals and Objectives

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

- *Reviewed the service delivery to ensure citizens of Virginia Beach are getting timely, accurate, and referrals for services.*
- *DSS board members attended guided tours to other DSS building sites.*
- *Received monthly updates on budgets, staffing, new and change policy and procedures.*
- *Reviewed monthly revenue, expenditures, and overall budget.*
- *Assisted in a food drive to assist thousands of families in need.*
- *Monitored the progress of the Strategic Plan*
- *Attended numerous program training for sex trafficking, Freedom of Information Act (FOIA), Inclusion, and diversity.*
- *Created updated Board books for new and existing staff members*
- *Welcomed two (2) new board members*
- *Reviewed the updates on program policy changes and how our customers will be impacted.*
- *Received program updates on the unwinding of Medicaid.*

Membership and Attendance

See attached

Financial Report (if applicable)

NA

Goals and Objectives for the Coming Year

- Strengthen child welfare cross-system service provisions to improve safety, permanency, and well-being outcomes for children and families.
 - Continue to support permanency outcomes for children through collaboration with the judicial system, community services providers, and continued quality assurance.
 - Review with the staff members the plan to integrate the utilization of mobile technology and data-collecting systems to improve the timeliness and quality of family case documentation and service planning.
 - Review with the staff members a collaborative system of service delivery and access that effectively and efficiently connects people to services that meet their basic needs and
-

support housing stability.

- Review Departmental metrics and provide educational opportunities for Advisory Board members to increase understanding of quality, financial, and access metrics.
- Consider a mix of onsite and immersion meetings/activities to provide Advisory Board members with greater insight into services provided and client needs.

Recommendations to City Council

- Expansion of technology use in Human Services programs by supporting the use of the document imaging system (DOMA) for Social Services Programs for the purpose of converting paper case records to electronic case records (Child Welfare, Adult and Aging, and VIEW Programs).
- The Harmony System that is used for our Children's Services Act (CSA) program will sunset in June 2023. Harmony is used to process Social Services and CSA payments. The Department of Human Services will work with the IT Department to replace the system over the next couple of years.

Closing

Should you have any questions or desire a formal City Council briefing from our agency, please contact Jalana McCasland, DHS SSAB Chair at JalanaMcCasland@gmail.com or staff liaison, Cynthia Buckler at CBuckler@vbgov.com.

FY 2023 Social Services Volunteer Hours Report

Board Member	Hours
David Bradley	10.50
Robin Foreman-Wheeler	13.50
Helena Gourdine-Thorpe	13.50
JoAnn Mancuso	08.00
Jalana McCasland, Chair	15.50
John Moxen	23.50

Board Hours Total **83.50**

City of Virginia Beach
Social Services Advisory Board
2022 Attendance Record
1/1/2022 – 12/31/2022

Name	Term Expires on:	Jan 6	Feb 3	Mar 17	Apr 7	May 5	Jun 2	Jul	Aug	Sep	Oct	Nov	Dec	Total Present
David Bradley	6/30/2026	P	E	P	P	P	E			P/V	P	P		6/9
Robin Foreman-Wheeler	6/30/2025	P/V	P/V	E	P	P	P			P	P	P		6/9
Helena Gourdine -Thorpe	6/30/2024	P	P	P	P	P	P			P	P	P		9/9
JoAnn Mancuso	6/30/2026	P	P	P	P	E	P			P	P	P		8/9
Jalana McCasland, Chair	6/30/2022	P	P	P	P	E	P			P	P	P/V		7/9
Carrie Waites	6/30/2025	P/V	P	A	P	P/V	P/V			P	P	E		4/9
John Moxen	6/30/2026	P	P	P	P	P	P			P	P	P		9/9
Norma Brumage★	6/30/2022	P	P	P	P	P	P							6/6
Nichole Thurston	6/30/2022	E	R	R	R	R	R							0/6
Donna Morris★	6/30/2022	P	P	P	P	P	P							6/6
This row indicates if there was a quorum; total number of members in person/total number of appointed members		7/10	7/10	7/10	9/10	6/10	7/10			6/7	7/7	5/7		
City Council Liaisons/Department Staff Liaisons														
Michael Berlucchi		P/V		P							P			2/9
Aileen Smith, Director DSS		P	P	P	P	P	P			P	P/V	P		8/9
Deidria Bolden, Deputy Director DSS		P	P	P	A	P	P			0	0	0		5/6

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

City Council and Staff Liaisons should be marked either P or P/V, if not in attendance, the block should be blank

If Commissioners participate P/V, it must be annotated in the Minutes where they remotely participated from and the reason – does not apply to City Council or Staff Liaisons.

Meetings lacking a quorum of Members attending in-person should be designated with an asterisk (★)

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Robin Foreman-Wheeler	6/30/2025	P	P	P	P	P	P							6/6
Helena Gourdine -Thorpe	6/30/2024	P	P	P	P	P	P							6/6
JoAnn Mancuso	6/30/2026	P	P	P	P	E	P							5/6
Jalana McCasland, Chair	6/30/2025	P	P	P	P	P	E							5/6
Carrie Waites	6/30/2025	P/V	P/V	P/V	P/V	P/V	P/V							0/5
John Moxen	6/30/2026	P	P	P	P	P	P							6/6
Vivian Blaize	2/28/2027				P	P	P							3/3
Ra Hee Jeon	2/28/2027				P	P	P							3/3
This row indicates if there was a quorum; total number of members in person/total number of appointed members		6/7	5/7	6/7	8/9	7/9	7/9							
City Council Liaisons/Department Staff Liaisons														
Michael Berlucchi			P	P			P							3/6
Aileen Smith, Director DSS		P	P	P	P	P	P							6/6
Charlene Collins, Deputy Director DSS		P	P	P	P	P	P							6/6

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

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