



Department of Human Services
Behavioral Health and Developmental Services
2024 – 2027 VOCATIONAL STRATEGIC PLAN
March 2026 Summary of Progress

GOAL 1: Identify and meet the City of Virginia Beach needs for a quality vocational service system to include a range of services and support for the citizens that we serve.

- ❖ Objective 1: Expand and enhance vocational services for program participants through collaborative and coordinated efforts across the department and community partners.
 - CEO staff maintains communication with Department and external services for the support of clients and their employment. CEO works closely with caregivers and other service providers, case management, transportation providers, Social Security and Social Services as well as the Department for Aging and Rehabilitative Services (DARS).
 - In December 2024, CEO was approved by DARS to provide Workplace Readiness Training for transition-aged students in the classroom. Operational preparation took place in 2025 and the new service will launch in April 2026.

- ❖ Objective 2: Develop reliable, valid outcome measures that emphasize the delivery of high-quality services in a collaborative manner.
 - CEO leadership regularly reviews data related to client success and employment outcomes.
 - As of June 2025, CEO leadership is developing new program performance measures per CARF requirements.
 - In January 2026, measures were shared with leadership and CEO staff.
 - Data collection began in January 2026 to look retroactively at information for validity and reliability.

- ❖ Objective 3: Increase the number of individuals served by networking with referral sources, developing new employer relationships and developing group-supported employment opportunities.
 - Regular service coordination with DS Case Management and the local Department for Aging and Rehabilitative Services (DARS) occurs to support individuals in their employment. Developing rapport leads to increase confidence and referrals.
 - New employer relationships – Tidewater Community College, Virginia Beach Sports Center, Shake Shack, Crunch Fitness, Southeastern Cooperative Education Programs, Broad Bay Country Club, Colonial Healthcare, Surge, Zoa Tattoo, Home2 Suites, KinderCare, Founder’s Inn.
 - New group supported employment work site was developed and approved by DARS – Dave & Busters.



GOAL 2: Promote community awareness of services to the citizens, through local agency outreach and networking.

- ❖ Objective 1: Maintain and enhance existing partnerships by presenting service updates to the DARS office at least annually.
 - CEO staff presented to the DARS office on November 21, 2024. Staff representing the spectrum of services attended to talk about Supported Employment, Work Incentive services (WISA), Customized Employment (CE), and Pre-Employment Transition Services (Pre-ETS).
 - CEO staff present to the DARS office on services offered and capacity to support more referrals on July 24, 2025
 - On December 22, 2025, the office manager was contacted regarding capacity for new referrals for all services.

- ❖ Objective 2: Explore new opportunities to engage and educate community stakeholders by identifying one new agency to connect with annually.
 - October 2024 was National Disability Employment Awareness Month. CEO recognized the employers that work with services with a letter of Recognition.
 - CEO participated in public awareness and education activities in March 2025 (Developmental Disabilities Awareness Month). Blog and Social Media posts were made public on the benefits of hiring people with disabilities. Another post highlighted a client's success in employment and the support provided by CEO.
 - CEO Leadership continues to represent the ID/DD community on the ODU Human Services Advisory Board. Efforts in this group continue to encourage the expansion of ID/DD services in the Human Services curriculum. The CEO Supervisor participated in an expert panel at a Human Services Student event on March 31, 2026.

- ❖ Objective 3: Provide presentations and education to DHS Case Management units.
 - CEO Program Supervisor and Clinician IV met with each team to discuss referrals and employment conversations. This occurred between July – September 2024.
 - The CEO staff provides ongoing education and outreach to the Behavioral Health Support Coordinators and other BH staff, developing thoughtful and viable referrals for Supported Employment. Monthly on-site visits occur at the Magic Hollow location.
 - On February 4, 2026, the Intake Clinician met with Behavioral Health Case Management to educate them on appropriate client referrals and the referral process.

GOAL 3: Assess the health and safety of individuals and staff and make changes to processes and procedures as needed.

- ❖ Objective 1: Provide safety training for staff and individuals served.
 - CEO staff are trained annually on all natural disasters and safety threats on an annual basis. Staff also support those served with their annual safety training that are required



by their employers. These usually are duplicative of the required CEO training and additionally include OSHA, food handling, and environmental safety training.

- Suicide Prevention Training was provided on 5/27/25 by the Office of Consumer and Family Affairs.
- Trauma Informed Care Training is scheduled for 7/29/25 by the Office of Consumer and Family Affairs.

- ❖ Objective 2: Provide support to staff and individuals in an ever-changing environment.
 - Environmental changes are discussed with staff as necessary to properly support those served. Public Policy changes on Social Security are communicated to staff for awareness with client benefits. Changes in work processes or sanitation of environments are also supported by staff with every client visit.
 - CEO staff stay aware of seasonal environmental changes (cold, heat, allergies, illness, etc.) when addressing health and safety with our clients.

GOAL 4: Continue to enhance the use of technology to make processes as “user- friendly” as possible for employees.

- ❖ Objective 1: Ensure that connectivity of existing systems is integrated within the state and city systems as this would allow all VBDHS staff to work efficiently in one system.
 - Currently there are no system integration options for current city and state systems.
- ❖ Objective 2: Work with the City of Virginia Beach Communication and Information Technology (ComIT) Department to enhance hardware and software programs for efficient delivery of services.
 - CEO continues to advocate for sustained maintenance and use of the ACCESS database for client data tracking.

GOAL 5: Assess financial opportunities and resources for optimal operations based on marketplace factors, costs, revenues, and priorities.

- ❖ Objective 1: Enhance the budget and resource plan by maximizing alternate sources of revenue, efficiencies, and partnerships to enhance and sustain service to the citizens of Virginia Beach.
 - CEO will explore the CE supplemental funding project for capacity development. This will fund proficiency training and mentoring for CE staff and supplement supervisory time to ensure fidelity is met. Funds are provided by the Virginia Board through a Sub-Recipient Agreement with DARS.
 - Participation was approved and implemented in September 2025.
 - CEO is approved for Pre-ETS Work Readiness Training Services. CEO worked with the Continuous Quality Improvement Team and Reimbursement Unit to establish the billing modality for services. The code was established in March 2026 and the service will begin in April 2026.



- ❖ Objective 2: Ensure qualified staffing of positions to maximize service capacity and billing potential.
 - CEO Clinicians provide an additional service when Supported Employment services are in flux. Currently there is a need for staff to provide benefit planning services.
 - Latest Clinician I hire will go through certification for benefit planning.

- ❖ Objective 3: Ensure financial balance on services billed and revenues received.
 - CEO's Administrative Technician continuously reviews the bills and revenue balances for all services.
 - Completed billing reconciliation from 2022-2024.
 - CEO, Continuous Quality Improvement and the Reimbursement Unit review a sample of billing and client documentation for consistency and thoroughness. This review occurs quarterly.

