



Virginia Association Of
Community Services Boards, Inc.

Making a Difference Together

Norfolk Waterside Marriott

May 1 - 3 2024

Mission:

IMPOSSIBLE

 **tbdSolutions**

 **APS** ADVANCED
PHARMACY
SOLUTIONS

Life Center
of Galax


SAVIDA

Your organization helps people. Who is helping you?



Since 2011, TBD Solutions has provided training, consultation, and project management services to health care and non-profit organizations of all sizes across the country. We proudly work alongside crisis programs, leaders, and researchers to help move intractable problems to attainable solutions. Our team has vast experience with analyzing the presence, quality, and capacity of crisis services, as well as opportunities for growth and improvement across the crisis continuum.

Technical Assistance

An icon representing technical assistance, showing a laptop with two gears on its screen.

Our practical support brings vision to reality through implementation plans, project management, and fidelity checks.

Crisis System Assessment

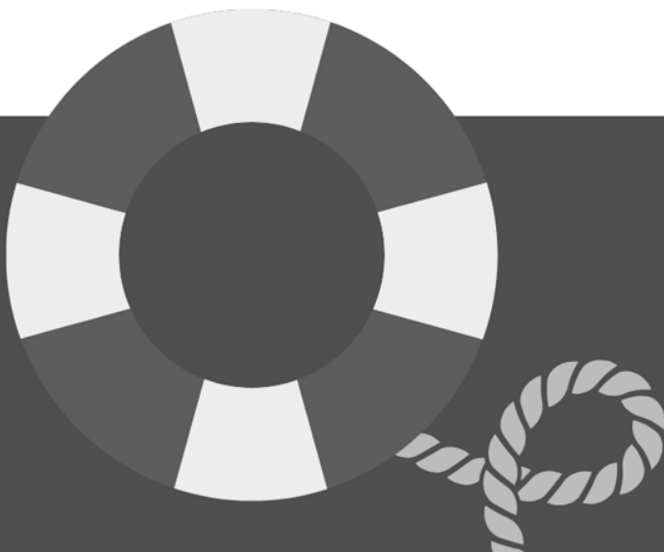
An icon representing crisis system assessment, showing a clipboard with a checklist and a person's profile.

We seek to understand your community to leverage strengths and resources to build customized solutions for crisis services.

Manager & Provider Trainings

An icon representing manager and provider trainings, showing a hand holding a glowing lightbulb with a keyhole in its base.

Our trainings are tailored to equip behavioral health professionals to provide and supervise high-quality, dignified services.



Contact Us



877-823-7348



www.tbdsolutions.com



info@tbdsolutions.com



Customized Care for Our Community

Life Center of Galax and Life Center of Hillsville offer exceptional treatment for those who are struggling with addictions and co-occurring mental health concerns. Our continuum of care includes partial hospitalization programming (PHP), detox services, and residential treatment for adults age 18 and older. Through our personalized and evidence-based programming, we help people get the care they need to truly heal.

Life Center of Galax

(276) 522-0406
112 Painter Street
Galax, VA 24333

Life Center of Hillsville

(276) 212-2485
160 Training Center Road
Hillsville, VA 24343





Welcome Message from the VACSB Chair	2
Conference Notes & Information	3
Conference Schedule at a Glance	4
Conference Exhibitors and Sponsors	6
Keynote Speakers	7
Conference Schedule	8
Conference Faculty	22
Meeting Agendas:		
Children and Family Services Council	29
Developmental Services Council	30
Emergency Services Council	31
Finance Directors Council	32
Human Resources Directors Council	33
MH/SUD Services Councils	34
Prevention Services Council	35
Quality Leadership Council	36
Executive Directors Forum	37
VACSB Board of Directors and VACSB Membership Business Meeting	38
VACSB Business Meeting Outcomes, January 17, 2024	40
Proposed VACSB 2024-25 Slate of Officers	48
VACSB 2023-24 Meeting Calendar	49
Conference Center Map	50

WELCOME MESSAGE FROM THE VACSB BOARD CHAIR



It is my pleasure to welcome you to the Virginia Association of Community Services Boards' 2024 Training and Development Conference on behalf of the Board of Directors and the staff. Our theme, ***Mission: Possible***, dares us to think deeply about how we can accept challenges as part of the process of building a more robust public safety net system of care for individuals with behavioral health and developmental disability service needs. It is also meant to recognize the need for building strength within our organizations and within ourselves to better manage these challenges.

Thank you for joining us in Norfolk to learn, network and equip yourselves with valuable information and tools that will be showcased in our numerous workshops and conference events.

Our conference opens on Wednesday with a buffet luncheon and our keynote presentation, ***The Neuroscience of Leadership: Know it before you blow it!***, by **Rick Griffin, CEO, Neuro Leadership Academy**. Mr. Griffin will provide insight into the mechanics of the brain in an enlightening presentation designed specifically for workplace leaders. After the workshops, we invite you to join us at our Welcome Reception.

On Thursday morning we will open with one of the highlights of the conference, the State of the State Panel. This year, we are honored to have as panelists **Hallie Pence**, Executive Director of Governor Youngkin's *Right Help, Right Now* initiative, **Nelson Smith**, Commissioner of the Department of Behavioral Health & Developmental Services, and **Cheryl Roberts**, Director of the Department of Medical Assistance Services. They will provide their impressions related to joint successes and what is on the horizon for behavioral health and developmental disability services. Following the panel, we will have our afternoon breakout sessions.

At lunch on Thursday, we welcome **R. Kelly Crace, PhD, Associate Vice President for Health & Wellness at William and Mary**, who will present ***Flourishing through Chronic Too-Muchness***. Dr. Crace will reframe our thinking about what it means to flourish in our relentlessly fast-paced and overwhelming environment.

I am grateful to our many speakers and those involved with planning and supporting all of the panels and workshops. I am especially thankful to the CSB/BHA, DBHDS, and DMAS staff participating in workshops and sharing their knowledge with their colleagues. We all appreciate the time and energy you devote to this association.

We will close out our conference on Friday morning with the combined VACSB Business/Board of Directors meeting where members will receive the most current reports on information and issues relevant to the association.

I have thoroughly enjoyed my tenure as Chair of the VACSB Board of Directors and I love to see you all in action in your communities and know that you are truly making a difference every day.

Thank you for attending and for supporting the VACSB.

Patrick Sowers
VACSB Chair

Name Badges

The VACSB and the hotel request that conference attendees wear name badges during all VACSB functions for security and identification purposes.

Visit and Thank the Exhibitors and Sponsors

Exhibitors and sponsors support VACSB conferences. We encourage you to visit and thank them for their participation.

Session Handouts on VACSB Website

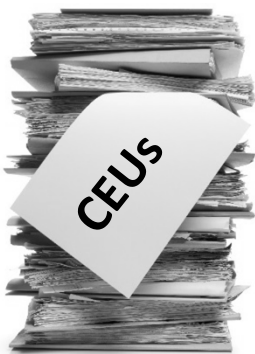
Handouts and presentations will be posted on the VACSB website as permitted and shared by the presenters. Please check with the presenter to see if the session handouts will be available online before requesting additional paper handouts be printed/mailed to attendees.

Session Seating

Scheduling rooms for sessions is one of the most difficult of all conference tasks. We do our best to schedule topics, rooms, and presenters in ways to maximize conference space. There may be occasions when sessions draw many more participants than expected. In those instances, please be patient about the seating and/or consider another concurrent session. For sessions in which you are particularly interested, we strongly suggest you arrive as early as possible.

Contact Hours

DBHDS is sponsoring contact hours for attendance at workshops, general sessions, and luncheons. Certificates will be available at the registration desk at the end of the day on Wednesday and Thursday with a combined certificate available Thursday afternoon. Certificates will not be available on Friday.



**Don't forget to pick up
your CEUs at the
registration desk!**

Training & Development Committee Template - Conference Schedule at a Glance

Wednesday, May 1, 2024

9:30 – 5:00 PM	Registration & Exhibit Center Open (<i>Breakfast on Own</i>)	Hampton Ballroom & Foyer			
11:00 AM – 1:15 PM	<p>Conference Buffet Luncheon & Opening Session</p> <ul style="list-style-type: none"> Welcome to Norfolk Keynote Address: The Neuroscience of Leadership: Know it before you blow it! SPEAKER: Rick Griffin, CEO, Neuro Leadership Academy 	Marriott Ballroom			
1:30 – 3:00 PM	Conference Workshops (Concurrent)				
	ROOM: Norfolk I	ROOM: Norfolk II	ROOM: Norfolk VI	ROOM: Norfolk V	ROOM: Hampton II/III
	Marcus Alert: Co-Response Implementation in a Rural Area	Vaping and Cannabis Misuse and Harm Reduction	Recovery from Substance Use Disorder: The Importance of Professionals and Community Members as Recovery Allies	Effective Assessment of I/DD, Mental Health, and Behavior	The Role of Service Dogs in CSBs: Understanding the Difference Between Service Dogs, Therapy Dogs, and Emotional Support Animals
					Empower to Serve: Building Team Resilience for Better Client Outcomes *Great for Board Members
3:00 – 3:30 PM	Exhibit Center & Refreshment Break	Hampton Foyer			
3:30 – 5:00 PM	Conference Workshops (Concurrent)				
	ROOM: Norfolk I	ROOM: Norfolk II	ROOM: Norfolk VI	ROOM: Norfolk V	ROOM: Hampton II/III
	Peer Support Billing, are you there yet? *Great for Board Members	Compassion Fatigue: Caring for the Mental Health Professional *Great for Board Members	Similarities and Differences between Substance Use Disorder and Problem Gambling	Understanding and Supporting Effective Psychiatric Treatment for Mental Health Conditions in Persons with IDD	One Approach to School Based Services: New Horizons
					Neuroscience for Leaders: Enhancing Team Resilience
					An Introduction to Quality Improvement/Quality Assessment/Risk Management
5:00 – 6:00 PM	Welcome Reception – Sponsored by Oracle Health (<i>Complimentary hors d'oeuvres, cash bar</i>)	Presidential Foyer			

Thursday, May 2, 2024

7:30 AM – 5:00 PM	Registration and Exhibits Open		Hampton Ballroom & Foyer
8:00 AM – 8:45 AM	CSB/BHA Board Member Networking Breakfast		James I-III
8:00 AM – 9:00 AM	Continental Breakfast		Marriott Ballroom
9:00 AM – 10:45 AM	State of the State Panel Presentation		Norfolk III/IV
11:00 AM – 12:30 PM	Conference Workshops (Concurrent)		

ROOM:	ROOM:	ROOM:	ROOM:	ROOM:	ROOM:	ROOM:
Norfolk I	Norfolk II	Norfolk VI	Norfolk V	Hampton II/III	Hampton VI/VII	Chesapeake
<i>Empowering Youth and Families Through Peer Support</i>	<i>How to Help your Clients Obtain and Maintain Social Security Disability Benefits</i>	<i>Recent Changes in Support Coordination Requirements and Expectations</i>	<i>From Intensity to Vitality: Managing Environmental Intensity without Burning Out</i> <i>*Great for Board Members</i>	<i>Let's Talk About Housing!</i>	<i>Fostering Little Minds: Nurturing Infant Mental Health within the Context of The Community</i>	<i>Finance Updates from DBHDS</i>

12:45 – 2:15 PM	Conference Buffet Luncheon		
	<ul style="list-style-type: none"> Keynote Address: Flourishing through Chronic Too-Muchness 		
	SPEAKER: Dr. Kelly Crace, Associate Vice President for Health & Wellness at William & Mary		Marriott Ballroom

2:30 – 5:00 PM	CSB Board Member Session: Building a Culture of Inquiry - Are you curious?		James I-III
----------------	----------------------------------------------------------------------------	--	-------------

2:30 – 5:00 PM Group Meetings							
ROOM:	ROOM:	ROOM:	ROOM:	ROOM:	ROOM:	ROOM:	
Norfolk I	Norfolk II	Norfolk VI	Chesapeake	Hampton II/III	Hampton I	Norfolk V	
Children & Family Services Council	Developmental Services Council	Emergency Services Council	Executive Directors Forum	Human Resources Directors Council	Finance Directors Council	MH/SUD Services Councils	Prevention Services Council
							Quality Leadership Council

3:15 – 3:45 PM	Refreshment Break and Exhibit Center – Sponsored by Vocal Virginia		Hampton Foyer
5:00 – 6:00 PM	Networking Reception – Sponsored by Hansel Union Consulting, PLLC and North Spring Behavioral Healthcare <i>(Complimentary hors d'oeuvres, cash bar)</i>		Presidential Foyer

Friday, May 3, 2024			
8:00 AM	Registration Open		Marriott Foyer
8:00 – 9:00 AM	Buffet Breakfast		Marriott IV
9:00 AM	VACSB Business Meeting/Board of Directors Combined Meeting		Marriott IV

Virginia Association of Community Services Boards

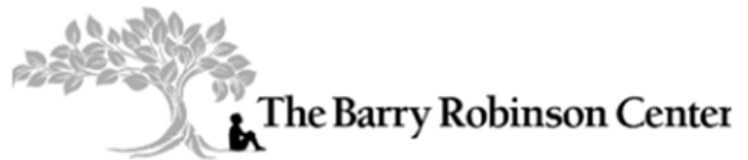
2024 Training and Development Conference Exhibitors & Sponsors

The VACSB is grateful for the support of our generous sponsors and exhibitors. Their robust participation helps to ensure future conferences will continue to provide you with quality workshops and keynote speakers. **Please stop by the exhibit area to learn how their businesses can be of service to you.**

GOLD SPONSORS



SILVER SPONSORS



Alkermes	Anthem	Atlantic Outreach Group	Braeburn	Cantata Health Solutions, LLC
DeSol Association Inc.	Employment Advocates Group	enCircle	Grafton Integrated Health Network	Honoring Choices Virginia
HopeTree Family Services	Indivior	Mainspring Recovery	Mental Health America of Virginia	Mission Driven Data
Netsmart	NeuroRestorative	Pharmacy Alternatives by PharMerica	Pinnacle Treatment Centers	Qualifacts
R1 Learning	SafeDose	United Methodist Family Services	Virginia Health Information	Wall Residences

KEYNOTE SPEAKERS

Opening Session: Wednesday, May 1, 2024

12:00 PM

Luncheon Presentation

The Neuroscience of Leadership: Know it before you blow it!

Presented by Rick Griffin, CEO, Neuro Leadership Academy

Many leaders hold distorted beliefs about how our brains function—misunderstandings that are not only incorrect but potentially hazardous. This session is an enlightening training session designed specifically for workplace leaders interested in comprehending the intricate mechanics of the human brain. Contrary to common belief, our brains don't process the world and ourselves in a straightforward manner. Instead, they employ intricate neural mechanisms that help us navigate our environment, often leading us to miss a great deal and inaccurately assume even more. This training session dives into the underlying science of these mechanisms, exploring how the brain interprets information and shapes our thoughts, decisions, and interactions. By uncovering these hidden processes, attendees will gain a more nuanced understanding of how misconceptions about brain function can lead to tangible consequences in the workplace. Through interactive discussions and practical exercises, participants will learn strategies to recognize and mitigate these challenges, fostering a more effective and empathetic leadership approach.



Thursday, May 2, 2024

12:45 – 2:15 PM

Luncheon Presentation

Flourishing through Chronic Too-Muchness,

Presented by R. Kelly Crace, Ph.D., Associate VP for Health & Wellness, William and Mary

Our relentless world of demands, uncertainty, pace, and noise can be overwhelming. How do we allow for the honesty of being affected by life and still function and perform at a level we hope or expect of ourselves? This program explores the difference between “fear-based excellence” and “authentic excellence” and how they relate to resilience, fulfillment, and productivity. Evidence-based strategies for advanced flourishing will be provided that are relevant for professionals and those they serve.



Conference Schedule

Wednesday, May 1, 2024

9:30 am – 5:00 pm	Registration and Exhibits Open <i>(Breakfast on Own)</i>	Hampton Ballroom & Foyer
11:00 am – 1:15 pm	<p style="text-align: center;">Opening Session & Buffet Luncheon</p> <ul style="list-style-type: none"> • Welcome to Norfolk • Keynote Address: The Neuroscience of Leadership: Know it before you blow it! <i>Rick Griffin, CEO, Neuro Leadership Academy</i> 	ROOM: Marriott Ballroom
1:30 pm – 3:00 pm	Conference Workshops (Concurrent)	

Marcus Alert: Co-Response Implementation in a Rural Area

ROOM: Norfolk I

Presented by:

- Kandace Miller, LCSW, CSAC, Department Director, Crisis Services, Highlands Community Services
- Douglas 'Byron' Ashbrook, CIT Coordinator and Local Marcus Alert Coordinator, Highlands Community Services
- Chris Parks, Regional Marcus Alert Coordinator, Region 3

This presentation will provide an outline of how to build and successfully implement a Law Enforcement and Mental Health Co-Response program in a rural area. The workshop will highlight the importance of having a strong and successful CIT program which serves as the foundation for an effective Co-Response program. The workshop will address processes associated with initial stakeholder group development, local and state law enforcement stakeholder support, MOU and program development. Participants will learn protocols for developing an appropriate cross training program for mental health co-responders and their partner law enforcement officers to improve team cohesion. The presentation will provide an overview of how the co-response team interconnects with the overall crisis continuum of care. Lastly, we will discuss lessons learned and achievements that have afforded a successful Co-Response program in a rural area.

Session Objectives:

- Participants will be able to identify the core stakeholder members when implementing within the community.
- Participants will be able to identify protocols for developing a cross-training program amongst mental health professionals and law enforcement to ensure safety and quality of care are of the utmost importance.
- Participants will be able to explain how a Co-Response team interconnects and benefits the overall crisis continuum of care.

Vaping and Cannabis Misuse and Harm Reduction

ROOM: Norfolk II

Presented by:

- Tiffani D. Wells, M.S., CPRS, Recovery Residence Quality Assurance Coordinator, DBHDS
- Charisma Dixon QMHP-A, M.A.Ed., DBHDS Behavioral Health Wellness Consultant

This workshop will provide insight on the misuse of Cannabis in youth populations. We will highlight how use affects youth, various methods of administration (smoking and vaping) and how implementing harm reduction may decrease risks. The goal of the webinar is for individuals to understand how serious Cannabis use can be as it relates to other substance use disorders.

Session Objectives:

- Recognize the rise in THC levels
- Identify myths about vaping being a safer option
- Recognize signs of Cannabis Use Disorder

Recovery from Substance Use Disorder: The Importance of Professionals and Community Members as Recovery Allies

ROOM: Norfolk VI

Presented by:

- Alison Jones Webb, Author and Public Health Professional

Family members, friends, neighbors, professionals, and other community members play a critical role as allies in supporting recovery. Research shows that creating a meaningful life in recovery requires access to healthcare, safe and affordable housing, educational opportunities that may have been missed during periods of drug use, and employment that allows people in recovery to support themselves and their families and contribute to society. Recovery capital refers to the resources, both internal and external, that an individual can draw upon in order to overcome substance use and maintain recovery. The interactive session will begin with a presentation on the recovery ecosystem and recovery capital and will then identify real world examples of ways allies in communities have supported recovery by changing the community environment and creating opportunities to boost recovery capital.

Session Objectives:

- Participants will be able to describe concepts of personal, social, and community recovery capital.
- Participants will be able to identify at least three strategies to engage allies and increase recovery capital at each stage of recovery.
- Participants will be able to apply three strategies for building recovery capital within the recovery ecosystem such as social support networks, education and employment opportunities, and access to healthcare.

Effective Assessment of IDD, Mental Health, and Behavior

ROOM: Norfolk V

Presented by:

- V. J. Petillo, MS/PBSF, Region 4 REACH Systems Trainer

The cross-section of IDD, mental health, and challenging behavior can result in complex service and support needs. Professionals working with this population need to have knowledge, skills, and abilities related to all of these aspects, or at least have a basic understanding of how these aspects impact one another and present in an individual's behavior. The presentation would address all three aspects and discuss assessment practices.

Session Objectives:

- Identify and assess characteristics of IDD, mental health disorders, and behavior, with particular attention to a biopsychosocial approach.
- Learn/review some of the foundational aspects of challenging behavior.
- Understand some similarities and differences of how mental health conditions might present in persons with IDD.

***The Role of Service Dogs in CSBs:
Understanding the Difference Between Service Dogs, Therapy Dogs, and Emotional Support Animals***

ROOM: Hampton II/III

Presented by:

- Dr. Lisa Beitz, DSW, LCSW, Executive Director, Region Ten CSB
- Joanna Jennings, Director of Community Relations, Region Ten CSB
- Rachel Kozella, Director of Compliance, Region Ten CSB
- Francee Laverty, Director of Nelson Counseling Center, Region Ten CSB
- Peggy Law, Executive Director, Service Dogs of Virginia
- Linda Farina, Trainer, Service Dogs of Virginia

Service Dogs of Virginia and Region Ten CSB staff will provide an experiential training opportunity to see service dogs demonstrate the kinds of skills that can support community services boards. Region Ten will also share experiences of having two facility service dogs and discuss the process of acquiring a service dog and integrating them into CSB programming.

Session Objectives:

- Understand different types of service animals and the distinction between service/therapy/emotional support animals.
- Understand steps for acquiring a facility service dog, including regulation considerations.
- Learn first-hand about service dog skills that can support CSB work.

Empower to Serve: Building Team Resilience for Better Client Outcomes

ROOM: Hampton VI/VII

Presented by:

- Sara Robinson, LPC, Director of Child & Family Outpatient and Crisis Services, Region Ten CSB

This is a focused workshop designed for leaders who understand the crucial link between staff well-being and exceptional client care. At its heart, the message is clear: to truly help your clients, you must first support the staff that care for them. This session will guide participants through understanding the deep impact of staff burnout on client re-traumatization and explore actionable strategies to cultivate a work environment that prioritizes staff support. By fostering a culture of well-being and resilience, leaders can enhance their team's effectiveness and, in turn, significantly improve the quality of service provided to clients.

Session Objectives:

- Participants will understand the connection between staff burnout and client care.
- Participants will understand the importance of creating a work environment that prioritizes staff support.
- Participants will leave the workshop with tools to implement effective strategies to improve the quality of client care.

Crisis Intervention and Assessment

ROOM: Chesapeake

Presented by:

- Paul Aravich, PhD, Professor/Neuroscientist, Eastern Virginia Medical School

Many individuals in crisis suffer from an underlying neurocognitive problem or delay that may adversely impede accurate screening by crisis staff, as well as our ability to determine the most appropriate route toward treatment. This is especially true of our SMI, Geriatric, and Dual-diagnosed (DD/MH) individuals, as well as those who may have had exposure to significant life trauma such as our Military and Veteran Service Members. This training would assist staff undertaking screening and crisis intervention, as well as provide information about local and state-wide resources.

Session Objectives:

- Understand the nuances of crisis intervention and assessment for various populations.
- Understand the statewide resources available to support staff and the individuals they serve.
- Leave with tools to expand or enhance crisis intervention and assessment within your organization.

3:00 – 3:30 PM	Exhibit Center & Refreshment Break	Hampton Ballroom Foyer
3:30 – 5:00 PM	Conference Workshops (Concurrent)	

Peer Support Billing, are you there yet?

ROOM: Norfolk I

Presented by:

- Christine DuBois, CRPS, Lead Peer Specialist, Rappahannock Area Community Services Board
- Cristy Corbin, CPRS, HFW-FSP, President, Family Support Partners of Virginia, Inc.
- Rebecca Graser, MSW R-CPRS, MPNN CSB
- Dianna Wegkamp, R-CPRS, Recovery Services, MPNN CSB

Effective July 1, 2017, the Department of Medical Assistance Services (DMAS) expanded the Medicaid benefit to allow for reimbursement of Peer Recovery Support Services to include Peer Support Services and Family Support Partners. Since that time a limited number of CSB's have taken advantage of billing for the service. This will be a panel presentation of Certified Peer Recovery Specialists sharing their experiences implementing Peer Support in their respective agencies, including approaches to activities such as developing the Recovery, Resiliency Wellness plan, supervision, reviewing DMAS policies and procedures, training staff, and the authorization process. Panelists will share experience of implementation of the process and building a plan in your EHR. Now that the reimbursement rate has more than doubled since those initial days it is our goal to get others to initiate billing in their organizations.

Session Objectives:

- Understand the Medicaid reimbursement rate for peer recovery specialists.
- Understand the Medicaid billing requirements and process.
- Understand clinical and supervision requirements.

Compassion Fatigue: Caring for the Mental Health Professional

ROOM: Norfolk II

Presented by:

- Alisha M. Wright, LCSW, CCFP, Director of Clinical Services, Southside Behavioral Health

This workshop will focus on the impact of compassion fatigue and vicarious trauma on community mental health professionals. In a profession built around caring for others' mental health, we must understand and take action to also care for our own to prevent burnout. This workshop will focus on recognizing the signs of compassion fatigue, vicarious trauma, and burnout, as well as empowering the professional to prioritize their own mental health.

Session Objectives:

- Recognize the symptoms and shared impact of compassion fatigue and vicarious trauma.
- Identify how personal, professional, and emotional boundaries influence compassion fatigue, vicarious trauma, and burnout.
- Develop and utilize strategies to balance the mental health of others and one's own mental health.

Similarities and Differences between Substance Use Disorder and Problem Gambling

ROOM: Norfolk VI

Presented by:

- Donald McCourtney, PHD, MBA, R-PRS, CPRS-PG, ICGC-1, Lead Problem Gambling Recovery Services Coordinator, DBHDS

In the most recent (fifth) edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5), gambling disorder was identified as a behavioral addiction (American Psychiatric Association, 2013) While, there are many similarities between substance use disorders and a problem gambling it is not effective to utilize the same approaches of addressing substance use disorder's cognitive component of preoccupation when addressing problem gambling. A gambling disorder is about "hope." The mixture of thinking errors and hope is relatively unique to problem gambling when compared to substance use disorders. The very design of gambling builds hope into the process. As a result, even sufferers of problem gambling who may recognize they have a problem may consider gambling as a solution.

Session Objectives:

- Identify the similar criteria to determine SUD and Problem Gambling
- Discuss the high comorbidity rates of SUD and Problem Gambling
- Identify the common approaches to Recovery for SUD and Problem Gambling

Understanding and Supporting Effective Psychiatric Treatment for Mental Health Conditions in Persons with IDD

ROOM: Norfolk V

Presented by:

- Victor J. Petillo, MS/PBSF, Region 4 REACH Systems Trainer

While it is one of the most prevalent treatment modalities for individuals with Intellectual and Development Disabilities and co-occurring behavioral and mental health conditions, psychiatric treatment can be complex and difficult to understand. Along with the treating psychiatric professional, support providers and caregivers have a very important role to play to ensure that treatments are appropriate and effective. Supporters must be knowledgeable in order to monitor for mental health symptoms, provide accurate behavioral information, advocate for appropriate treatment and outcomes, and monitor the effectiveness of psychotropic medications, as well as potential harmful side effects. The speaker will provide a cursory overview of prominent MH conditions in persons with IDD and some of the primary psychotropic medications, while also suggesting practices for collaborating with psychiatrists to help achieve optimal treatment outcomes for the individuals served.

Session Objectives:

- Understand signs and symptoms of some of the most prevalent mental health disorders.
- Become knowledgeable of classes and uses of major psychotropic medications.
- Learn tools for effectively collaborating with psychiatric professionals.

One Approach to School Based Services: New Horizons

ROOM: Hampton II/III

Presented by:

- Christina M. DiGiacomo, LPC, Clinical Supervisor, Prince William County Community Services
- Jenna Popovich, LPC, Clinical Supervisor, Prince William County Community Services

This workshop will provide an overview of the New Horizons school-based program provided in Prince William County, Manassas City, and Manassas Park public high schools. Therapists provide individual and group therapy through 3 different services: Motivational Treatment Services, Early Intervention, and School-Based Outpatient. The presentation will cover strategies that have been implemented for coordination of referrals with school administrators, counselors, and staff, types of groups provided, presentations offered in the school, and coordination of services between the school and other CS programs. The presentation will also cover ways in which the school-based program has evolved over the last 37 years.

Session Objectives:

- Strategies for coordination of referrals and ongoing engagement with school personnel and students
- The importance of flexibility and the ever-evolving needs of the students
- Successes and challenges of running a school-based program

Neuroscience for Leaders: Enhancing Team Resilience

ROOM: Hampton VI/VII

Presented by:

- Rick Griffin, CEO, Neuro Leadership Academy
- Sara Robinson, LPC, Director of Child & Family Outpatient and Crisis Services, Region Ten CSB

This is a dynamic follow-up session where participants will dive into neuroscience-inspired strategies to bolster team resilience. This workshop is designed for leaders eager to apply cutting-edge insights into how the brain responds to stress and recovery. Attendees will learn practical, neuroscience-backed techniques to create an empowering work environment that not only supports staff well-being but also amplifies their ability to deliver outstanding care to clients. By understanding and leveraging these strategies, leaders can foster a more resilient, engaged, and effective team, leading to enhanced outcomes for everyone involved.

Session Objectives:

- Understand how to bolster team resilience through the application of neuroscience.
- Leave with practical techniques to improve the work environment in your organization.
- Enhance client outcomes.

An Introduction to Quality Improvement/Quality Assessment/Risk Management

ROOM: Chesapeake

Presented by:

- Mary Beth Cox, MSW, MPH, Quality Improvement Coordinator, DBHDS

The presentation will define quality assurance, quality improvement, and risk management, and review the key components as they related to reducing risk and improving outcomes. It will review the Model for Improvement quality improvement framework and how to do plan-do-study-act (PDSA) cycles, including steps to prepare and set up for success. Participants will experience the Model first-hand by using coin spinning!

Session Objectives:

- Define Risk Management, Quality Assurance and Quality Improvement.
- Identify at least two components and strategies of RM, QA and QI.
- Explain why scenarios presented are QI or QA.
- Explain the main features of the Model for Improvement.
- Identify at least two strategies that can help set organizations up for success.
- State how the Coin Spinning Game uses the Model for Improvement.

5:00 – 6:00 PM	Welcome Reception sponsored by Oracle Health <i>Complimentary hors d'oeuvres and cash bar</i>	Presidential Foyer
-----------------------	----------------------------------------------------------------------------------------------------------------	---------------------------

Conference Schedule
Thursday, May 2, 2024

7:30 AM – 5:00 PM	Registration & Exhibit Center Open	Hampton Ballroom & Foyer
8:00 – 8:45 AM	CSB/BHA Board Member Networking Breakfast	James I-III
8:00 – 9:00 AM	Continental Breakfast	Marriott Ballroom
9:00 AM – 10:45 AM	State of the State Panel Presentation <ul style="list-style-type: none"> • Hallie Pence, Executive Director, <i>Right Help, Right Now</i>, Office of Governor Glenn Youngkin • Nelson Smith, Commissioner, Department of Behavioral Health & Developmental Services • Cheryl Roberts, Director, Department of Medical Assistance Services • MODERATOR: Becky Bowers Lanier, VACSB Legislative Consultant 	Norfolk III/IV
11:00 AM – 12:30 PM	Conference Workshops (Concurrent)	

Empowering Youth and Families Through Peer Support

ROOM: Norfolk I

Presented by:

- Cristy Corbin, CPRS, HFW-FSP, President, Family Support Partners of Virginia, Inc.
- Kathryn Shackleford, RCPRS, YSP Supervisor
- Ann Rasmussen, MSW, FSP

A facilitated conversation will describe the roles of a Family Support Partner and a Youth Support Partner, and how these peer supporters work together to support youth and families on their healing and recovery journeys. Testimonials from youth working with a YSP and the case managers' experiences with the YSP supporting the youth will be shared.

Session Objectives:

- Understanding the roles of the FSP and YSP.
- Learning about the effectiveness of these forms of peer support.
- Knowing when and how to consider requesting these forms of peer support.

How to Help your Clients Obtain and Maintain Social Security Disability Benefits

ROOM: Norfolk II

Presented by:

- Elizabeth Horn, MIA, Senior Disability Rights Advocate, disAbility Law Center of Virginia

This presentation is designed for CSB case managers who assist clients with accessing their social security benefits at any stage of the process. You will learn the difference between SSI and SSDI and DAC and the associated healthcare programs, how to assist your clients when applying for SSI and/or SSDI, how the decision is made and how to help document the case, how to appeal a denial decision and how to help your client obtain representation. You will also learn about reviews including the Age 18 Redetermination and the Continuing Disability Review. The material will emphasize how SSA's rules are applied to children and adults with intellectual disabilities as well as behavioral health and/or substance use disorders. Last, you will learn ways dLCV can help support you and your clients in this complicated process.

Session Objectives:

- Understand the various Social Security disability programs and the medical reviews that take place so you can help your client obtain and maintain all benefits available.
- Understand the 6-step disability determination rules so you know what your client has to prove to be approved – and how to facilitate documentation!
- Understand actions you can take to help your clients get approved.

Recent Changes in Support Coordination Requirements and Expectations

ROOM: Norfolk VI

Presented by:

- Eric J. Williams, MSW, Director, Provider Network Supports, DBHDS
- Jason Perkins, Waiver Operations Manager, DMAS

This session features updates from DBHDS and DMAS related to recent changes and expectations for Support Coordination, Support Coordination processes/forms, and related information.

Session Objectives:

- Understand the changes related to Virginia's Person-Centered Plan, which will occur this summer.
- Understand the project background/timelines.
- Understand the components of the project including the integration of the Risk Awareness Tool into the ISP, and what will be removed from the ISP to incorporate the new content.

From Intensity to Vitality: Managing Environmental Intensity without Burning Out

ROOM: Norfolk V

Presented by:

- R. Kelly Crace, Ph.D., Associate VP for Health & Wellness, William & Mary

When there is intensity around us, it is human nature for us to either join that intensity or distance from it. Both reactions cause stress to drift to strain, which is unsustainable without significant health repercussions. How do we healthfully manage intensity and find vitality in our work and lives? This workshop will be a complement to the keynote presentation, "Flourishing through Chronic Too-Muchness," and will focus on additional strategies to deepen one's resilience and fulfillment.

Session Objectives:

- Participants will learn the difference between "fear-based excellence" and "authentic excellence" and how they impact resilience.
- Participants will learn the three essential paradigm shifts for advanced flourishing and coping amidst absurdity.
- Participants will learn at least two flourishing action steps of personal relevance.

Let's Talk About Housing!

ROOM: Hampton II/III

Presented by:

- Joy A. Cipriano, Director, Property and Resource Development, Hampton-Newport News CSB
- Patti Dotson, MS, Community Living Program Director, New River Valley Community Services
- John Lovill, Behavioral Health Housing Coordinator, Mount Rogers Community Services

Permanent Supportive Housing (PSH) is an evidenced-based program for adults with serious mental illness (SMI) discharging from state hospitals or living in an Assisted Living Facility with the skills to live more independently but find themselves unstably housed or homeless and, as a result, have poor behavioral health outcomes and are high utilizers of costly treatment and criminal justice resources. The two core components of the PSH model are (1) affordable independent rental housing of their choosing and (2) community-based supportive services designed to assist individuals with improving behavioral health conditions and maintaining housing stability. PSH is widely endorsed as a critical resource to prevent or reduce unnecessary institutional stays and facilitate discharges from institutions for persons with disabilities. This panel discussion will review Virginia's history with PSH programs, where we are now and where we hope to be in the future.

Session Objectives:

- Participants will understand the changed landscape of PSH and the rules of engagement.
- Participants will understand community integration options related to housing.
- Participants will leave the session with a plan to expand PSH options in their communities.

Fostering Little Minds: Nurturing Infant Mental Health within the Context of The Community

ROOM: Hampton VI/VII

Presented by:

- Tracy Ellis Walters M.Ed, IMH-E, ECSE, EOLD, Office of Child and Family Services, DBHDS
- Lisa Terry, MS, M.Ed., Infant Mental Health Mentor-Research/Faculty, IMH-E®, Early Intervention Professional Development Consultant

This presentation will define what Infant and Early Childhood Mental Health is, why serving these children and families through a prevention and promotion model is critically important, and how to best support children birth to six in the context of their families and communities.

Session Objectives:

- Attendees will identify the Principles of Infant and Early Childhood Mental Health.
- Attendees will engage in reviewing a Case Presentation to practice Reflective Supervision practices and employ Infant and Early childhood Mental Health Principles.
- Attendees will review State Strategies to Promote Infant and Early Childhood Mental Health in their region/practice.

Finance Updates from DBHDS

ROOM: Chesapeake

Presented by:

- Nathan Miles, Chief Financial Officer, DBHDS
- Eric Billings, Director of Grants Management, DBHDS
- Craig Camidge, Director, Strategic Planning and Execution, DBHDS

This presentation will cover CSB federal audits and common themes from those completed so far, updates on Web Grants training for reports, an update on Little Cars Reporting and a discussion of the STEP VA cost reporting exercise.

Session Objectives:

- Understand the federal audits.
- Understand the capabilities and limits of Web Grants reporting.
- Recap common questions related to the STEP-VA cost reports.

<p>12:45 – 2:15 PM</p>	<p>Conference Buffet Luncheon</p> <p>ROOM: Marriott Ballroom</p> <p>Keynote Address: Flourishing through Chronic Too-Muchness Presented by: R. Kelly Crace, Ph.D., Associate VP for Health & Wellness, William & Mary</p> <p>Our relentless world of demands, uncertainty, pace, and noise can be overwhelming. How do we allow for the honesty of being affected by life and still function and perform at a level we hope or expect of ourselves? This program explores the difference between “fear-based excellence” and “authentic excellence” and how they relate to resilience, fulfillment, and productivity. Evidence-based strategies for advanced flourishing will be provided that are relevant for professionals and those they serve.</p>
<p>2:30 – 5:00 PM</p>	<p>CSB Board Member Session: <i>Building a Culture of Inquiry - Are you curious?</i></p> <p>ROOM: James I-III</p> <p>Presented by: Karen LaForge, Nonprofit Consultant, Nisenson Consulting LLC</p> <p>Does your board solicit, acknowledge and respectfully listen to different points of view? Do board members seek information and question assumptions? Learn about what it takes to build a Culture of Inquiry for your organization to help support board recruiting, engagement, and meeting your organization's goals.</p> <p>Session Objectives:</p> <ul style="list-style-type: none"> • Learn how to build and support a Culture of Inquiry • Learn how to board best practices and a Culture of Inquiry work hand-in-hand • Develop ideas for implementing a Culture of Inquiry for your organization
<p>2:30 – 5:00 PM</p>	<p>Group Meetings</p> <ul style="list-style-type: none"> • Executive Directors Forum – Room: CHESAPEAKE • MH/SUD Services Councils – Room: NORFOLK V • Developmental Services Council – Room: NORFOLK II • Prevention Services Council – Room: HAMPTON VI/VII • Children/Family Services Council – Room: NORFOLK I • Emergency Services Council – Room: NORFOLK VI • Human Resource Directors Council – Room: HAMPTON II/III • Quality Leadership Council – Room: HAMPTON VIII • Finance Directors Council – Room: HAMPTON I
<p>3:15 – 4:45 PM</p>	<p>Refreshment Break <i>sponsored by Vocal Virginia</i> Hampton Ballroom Foyer</p>
<p>5:00 – 6:00 PM</p>	<p>Networking Reception (Complimentary hors d'oeuvres, cash bar) Presidential Foyer <i>Sponsored by Hansel Union Consulting, PLLC and North Spring Behavioral Healthcare</i></p>
<p>Friday, May 3, 2024</p>	
<p>8:00 – 11:00 AM</p>	<p>Registration Desk Open Marriott Foyer</p>
<p>8:00 – 9:00 AM</p>	<p>Buffet Breakfast Marriott IV</p>
<p>9:00 AM</p>	<p>VACSB Business Meeting/Board of Directors Combined Meeting Marriott IV</p>



Give your community the behavioral health care it needs.

- The right provider for your community
- In-depth behavioral health expertise
- The support you need for long-term success

Top-quality
Psychiatrists.
PMHNPs.
LCSWs.

iristelehealth.com

info@iristelehealth.com



JBRI Outpatient Services

Announcing
The Majella Project

An Intensive Outpatient Program (IOP) for
Pregnant Women with Substance Use Disorders

Our Other Programs Include

Intensive Outpatient Programs (IOP)

Adolescents ages 13-17

Young Adults ages 18-24

Medication Management

Ages 3-23

Behavioral Health Disorders including Autism



JBRIVIRGINIA.ORG





Our Difference Is Relationships



At Wall Residences, we know what makes a home is the people it holds, so we focus on long-term solutions and relationships. Our signature service features personalized matching of each individual with one of our carefully selected, well-supported Providers and ongoing onsite service supervision.

Unmatched Depth of Expertise

Our leadership team of 12 has over 250 combined years of professional experience in disability services, plus additional personal experience. We were the first to provide Sponsored Residential services in Virginia and remain a state leader in the disability services field.

Large Professional Staff

Our team of expert staff includes licensed clinicians, BCBAs, MSWs, RNs, knowledgeable policy analysts, and trainers in all aspects of service delivery, person-centered thinking, and positive behavioral support.

Continually Recruit, Train, and Support New Providers

We focus on the ability to offer a variety of locations (rural/urban/suburban) and family compositions across the state.

Long-Term Results

Dozens of the individuals we serve have thrived with the same provider for over a decade.

Continual Support

All providers have certified Direct Support Professionals as back-up staff.

Quick, Easy Referral Process!

Call us and we will schedule a visit to assess individual preferences and needs, typically within three business days.



Alex Jackson
Admissions Director
(434) 610-7578



Emily Eagle
Central VA, Danville,
Shenandoah Valley
(434) 907-5067



Ashea Green
Northern Region
(202) 760-6411



Brooke Keen
Roanoke, NRV, SWVA
(540) 541-8563



Lisa Schalasnay
Eastern Region
(804) 380-4309

wallresidences.com



EMPLOYEE-OWNED AGENCY OFFERING:

SPONSORED RESIDENTIAL | 24/7 AWAKE STAFF GROUP HOMES | IN-HOME SUPPORTED LIVING | COMMUNITY ENGAGEMENT & COACHING | GROUP DAY THERAPEUTIC CONSULTATION | APPLIED BEHAVIORAL ANALYSIS | SPEECH NURSING CARE MANAGEMENT | NON-EMERGENCY MEDICAL TRANSPORTATION

PERSON-CENTERED SERVICES SINCE 1995





We provide compassionate psychiatric care for individuals who need acute psychiatric stabilization or inpatient detox.

- We proudly offer:
- Psychiatric Stabilization
 - Inpatient Detox
 - Military and Dependent Detox
 - Residential Treatment
 - Mental Health Primary
 - PHP & IOP
 - Aftercare Planning
 - Music Therapy



5483 Mooretown Rd, Williamsburg, VA 23188
(800) 582.6066 | PavilionWP.com



**Honoring
Choices®**
VIRGINIA

Eleanor Jones, ejones@ramdocs.org

www.honoringchoices-va.org

**YOUR PARTNER IN
ADVANCE CARE PLANNING**

**COME CHECK OUT
OUR EXHIBITOR TABLE**



**FREE TRAINING,
PROFESSIONAL
DEVELOPMENT &
CLIENT RESOURCES**

REGISTRATION OPEN:





OUR LOVING ABODE

YOUR MENTAL HEALTH MATTERS

Our Loving Abode is a licensed residential group home that provides intimate loving care and support in a structured environment to adults with mental health challenges.

WHY CHOOSE US?

To provide person-centered care in a residential setting and an exceptional lifestyle through a dedicated and compassionate team which provides services that promote dignity and autonomy.

- ✔ Person-Centered
- ✔ Residential Comfort
- ✔ Exceptional Lifestyle
- ✔ Dedicated Team
- ✔ Compassionate Care
- ✔ Promoting Dignity
- ✔ Enhancing Autonomy
- ✔ Service Excellence



CONTACT US

757-769-1177
OurLovingAbode@gmail.com
www.ourlovingabode.com
1936 Sun Valley Drive
Virginia Beach, VA 23464



OUR SERVICES

EXPERIENCE A SYMPHONY OF CARE SERVICES

Our skilled and knowledgeable staff give individualized attention to our residents who also become our extended family. We tailor our residents' care according to their personal needs and provide the following:

- 24-HOUR SUPERVISION
- MEDICATION MANAGEMENT
- HOUSEKEEPING/LAUNDRY SERVICES
- PRIVATE AND SEMI-PRIVATE ROOMS
- PERSONAL CARE SUPPLIES AND TOILETRY ITEMS
- 3 MEALS EACH DAY PLUS SNACKS
- ASSISTANCE WITH ADLS
- ASSISTANCE WITH IADLS
- HYDROTHERAPY

ALFORDCREATIVE

Creative Communications for Community Services Boards

Communications can be a challenge. Rapid growth, staff turnover, or a lack of expertise can result in outdated or broken systems that may put your mission at risk.

Our experienced team of techies and creatives can fill your gaps, augment staff, or be your **full-service, outsourced comms team!**



SEE WHAT WE CAN DO
FOR YOUR AGENCY



info@alfordcreative.com

512.524.6647

AlfordCreative.com

STRATEGY	SOCIAL MEDIA	WEBSITES	DIGITAL MARKETING	INTERNAL COMMS	CONTENT
----------	--------------	----------	-------------------	----------------	---------

Helping CSBs have greater Reach, Authority & Impact



North Campus

Residential Substance Use Treatment Programs

Serving men, women, pregnant women, and women with their children.

www.rbha.org

North Campus Programs:



Withdrawal Management and Crisis Receiving Center (co-located)

RBHA provides 24-hour medically-monitored withdrawal management services to help people withdraw safely from alcohol and opiates. Services are offered to individuals 18 years and older, in a residential setting. Crisis Receiving Center (CRC) is a regional, short-term (23 hours) crisis stabilization unit. CRC will be opening soon.



HOPE

HOPE stands for Holistic Opportunities for Promise and Empowerment – and that is our approach to working with individuals in this program. Providing treatment to men and women, the HOPE program addresses substance use disorders with co-occurring mental health conditions.



Men's Residential Treatment Center

MRTC offers a safe, encouraging environment for men to focus on their recovery. Using a person-centered, trauma-informed approach to treatment, MRTC staff assist the residents with acquiring the tools they need to stop using, maintain recovery, and live a meaningful, productive life.



Women's Residential Treatment Center

At WRTC, we provide gender-responsive and evidence-based substance use treatment for the women we serve. We partner with the mothers to support and enhance their parenting skills and to nurture their child's growth and development.



Children's Services Center

Our staff and programming at the CSC promotes infant and child well-being through a continuum of services and evidence-based interventions. We also work to strengthen mothers' capacity and to support their role as engaged and nurturing parents.

For more information:

804-343-7600 or suds@rbha.org

To make a referral:

<https://tinyurl.com/RBHAReferral>

CONFERENCE FACULTY

Alisha M. Wright, LCSW, CCFP is the Director of Clinical Services at Southside Behavioral Health. Alisha completed her Bachelor of Science in Psychology at Roanoke College and her Master of Science in Social Work at the University of Louisville. Alisha is a Virginia native, born and raised in the Roanoke Valley, with life and work experience in Fauquier County, the Shenandoah Valley, and now the Southside region of the Commonwealth. She is passionate about community mental health, having grown professionally through the Community Services Board system. Alisha has served as a Mental Health Case Manager with Rappahannock Rapidan CSB, Emergency Services Clinician/Lead Emergency Services Clinician for Harrisonburg Rockingham CSB, and with Southside Behavioral Health initially as Divisional Director of Emergency Services and now as Director of Clinical Services. As Director of Clinical Services, Alisha has the privilege of overseeing multiple departments that impact the Southside community, including Crisis Services, Mental Health & SUD Outpatient Services, Child and Family Services, Forensics, Same Day Access, Permanent and Supportive Housing, and Community Based Services. Alisha takes pride in developing and refining community relationships and programs that will meet the community's specific needs and understands well that needs change in community mental health. Alisha became a Certified Compassion Fatigue Professional to promote self-care, burnout prevention, and a positive work culture. She utilizes the techniques as a CIT (Crisis Intervention Team) instructor, with the local CISM (Critical Incident Stress Management) team, and as a DCJS instructor for Behavioral Threat Assessment and Management (BTAM).

Alison Jones Webb is an author and public health professional. She is a passionate advocate for people in recovery from addictions. She has written extensively about issues related to recovery from addiction and harm reduction and has given presentations across the US and Canada. Her book, *Recovery Allies: How to Support Addiction Recovery and Build Recovery-Friendly Communities*, lays out practical ways that communities can help support people in recovery and why this is so vitally important. Via in-depth interviews with people in recovery from around the country and a wealth of information from leading researchers, experts and advocates, Webb shows readers that there is real hope for people with addictions, and that we all have an important role in helping to support and sustain their recoveries. Webb holds master's degrees in public health from the University of New England and in economic history from The Johns Hopkins University. Webb has over 20 years of experience in public speaking, policy development and advocacy; data-driven decision-making; nonprofit strategic planning; community outreach and organizing; and linking community members with healthcare. She is a trained recovery coach (Connecticut Community for Addiction Recovery) and recovery ambassador (Faces and Voices of Recovery). She was a founding member of Maine's first chapter of Young People in Recovery and served on the Steering Committee to develop the University of Southern Maine's Collegiate Recovery Program. She is the past President of the Maine Association of Recovery Residences.

Ann Rasmussen, MSW, FSP, is a Family Support Partner working with families in the Greater Richmond Region, its surrounding counties, and Fairfax County. She brings with her both professional skills and personal experience that she incorporates into her role as a peer support provider. Ann's professional background includes non-profit advocacy work, program development, and coalition and relationship-building. These skills, combined with her lived experience of raising one child with a rare and catastrophic form of epilepsy and severe intellectual disability, and another child who has experienced serious mental health challenges, enable Ann to relate well with families and support them as they are on their own journey of raising kids with high needs and challenges. Ann has always held the parenting view that our children lead us to the best decisions for them if we let them. In the same spirit, she believes that families lead us, too. Taking cues from parents, she helps to navigate but leaves parents in the driver's seat, trusting that with the right resources, information, and support they will get to where they need to go. Ann is married to her college sweetheart and has four children, three dogs, and a flock of chickens, ducks, and geese. She loves the beach, the great outdoors, hiking, gardening, and going out to the movies.

Charisma Dixon, QMHP-A, M.A.Ed. is a licensed special education teacher with two decades of experience working with Norfolk, Richmond, and Henrico Co Public School systems. Charisma has also worked with the Hawaii Department of Education in the role of Student Services Coordinator for Special Education of the Island of O'ahu. Charisma holds a Bachelor of Science degree in Occupational and Technical Studies from Old Dominion University, a master's degree in Adult Education from Strayer University, certified in Substance Abuse Counseling, and QMHP-A certified. Charisma is also a former Child Protective Services Social Worker and has had a long-standing career in Human Services. Charisma started with DBHDS/OBHW in November 2022 in the role of consultant for the cannabis initiative. Charisma is a lifelong learner, trauma yoga certified. Charisma also enjoys swimming, walking and travel, and is a ferocious reader.

Cheryl J. Roberts, J.D. is the Director of the Virginia Department of Medical Assistance Services (DMAS), which serves 2.1 million Virginians with a \$20 billion annual budget. She leads and supports the Department's Executive Leadership Team, DMAS staff, programs, contracts, operations, and finance in their mission to provide access to health care coverage and high-quality health care. She has extensive experience in population health, managed care delivery systems and operations. Previously, she was the

Deputy for Programs and Operations at DMAS, as well as health plan executives in both the Medicaid and commercial sectors. Cheryl is a graduate of the City College of New York and Rutgers University School of Law. She serves as the Governance Committee Chair for the National Association of Medicaid Directors. She is also on the executive committee for the National Association of State Health Policy.

Chris Parks is currently the Regional Marcus Alert Coordinator for Region 3. He completed a 24-year law enforcement career working for the Glade Spring Police Department, Abingdon Police Department, and the Washington County Sheriff's Office. During his career he was a Task Force Officer for the Drug Enforcement Administration overseeing multi-million-dollar investigations spanning the United States. He is a certified instructor through the Department of Criminal Justice Services and has presented a variety of topics most notably being the main instructor for the Southwest Virginia Law Enforcement Training Academy's Drug Identification class. He has also completed many community presentations educating local agencies and community members about drug hazards, Marcus Alert Initiatives, and Co-Response Training Curriculum. Chris has been a guest speaker with the Assistant United States Attorney Zachary T. Lee at the "Top Gun" drug class facilitated by The Virginia Commonwealth's Attorney Association related to formulation of federal case investigations.

Christina M. DiGiacomo, LPC is a Clinical Supervisor in the New Horizons program at Prince William County Community Services (PWC CS). She received her Bachelor's Degree in Psychology from Georgetown University and her Master's in Counseling and Psychological Services from Marymount University. She worked for Fairfax/Falls Church CSB at the Oakton Arbor Group Home, and the INOVA Kellar Center Intensive In-Home and the Outpatient Program. She has been with PWC CS since 2000 working in the New Horizons Clinic and School-Based program and is based at Woodbridge Senior High School. She currently has a focus in trauma treatment and is trained in TF-CBT, DBT, and EMDR. Christina trained in DBT for Adolescents and spearheaded the implementation of a DBT Skills group for high-risk youth within the New Horizons Outpatient program. Within the New Horizons School-Based program, Christina has provided presentations to parents, staff, and students on mental health, substance use, co-occurring disorders, and available treatment resources. She provides clinical supervision and training to program staff on ways to implement evidence-based practices with their clients and foster working relationships with their respective schools.

Christine DuBois, CRPS is a Certified Peer Recovery Specialist who has worked in peer services for approximately 6 years. I have provided peer services in an Emergency Department Overdose Response program, a Women's Transitional Housing program, and 2 Community Outpatient MH and SA clinics. In addition, I served as the Technical Assistance Coordinator for the Peer Support Coalition of Florida. I am currently the Lead Peer Specialist for the Rappahannock Area Community Service Board.

Craig Camidge is the Director of Strategic Planning and Execution at DBHDS. In this role, he works at the intersection of internal policy and operations, external stakeholders, and high-level priorities to support ongoing system development in service of vulnerable Virginians.

Cristy Corbin, CPRS, HFW-FSP has been an integral part of developing the Family Support Partner (FSP) role in Virginia for over a decade. In her most recent job position, Cristy was representing the family perspective and voice throughout Virginia as the System of Care State Family Lead for Virginia's System of Care grants. In this role, Cristy was providing training, support, and program consultation to a variety of grant sites, until this grant funding ended on September 30, 2020. Due to the unprecedented need for this type of role and Cristy's passion to continue the work, Cristy founded Family Support Partners of Virginia, Inc. on October 1, 2020- a family-run, peer-led organization, to ensure parents/caregivers, youth, and adult individuals throughout Virginia will continue to have an option for peer support. As a person in recovery, Cristy regularly uses her personal experiences of navigating Virginia's behavioral health system for herself and her daughter to advocate for the much-needed system changes and influence the growth of the peer support workforce throughout the Commonwealth.

Dianna Wegkamp, R-CPRS, Recovery Services, MPNN CSB, currently serves as the Middle Peninsula Northern Neck Community Services Board (MPNNCSB) Recovery Services Peer Support Supervisor and Peer Services Billing Administrator. Dianna manages a team of 4 full-time Registered Peer Support Specialist and 2 part-time Peer Support Specialist in Training, who combined caseload is 40+ peers that they serve. Dianna also works on Peer Support Billing through Medicaid, creating and implementing billing processes. Previous to her current position, Dianna worked with the Crisis Intervention Team (CIT) as a Peer Supporter, and currently is a facilitator/trainer for CIT. Dianna has been certified through the state of Virginia as a Certified Peer Recovery Specialist since 2018.

Donald McCourtney, PHD, MBA, R-PRS, CPRS-PG, ICGC-1 is the Lead Problem Gambling Coordinator for Office of Recovery Services with the Department Behavioral Health Developmental Services. He has 47 years of experience as an innovative leader for recovery from Substance Use, Co-occurring, and Gambling Disorders. His education includes substance use disorder counselor training with

Hazelden Betty Ford, a PhD, and MBA. He is a R-CPRS, CPRS-PG, and an ICGC-1 from the International Gambling Counselor Certification Board.

Douglas “Byron” Ashbrook is the Crisis Intervention Team Coordinator at Highlands Community Services. He started his Law Enforcement career in 2002 with Washington County Sheriff’s Office in Abingdon, Virginia. He became part of the School Resource Division and was later promoted to Detective. Throughout his time in the Criminal Investigation Division (CID), he spent time assigned to General Investigations as well as an assignment working as a Task Force Officer for the Federal Bureau of Alcohol, Tobacco, Firearms and Explosives. Byron excelled in his position throughout the years and was promoted to CID Lieutenant, CID Captain and lastly, Chief Deputy/Major. He is a graduate of the 248th Session of the FBI National Academy, the 66th Session of the Virginia Forensic Science Academy and is a DCJS certified Law Enforcement instructor who has attended both the CIT Core Basic and CIT Train the Trainer courses. Byron came to Highlands Community Services in 2019 and remains a certified auxiliary Law Enforcement officer for the town of Damascus, Virginia.

Elizabeth Horn, MIA has 45 years of experience advocating for people with disabilities working in the public, private and not-for-profit sectors. For 15 of those years she operated Disability Benefits Assistance, Inc. where she represented people in obtaining social security disability benefits. Since 2013, she has served as a Disability Rights Advocate for the disAbility Law Center of Virginia (DLCV) where she continues to educate and assist people with disabilities who are navigating social security benefit programs. Elizabeth is eager to share her knowledge to help you help your clients navigate the social security maze.

Eric J. Williams, MSW has experience in a variety of human services roles and settings over the past 31 years. He has experience working with individuals with intellectual disabilities, mental illness, substance abuse, visual impairment, hearing loss, HIV, and brain injury, as well as experience in evaluating and recommending program changes to streamline documentation and agency processes. He currently leads a team of professionals responsible for DD provider and Support Coordinator training, technical assistance, and service development activities in Virginia. Responsible for the design and use of a Person-Centered Individual Support Plan and assists with the development and implementation of Virginia’s three DD waivers.

Hallie Pence is Executive Director of *Right Help, Right Now*, Governor Youngkin’s mental and behavioral health care transformation plan. She leads initiatives to strengthen services so that those in crisis have someone to call, someone to respond, and somewhere to go. She is working with partners to increase wellness and resiliency before, during, and after crisis. Hallie is especially focused on improving mental health outcomes for Virginia’s youth. She previously served as the Governor’s Deputy Policy Director, covering policy issues over a portfolio of state agencies across Health and Human Resources, Veterans and Defense, Museum Arts, and Public Safety. Before moving to Richmond, she worked on Capitol Hill for several Members of Congress from the Virginia Delegation. There she led the Appropriations process and policy and also oversaw Defense, National Security, Agriculture, and Education policy portfolios. Hallie grew up in the Shenandoah Valley and earned her bachelor’s degree from the University of Virginia with a double major in Philosophy and Government and a minor in Buddhism. While at UVa, she was a Program Director and volunteer for Madison House’s Big Brothers Big Sisters and was Captain of the Women’s Ski Team.

Jenna Popovich, LPC is a Clinical Supervisor in the New Horizons program at Prince William County Community Services (PWC CS). She received her Bachelor’s Degree in Psychology from Marquette University and her Master’s in Clinical Mental Health Counseling from Marymount University. She started her career with Crossroads Counseling Center providing intensive in-home services and providing therapeutic day treatment services to several elementary and middle schools in Prince William County. She has been with PWC CS since 2016 working in the New Horizons Clinic and School-Based Program and is based at Forest Park High School. She is trained in TF-CBT, CC-CBT, and DBT. Jenna trained in DBT for Adolescents and spearheaded the implementation of a DBT Skills group for high-risk youth within the New Horizons Outpatient program. Within the New Horizons School-Based program Jenna has provided presentations to parents, staff, and students on mental health, substance use, co-occurring disorders, and available treatment resources. She provides clinical supervision and training to program staff on ways to implement evidence-based practices with their clients and foster working relationships with their respective schools.

Joanna Jennings is the Director of Community Relations and Training at Region Ten Community Services Board and received her undergraduate degree in journalism from the University of Texas at Austin and her MSW from Columbia University in New York. Joanna has extensive experience in trauma-informed care and is passionate about storytelling as a medium to bring awareness and clarity to people served by community-based mental health, as well as the general public.

John Lovill, MA is the Behavioral Housing Coordinator for Mount Rogers Community Services (MRCS) with over 25 years’ experience overseeing myriad mental health and substance use community-based programs in North Carolina and Virginia. John holds master’s in organizational management/public administration. He has operated MRCS Permanent Supportive Housing Program since its inception in the region. John has continued to develop the program to accommodate over 180 individuals

experiencing homelessness as well as Pregnant and Parenting Substance Using Women (PPW), in addition to increasing from 1 to 37 staff members. Last June, with John's assistance, Mount Rogers PSH was awarded the Supporting Community Integration Initiative; for MRCS to partner with the SWVMHI to provide the opportunity to support individuals transitioning into the community and acquiring a place to call home. Alongside his contributions to MRCS PSH, John is also an active member of numerous supportive housing committees/councils throughout Virginia. John loves the outdoors, coaching basketball and spending time with his three children.

Joy A. Cipriano has over 40 years' experience creating, planning, developing and managing property-related projects. She oversees property development and property management – rent subsidy programs and multifamily, residential and commercial assets for the H-NNCSB and 9 affiliated companies. She specializes in expanding housing opportunities for people with disabilities and those who have experienced chronic homelessness by creatively developing models and pilot projects that have been replicated by other housing providers in the state. She is on the Virginia Housing Multifamily Advisory Council, Virginia Housing Search Stakeholders Council, Housing the SMI Population Strategy Group, Campaign to Reduce Evictions, Peninsula Mayors/Chairs Commission on Homelessness, Peninsula Team Lead for Housing and Support Services Initiative - DOJ Settlement, and the DBHDS PSH Capacity Building team. She has received a Housing Partner Special Projects Award and a Lifetime Achievement Award from the Hampton Roads Housing Consortium. Ms. Cipriano holds a BS in Government Administration from Christopher Newport University and a MSc in Urban Planning from Oxford Polytechnic, Oxford, England.

Kandace Miller, LCSW, CSAC is a Licensed Clinical Social Worker in the state of Virginia and is currently serving as the Department Director of Crisis Services at Highlands Community Services. She has over two decades of experience providing behavioral health services in the communities of Southwest Virginia. Throughout her career, Kandace has served those with mental health, substance use and intellectual disabilities in a variety of settings such as outpatient community service boards and private and state inpatient psychiatric hospitals. Kandace is certified as a Substance Abuse Counselor and Preadmission Screener in Virginia. She serves on the Virginia Crisis Response Team (CRT) and on a variety of disaster response teams throughout the state. Kandace is also a member of the Virginia Highlands Community College's Threat Assessment Team. She is passionate about serving first responders and has received specialized training to provide EMDR, Acudetox, and Biofeedback to those in need. She is an active member in the community as a Critical Incident Stress Management (CISM) provider, serving as the CISM Clinical Coordinator for Southwest VA Emergency Management Council and a clinical provider for Virginia Law Enforcement Assistance Program (VALEAP).

Karen LaForge is a nonprofit management professional with 30+ years of experience. Karen holds a B.S. and MBA from James Madison University. She also had certificates in Nonprofit Management and Nonprofit Marketing from the University of Richmond School of Philanthropy. Her nonprofit consulting work includes nonprofit governance, strategic planning/management, resource development, marketing/communications, and interim executive director services.

Kathryn Shackleford, RCPRS; YSP Supervisor, is a dynamo hailing from a small town in Southern Virginia. Now calling Chesterfield, Virginia home, she's on a heroic journey of recovery from tough times, battling substance use and mental health challenges. Kathryn sees recovery as a funky dance, taking one step forward every single day. Her teenage years were a rollercoaster, but those twists and turns fueled her transformation into the inspiring soul she is today. Kathryn is a Youth Support Partner (YSP), rocking the scene by empowering young minds to speak up and be heard in the crazy world of care systems. When she's not spreading her magic, you'll find her stitching up a storm with her trusty sidekick, Bella the dog, by her side.

Kia M. Edwards, B.A., QMHP, CDP, PAC Coach is a Program Manager of the Geriatric Community Stabilization Team which is a regional program with Western Tidewater CSB. She has been with the agency for 8 years and has taken a great passion for the older adult community. She has an extensive background in mental health case management and day treatment. She is a proud graduate of The Norfolk State University where she received her Bachelor of Arts in Sociology. She is currently working towards her Master in Social Work with the intention of becoming a Licensed Clinical Social Worker in the State of Virginia. Kia currently has a certification with the Virginia Board of Counseling as a Qualified Mental Professional and she is currently certified as a Dementia Practitioner. She also holds a certification with Teepasnow as a certified Positive Approach to Care (PAC) Coach. In her spare time, she likes to dedicate her time to community service and activism with her Illustrious Organization of Delta Sigma Theta Sorority, Inc.

Dr. Lisa Beitz, DSW, LCSW has been Region Ten's Executive Director for the last 7 years and in August 2023 became the host for Maggie, Region Ten's first facility service dog through Service Dogs of Virginia.

Lisa Terry, MS, M.Ed., Infant Mental Health Mentor-Research/Faculty, IMH-E®, is a professional development consultant at the Partnership for People with Disabilities, Department of Education, Virginia Commonwealth University. Lisa provides support for the design and implementation of professional development activities for early interventionists in Virginia. She has worked in EI for

over 15 years in various roles as an educator, service coordinator, and clinical supervisor. Lisa hosts the podcast, Meaningful Moments-Connecting Infant Mental Health to Early Intervention. Lisa is a certified trainer in the Growing Brain, a ZERO TO THREE curriculum. She maintains endorsement as an IMH Mentor-Research/Faculty. Lisa is the co-facilitator for DEC's Infant Mental Health Community of Practice and aRPy Ambassador. Lisa remains dedicated to promoting and supporting the emotional well-being of all families.

Mary Beth Cox, MSW, MPH is a Quality Improvement Coordinator at DBHDS. She has 20 years of experience focused on planning, implementing and evaluating public health programs and managing quality improvement projects. She is passionate about helping people realize their full health and social potential in safe and nurturing communities and working to achieve clarity, quality and accountability in public service. She holds an undergraduate degree in chemistry from William and Mary and master's degrees in public health and social work from UNC-Chapel Hill. She has served as a Peace Corps volunteer.

Nathan Miles is the Chief Financial Officer for the Virginia Department of Behavioral Health and Developmental Services. Nathan achieved both his Master of Public Administration degree and his BS in Psychology from Brigham Young University. He has been working at DBDHS since 2013, first as a budget analyst then as the budget director, and now as the Chief Financial Officer. Before that Nathan worked for several non profits and did web analytics, social media analysis and reporting for management and business needs. Nathan has taught as an adjunct instructor at the Richmond Virginia Tech Center. He lives in the Richmond area, with his wife Shalee, and his three young children Bronco, Maxwell and Evelyn.

Nelson Smith was appointed by Governor Glenn Youngkin in 2022 to be the commissioner of the Virginia Department of Behavioral Health and Developmental Services (DBHDS), a state agency that operates 12 state hospitals and facilities with over 6,000 employees, and oversees a \$2.5 billion system that annually serves 217,000 Virginians and families struggling with behavioral health disorders and developmental disabilities. Nelson is a seasoned healthcare leader whose commitment to team building and employee empowerment has helped him achieve significant progress in delivering critical services to the citizens of Virginia. With his extensive background as CEO of several hospitals, he successfully implemented initiatives to improve access, quality, and efficiency in both inpatient and outpatient settings. He continues to prioritize the most vulnerable and overlooked populations in society, ensuring they receive the highest quality of care. With a strong foundation in faith, family, and love of country, Nelson remains dedicated to improving the lives of those he serves. Before joining the private sector, Nelson served in the U.S. Army's 5th Special Forces Group, where he was recognized with numerous awards for his exceptional leadership and bravery. He received the Purple Heart, four Bronze Star Medals, including one with the "V" device for Valor, and the Green Beret. After retiring from the military, he pursued an MBA from Kellogg School of Management at Northwestern University and transitioned to a career in behavioral healthcare administration.

Patti Dotson, MS received undergraduate degree in Psychology and graduate degree in Counseling from Radford University. Currently the Community Living Program Director at New River Valley Community Services providing administrative oversight and leadership to long-term residential service programs including Sponsored Residential, Waiver Group Homes, Assisted Living Facility, Community Engagement and Permanent Supportive Housing. I have worked at NRVCS for over 34 years. I have experience with the SMI population through my work at our Clubhouse program, Case Management Services and Mental Health Skill-Building Services. My leadership role has included oversight and program development with PSR, CM, ACT and Crisis Stabilization Services--I started a community based crisis stabilization team over 20 years ago that worked primarily with Community Living clients in our MHSS services and our group homes. My current role allows me to work with the regional and state PSH representatives in the CSB network and with the housing office from DBHDS to continue to grow and move the program forward in Virginia.

Paul Aravich, PhD is a Professor/Neuroscientist at Eastern Virginia Medical School. He earned his PhD at City University New York and was a Postdoctoral fellow in the Department of Neurology at the University of Rochester Medical School. Further, he was a Research Associate in the Department of Neurobiology and Anatomy at the University Rochester Medical School. Dr. Aravich has multiple recognitions for excellence in teaching, research and science and has been part of numerous task forces, including for COVID-19 and Military/Veteran suicide. He has received five gubernatorial citations. In addition, Dr. Aravich has served as Head of the Virginia Brain Injury Council and as an Advisory Committee and dementia study section member for the Virginia Center on Aging at VCU. His current research includes From a jellyfish model of Parkinson's disease to a CDC "Strike Team" grant for nursing-home challenging behaviors.

R. Kelly Crace, Ph.D. is the Associate Vice President for Health & Wellness and the Director for the Center for Mindfulness and Authentic Excellence (CMAX) at William & Mary. He is a licensed psychologist and the co-author of Authentic Excellence: Flourishing & Resilience in a Relentless World (2020); Authentic Excellence for Organizations (2023); and the Life Values Inventory. He has published and presented in the areas of values, flourishing, resilience, life role development & transition, and organizational development. He is president of Applied Psychology Resources and has conducted over three thousand seminars for organizations.

He has served as director of two college mental health centers at Duke University and William & Mary. He received his academic and clinical training from Vanderbilt University, the University of North Carolina at Chapel Hill, and Duke University. Kelly was the recipient of the President's Award for Service to the Community and the Chambers-Reid Award for Professional Excellence at William & Mary.

Rebecca Graser, MSW R-CPRS currently serves as the Middle Peninsula Northern Neck Community Services Board (MPNNCSB) Program Director Recovery Services. Becky develops and manages peer run programs and budgets; oversees the Recovery Services department; guides the agency and serves as consultant and advocate to the agency staff in establishing recovery-oriented best practices; and develops new programs and employment opportunities for people in recovery from Mental Health Substance Use Disorder challenges. Recovery Services of MPNN consist of two Peer Run Resource centers providing safe recovery environments for the communities they serve and its people; a supportive employment program, currently employing over 40 peers in recovery; offers many training and peer support opportunities. Becky earned her BS from Virginia Commonwealth University and a MSW from the University of New England. Most importantly, Becky is a person in long term recovery from substance abuse challenges, with a willingness to publicly acknowledge and share her personal experiences and serve as a recovery role model for others in recovery by representing their needs in the agency through the lens of lived experience. Becky serves or has served on the Board of Directors of NAMI, VOCAL and DBHDS.

Rick Griffin is the Founder and CEO of the Neuro Leadership Academy, a new enterprise committed to using neuroscience to facilitate personal and professional development. Rick holds a master's degree in education and uses his education to develop innovative content and to deliver engaging presentations. He speaks to thousands of groups from all over the country and is widely recognized for his work with trauma-informed and resilience-based practices. As the former Executive Director of a trauma-informed therapeutic residential program for struggling teens, Rick has first-hand experience with developing and implementing strategies and structures that foster resilience. His experience allows him to consult seamlessly with schools, businesses, and community organizations. Mr. Griffin continues to be on the leading edge of training design. As a Master Trainer for Community Resilience Initiative, he has developed several outstanding trauma and resilience focused programs and practices including the Certified Trauma-Informed Specialist (CTIS), a micro-credential for Occupational Therapist and other school-based mental health professionals. He has also authored several engaging eBooks, including his latest eBook, Keeping PACE With the Brain, an insightful eBook that delves into how social domains stimulate brain responses and guide our actions, emotions, and motivations. Amid all this Rick still finds the time for his highest priorities, his faith, his family, and his friends.

Sara Robinson, LPC, has a strong background in mental health and trauma recovery. A graduate of the University of Virginia, she has worked in various therapy settings, including an alternative-to-incarceration program in the Bronx and Region Ten Community Services Board. Currently, she serves as the Director of Child & Family Outpatient and Crisis Services for Region Ten. Sara is an active member of the Greater Charlottesville Trauma-Informed Community Network, the Virginia Community Response Network, and a certified trainer for ACE Interface and the Community Resilience Initiative. Additionally, she practices EMDR and TF-CBT in her private practice and teaches Family Therapy at the University of Virginia School of Education and Human Development.

Tiffani D. Wells, M.S., CPRS is a native of Williamsburg, VA, but was raised and attended school in the City of Richmond. After many adverse experiences, Tiffani decided that her passion and purpose in life were to help those with substance use disorders and mental health disorders. She was able to fulfill that dream when she started her journey with Americorps, as a Certified Peer Recovery Specialist at Virginia Commonwealth University (VCU), with Rams in Recovery. In April 2021, Tiffani joined the Office of Substance Use Services at the Virginia Department of Behavioral Health and Developmental Services (DBHDS) as the REVIVE! Administrative Support Specialist. She then went on to fulfill the role of Harm Reduction Coordinator in July 2021. As part of the Commonwealth of Virginia's plan to reform the response to the opioid epidemic, Tiffani participated in many subcommittees, including serving as an initiative owner under the Governor's *Right Help, Right Now* plan. During her role as Harm Reduction Coordinator, she transformed the program from Opioid Overdose response to supporting the Commonwealth's unhoused crisis by implementing the Virginia SHAW (Safe Housing and Warmth) Project. She has also provided harm reduction education to treatment providers, law enforcement, judicial staff, and community leaders, to help increase awareness and reduce stigma. Tiffani has since moved on to serve as the Recovery Residence Quality Assurance Coordinator, with the Office of Recovery Services (ORS). She has represented DBHDS at many conferences and workshops, including serving as a Keynote speaker at the Collaborations Conference in January 2024. Tiffani has a bachelor's degree in criminal justice and has earned a degree of Master of Science in Rehabilitation and Mental Health Counseling from Virginia Commonwealth University, as of May 2023. Tiffani continues to work with many state, local, and community organizations to bridge the gap between providers and those with substance use and mental health disorders. She is also an advocate for harm reduction to keep those in active use safe and create a link to resources and treatment.

Tracy Ellis Walters M.Ed, IMH-E, ECSE, EOLD, Infant Family Specialist, IMH-E®, is a team member in the Office of Child and Family Services at the Department of Behavioral Health and Developmental Services. She currently serves as Virginia's Infant and Early

Childhood Mental Health Coordinator. Tracy has devoted 35 years of service to Early Childhood Education and Early Intervention with a focus on Mental Health for young children in the last 12 years. Tracy has served children and families in both the public and private sector throughout her career. Some of Tracy's engagements beyond her state appointment include serving as the Board President for the Virginia Association for Infant Mental Health, serves on the Virginia Mental Health Access Project advisory Board, and an adjunct faculty member at Virginia Commonwealth University. Tracy engages in Speaker appointments at both National and local conferences as an advocate for Infant and Early childhood mental health for our youngest citizens. Prior to her current engagement, she served as the Site Director for VCU Health Systems Family Care Services Unit for 28 years working with children, families and educators. Tracy's work also encompassed studying the Reggio Emilia Schools in Italy and working for Richmond City and Chesterfield County public schools as an Early Childhood Special Educator. Tracy is truly passionate about providing information and education on the importance of Infant and Early Childhood Mental Health. She views IECMH work as vital to a child's overall health and development and believes that it serves as a leveraging tool for social justice. She resides in the City of Richmond enjoys spending time with her family especially her grandson, supporting local businesses, gardening, reading and is a patron of the Arts.

Victor J. Petillo, MS/PBSF is an endorsed Positive Behavior Support Facilitator who is currently the System Trainer for Region 4 REACH. Since starting in the field of I/DD in 1991, he has worked in a wide variety of service settings, including: residential services, supported employment, exceptional education, case management, private practice as a behavioral consultant, and crisis supports. A significant part of VJ's work throughout his career has involved directly providing and/or developing behavioral supports, with a particular expertise in the cross-section of IDD, behavior, and mental health conditions. VJ has Master's Degrees in Rehabilitation Counseling and one in Theology. He was endorsed as a Positive Behavior Support Facilitator in Virginia in 2006. VJ also has a clinical certification from NADD (one of the leading organizations for education, consultation, and training related to IDD and mental health conditions).

AGENDA

Welcome

Partner Updates and Related Council Q&A/Discussion

- DBHDS – Office of Child & Family Services

Regional Crisis Updates ► Regions 1, 2, 3, 4, and 5

- Regional Program Information Sharing
- Database Platform – Functionality & Use in Your Region
- T3 Training
- Private Provider Partnerships & Related MOUs

VACSB Committee Updates

- Administrative Policy
- Development & Training
- Finance
- Public Policy (Paulette) welcome comments
- Quality & Outcomes
- Regulatory
- DMC

Open Council Dialogue

Adjournment

**Virginia Association of Community Services Boards
Developmental Services Council
May 2, 2024, 2:30 – 5:00 PM ROOM: Norfolk II**

AGENDA

- | | |
|-----------------------------------------------------------------|-------------------------------|
| Welcome | Shannon Clark |
| DS Directory Updates | Natacha Dolson |
| Announcements/Reminders | Shannon Clark |
| Partner Updates | |
| I. Part C Updates | Kyla Patterson |
| II. DBHDS Updates | Heather Norton, Eric Williams |
| DOJ Review Updates, Waiver Updates,
RAT into ISP, HSAG, etc. | |
| III. DMAS Updates | Ann Bevan |
| HCBS Review Status and Plan Updates | |
| IV. Regional Updates | |
| Region I: Donna Higgs | |
| Region II: Sierra Simmons | |
| Region III: Shannon Clark | |
| Region IV: Andrea Coleman | |
| Region V: Debbie Dashiell | |
| CoCoA: Alison Standing | |
| V. VACSB Committee Reports | |
| a. Public Policy- Sierra Simons | |
| b. Services Development -Tina Martina | |
| c. Regulatory -Wendy Gullion | |
| d. Development & Training -Shannon Clark | |
| e. Administrative Policy- David Meadows | |
| f. Data Management -Tim Capoldo | |
| g. Quality Leadership- Pam Wallace | |
| h. Quality & Outcomes- Wendy Gullion | |
| VI. Stakeholder Updates | |

Closed Session: DD Council-Only Discussion

Next meetings: August 19, 2024 DS Council Meeting (hybrid)

October VACSB DS Council Meeting (In person)

**Virginia Association of Community Services Boards
Emergency Services Council
May 2, 2024, 2:30 – 5:00 PM ROOM: Norfolk VI**

AGENDA

- I. Welcome / Role Call / Announcements
- II. DBHDS: Crisis Services updates
 - a. April Dovel: Crisis Services
 - b. Lars Messerschmidt: CPSC, Regulations, Reporting
 - c. Gail Paysour: Alternative Transportation
 - d. Emilee Grossi: Marcus Alert
 - e. Shannon Richardson: State Facilities
 - f. Heather Rupe: DAP, LIPOS, Hospital Pilot
- III. ES Council Updates:
 - a. CRC / 23 hr. Regional Operations and Staffing
 - b. MCR Dispatches
 - c. REACH Response
 - d. § 37.2-813. Releases of TDOs prior to commitment hearing
- IV. Regional Updates:
 - Region 1: Ashton Morse
 - Region 2: Heather Baxter
 - Region 3: Kim Woodlee
 - Region 4: Julie Cox
 - Region 5: John Konkel
- V. Open Floor
- VI. Next meeting: Virtual -Thursday June 6, 2024

AGENDA

To join virtually: Zoom Meeting

<https://us06web.zoom.us/j/89851748709?pwd=dXVYVW1VST0l3SUJrU1p5ODJBY2JlZz09>

Meeting ID: 898 5174 8709

Passcode: 973302

2:00-2:15: Welcome and introductions – Danielle Sayre (Chesterfield CSB)

2:15-2:25: Notes from retreat in Staunton on January 30, 2024

2:25-4:10: Current Issues:

- Step VA Cost Reporting
- Federal Reimbursement Reviews by DBHDS
- CCS Replacement
- Council Meeting with VACSB Public Policy – Bill Fellows

3:15-3:40: Break

4:10-4:45: Subcommittee Report Outs

- Regional Reports
 - i. Region 1 – Needs volunteer
 - ii. Region 2 – Rudbel Alfaro (Arlington County CSB)
 - iii. Region 3 – Needs volunteer
 - iv. Region 4 - Marty Shepherd (Henrico CSB)
 - v. Region 5 – Andrew Jurewicz (Western Tidewater)
- CFO orientation subcommittee – Bill Fellows (Richmond BHA)

4:45-5:00: Wrap up and Next Meeting Planning

**Virginia Association of Community Services Boards
Human Resources Directors Council
May 2, 2024, 2:30 – 5:00 PM ROOM: Hampton II/III**

AGENDA

2:30 p.m. – 3:15 p.m.

- Welcome/Introductions/Agenda (Crystal Homer, Chair)
- Approval of Minutes of January 16th meeting
- DBHDS Representatives
 - Malinda Roberts
 - Juliann Trip
 - Tracy Salisbury
- Consideration of officers for FY25
- Workforce Reporting and ES Council collaboration update
- Roundtable discussion- COVID-19 protocols

3:15 p.m.-3:45 p.m. Break

3:45 p.m. – 5:00 p.m.

- Woods Rogers Vandeventer Black PLC presentation on Legal Topics
- Next Meeting Date/Agenda
- Adjournment

The above times are subject to change, based on attorney availability, please check with the council for specifics on the day of the meeting.

**Virginia Association of Community Services Boards
MH/SUD Services Council
May 2, 2024, 2:30 – 5:00 PM ROOM: Norfolk V**

AGENDA

- I. MH/SUD Chairs and Co-Chairs Introduction and Welcome
 - LeNelle Mozell, SUD Council Chair, [LMozell@pwcgov.org](mailto:L.Mozell@pwcgov.org)
 - Tim May, SUD Co-Council Chair, Tim.May@nwcsb.com
 - Ryan Banks, MH Council Co-Chair, rbanks@ecsva.org
 - Bill Rooney, MH Council Chair, bill.rooney@alexandriava.gov
- II. Bryan Collins, Assistant Director of STD Prevention & Surveillance with VDH Central Office – Rising coincidence between SUD and syphilis
- III. MH/SUD Council Representatives acknowledgments and updates (if any)
 - Public Policy – Gabriella Caldwell-Miller, Hanover
 - Data Management Council – Susan Chittum, Allegheny Highlands
 - Training and Development Committee - Tony Crisp, Hampton-Newport News
 - Regulatory Committee – Tim May, Winchester and Bill Rooney, Alexandria
 - Finance Committee – Alisha Wright, Southside Behavioral Health
 - Quality and Outcomes Committee – Jodie E. Burton, Danville-Pittsylvania
- IV. Peer Support Services Subcommittee report – Robyn Hantelman, Encompass
- V. Office of Substance Use Services & SOR Program – Candace Roney & Iva Brown
- VI. Office of Adult Community Behavioral Health – Meredith Nusbaum & Larissa Carpenter
- VII. ORS Updates – Alethea Lambert
- VIII. Mental Health Council Chair and Co-chair nominees needed for FY 25-27 - Discussion
- IX. CSB Innovations/Successes – Any updates?
- X. Next meeting agenda items and FY 2024 meeting schedule

Date	Time	Location
June 14, 2024	2:30pm – 4:30pm	Virtual

**Virginia Association of Community Services Boards
Prevention Services Council
May 2, 2024, 2:30 – 5:00 PM ROOM: HAMPTON VI/VII**

AGENDA

Meeting Facilitated by:

Melissa Ackley, Chesterfield CSB, Co-Chair
Kelly Bulin, Eastern Shore CSB, Co-Chair

Timekeeping and Minutes by:

Charmin Horton, Eastern Shore CSB, Secretary

AGENDA:

TIME:

Welcome and Rollcall	(Kelly/Charmin)	2:30-2:35pm
Office of Behavioral Health and Wellness (OBHW) Reports and Updates	(Colleen Hughes)	2:35-2:55pm
VACSB Committee Reports: Updates	(Melissa Ackley)	2:55-3:05pm
a. Training and Development	(Cheryl Matteo-Kerney)	
b. Public Policy Committee	(Heather Martinsen)	
c. VACSB Finance Committee	(Andrea Randle and Emily Mullins)	
d. Administrative Policy Committee	(Amanda Oakes)	
e. Data Management Committee	(Hannah Bershing)	
f. Governor’s Addiction & Recovery	(Heather Martinsen)	
g. Q&O Committee	(Kelly Bulin and Emily Mullins)	
h. Quality Leadership Subcommittee	(Samantha Crockett)	
i. Prevention Council Co-Chairs	(Kelly Bulin and Melissa Ackley)	
Prevention Conference Debrief	(Melissa)	3:05-3:25pm
Grants/Budget Management in Service	(Melissa and Kelly)	3:25-4:00pm
Next Meeting & Adjournment	(Kelly)	4:00-4:05pm
June 21, at 11:00am via ZOOM		

Virginia Association of Community Services Boards
Quality Leadership Council
May 2, 2024, 2:30 – 5:00 PM ROOM: HAMPTON VIII

AGENDA

Meeting is in-person but for those who must join virtually:

Join Zoom Meeting

<https://us06web.zoom.us/j/94282345385?pwd=WHkvRnJtSWNiVDZNeVhkT2JwejlOQT09>

Meeting ID: 942 8234 5385

Passcode: 570564

2024 QL Council meeting schedule follows, please update your Outlook Calendar:

- August 9th 10am via Zoom
- October **VACSB Conference in Person**
- December 13th 10am via Zoom

Agenda

1. VACSB Committee/Council Reports
 - a. Cardinal/CCC Plus/Medallion 4.0
 - b. Regulatory Committee
 - c. Other
2. DBHDS Updates
 - a. Office of Community Quality Management
 - b. Office of Quality Management
 - c. Office of Licensing
 - d. Office of Human Rights
 - e. Other Regulatory or Guidance Updates
3. DMAS Updates:
4. Recent Audits/Outcomes/Trends:

Additional Items from the Council At Large

**Virginia Association of Community Services Boards
Executive Directors Forum
May 2, 2024, 2:30 – 5:00 PM ROOM: Chesapeake**

AGENDA

- I. Call to Order and Welcome – *Ingrid Barber*
 - II. Additions to the Agenda
 - III. DBHDS Updates – *DBHDS Staff*
 - IV. VACSB Reports and New Business
 - A. 2024 General Assembly Session – *Jennifer Faison*
 - B. Cost Reporting for STEP-VA – *Group Discussion*
 - C. Crisis Hub Clearinghouse Updates – *Lisa Beitz*
 - D. Crisis Services/MARCUS Alert – *Group Discussion*
 - i. CRC Funding
 - ii. Mobile Crisis and CRC Coverage
 - iii. Commercial Coverage for Crisis Services
 - E. STAC 2.0 – *Group Discussion*
 - F. DOJ Settlement Agreement – *Jennifer Faison*
 - G. ES Roles and Responsibilities Document – *Committee Members/Group Discussion*
 - H. CCS3 Sunset – *Group Discussion*
 - I. Addressing Forensic Services – *Jennifer Faison*
 - V. DMAS Updates – *Jennifer Faison*
 - A. Eligibility Redeterminations
 - B. Cardinal Care
 - VI. Committee Updates
 - A. Administrative Policy – *Mark Chadwick*
 - B. Public Policy – *Greg Preston/Jim LaGraffe*
 - C. Regulatory – *Ed Gonzales/Rebecca Holmes*
 - D. Service Development – *MiMi Sedjat/Margaret Graham*
 - E. Quality and Outcomes – *Demetrios Peratsakis/Melissa Lucy*
 - F. Training & Development – *Lisa Beitz/Melissa Lucy*
 - G. Regional Programs and Services Council – *Lisa Beitz*
 - VII. Adjourn
-

Behavioral Health Partnership of Virginia

AGENDA

- I. Call to Order – *David Coe*
- II. Old Business – *Group Discussion*
- III. New Business – *Group Discussion*
- IV. Contract Renewals – *Jennifer Faison*
- V. Election of Officers – *Jennifer Faison*
- VI. Adjourn

**Virginia Association of Community Services Boards
Combined Board/Business Meeting
May 3, 2024, 9:00 AM ROOM: Marriott IV**

AGENDA

- I. Call to order/Welcome – *Patrick Sowers*
 - A. Board of Directors Roll Call – *Barbara Barrett*
 - B. Membership Roll Call – *Barbara Barrett*
- II. Approval of Outcomes – *Patrick Sowers*
 - A. Board of Directors: March 13, 2024, *previously distributed*
 - B. Membership Business Meeting: January 17, 2024 (pg. 40)
- III. Additions to the Agenda
- IV. Officer Reports
 - A. Chair – *Patrick Sowers*
 - B. Past Chair – *Angelo Wider*
 - C. 1st Vice Chair – *Irvin Dallas*
 - D. 2nd Vice Chair – *Ingrid Barber*
 - E. Secretary/Treasurer – *Barbara Barrett*
 - Gartlan Award
- V. Action Items – *Patrick Sowers*
 - A. Membership: Endorsement of FY 25 Slate of Officers (pg. 48)
 - B. Membership: Endorsement of FY 25 CSB Board Member Regional Representatives (pg. 48)
- VI. Council Reports
 - A. Children & Family Services – *Morgan Greer/Cathy Brown*
 - B. Developmental Services Council – *Lisa Snider/Shannon Clark*
 - C. Emergency Services Council – *Cheryl St. John/Kim Woodlee*
 - D. Mental Health Services Council – *Bill Rooney/Ryan Banks*
 - E. Prevention Services Council – *Kelly Bulin/Melissa Ackley*
 - F. Substance Use Disorder Services Council – *LeNelle Mozell/Tim May*
 - G. Regional Programs and Services Council – *Lisa Beitz*
 - H. Finance Directors Council – *Danielle Sayre/Bill Fellows*
 - I. Human Resources Directors Council – *Crystal Homer/Cindy Lewis*
 - J. Quality Leadership Council – *Melissa Constantine/Laura Davis*
- VII. Committee Reports
 - A. Administrative Policy – *Mark Chadwick*
 - B. Public Policy – *Greg Preston/Jim LaGraffe*
 - C. Regulatory – *Ed Gonzalez/Rebecca Holmes*
 - D. Service Development – *MiMi Sedjat/Margaret Graham*
 - E. Quality & Outcomes – *Demetrios Peratsakis/Melissa Lucy*
 - F. Training & Development – *Lisa Beitz/Melissa Lucy*
- VIII. Regional Reports
 - A. Region 1 – *Ingrid Barber/James Sikkema/Barbara Barrett*
 - B. Region 2 – *Margaret Graham*
 - C. Region 3 – *Rebecca Holmes/Jane Carlson*
 - D. Region 4 – *Ivy Sager/Gib Sloan/Bernetta Watkins*
 - E. Region 5 – *David Coe/Darryl Pirok/Bea Dahlen*
- VII. VACSB Reports and New Business
 - A. 2024 General Assembly Session – *Jennifer Faison*
 - B. Cost Reporting for STEP-VA – *Group Discussion*
 - C. Crisis Hub Clearinghouse Updates – *Lisa Beitz*
 - D. Crisis Services/MARCUS Alert – *Group Discussion*

1. CRC Funding
2. Mobile Crisis and CRC Coverage
3. Commercial Coverage for Crisis Services
- E. STAC 2.0 – *Group Discussion*
- F. DOJ Settlement Agreement – *Jennifer Faison*
- G. ES Roles and Responsibilities Document – *Committee Members/Group Discussion*
- H. Addressing Forensic Services – *Jennifer Faison*
- IX. DMAS Updates – *Jennifer Faison*
 - A. Eligibility Redeterminations
 - B. Provider Revalidations
- X. Executive Director’s Report – *Jennifer Faison*
- XI. Other Items/Announcements
- XII. Future Meetings
 - A. July 24, 2024 **NEW VACSB OFFICE - 6641 West Broad Street, Suite 102, 23230**
- XIII. Adjourn

Virginia Association of Community Services Board
Board of Directors/Business Meeting
17 January 2024
Downtown Richmond Marriott

OUTCOMES

VACSB Member Attendance: Alexandria, Alleghany Highlands, Arlington, Blueridge, Chesapeake, Chesterfield, Colonial, Crossroads, Danville, Dickenson, D19, Eastern Shore, Encompass, Fairfax-Falls Church, Goochland-Powhatan, Hampton-Newport News, Hanover, Harrisonburg, Henrico, Highlands, Horizon, Loudoun, MPPNN, Mount Rogers, New River Valley, Norfolk, Northwestern, Piedmont, Portsmouth, Prince William, Rappahannock Area, Region Ten, RBHA, Rockbridge, Southside, Valley, Virginia Beach, Western Tidewater.

VACSB Board of Director Attendance: Patrick Sowers, Morgan Greer, Lisa Snider, Shannon Clark, Cheryl St. John, Kim Woodlee, Bill Rooney, Melissa Ackley, LeNelle Mozell, Lisa Bietz, Danielle Sayre, Mark Chadwick, Greg Preston, Jim LaGraffe, Ed Gonzalez, MiMi Sedjat, Margaret Graham, Melissa Lucy, Ingrid Barbar, Bernetta Watkins, David Coe, Beah Dahlen

VACSB Staff Attendance: Jennfier Faison, Hilary Piland

- I. Call to order/Welcome/Introductions
 - A. VACSB Board Members Roll Call
 - Jennifer Faison called the roll and confirmed that a quorum was present.
 - II. Approval of Outcomes:
 - A. Board of Directors Meeting: Approval of 13 December 2023 Outcomes (*previously distributed*)
 - **MOTION:** Patrick Sowers motioned for approval of the 13 DEC 2023 outcomes.
 - **OUTCOME:** The outcomes were unanimously approved.
 - B. Combined Board of Director's and Business Meeting (pg. 17 and previously distributed)
 - **MOTION:** Patrick Sowers motioned for approval of the 06 OCT 2023 outcomes.
 - **OUTCOME:** The outcomes were unanimously approved.
 - III. Additions to the Agenda
 - IV. Officers Reports
 - A. Chair
 - Patrick thanked conference attendees for their participation. He shared that the Board Members' Workshop during this conference was the best, most effective board workshop VACSB has ever held.
 - B. Past Chair
 - No Update
 - C. 1st Vice Chair
 - No update
 - D. 2nd Vice Chair
 - **Ingrid Barber:** The ED Forum was held January 16, 2024. There were updates from DBHDS as follows:
 - Curt Gleeson provided an update on the crisis call centers and hubs. He also stated there are still bumps and challenges with having the private providers no longer being able to self-dispatch. Curt also reported that the proposals received for the crisis receiving centers are on hold until the General Assembly funding is approved.
 - Heather Rupe answered questions regarding the DAP rate tool process. There were concerns from Region 5 regarding the number of individuals that are on stable plans and how those individuals will be affected by the process change to use the UAI assessment. The concern is that the UAI assessment does not accurately identify needs and will therefore put individuals at risk for inappropriate placements.
 - Craig Camidge provided a report on the workforce data reporting tool. He acknowledged that there were challenges with the categories of the CSB employee positions on the report, but he felt that in the long run the data from the reporting would be helpful for CSBs and DBHDS. Craig also provided updates on the DBHDS strategic plan objectives 3, 6, 7 and 9 specifically. Craig also spoke about the goal of getting the electronic health record data through a pipeline to an enterprise warehouse that allows DBHDS and CSBs to move beyond CCS3 reporting.
 - Commissioner Smith asked that the CSB EDs continue to communicate with him and to escalate issues to him. Commissioner Smith shared that the DOJ contempt hearing is happening soon and that DBHDS has made substantial investments to continue to invest in perpetuity and stability.
- UPDATE:** The DOJ contempt hearing was postponed due to the judge having a family emergency.
- Jennifer Faison reported that more bills are coming down the pipeline and that the public policy team is working to get positions on those bills.

- There was discussion regarding the \$8M in funds for mental health group homes and how that money can be accessed. Several CSBs looked into applying but the proposed per diem rate will not cover the cost of running a group home for individuals with SMI.
 - CSBs are having conversations in their regions regarding the selection of a uniform tool that can assess the success of STEP-VA. JLARC has made this a requirement that has to be met by 01 JUL 2024. There will be a vote at the end of January on the selection of a tool.
- E. Secretary/ Treasurer
- No Update
- V. Council Reports
- A. Children & Family Services
- **Morgan Greer Reported for the Child & Family Council:**
 - Catherine Hunter with DBHDS' Office of Child and Family Services shared that children's crisis services is being transferred from the Office of Child and Family Services to the DBHDS Crisis Services Department. The crisis dollars are now being transferred over to that department. DBHDS has hired a children's Subject Matter Expert (SME) that will be specifically focused on maintaining those crisis services for children.
 - Applications did go out for schools to apply for funding for school-based mental health services. Grant awardees were notified recently.
 - Adolescent Substance Use Services is an ongoing focus for the Right Help Right Now plan.
 - Regional crisis updates were given. In Region 2, Connections is contracting with Prince William County for a Crisis Receiving Center for both adults and youth. In Region 3, The Path CSU has started providing the ASAM 3.7 service level. Region 4 has plans to start a Crisis Receiving Center. This will be in Henrico County with a partnership with St. Joseph Villa. The CReST team is now serving kids and adults 24/7, so that is an expanded service. In Region 5 the focus has been on the mobile crisis response, the Marcus Alert and the plans to go 24/7 with that program.
 - The Child & Family Council discussed licensing changes for crisis services. This proposed change is currently open for comment on the Virginia Regulatory Town Hall.
 - The IACCT process change that recently just came out has been a difficult change for many of the Child and Family staff. This was a change over to KeyPro from Magellan and the process is more cumbersome. The CSBs are also not getting referrals and reassessments like they should.
- B. Developmental Services Council
- i. **Lisa Snider reported for the DS Council:**
- Kyla Patterson from the DBHDS Part C office gave an update on TRAC-IT, which is fully rolled out and implemented. There was discussion on what is working and what is not working. There are contract extensions being reviewed and sent out for those CSBs that are working toward the February 15th timeline.
 - The response information from the December 1st child count was sent out to CSBs on January 8th. If there are any discrepancies in this information let DBHDS know by January 22nd.
 - The annual report that the state must submit to the federal government is being sent soon. The report shows that performance indicator 1, which tracks the timeline for implementing services, has gone down. This is a nationwide issue because of the workforce shortages all over the country. There was also a decrease in the number of kids served from birth to age three last year, but that number has increased pretty dramatically this year. Overall, from birth to age three, the percentage being served is 4.12%, and so the overall target has been met.
 - Regarding DD Waiver slots, there are 3,522 people on Priority One, 6,536 on Priority Two, and 5,160 on Priority 3. For the slots that are being released in January, there will be 500 slots in addition to the turnover slots. It is important that all the CSBs are updating information in WaMS regarding someone's priority and their contact information. DBHDS has asked CSBs to release slots that are not being used or those assigned to individuals who have moved out of state or passed away.
 - The SIS Online Assessment tool is going to be implementing a two-factor authentication. That information will be coming out for all the support coordinators.
 - HCBS reviews are coming up. There is a work group that has been working with the department because of all of the issues associated with corrective action plans being issued for citations that CSBs should not really be getting cited for. One example is that a reviewer asked for a printed copy of information from a CSB EHR, which is not really meant to be printed from, and the printout did not have the clients name and ID number on each page. If you look at it in the system that's not relevant, yet the CSB was issued a citation.
 - The Risk Assessment Tool (RAT) is going to be put into the ISP in WaMS. There are a lot of good things about this because the RAT should be able to help with addressing risk in the plans. The CSBs asked for a later timeline of when the RAT would be implemented so there is time for support coordinators and private providers to become trained on the changes involved with this.
 - The Support Coordination Quality Reviews (SCQR) were released last week in the CSB/DBHDS Teams Channel. People should take a look at the list there and see if they need any alternates and get that information back to DBHDS as soon as possible.

- Ann Bevan from DMAS spoke at the DS Council meeting on the Home and Community-Based Services Waiver reviews that Virginia has to have completed by December of 2024. Currently 61% are complete across the state and there have only been two providers that were given notice of not meeting expectations. One of those providers has come into compliance and one has not. There is concern for what will happen to the individuals being served by this provider if this issue is not resolved.
 - CMS will be conducting audits in Virginia the week of March 18th. DMAS is trying to obtain a list of the people that are going to be in the service that the audit is covering. CMS will want to meet with those individuals and their families, as well as the provider and the support coordinator.
 - The DD Waivers have to be renewed every five years. There will be a public comment period for this that will be announced in the next few months. The renewals need to be complete by July 1st.
- C. Emergency Services Council
- i. **Cheryl St. John reported for the ES Council:**
 - The ES Council heard from Gail Paysour and Dustin Wilcox from DBHDS regarding Alternative Transportation at its ES Council meeting. They presented some new information on Allied, the Alternative Transportation provider. Allied is working on its inclement weather policy and they are still working on the Region 1 contract with Harrisonburg and other CSBs to implement a “no exclusions’ transportation policy. Allied leadership has been reaching out to ES Staff in the different regions. They are trying to make themselves known and share information on some of their pilot projects, which will include discharge transportation.
 - The ES Council heard from Lars Messerschmidt who gave updates regarding items that impact certified prescreeners. A YouTube video will be posted soon of the ILPP Prescreening Training that was completed in December.
 - The council also talked about certified pre-admission screening certificates and tracking of CEUs. There has been some discussion of having CEUs tracked by fiscal year rather than calendar year so the CEUs are tracked the same way that licenses are tracked. The council will try to get something in writing to document that change.
 - Curt Gleeson from DBHDS came to the council meeting to talk about Virginia Crisis Connect and the upcoming demos and trainings, including a demo and training on the facility referral module, which will include a view of the wait list. Their goal is to try to get the private hospitals and state hospitals to all come online at once, which might not be possible. To make this more feasible, the ES council is asking that the state hospital come online first and then private hospitals.
 - Suzanne Mayo from DBDHS joined the ES Council for a discussion on discharge planning from state hospitals. A lot of appreciation went out for Shannon Richardson at DBHDS who's been helping the CSBs mitigate for some of the longer waits for a state hospital bed.
 - The ES Council talked about medical clearance. There have been cases where hospitals are asking for additional labs that do not seem to be needed, or there's sometimes a refusal of a “doc to doc” consultation, which is against protocol. ES Council members were asked to send examples of this happening to Heather Baxter, who will take this to the PRMC committee.
 - The recent change for Mobile Crisis Response, where the private providers are no longer able to self-dispatch, is going well on the CSB side. Private providers seem to be having some trouble getting used to having to call 988. ES staff are trying to get the word out for people to call 988.
 - The initial redraft of the DBHDS regulations for crisis services will be open for comments January 29th through March 14th.
 - The ES Council continues to talk about ways to provide financial incentives for recruitment and retention of employees for emergency services. Crystal Homer, from the HR Council, is helping the ES council with ideas and strategies and how to organize the different incentives that CSBs are using.
 - Region 1 is planning the ES conference that is happening June 12-13 in Short Pump, outside Richmond.
 - Regions talked about how they are implementing or expanding their crisis stabilization units or crisis receiving centers. There are still some difficulties trying to recruit staff for those positions. Staff are hanging in there and doing a very excellent job.
 - Cheryl thanked Sarah Gray for serving as the ES Council representative to the Public Policy Committee. She puts a lot of work into that role, relaying information between the council and the Public Policy Committee.
- D. Prevention Services Council
- **Melissa Akley reported for the Prevention Council:**
 - The Prevention Council has made it a priority this year to work with DBHDS to get a better understanding of the performance contract. Colleen Hughes and Jennifer Farinholt from DBHDS attended the council meeting and brought a draft of the CSB onboarding checklist for prevention staff as well as documents related to SAMHSA and block grant allowable and non-allowable expenses.
 - There will be a Prevention Conference on April 30th in Norfolk. Each CSB can bring three people to that.
 - Exhibits D for reimbursement for the Trauma Sensitive Schools Conference will be going out soon. Those will include \$2,000 on top of the Trauma Sensitive Schools money that CSB prevention programs can use at their discretion for funding other trainings. This can be a funding source for travel to the prevention conference which has no registration fee.

- The launch of the mandatory young adult survey occurred on January 16th. The Prevention Council is getting more information from Omni on how prevention staff can advertise incentives for filling out that survey. The survey is fairly long, so incentives like gift cards will be helpful.
- E. Substance Use Disorder Services Council
- **Bill Rooney and LeNelle Mozell reported for the MH and SUD Councils:**
 - The MH Council is working to get a new volunteer for the role of MH Council representative to the Public Policy Committee. Gabriela Caldwell Miller's term ends June 30th.
 - The Peer Recovery Services subcommittee is chaired by Robin Hantelman, who is moving from Goochland-Powhatan CSB to Encompass Community Supports. A robust group has formed with about 50 people. They are currently developing their priorities.
 - This group has a survey out to all the peers they can reach in Virginia regarding Wrap Plans, pay equity, and supervision of peers by peers, among other things.
 - The DBHDS office of SUD Services attended the SUD Council meeting. They reiterated that they are happy to consult with the SUD Council and attend any meetings involving block grant reviews, which will begin in a few weeks.
 - Christie Corbin from Family Support Partners of Virginia attended this meeting. Family Support Partners is a good resource for enhancing family peer support.
 - The next Recovery Leadership Academy through the Office of Recovery Services will have 25 participants and they're working on a training calendar now.
 - August 1-2nd will be a conference for Peers in Roanoke.
 - A new PRS Train the Trainer Manual will be available soon.
 - A representative from DBHDS' Adult Behavioral Health Services attended this council meeting. The group talked about getting back to focusing on STEP-VA and each of the steps. There was discussion about the DLA-20 and what assessment tool will be used going forward.
 - There is an ongoing agenda item where the council asks people to report on what is working well at their CSB. Fairfax-Falls Church is piloting a wonderful program where they are assigning a peer to work at the Same Day Access intake and stay with the client throughout the continuum of care.
 - Prince William County is starting a peer pipeline in collaboration with George Mason University. People will be able to receive the 72-hour training through George Mason and then will have a paid internship with Prince William County CSB.
- F. Regional Programs and Services Council
- **Lisa Bietz reported for the Regional Programs and Services Council:**
 - At the last council meeting Suzanne Mayo heard the council's feedback about the challenge liaisons are having in participating meaningfully in treatment team meetings and discharge planning meetings at the state hospitals because of the scheduling conflicts of those meetings. Individuals from a single CSB catchment area can be placed in any hospital in the state and state hospital discharge meetings are often scheduled at the same time in different hospitals which means that a CSB with clients in both hospitals could only attend one of the meetings. Since that meeting DBHDS has sent a survey to all state hospitals to understand how they're coordinating their treatment team meetings and discharge meetings so that there can be some consistency across the state. What they've learned so far is that there is inconsistency across state hospitals, and so they are gathering that feedback and will try to bring everyone into better alignment.
 - There is a meeting the week of January 22nd on the forensic discharge process. Forensic beds are taking up most of the beds at the state hospitals and the forensic process in code is long and arduous. After this initial meeting the plan is get regional representation and partner with DBHDS on ways the process can be expedited in a safe and meaningful way for the people who are served.
- G. Finance Directors Council
- **Danielle Sayre reported for the Finance Directors Council:**
 - The next meeting for this council will be at the Finance Directors retreat in January in Staunton. DBHDS will be there to speak about the federal reimbursement process and the future of reporting in CARS/little CARS, as well as various other topics brought forward. Jennifer Faison will also join the retreat to give a brief legislative update.
- H. Human Resources Directors Council
- i. **Lara Matthews reported for the HR Council:**
 - Malinda Roberts from DBHDS attended the meeting to give updates on background investigations and barrier crimes. She discussed the automation of the central registry checks via the online portal and the elimination of the in-person requirement for the DSS background investigations.
 - She also discussed the use of minors for potential externs, interns, volunteers, or employment, and stated that parental consent is required when conducting background investigations, if any CSB is utilizing a minor in this capacity per the Virginia State Police.
 - Malinda advised about potential bills moving forward through the house and the Senate that would reduce the impact of barrier crimes in hiring.
 - She also addressed how Virginia State Police is handling missing dispositions on FBI records.

- She offered to do another background investigation and barrier crimes training for CSBs at the beginning of April. More details will follow on that.
 - The council was reminded that workforce reporting data is due at the end of January for the recent quarter.
- I. Quality Leadership Council
- No Update
- VI. Committee Reports
- A. Administrative Policy
- No update
- B. Public Policy
- **Jim LaGraffe reported for the Public Policy Committee:**
 - Jim thanked everyone for attending the conference and asked that CSBs please make contact with your legislators. Jim shared appreciation for Jennifer and Hilary for the work they do to keep everything on track.
- C. Regulatory
- **Ed Gonzalez reported for the Regulatory Committee:**
 - The Office of Licensing came out with the initial draft for the crisis services chapter, which will be very important for those moving toward having a Crisis Receiving Center. The definitions are posted on the Virginia Regulatory Town Hall. The 45 day public comment period will be January 29th through March 14th, which is linked [HERE](#).
- D. Service Development
- No update
- E. Quality & Outcomes
- No Update
- F. Training & Development
- **Lisa Bietz reported for the Training & Development Committee:**
 - The committee is working on developing workshops and keynote speakers for the May conference. There will be a large variety of workshops offered that will be good for all audiences and will hit on current and relevant topics.
- VII. Regional Reports
- A. Region 1
- **Lisa Bietz reported for Region 1:**
 - In Region 1, six of the nine CSBs are standing up mobile crisis teams. This is exciting because this means the region can respond to more individuals and the local needs of the community that each CSB serves.
 - Region 1 is allocating some of its regional training funds across the nine CSBs for individual training needs related to licensure supervision, maintaining licenses, and other areas needed. There is already a robust training calendar regionally that people can plug into, but these funds are for each CSB to use based on their own specific training needs.
 - Region 1 does a great job at each of its meetings to give voice to each of the nine CSBs, however, based on the land mass and geography of the region there are some regional projects all 9 CSBs can do together and there are some projects that it does not make sense for all 9 CSBs to conduct together. Lisa asked that people keep in mind that as DBHDS suggests more and more often that funds be used for regional projects as opposed to allocating them to individual CSBs through the RFP process. CSBs need to remind DBHDS that regional projects might make sense on paper but not operationally, especially given the bounds of geography in some parts of the state.
- B. Region 2
- **Margaret Graham reported for Region 2:**
 - The developmental services directors in Region 2 are planning a Support Coordination conference in March for all of the support coordinators in Region.
 - Region 2 is resending an RFP for the development of a youth detox and residential services program, hopefully with the opioid abatement authority funds.
 - MARCUS Alert protocols are slated to begin in Region 2 on July 1st, 2024.
 - The Region 2 crisis call center added a public safety answering point (PSAP) manager liaison position.
 - The RAFT program for individuals with dementia just celebrated a successful first year.
- C. Region 3
- **Shannon Clark reported for Region 3:**
 - The Region 3 call center continues to do a great job collaborating with all the CSBs in the region and working with the increased call volume after the December mobile crisis transition which ended self-dispatching.
 - There are two active MARCUS Alert programs, one at Highlands CSB and one at Blue Ridge Behavioral Health. New River Valley and Piedmont are making progress on their implementation of MARCUS Alert.
 - The automated dispensing pharmacy machines are back up and operational in both Mount Rogers and Highlands.

- Regional plans are underway for year two of the peer recovery conference, and veterans' conferences.
- Additional trainings are scheduled for license-eligible staff for evidence-based and trauma informed treatment modalities programs.
- A gambling prevention conference is being scheduled for March and is open to anyone who is interested.
- An additional grief conference is planned for April.
- Geriatric placement and diversion services continue to be in high demand, along with utilization of an adolescent CSU.
- Region 3 continues to look at its data and whether or not it is collecting what it needs to best demonstrate its services and results.
- Region 3 continues to work to recruit necessary positions and establish competitive wages to attract qualified providers in the community system of care.

D. Region 4

- **Terrell Stewart reported for Region 4:**
 - Region 4's regional mental health crisis team (CReST) has expanded, providing 24/7 services across the region.
 - The Region 4 Crisis Hub has invested significant effort toward supporting the statewide mobile crisis process. This has included not only cross regional and state level collaboration with partners, but also supporting the region's 988 vendor, the publicly funded crisis teams, CReST and REACH, as well as about 220 private providers.
 - The youth CRC is scheduled to open in early 2024 on the grounds of St. Joseph's Villa in Henrico County.
 - After wrapping up renovations and obtaining licensure approval, the adult CRC operated by RBHA in North Richmond should be announcing plans to open soon.
 - Region 4 will begin hosting MARCUS Alert Synergy sessions later this month to provide an opportunity for those involved in MARCUS Alert implementation to share insights in an informal setting.
 - The regional training consortium continues to provide opportunities for one time and ongoing clinical trainings and is in the process of planning its first clinical conference for spring or early summer 2024.

E. Region 5

- **David Coe reported for Region 5:**
 - In Region 5, Norfolk City Manager, Lynn Ramus, has assumed the role of interim executive director for Norfolk CSB until a permanent executive director is in place. Norfolk is implementing its opioid abatement award grant. Mobile prevention and a peer team are conducting pop-up trainings and education related to opioids throughout the city.
 - DBHDS has partnered with Region 5 to help sponsor a regional clinical conference. Psychotherapy.net is working to find a national keynote speaker for that conference.
 - Region 5 has its most recent training syllabus available. If anyone from another region would like the syllabus, contact David Coe.
 - Regarding private psychiatric emergency departments, if anyone is interested in hearing about how that might work in your region, talk to Region 5, particularly Hampton-Newport News. From this experience, Region 5 also has a good idea of how the process would play out if staff at the psychiatric emergency departments ever become prescreeners.
 - Region 5 raised concerns at the ED Forum about the new DAP rate tool.

VIII. VACSB Reports and New Business

A. 2024 General Assembly Session

- **Jennifer Faison Reported:**
 - Jennifer is hopeful that everyone enjoyed hearing from Secretary Littel during the conference luncheon and the updates he shared, as well as his encouragement of the work that CSBs are doing.
 - During the Legislative Forum VACSB talked about a number of bills it is following because they could affect the CSB system in some form. Some of these bills are what VACSB considers "showstoppers," and VACSB is Actively Opposing those. There are other bills where, if they passed, could have a minimal negative effect, but wouldn't be the worst thing to happen. Then, there are some bills that are great and so VACSB is Actively Supporting those.
 - VACSB will be sending out talking points to its membership on a few of the bills that the association is Actively Opposing. VACSB will ask its members to target the members of the subcommittees and committees where these bills will be heard. The hope is that these bills do not pass out of their committee meetings, so they don't make it to the full House or Senate.
 - For the budget, VACSB will be sending out the listing of budget amendments that CSBs should advocate for. This will include VACSB's budget priorities and any other relevant budget amendments that VACSB didn't identify as priorities, but as an association should also support.

B. Crisis Hub Clearinghouse Updates

- **Lisa Bietz reported for the Crisis Hub Clearing House:**
 - The Crisis Hub Clearinghouse is represented by the Hub CSB EDs and DBHDS leadership to resolve issues with regional programs that are administered or run by the Hub CSBs.

- The Crisis Hub Clearinghouse has been working with DBHDS and DMAS throughout the process of turning off the self-dispatch in the data platform, which happened on December 15th. What the clearinghouse has to look at now is the ripple effect in the day-to-day operations based on the functionality of the data platform and some of the glitches that are happening.
 - Another area of focus is the Hub CSBs having to move from having MOUs with private providers who are providing community stabilization and mobile crisis to having contracts with those private providers. The CSBs have a lot of responsibility, and so having contracts in place will give the CSBs the proper authority and a formal mechanism with structure and accountability so that people do not fall through the cracks and miss being served.
- C. Crisis Services/MARCUS Alert
- **Jennifer Faison Reported:**
 - In the ED Forum there was a discussion on how the referrals to CSBs from 988 have dropped. Referrals have dropped, especially for mobile crisis service in some areas of the state. Also, in some areas of the state there has been an increase in calls to 911. This could be because for some individuals, their experience with 988 is not what the individual expected, so they call 911. Also, because 988 has been so broadly advertised, it has elevated the concept of mental health treatment, which means more individuals know to call for help and call 911 over 988, simply because 911 has a higher profile. More time will need to pass before the state can have enough data to really see what is going on. VACSB will continue to watch this data and stay attuned to what's happening in communities.
- D. STAC 2.0
- **Jennifer Faison Reported:**
 - The General Assembly has asked for more reporting into how STEP-VA is working, and if it's working the way that it's supposed to. What VACSB would like to know and be able to tell the story of, is how the people who are being served by CSBs are doing, not necessarily how the STEP-VA system is performing. Unfortunately, the DLA-20 tool that CSBs currently use does not show either one of those things. Now there is a deadline imposed by the General Assembly to have a standardized tool in place. Unfortunately, none of the tools that were vetted by DBHDS are going to be any better than the DLA-20 at demonstrating success for the people served. More time is needed to figure out the best tool. The regions are having to make a decision to continue with the DLA-20 or move to one of the pre-vetted tools that DBHDS has presented. VACSB will ask for assurance from DBHDS that the CSBs will only be required to use this new tool or the DLA-20 for a limited time, and can immediately start working on developing a replacement tool that makes more sense.
- E. DOJ Settlement Agreement
- No update
- F. TRAC-IT
- No update
- G. ES Roles and Responsibilities Document
- **Jennifer Faison Reported:**
 - The Roles and Responsibilities for Emergency Services group will meet again to look through the comments and changes to the original document and determine if the group can develop a document for DBHDS that clearly defines the ES Roles and Responsibilities.

IX. DMAS Updates

- A. Eligibility Redeterminations
- **Jennifer Faison Reported:**
 - DMAS has a dashboard on its website that shows progress made with Medicaid redeterminations.
- B. Cardinal Care Managed Care Contracts
- **Jennifer Faison Reported:**
 - DMAS has done their internal review of all of the proposals they received. VACSB will be looking out for how many plans will be picked. Secretary Littel seem to be quite involved in the re-procurement process and is interested in streamlining documentation, service authorization and training requirements among the plans.

X. Executive Director's Report

- **Jennifer Faison Reported from the ED Forum:**
 - A large part of the ED Forum was discussion devoted to Discharge Assistance Planning funding (DAP) and the new way in which those funds are going to be distributed. Those funds will be based on need, although the thought was that these funds were already distributed based on need. It's complicated, but the impetus for the changes to the way funds are distributed is because the general assembly has asked DBHDS to rein in on how these funds are going to providers.
 - VACSB will need to understand what courses of action can be taken. For example, if a CSB is working with an individual who is on an expensive DAP plan causing their placement to be at risk, what other options will that CSB have for that individual? The appeals process will need to be clear, and the CSBs will need to understand what other funds can be used for the individual's plan. For example, can other funding, like Aux Grant funds, be combined with DAP funding.

- On the DD side, there is an option that is already in place where, even if the setting the individual is in costs a lot, it could be negotiated that the individual be able to remain in that setting if the provider can show that the individual has proved to only to be successful in that particular setting. The comparison can also be made of what would care for that individual look like if that individual had to go back into a state hospital.
- Data collection will be important throughout this change to show how individuals were negatively impacted and where and how many individuals ended up in a higher level of care, because of their loss of placement where the individual was stable.
- The regulatory changes for crisis services were talked about during the Regulatory Committee update.

XI. Other Items/Announcements

XII. Future Meetings

- VACSB Board of Director's Meeting March 13, 2024.

XIII. Adjourn



Virginia Association Of
Community Services Boards, Inc.
— *Making a Difference Together* —

VACSB Board of Directors 2024-2025 Proposed Slate of Officers

Chair: Patrick Sowers (Prince William County CSB)
1st Vice Chair: Gib Sloan (Chesterfield CSB)
2nd Vice Chair: Ingrid Barber (Alleghany Highlands CSB)
Secretary: Stephanie Clark (Alleghany Highlands CSB)
Treasurer: Bernetta Watkins (Crossroads CSB)
Past Chair: Angelo Wider (Loudoun County CSB)

VACSB Board of Directors 2024-2025 Proposed Regional Representatives

Region 1:

Reps: Barbara Barrett (Region Ten)
Jim Sikkema (Horizon BH)

Region 2:

Reps: Evan Jones (Fairfax-Falls Church CSB)
1 Vacancy

Region 3:

Reps: Jane Carlson (Piedmont CSB)
Debbi Knox (Southside CSB)

Region 4:

Reps: Charnessa Pleasant (Henrico)
Bernetta Watkins (Crossroads CSB)

Region 5:

Reps: Darryl Pirok (Middle Peninsula Northern Neck)
Bea Dahlen (Hampton-Newport News)



VACSB 2024-2025 Calendar

Executive Directors Forums

July 23, 2024	VACSB Conference Room (Zoom access available)
October 3, 2024	Hotel Roanoke & Conference Center
December 10, 2024	VACSB Conference Room (Zoom access available)
January 21, 2025	Richmond Marriott Downtown
March 11, 2025	VACSB Conference Room (Zoom access available)
May 8, 2025	Norfolk Marriott Waterside
July 22, 2025	VACSB Conference Room (Zoom access available)
October 2, 2025	Hotel Roanoke & Conference Center
December 9, 2025	VACSB Conference Room (Zoom access available)

VACSB Board of Directors Meetings

July 24, 2024	VACSB Conference Room (Zoom access available)
October 4, 2024	Hotel Roanoke & Conference Center
December 11, 2024	VACSB Conference Room (Zoom access available)
January 22, 2025	Richmond Marriott Downtown
March 12, 2025	VACSB Conference Room (Zoom access available)
May 9, 2025	Norfolk Marriott Waterside
July 23, 2025	VACSB Conference Room (Zoom access available)
October 3, 2025	Hotel Roanoke & Conference Center
December 10, 2025	VACSB Conference Room (Zoom access available)

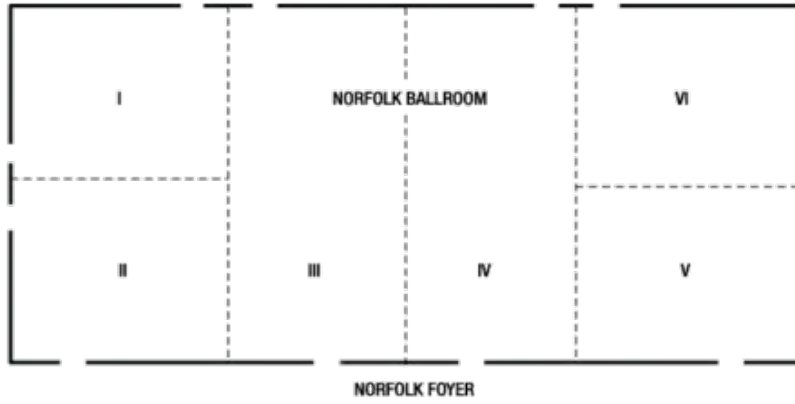
All meetings that take place in the VACSB conference room will begin at 10:00 AM and are available via Zoom

VACSB Conference Schedule

October 2-4, 2024	◆	Hotel Roanoke & Conference Center
January 21-22, 2025	◆	Richmond Marriott Downtown
May 7-9, 2025	◆	Norfolk Marriott Waterside
October 1-3, 2025	◆	Hotel Roanoke & Conference Center

FIRST FLOOR

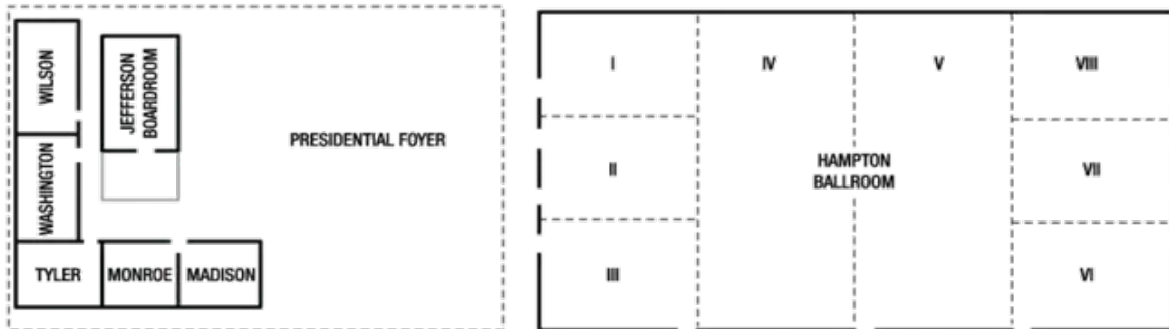
Marriott Waterside Conference Map



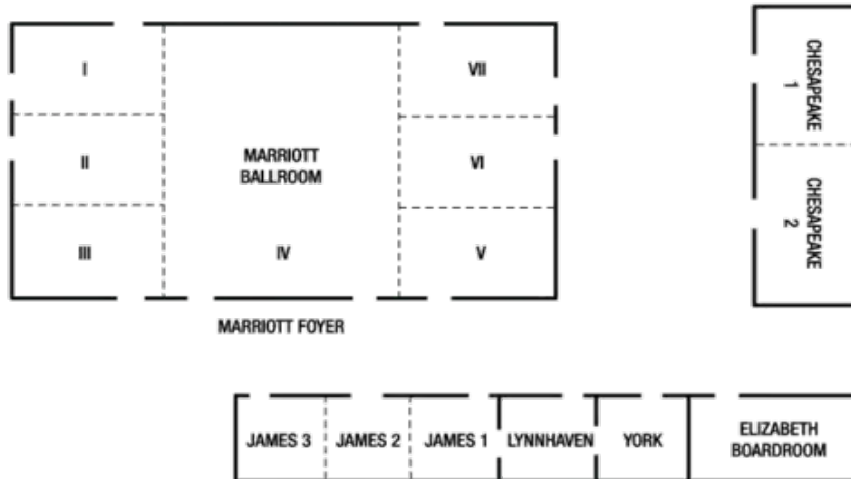
SECOND FLOOR



THIRD FLOOR



FOURTH FLOOR





Notes



*i did it for
my baby!*



unleashing hope. fostering recovery.

COMPASSIONATE OPIOID & ALCOHOL RECOVERY

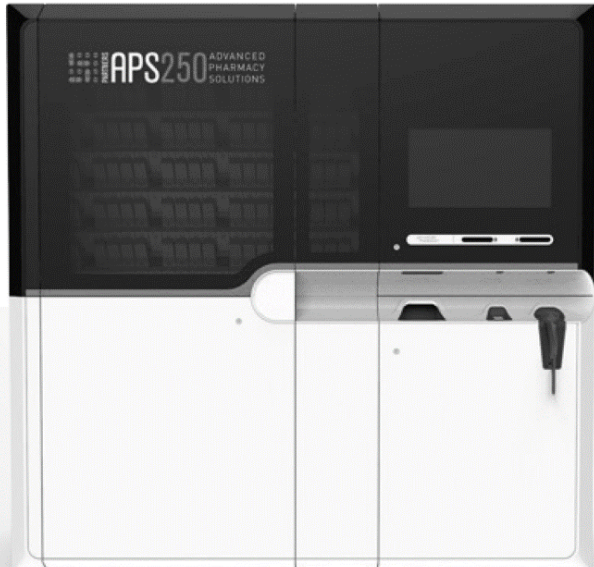


**MAKE A
REFERRAL**

- ✓ Dually Licensed Clinicians/Counselors
- ✓ Case Management with Wrap-Around Services
- ✓ Substance Use & Mental Health Medications
- ✓ Peer Recovery Coaching
- ✓ Accepting Medicaid, Medicare, Most Insurance

MULTIPLE LOCATIONS THROUGHOUT VA, VISIT US AT SAVIDAHEALTH.COM
276.284.2230

RE-IMAGINING PHARMACY SOLUTIONS



A NURSES BEST FRIEND

Increase Efficiencies. Reduce Cost. Improve Patient Safety and Satisfaction

97% savings

in time to destroy
unused medication

34% of time
savings

per Med Pass for nurses using
APS Passport vs. blister cards



24/7 support for the
APS Ecosystem



Medication On-Site
during inclement weather

- Reduces Med Pass time
- Reduces Waste
- Reduces medication errors
- Reduces pharmacy spend
- Reduces diversion
- Reduces shift to shift counts

- Increases medication availability
- Increases staff satisfaction and retention
- Increases time spent in direct resident care

For more information about APS, please contact Jim Dente, at
E: Jim.Dente@APSRemoteRx.com or call us at: 855.578.8658

APS ADVANCED
PHARMACY
SOLUTIONS

www.APSRemoteRx.com