

Individual and Family Support Program (IFSP)



Individual and Family Support Heather Hines, DBHDS



Individual and Family Support Program (IFSP)



The IFSP-Funding Program Updates:

- 5,198 applications received for the 2024-2025 cycle
- 3,807 applications approved
- \$2.5 million awarded to help meet critical needs
- Support Coordinators played a vital role THANK YOU!
- Individuals and Families are now using their funds
- Planning is underway for the next cycle







New! Tech Mentoring Program

- Partnership with The Arc of Virginia
- Launching a Tech Mentor program for individuals with DD
- Mentors will be paid and trained to support peers
- Must be 18+, have a developmental disability, use tech confidently, and enjoy helping others
- Interest form available: https://thearcofva.app.neoncrm.com/forms/techmentor-interest-form



Center For Family Involvement



VCU.

Who is the Center for Family Involvement (CFI)?

Emotional Support



Informational Support

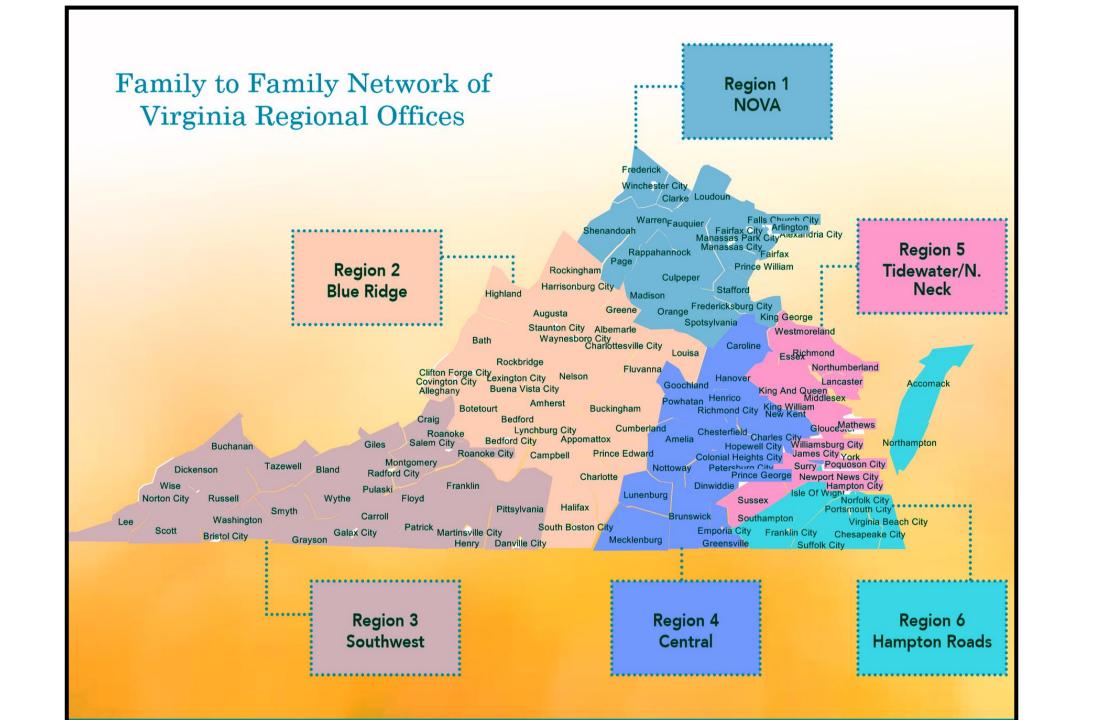


Systems
Navigational
Support









17 CFI Staff Members 49 Family Navigators

- Parents and caregivers to family members with developmental disabilities and special health care needs
- Family Navigators Or Family Mentors
- Possess a strong knowledge of local resources, services and the disability service system
- Diverse and aware of regional culture
- Volunteers are trained through the CFI



Family Navigator Training







Cultural Humility and Family Identity



Covering the Lifespan, Generational Differences and Disability History in Virginia



Role as a FN within CFI

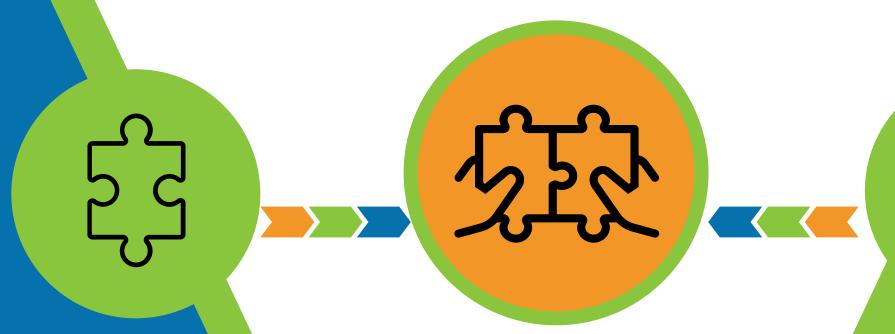


Active Listening, Motivational Interviewing and Telling Your Story



Toolkits

How are families matched?



Referred Family

Matching is based on <u>perceived</u> sameness:

- Age of person with disability
- Diagnosis
- The support they need (employment, school etc.)
- Culture/language
- Location in Virginia

Family

Navigator **Navigator**

Partnering with the Virginia Department of Behavioral Health & Developmental Services



Resources for Families

Sometimes just knowing where to start can be hard.

That's why DBHDS created the Individual and Family Support Program (IFSP) to help families and individuals with developmental disabilities find supports and to connect with other families.

IFSP provides:

- the IFSP-Funding Program,
- our Community Coordination Program,
- family mentoring opportunities through our partnership with Virginia Commonwealth University's Center for Family Involvement,
- peer mentoring opportunities through our partnership with The Arc of Virginia, and
- our partnership with disAbilityNavigator.

To learn about IFSP and Virginia's developmental disability system, please review our "IFSP: First Steps" document.

IFSP-Funding

Financial Assistance

Family to Family

Family Mentoring

Peer to Peer

Peer Mentoring







Nursing Home

transition



- Pre-Employment
 Transition Services (Pre-ETS) Navigators
- Career Counseling (W.I.O.A)
- Real Jobs Real Pay (RPRJ) aka EPIC
- Project PEACE



- Family support
 - Emotional support
 - Information and systems navigation
- I'm Determined
- Connect for Success





What are the next steps?

HELPLINE: (877) 567-1122

EMAIL: CFIHELPLINE@VCU.EDU



Partnering with the Virginia Department of Health

JR CODES

IF YOUR BABY DID NOT PASS THE HEARING SCREENING:

Follow us on Facebook, meet other families on a private Facebook group, find resources, information and enjoy a library of videos about hearing loss.





SOCIAL MEDIA CONNECT INFORMATION VIDEO LIBRARY FACEBOOK PRIVATE GROUP CFI WEBSITE YOUTUBE PLAYLIST











Partnering with New York Midatlantic and Carribean (NYMAC) Regional Genetics Center and the Virginia Department of Health





Family Voices site

- Family to Family
 - Health information and education center
 - Emotional and systems navigational support
 - Network of other state
 F2F affiliates



REGIONAL NETWORK COORDINATORS









RENEE SONIAT

LISA RICHARD

JOAN BRUNNER

JEN REESE

Central



Southwest

DONNA ROBEL

Hampton Roads



REBECCA STICKLER

Western/Blue Ridge

COMMUNITY SPECIALIST TEAM



PATRICE BEARD

Mental Health specialist



LISA RICHARD

Rural Community Specialist

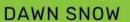


NORMA DRAPER

Aging Families Specialist



Deaf and Hard of hearing Specialist



Blind and Visual Impaired Community Specialist

CULTURAL BROKER TEAM



MAURETTA COPELAND

African- American Cultural Broker



AMEL IBRAHIM

Refugee Cultural Broker



EDGAR GAMBA

Latinx Cultural Broker

COMMUNICATIONS TEAM



JILL ROSE

Social Media Specialist/Videographer



ERIN CROYLE

Communications Specialist

Find us on the Web



cfi.partnership.vcu.edu

ACCESSIBLE COPIES/QR CODES

- OPEN THE CAMERA ON YOUR SMARTPHONE
- SCAN ONE OF THE QR CODES
- CLICK THE POP-UP TO GO TO THE SITE





ELDERHOOD

OF HEARING

Find us on Social Media



Center For Family Involvement







Office of Community Housing Marie Fraticelli, DBHDS



Office of Community Housing



Important update regarding the State Rental Assistance Program (SRAP)

As you know, SRAP plays a critical role in helping individuals with developmental disabilities to live independently in their communities. This program has been essential in ensuring stable housing for many individuals who would not otherwise be able to do so.

Due to escalating rents and **funding limitations**, we are now seeing the following developments:

- Many localities have begun establishing waitlists for SRAP
- While referrals to SRAP remain open statewide, available slots are becoming more limited in many areas.
- We are unable to project wait times, but historically, limited resources lead to longer delays.





Office of Community Housing

SRAP Availability: The chart below show the SRAP availability as of April 8, 2025, and can change without notice.

PHA Name	FY25 Rental Assistance Slots	# of SRAP Slots Remaining by Administrator
Chesapeake	52	0
Fairfax TBRA	158	0
Fairfax PBRA	10	1
Norfolk RHA	70	0
VA Beach DHNP	93	5
Richmond RHA	64	0
Danville RHA	40	0
Region Ten CSB	50	5
Roanoke RHA	30	5
Bristol RHA/Little Ten	10	0
Prince William PBRA	11	0
Prince William TBRA	35	3
Lynchburg RHA	24	0
Petersburg RHA	25	0
Loudoun DFS	45	0
Encompass CS (Rapp- Rap CSB)	42	0
Hopewell RHA	5	4
Hopewell RHA-Richmond	25	1
Valley CSB	15	7
Hampton-Newport News CSB	25	4
Alexandria Office of Housing	12	2
Portsmouth RHA	10	4
James City	10	6
Arlington	10	1
Hanover CSB	10	2
Totals	881	50







Therapeutic Behavioral Consultation April 2025 Updates



Quality assurance

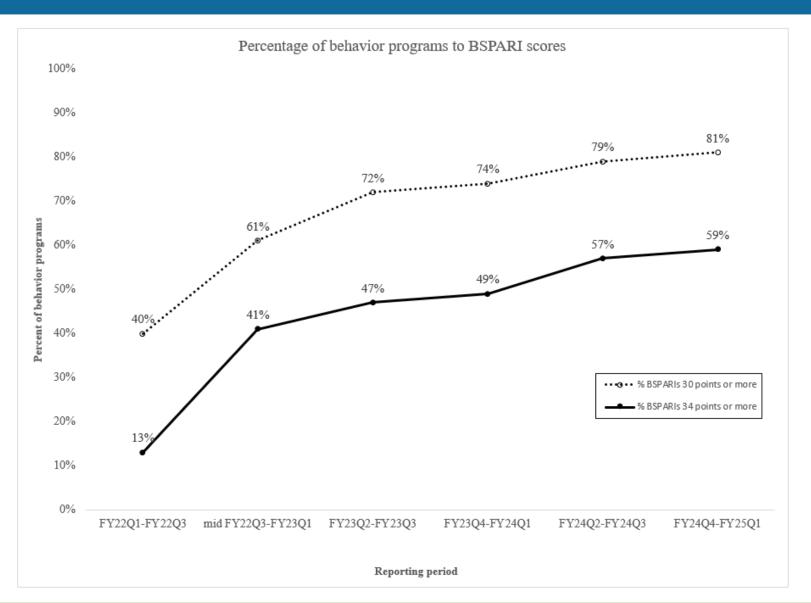


- DBHDS continues to use the BSPARI for quality assurance reviews of behavioral programs.
- 25th study results are posted here
 - DOJ-Commonwealth Settlement Agreement Library Record Index Reporting Page
 - 6 out of 8 compliance indicators specific to behavioral services have been "Met" twice consecutively.
- BSPARI uses weighted scoring system, 0-40 possible points
 - 34 points or more = adherence to <u>DBHDS/DMAS Practice Guidelines for Behavior Support Plans</u>, 30-33 points = adequate plan
 - Most recent data: 59% of programs reviewed in adherence with Practice Guidelines, 81% adequate plan
 - We are asking the provider community to revise and resubmit programs that are not in adherence; thank you to the behavioral provider community for their efforts!!!





Quality assurance data via BSPARI scores





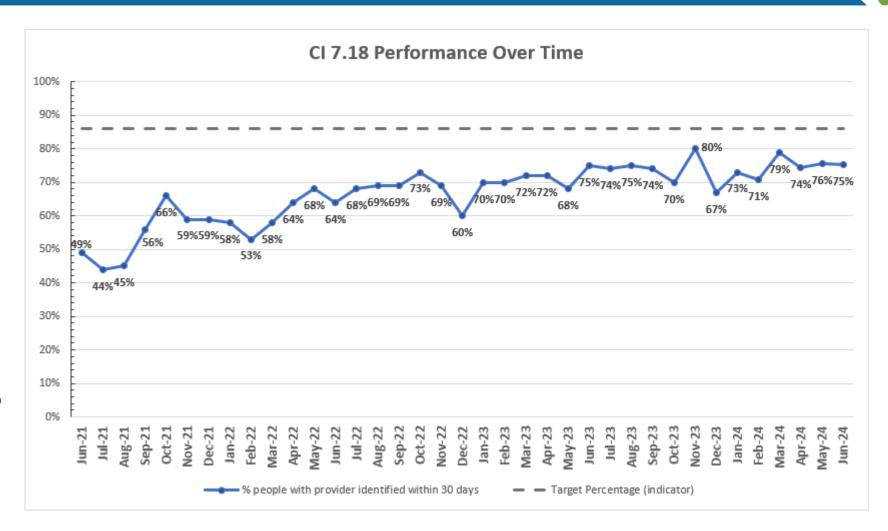
Timely connection to services

Target:

A service authorization for 86% of people in need within 30 days

Continued improvement over time

If you need help in connecting someone in need to a provider of this service, please remember that the Search Engine is a resource that may help!!





Key information and other updates

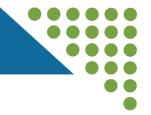


- DBHDS Search Engine for Therapeutic Behavior Consultation providers
 - Please use the resource--we also value your feedback to improve the search engine
- Behavioral Services website
 - Contains the search engine, Form to be listed on the search engine, resources, training videos, information on quality assurance, etc.

Questions or feedback: Nathan.habel@dbhds.virginia.gov





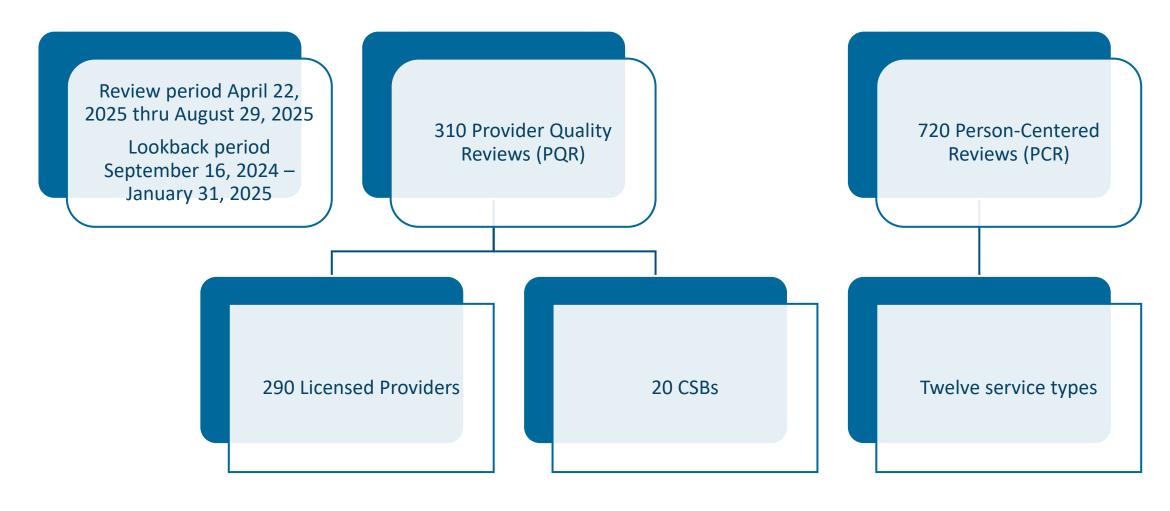


QUALITY SERVICE REVIEW Round 7

Prepared by Dr. Suzanna K. Burton
Contract Manager
Office of Clinical Quality Management
April 2025

Quality Service Review Round 7





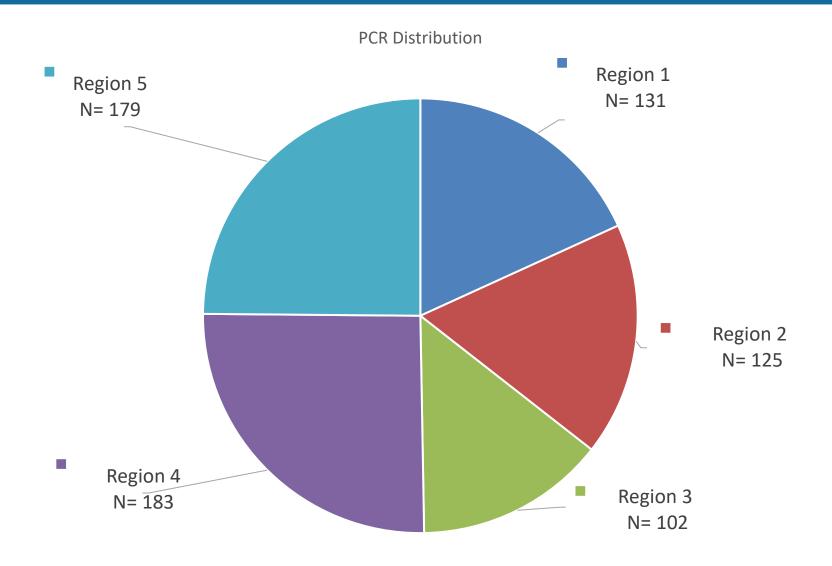


Round 7 PCR Service Types

Service Type	PCR Count
Case Management	6
Center-based Respite	24
Community Coaching	42
Community Engagement	100
Group Day	106
Group Home (Customized Rate)	16
Group Residential Support <= 4 Persons	102
Group residential Support > 4 Persons	84
Independent Living Supports	23
In-Home Supports	93
Sponsored Residential	94
Supported Living	30
Grand Total	720



Round 7 PCR Regional Distribution





PCR will assess version 4.0 of the ISPs in the Waiver Management System (WaMS)

Employee records will be reviewed for all staff observed, allowing for regional and/or service type data analysis of DSP competencies

Follow up elements added to both tools to obtain more granular data about deficiencies

- Quantitative data about deficiencies related to policies or documents not meeting DBHDS standards vs not provided (PCR and PQR)
- Qualitative data about deficiencies identified during the support coordinator interview (PCR)

Conversion of elements that collect qualitative data to quantitative measures

- DSP interview questions about medical and behavioral emergencies (PCR)
- Provider quality staff interview questions about individual rights and medical emergencies (PQR)









Quality Improvement Plan (QIP) is now Quality Enhancement Plan (QEP)

Changed to distinguish it from the provider/CSB Quality Improvement Plan required by OL regulation

Reflects that the QSR is not duplicative of licensing and the review goes beyond what is minimally required per regulations



QEP Section added

Provider/CSB Reports will have new QEP sections
Identifies <u>areas</u> of deficiencies for providers and CSBs





Provider Roundtable: Office of Licensing Updates and Reminders

April 23, 2025

Presented by: Mackenzie Glassco, Associate Director of Quality & Compliance







Adequacy of Supports Annual Trend Report (1/1/2024-12/31/2024)

2025 DD Inspections: Annual Inspections Memo, PowerPoint, and Webinar

MRC Documents

Issuance of Licenses and Communication

OL & CONNECT Spotlight



Adequacy of Supports

5th Annual Trend Report January 1, 2024 – December 31, 2024

V.G.3 – Ensuring adequacy of Supports

In accordance with V.G.3, the Commonwealth shall ensure that the licensing process assesses the adequacy of supports and services provided to individuals with a Development Disability (DD) receiving services licensed by DBHDS.

V.G.3 (48.03) - The DBHDS Office of Licensing produces a summary report from the data obtained from the checklist. On a semi-annual basis, this data is shared with the Case Management Steering Committee and relevant Key Performance Area workgroups. A trend report also will be produced annually for review by the QIC to ensure that any deficiencies are addressed. If improvement initiatives are needed, they will be recommended, approved, and implemented in accordance with indicators 4-6 of V.D.2.

The Office of Licensing is tasked with monitoring providers' compliance with the Rules and Regulations for Licensing Providers. This involves monitoring the adequacy of individualized supports delivered by the provider.



The Office of Licensing developed a crosswalk that ties the domains outlined in the settlement agreement to specific regulations.

The domain of stability does not directly tie to any regulation for developmental disability providers of non-case management services. This assessed through a measure of the percentage of individuals that are hospitalized or admitted to a REACH Crisis Therapeutic Home who are able to return to their original living situation once the crisis has resolved.

At each annual inspection, the licensing specialist reviews a sample of individual records to ensure individuals being served are receiving services consistent with their assessed needs and their agreed upon service plan. If a review uncovers a provider is not meeting an individual's needs, the appropriate regulation is cited.



CONNECT: Adequacy of Supports Repor					
Selected Pe	eriod	Diagnosis ☐ Brain Injury ☐ Developmental Disability	Service ID 01 02	Program ID 001 004	ш
1/1/2024	12/31/2024	Mental Health	□ 02 □ 03	004	- 1

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DOJ Indicators - Licensing Adequacy of Supports

Report shows providers assessed for DD services that are compliant with specified regulations assessing Adequacy of Supports during inspections for all inspection purposes. Report displays providers who were cited for selected Regulations with Inspection End Date between Inspection From Date and Inspection To Date.

DBHDS | Virginia Department of Behavioral Health and Developmental Services

Domain	Number of Compliance	Total Reviewed	Provider Percentage Compliance Over Reviewed
Access to Services	586	6701	87.57%
Avoiding Crises	64	4 676	95.27%
Choice and self-determination	435	4949	88.08%
Community Inclusion	105	1089	96.88%
Physical, mental & behavioral health and well-being	404	3 4436	91.25%
Provider Capacity	214	2835	75.56%
Safetv & Freedom From Harm Total	11778 298 9		

Domain	Regulation Number	Number of Compliance	Total Reviewed	Provider Percentage Compliance Over Reviewed
Community Inclusion	12VAC35-105-610.	1055	1089	96.88%
Avoiding Crises	12VAC35-105-665. A. (7)	644	676	95.27%
Physical, mental & behavioral health and well-being	12VAC35-105-675. B.	1137	1208	94.12%
Access to Services	12VAC35-105-693. C.	744	792	93,94%
Safety & Freedom From Harm	12VAC35-105-160. E. (2d)	1119	1206	92.79%
Physical, mental & behavioral health and well-being	12VAC35-105-810.	703	760	92.50%
Choice and self-determination	12VAC35-105-660. D. (3b)	1118	1218	91.79%
Choice and self-determination	12VAC35-105-660. D. (3c)	1111	1218	91.22%
Choice and self-determination	12VAC35-105-660. D. (3a)	1106	1221	90.58%
Safety & Freedom From Harm	12VAC35-105-160. E. (1c)	1022	1129	90.52%
Physical, mental & behavioral health and well-being	12VAC35-105-675. C.	1119	1238	90.39%
Safety & Freedom From Harm	12VAC35-105-160. E. (1b)	1024	1134	90.30%
Safety & Freedom From Harm	12VAC35-105-160. E. (1a)	1020	1132	90.11%
Total		29894	34316	87.11%



Compliance by Domain: Non-Case Management Services

Domain	Number Compliant	Total Reviewed	Provider Percentage Compliant Over Reviewed
Access to Services	5868	6701	87.57%
Avoiding Crises	644	676	95.27%
Choice and self-determination	4359	4949	88.08%
Community Inclusion	1055	1089	96.88%
Physical, mental & behavioral health and well-being	4048	4436	91.25%
Provider Capacity	2142	2835	75.56%
Safety & Freedom From Harm	11778	13630	86.41%
Total	29894	34316	87.11%



Regulatory Compliance Below 86%: Non-Case Management Services

Domain	Regulation Number	Number of Compliant	Total Reviewed	Provider Percentage Compliant Over Reviewed
Safety & Freedom From Harm	12VAC35-105-160. C.	964	1192	80.87%
Safety & Freedom From Harm	12VAC35-105-160. D. (2)	1518	1900	79.89%
Safety & Freedom From Harm	12VAC35-105-160. E. (2a)	1030	1208	85.26%
Provider Capacity	12VAC35-105-450.	1100	1559	70.56%
Access to Services	12VAC35-105-645. B. (5)	1000	1194	83.75%
Safety & Freedom From Harm	12VAC35-105-665. A. (6)	998	1204	82.89%
Provider Capacity	12VAC35-105-665. D.	1042	1276	81.66%
Choice and self- determination	12VAC35-105-675. D. (3)	1003	1243	80.69%



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Top three services with the highest percentage of non-compliance for AOS regulations below 86%

Regulation	1st	2nd	3rd
12VAC35-105-160. C.	Group Home	Day Support	Supportive In-Home
12VAC35-105-160. D. (2)	Group Home	Sponsored Residential	Supportive In-Home
12VAC35-105-160. E. (2a)	Group Home	Day Support	Supportive In-Home
12VAC35-105-450.	Group Home	Day Support	Supportive In-Home
12VAC35-105-645. B. (5)	Group Home	Day Support	Supportive In-Home
12VAC35-105-665. A. (6)	Group Home	Day Support	Supportive In-Home
12VAC35-105-665. D.	Group Home	Day Support	Supportive In-Home
12VAC35-105-675. D. (3)	Group Home	Day Support	Supportive In-Home



Regulations: Non-Case Management Services

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••••	

Regulation Number	Regulatory Text
12VAC35-105-160. C.	C. The provider shall collect, maintain, and review at least quarterly all serious incidents, including Level I serious incidents, as part of the quality improvement program in accordance with 12VAC35-105-620 to include an analysis of trends, potential systemic issues or causes, indicated remediation, and documentation of steps taken to mitigate the potential for future incidents.
12VAC35-105-160. D. (2)	D. The provider shall collect, maintain, and report or make available to the department the following information: 2. Level II and Level III serious incidents shall be reported using the department's web-based reporting application and by telephone or email to anyone designated by the individual to receive such notice and to the individual's authorized representative within 24 hours of discovery. Reported information shall include the information specified by the department as required in its web-based reporting application, but at least the following: the date, place, and circumstances of the serious incident. For serious injuries and deaths, the reported information shall also include the nature of the individual's injuries or circumstances of the death and any treatment received. For all other Level II and Level III serious incidents, the reported information shall also include the consequences that resulted from the serious incident. Deaths that occur in a hospital as a result of illness or injury occurring when the individual was in a licensed service shall be reported.
12VAC35-105-160. E. (2a)	E. A root cause analysis shall be conducted by the provider within 30 days of discovery of Level II serious incidents and any Level III serious incidents that occur during the provision of a service or on the provider's premises. 2. The provider shall develop and implement a root cause analysis policy for determining when a more detailed root cause analysis, including convening a team, collecting and analyzing data, mapping processes, and charting causal factors, should be conducted. At a minimum, the policy shall require for the provider to conduct a more detailed root cause analysis when: a. A threshold number, as specified in the provider's policy based on the provider's size, number of locations, service type, number of individuals served, and the unique needs of the individuals served by the provider, of similar Level II serious incidents occur to the same individual or at the same location within a six-month period;
12VAC35-05-450.	The provider shall provide training and development opportunities for employees to enable them to support the individuals receiving services and to carry out their job responsibilities. The provider shall develop a training policy that addresses the frequency of retraining on serious incident reporting, medication administration, behavior intervention, emergency preparedness, and infection control, to include flu epidemics. Employee participation in training and development opportunities shall be documented and accessible to the department.



Regulations: Non-Case Management Services



Regulation Number	Regulatory Text
12VAC35-105-645. B. (5)	B. The provider shall maintain written documentation of an individual's initial contact and screening prior to his admission including the: 5. Disposition of the individual including his referral to other services for further assessment, placement on a waiting list for service, or admission to the service.
12VAC35-105-665. A. (6)	A. The comprehensive ISP shall be based on the individual's needs, strengths, abilities, personal preferences, goals, and natural supports identified in the assessment. The ISP shall include: 6. A safety plan that addresses identified risks to the individual or to others, including a fall risk plan;
12VAC35-105-665. D.	D. Employees or contractors who are responsible for implementing the ISP shall demonstrate a working knowledge of the objectives and strategies contained in the individual's current ISP, including an individual's detailed health and safety protocols.
12VAC35-105-675. D. (3)	D. The provider shall complete quarterly reviews of the ISP at least every three months from the date of the implementation of the comprehensive ISP. 3. For goals and objectives that were not accomplished by the identified target date, the provider and any appropriate treatment team members shall meet to review the reasons for lack of progress and provide the individual an opportunity to make an informed choice of how to proceed. Documentation of the quarterly review shall be added to the individual's record no later than 15 calendar days from the date the review was due to be completed, with the exception of case management services. Case management quarterly reviews shall be added to the individual's record no later than 30 calendar days from the date the review was due.



Stability: DD Providers of Non-Case Management Services

"The Division of Crisis Services measures stability as the number of individuals with IDD who were not discharged by their residential services provider around the same general time of their crises and were either admitted to a CTH or to a psychiatric hospital."

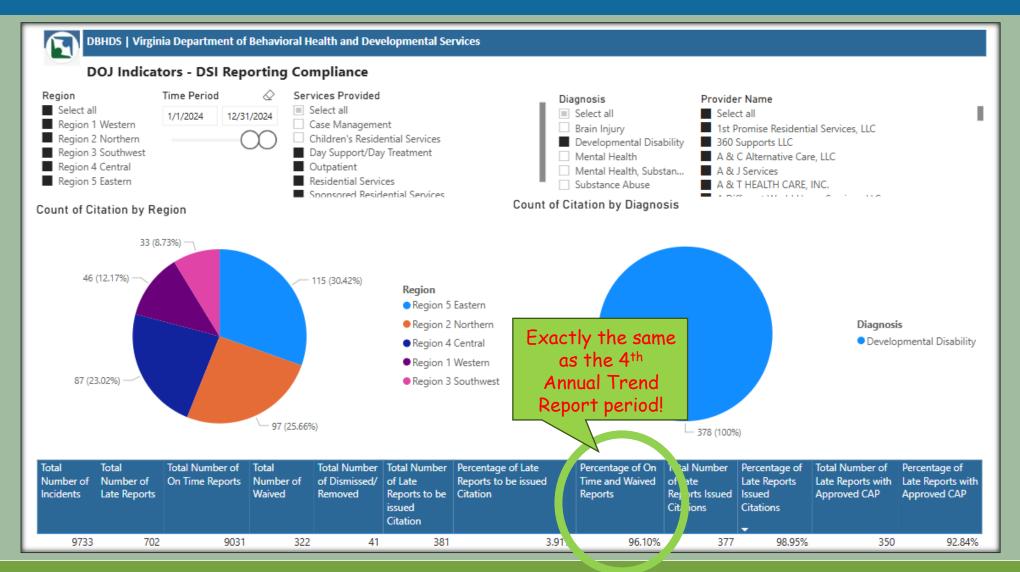
Goal is 25% or less have had to move from their original residential location.

Between January 1, 2024 and December 31, 2024, 3.87% of individuals had to move from their original residential location.

Quarter/dates	# of crisis calls for adults & children combined (REACH Crisis Calls)	# of people discharged from their residence	% discharged from residential provider	% NOT discharged from residential provider
FY24Q3 (1/1/24- 3/31/24)	Adult crisis calls: 612 Child crisis calls: 356 TOTAL: 968 crisis calls	Discharged during psychiatric hospital stay: 12 Discharged during CTH stay: 11 TOTAL: 23	22/968 = .0237 or approximately 2.3% were discharged	945/968 = .976 or approximately 97.6 % were not discharged from their residential provider
FY24Q4 (4/1/24 – 6/30/24)	Adult crisis calls: 602 Child crisis calls: 374 TOTAL: 976 crisis calls	Discharged during psychiatric hospital stay: 34 CTH stay: 6 TOTAL: 40	40/976 = .0409 or approximately 4 % were discharged	936/976 = .959 or approximately 95.9% were not discharged from their residential provider
FY25Q1 (7/1/24- 9/30/24)	Adult crisis calls: 650 Child crisis calls: 402 TOTAL: 1052 crisis calls	Discharged during psychiatric hospital stay: 40 Discharged during CTH stay: 17 TOTAL: 57	57/1052 = .05 or approximately 5% were discharged	995/1052 = .95 or approximately 95% were not discharged from their residential provider
FY25Q2 (10/1/24 – 12/31/24)	Adult crisis calls: 578 Child crisis calls: 390 TOTAL: 968 crisis calls	Discharged during psychiatric hospital stay: 20 CTH stay: 16 TOTAL: 36	36/968 = .04 or approximately 4 % were discharged	932/968 = .96 or approximately 96% were not discharged from their residential provider



DSI Late Reporting Compliance Report





Comparison between 4th and 5th Annual Reports

Developmental Disability Providers of Non-Case Management Services

Domain	Regulation Number	4 th Annual Trend Report	5 th Annual Trend Report
Provider Capacity	12VAC35-105-450.	70.27%	70.56%
Provider Capacity	12VAC35-105-665. D.	73.15%	81.66%
Safety & Freedom From Harm	12VAC35-105-160. D. (2)	74.18%	79.89%
Safety & Freedom From Harm	12VAC35-105-160. C.	78.68%	80.87%
Safety & Freedom From Harm	12VAC35-105-665. A. (6)	80.13%	82.89%
Choice and self-determination	12VAC35-105-675. D. (3)	83.73%	80.69%
Safety & Freedom From Harm	12VAC35-105-160. E. (1a)	84.19%	90.11%
Safety & Freedom From Harm	12VAC35-105-160. E. (1b)	84.19%	90.30%
Safety & Freedom From Harm	12VAC35-105-160. E. (1c)	84.24%	90.52%
Access to Services	12VAC35-105-645. B. (5)	85.10%	83.75%
Safety & Freedom From Harm	12VAC35-105-160. E. (2c)	85.43%	86.13%



OL Efforts to Support Providers with Increasing Compliance

2025 Annual Inspections for Providers of Developmental Services Memo (December 2024)	Dec-24
2025 DD Inspections Kickoff Training (December 2024)	Dec-24
2025 DD Inspections Kickoff Training Webinar (December 2024)	Dec-24



Timely Submission of MRC Documents



Any emails sent to the mrc_documents@dbhds.virginia.gov email address MUST be sent via encrypted email. If a provider does not have an encrypted email system, they can always submit an unencrypted email to the mrc_documents@dbhds.virginia.gov email to which we will respond with an encrypted email.



Ensure a completed MRC checklist is submitted



Ensure files are named appropriately per the file naming convention listed on page 1 of the MRC checklist



Ensure documents are submitted within 10 business days following a death



No google doc links can be accepted, only PDF files





Issuance of Licenses



Don't forget to submit your renewal and provide proof of SCC prior to the expiration of the license. The provider will need to sign and submit the renewal using the CONNECT Provider Portal.

Issuance of Licenses 12VAC35-105-50

CONNECT sends a notification go days prior to the license expiring. It is <u>strongly recommended</u> that the renewal be submitted at least 30 days prior to the license expiring. Also, prior to submitting the renewal, please review the license addendum to determine if any services or locations need to be closed and submit an information modification with the renewal.

Once a license has been renewed, it is the expectation that the provider review their license and addendum in CONNECT to ensure the accuracy of the licensed services and locations listed. The current license should be printed and available at all times.

There has been an on-going issue that providers on conditional licenses are not responding to portal messages or telephone calls. It is important that the department be able to assess provider compliance during the conditional period which includes responsiveness to the department's request for information. It is extremely important that ALL providers are communicating with the Office of Licensing in a timely manner.



OL & CONNECT Spotlight

- We've posted several issues of the OL & CONNECT Spotlight on the OL website and this publication is always sent out to those who have subscribed to our email list
- This DBHDS publication is intended to provide updates, tips and reminders related to the Office of Licensing and CONNECT.
- If you are not receiving emails from the OL, please go to our website and click the button to subscribe.

Subscribe to the Email List

Sign up to get news and updates delivered to your inbox from Office Of Licensing at the Virginia Department of Behavioral Health and Developmental Services.



OL & CONNECT Spotlight

Office of Licensing

Issue IV: January 2025



DBHDS Mission Statement:

Supporting individuals by promoting recovery, selfdetermination, and wellness in all aspects of life

DBHDS Vision Statement:

A life of possibilities for all Virginians

CONNECT System Maintenance

In early 2025, CONNECT services will not be accessible for several business days due to routine maintenance. Stay tuned for additional information from the Office of Licensing.

Director's Corner

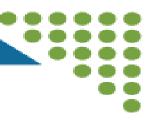
Dear DBHDS Licensed Providers and Stakeholders.

Happy New Year one and all! We hope you had a fantastic 2024 and are ready for a fabulous 2025.

I want to express our gratitude for providers who navigated the first widespread snow of 2025 and the recent water safety issues in Richmond. You handled each of these with proficiency and professionalism! DBHDS appreciates how responsive you were to these events and how hard you worked to implement risk management plans to ensure that there was minimal interruption to services provided. These events may have prompted providers to review and update their risk management plans. Additionally, for services required to maintain emergency food and water, having these necessary items were of upmost importance during these times.

As a reminder for Developmental Services providers, the 2025 DD inspection Kickoff training was held in December 2024. We had an exceptional turnout with over 800 attendees





The Office of Integrated Health Supports Network (OIHSN)

April 2025 UPDATE







The OIH Nursing Team is happy to welcome two additional nurses to our team: Roxanne Lawrence (from Chester) and Daphne Wren (from Rural Retreat).

Throughout April, the Regional Nurse's Meetings will be focused on Part 2 of the "Constipation and Individuals with Intellectual and Developmental Disabilities" Health and Safety Alert for this month's Continuing Nursing Education offering.

The Health & Safety Alert has information to help caregivers understand the importance of a multi-layered treatment approach when dealing with chronic constipation.

The Health & Safety Alert is also the first to include our new **ER Advocacy Card**, which was first developed as a resource for the RQC—4 UTI Workgroup and presented at last Fall's OIH Nursing Conference in Manassas.

DBHDS>>>



The ER Advocacy Card is aimed at helping caregivers advocate for the minimum diagnostic tests to reduce risk of death associated with the Fatal 7. It is important to advocate for diagnostic tests in the ER since individuals with IDD often have difficulty communicating what they are feeling and the history of their illness, pain, etc.

Emergency Room Advocacy Card DBHDS>>	
Condition	Diagnostic Test or CA
Aspiration	Chest X-ray, Vital Signs
Constipation	Abdominal X-ray, CA
Dehydration	CBC, CA, Vital Signs
Falls	X-ray, CT, MRI, CA
Pressure Injury	CA
Seizures	EEG
Sensis	CRC CA Vital Signs Lactic Acid Levels

Urinalysis, CBC, CA

On the front of the card there is a list of conditions on the right. On the left is a list of diagnostic tests and medical abbreviations which should be completed to rule-out the condition while in the ER with an individual.

On the back of the card are definitions explaining the medical abbreviations on the front. A list of normal vital signs for adults on the right and at the bottom a section on "Who to seek help from while in the hospital" for advocacy assistance.

Urinary Tract Infection (UTI)

Definitions		Normal Vital Signs
CBC	Complete Blood Count - Lab work	Temp: 98.6°F
CA	Clinical Assessment	Pulse: 60-100
СТ	Computerized Tomography Scan	Resp: 12-20
MRI	Magnetic Resonance Imaging	B/P: 120/80
EEG	Electroencephalogram	O2: 98% - 100%
Who t	o seek help from in the hospital -	
The P	atient Advocate The Hos	pital Social Worker
The Charge Nurse The Medic		dical Director

Emergency Room Advocacy Card DBHDS>>>>



DBHDS>>>



You can find the ER Advocacy card for download and printing on the DBHDS Office of Integrated Health webpage under the Educational Resources/Advocacy button: https://dbhds.virginia.gov/wp-content/uploads/2025/02/ER-Advocacy-Card.pdf

Questions or concerns regarding the ER Advocacy Card can be emailed to: **communitynursing@dbhds.virginia.gov**.

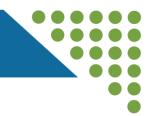
OIH Nurses are also working with the RQC-Region 1 Work Group to develop resources and trainings relating to Choking,

OIH is also working on the **Substance Use Disorder/IDD Curriculum Project with ODU.** The project is a collaborative effort with the **Office of Substance Abuse Services** and the **Behavior Network Supports Office** at DBHDS. When finished, the SUD/IDD curriculum will be **the first of its kind in the Commonwealth.**

Other members of the RNCC Team are currently out in the field doing Intense Management Needs Reviews (IMNRs).







Office of Community Quality Improvement Ramona DeFonza, DBHDS







The Regional Quality Council of Northern Virginia (RQC2) has developed a Quality Improvement Initiative (QII) to increase awareness related to policies specific to Dignity of Risk.







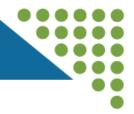
How?

The RQC2 created an "About: Dignity of Risk FYI document!

https://dbhds.virginia.gov/wp-content/uploads/2025/01/About-Dignity-of-Risk-January-2025-1.pdf



About: Dignity of Risk



About: Dignity of Risk





What is Dignity of Risk?

The concept of dignity of risk is the right of a person to make an informed choice to engage in experiences meaningful to him/her and which are necessary for personal growth and development. Normal living often includes risks. Dignity of risk allows people to lead normal lives. Overprotecting people with disabilities keeps them from many life situations that they have the right to experience, and it may prevent meaningful connections and fulfillment of their hopes and dreams.

Source: Virginia Commonwealth University, Partnership for People with Disabilities, Direct Support Professional Training, Link: https://dsporientation.partnership.vcu.edu/section-i/theyalue-of-digity-of-risk/.

The Human Rights Regulations Say...

- *12VAG35-115-50: Each individual has a right to exercise his legal, civil, and human rights, including constitutional rights, statutory rights, and the rights contained in this chapter, except as specifically limited in this chapter or otherwise by law. Each individual has a right to have services that he receives respond to his needs and preferences and be person-centered. Each individual also has the right to be protected, respected, and supported in exercising these rights. Providers shall not partially to totally take away or limit these rights solely because an individual has a mental health or substance use disorder or an intellectual disability and is receiving services for these conditions or has any physical or sensory condition that may pose a barrier to communication or mobility.
- 12VAC35-115-100: From admission until discharge from a service, each individual is entitled to: 1. Enjoy all the freedoms of
 everyday life that are consistent with his need for services, his protection, and the protection of others, and that do not interfere
 with his services or the services of others.
- Source: Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by DBHDS. Link: https://law.lis.virginia.gov/admincode/title12/agency35/chapter115/



Key Provisions of the Home and Community Based (HCBS) Settings Rule:

Individuals are treated with dignity and respect.
Free from coercion and restraint.
choice of services and supports.
Access to non-disability specific services.
eedom to lead their person-centered planning meeting and have outcomes and goals
that are meaningful to them.
Access to competitive and integrated employment.
eople that are receiving Medicaid services have the right to the same degree of access
to the community as those who do not receive Medicaid services.

Source: Home and Community Based Services Toolkit, Link: https://www.dmas.virginia.gov/formembers/benefits-and-services/waivers-1/home-and-community-based-services-toolkit/

The DBHDS Quality Service Review (QSR) The QSR is a quality review routinely conducted by DBHDS. Having a Dignity of Risk policy is a best practice. The QSR process looks to confirm that a provider has a policy that a

-the rights of a person to make an informed choice,
- ...to engage in experiences meaningful to him/her,
- ...and which are necessary for personal growth and development.
- In the most recent QSR report, it showed that 69% of providers had a Dignity of Risk policy that met these criteria.
- Source: DBHDS Quality Service Reviews. Link: https://dbhds.virginia.gov/developmental-services/



About: Dignity of Risk





Why does my organization need a Dignity of Risk policy?

The purpose of a policy is to help your organization operate in a way that is consistent with your values and goals. A policy on Dignity of Risk can communicate that respecting an individual's rights to make decisions about their own life, including those that may involve risk, is important to your organization. A policy on Dignity of Risk can provide clear guidance for staff, individuals and families about how you address this issue and provide clear expectations for related practices. It can describe how you comply with relevant rules and regulations and can outline how your organization can manage any associated risks.

What could be in a Dignity of Risk policy? Your policy could:

- 1. State your organization's goals and values related to Dignity of Risk
- Include the relevant Human Rights and HCBS rules and regulations and describe how your organization implements them.
- 3. Describe what is expected of each staff role related to putting Dignity of Risk concepts into practice.
- 4. Ensure your organization has processes that offer guidance when a provider, family member, Legal Guardian, Authorized Representative, etc., may think that something an individual wants to do may be considered a potential risk. You can use the Safety Restrictions Form located in the WaMs ISP-Part V which contains the elements required by Human Rights and HCBS settings regulations.

For More Information on Dignity of Risk

- Centers for Medicaid and Medicare Services (CMS). "Balancing Choice and Risk" PowerPoint presentation.
 2019. Link: https://www.medicaid.gov/medicaid/home-community-based-services/downloads/balancing-risk-choice.
- Supported Decision-Making, Link: https://dbhds.virginia.gov/supported-decision-making-supported-decision-making-agreements/
- •The Council on Quality and Leadership (CQL). "Dignity of Risk" YouTube educational video. 2020. Link: https://www.youtube.com/watch?v=UZR6fm7pA2c
- The Council on Quality and Leadership (CQL). The Three E's: Education, Experience, and Exposure. 2021.
 Link: https://www.c-q-l.org/resources/newsletters/the-three-es-education-experience-and-exposure/
- Developmental Services Link: https://dbhds.virginia.gov/developmental-services Home and Community Based Settings Rule

Frequently Asked Questions:

Is it okay if our agency uses language from HCBS and Human Rights in our policy?

 Sure! Those regulations are in place to support a framework and are a great place to start. You may want to address your agency's values to promote choice. Does our agency need to write procedures to support a policy? Who can we colored are questions?

*Policy and Complia

 That's up to you. However, it is helpful to provide clear guidance for staff related to putting Dignity of Risk concepts into practice. Who can we contact at DBHDS if there are questions?

Policy and Compliance Manager - Amie Brittain Amie brittain@dodhs virginia.zov
 XIC Resource All Regions - Ronnitta Clements
 Ronnitta clements@dibhds virginia.gov
 Office of Human Rights, Regional Manager.
 https://dbhds.virginia.gov/wp.content/uploads/2023/11/OHR-Regional-Man 11.13.2.pdf







What is Dignity of Risk?

The Human Rights Regulations Say....

Key Provisions of the Home and Community Based (HCBS) Settings Rule:

The DBHDS Quality Service Reviews (QSR)

Why does my organization need a Dignity of Risk Policy?

What could be in a Dignity of Risk Policy?

More Information on Dignity of Risk







Thank you!



Provider Hub, Portal, and Badge Surveys

My Life My Community



www.mylifemycommunityvirginia.org





Waiver Information Resources for Families Independent Housing General Information <u>Find a Provider</u>



Working With Providers

Providers work with individuals and families to get the services and supports that they need to live a full life in the community. We've included resources in this section to help you find important information on how to find a provider that is right for you!

Choosing the right service provider is an important step in having the life you want! It can take time and depend on several factors. Service options can be affected by things like available funding, where you live, the amount or type of support you need, and the ability to find a good match with a

Helpful Links

Tools and Resources

- Paying Providers for the Services that You Need
- Looking for a Provider
- Home and Community-Based Services Settings Regulations
- Provider Competencies
- Finding a Provider: Tips and Resources for Starting

Locate Providers By Designation

- Autism Badge
- · Behavioral Supports Badge
- Complex Health Supports Badge
- Accessibility Badge
- Concerns Regarding a Provider's Specialty Designation



- Provider Hub
- Provider Badge Designation Surveys



Need Immediate Help?

If immediate help is needed for an individual with developmental

Sign Up Today

Sign up for our eNewsletter to get updates from the Individual and

Explore Our Site

- DD Waiver Information
- Resources for Individuals and

WaMS

Before newly-approved providers can request authorization for DD Waiver services, they need to be set up in the DBHDS Waiver Management System (WaMS). WaMS is the central location at DBHDS for the exchange of information around individual enrollment, service authorization, and support planning. If you are an approved provider and need access, follow the instructions online at <u>DBHDS Office of Provider Network Supports</u> or use <u>this guide</u>.

<u>Verify or Register a New Provider Profile</u>

The My Life, My Community Provider Search database helps individuals, families, and Support Coordinators locate your services. To be included, register your organization. You can also access Provider Designation surveys.

Provider Badge Designation Surveys

You may be able to receive one or more special provider designations from DBHDS: accessibility, autism, behavioral supports, complex health supports. On this page you can complete surveys for each designation that you believe you are eligible for.

Log in to Update Your Agency

Access your organization's user account to update your service and location information.

Become a provider

DBHDS Office of Licensing licenses public and private providers of community services throughout Virginia.

DBHDS licenses services that provide treatment, training, support and habilitation to individuals who have mental illness, developmental disabilities or substance abuse disorders, to individuals receiving services under the Medicaid DD Waiver, or to individuals receiving services in residential facilities for individuals with brain injuries.

Providers can apply with the **Department of Behavioral Health and Developmental Services Licensing**.

My Life My Community Provider User Guide

As a member, you may be able to receive one or more special provider designations from DBHDS: accessibility, autism, behavioral supports, complex health supports. Once you are a Professional Member, you will have access to complete surveys for each designation.

1. Is your Agency in the Resource Directory?



If you're not sure, click on the A-Z Service Provider Menu, then the letter your agency name starts with.

2. If yes, Register as a Professional Member.

This FREE membership will allow you to review and edit your Agency's information in the Provider Portal of the Resource Directory. An email will be sent to you with your Agency #, User ID and Password.

3. If no, complete this Application.

We will add your Agency and programs and register you as a Professional Member. An email will be sent to you with your VirginiaNavigator Agency #, User ID and password.

Questions? Call the My Life My Community Call Center 1-844-603-9248

Features

DBHDS Licensing

Virginia DMAS HCBS Website

Federal Regulation

DMAS Memos

Provider Competencies

Provider Designation Badges









Waiver Information Resources for Families Independent Housing General Information Find a Provider

Home . Service Provider Menu

Service Provider Menu



Providers - A

A & N Electric Cooperative (ANEC)

A and C Support Services Inc

A Better Move

A Calming Home Health Care

A Family Chiropractic Center

A 1 Petacare

A and T Health Care, Inc.

A Better Solution in Home Care

A Caring Hart, LLC

A Family Tie, LLC

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Professional Profile

Professional Profile	
Please Enter your full name	(ex. John Doe or Jame Doe)
Phone Number*	
Please entains phone numb	-
Agency Name*	
Emel address*	
The error account or for a	ide public. It will only be used if you need to be contected poed-in natifications.
Username*	
Several special characters a sportrophe (1), underscore	re allowed, including space, period (), hyphen (-), (), and the ϕ eign
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Create new account	

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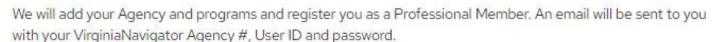
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DD Waiver Provider Application

In Partnership Virginia Navigator Family of Websites and Dept. of Behavioral Health & Developmental Services

1. AGENCY PROFILE

There are 2 parts to this application. For your first service, complete both the Agency Profile and the Service Profile. For each additional service or program you provide, fill in the Agency Name and complete a Service Profile.

Agency Name		Name of Administrator		
Administrator Email *				
Physical Address				
Mailing address (if different fro	om physical address)			
City/Town	State		ZIP	
City, 10mi	- None -	~		





Waiver Information

Resources for Families

Independent Housing

General Information

Find a Provider

Home • For Provider • DD Waiver Provider Application • DD Waiver Provider Application

DD Waiver Provider Application

Thank you! Your application has been accepted and is being reviewed. Please check your email for more information.

Back to form

Will receive an email either confirming your My Life My Community Professional Membership or with instructions on how to sign up for a My Life My Community Professional Member Profile within 3 business days (which can also be found back on slide 8).

Helpful Links

Tools and Resources

- Paying Providers for the Services that You Need
- · Looking for a Provider
- Home and Community-Based Services Settings Regulations
- Provider Competencies
- Finding a Provider: Tips and Resources for Starting

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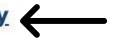
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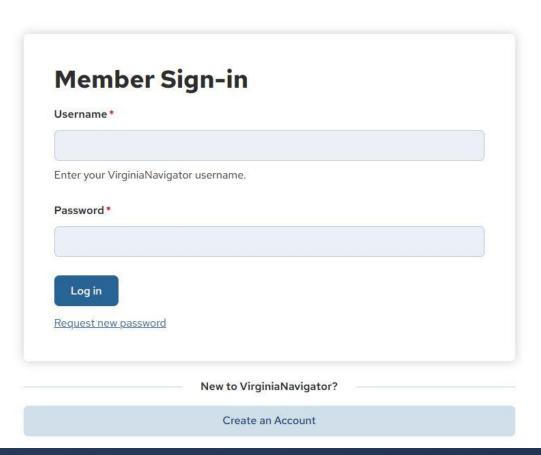
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Log in to Update Your Agency



Access your organization's user account to update your service and location information.

Member Account Access







DD Waiver Information

Resources for Individuals and Families

Independent Housing

General Information

Find a Provider

Home . MLMCProvider

MLMCProvider

View Edit My Bookmarks Professional Profile Provider Portal

Professional Profile

Full Name:

Phone Number:
(804) 525-

MEMBER PAGE SIDEBAR

Agency Name:

Test

Assigned Agencies:

VirginiaNavigator

History

Mamhar for

CProvider Edit My Bookmarks Professional Profile Provider Portal	
eral information * ent password ired if you want to change the Email address or Password below. Reset your password. iil address *	
ristadawn10593@gmail.com	
email address is not made public. It will only be used if you need to be contacted about your account opted-in notifications.	My Life, My Community POWERED BY VirginiaNavigator
name *	My Community
LMCProvider rat special characters are allowed, including space, period (.), hyphen (-), apostrophe ('), underscore nd the @ sign.	DD Waiver Information Resources for Individuals and Families Independent Housing General Information Find a Provider
word	Home • MLMCProvider • MLMCProvider
language	Professional Profile
glish account's preferred language for emails. This is also assumed to be the primary language of this unt's profile information.	
Locale settings	View Edit My Bookmarks Professional Profile Provider Portal MEMBER PAGE SIDEBAR
	Full Name*
	Christa Dawn
	Please Enter your full name. (ex. John Doe or Jane Doe) Phone Number*
	(804) 525-7741
	Please enter a phone number. Agency Name *
	Test





DD Waiver Information

Resources for Individuals and Families

Independent Housing

General Information

Find a Provider

Home . MLMCProvider . MLMCProvider

Provider Portal



Virginia Navigator ID: 10153

Edit Agency

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Accessibility:

Provider recognized with expertise in this area offer services in settings that accommodate people with physical disabilities. To be determined eligible, providers have scored at least 35 points on the survey and submitted the following: Photographs of exterior entrance, interior common area, accessible bathroom, accessible kitchen, interior hallway and bedroom.

Accessibility Survey Link

Autism:

Providers recognized with expertise in this area offer services to people with autism. To be determined eligible, providers have scored at least 24 points on the survey and submitted the following: Copy of any employed or contracted behavioral interventionist license(s), copy of the agency's training/retraining policies and procedures.

Autism Survey Link

Behavioral Supports:

Providers recognized with expertise in this area offer services to people who have complex behavioral support needs. To be determined eligible, providers have scored at least 26 points on the survey and submitted the following: Copy of any employed or contracted behavioral interventionist license(s), examples of the behavioral data visualizations used by the agency, a copy of the agency's training/retraining policy regarding behavioral training.

Behavioral Supports Survey Link

Complex Health Supports:

Providers recognized with expertise in this area offer services to people who have complex health support needs. To be determined eligible, providers have scored at least 28 points on the survey and submitted the following: Copy of any employed or contracted registered nurse license(s), copy of the agency policy describing the participation of the individual and any representative in making informed decisions, list of environmental modifications, assistive technology, durable medical equipment, and communication tools/skills provided by the agency.

Complex Health Supports Survey Link

NID Program Name Program Type Last Updated Edit Moderation Link State

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Complex Health Supports Survey Link

NID	Program Name	Program Type	Last Updated	Edit Link	Moderation State
33116	Community Information Resource	Information and Referral	03/28/2025 11:02	Edit	Published
37438	VirginiaNavigator Speakers Bureau	Public Awareness	03/28/2025 11:11	Edit	Published
41561	Volunteer Opportunity	Volunteer Opportunities	03/28/2025 10:57	Edit	Published
75900	Test for Direct Connect	PP, Nutrition Counseling	03/28/2025 11:15	Edit	Published
79915	DisabilityNavigator	Information and Referral	03/28/2025 11:22	Edit	Published
93119	*VeteransNavigator	Information and Referral	01/12/2024 15:43	Edit	No Longer Active
93302	*VeteransNavigator	Information and Referral	02/06/2024 14:09	Edit	No Longer Active

Provider Portal

Edit Agency



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Complex Health Supports Survey Link



View Edit Revisions

Status message
2 Site/s under this Agency.

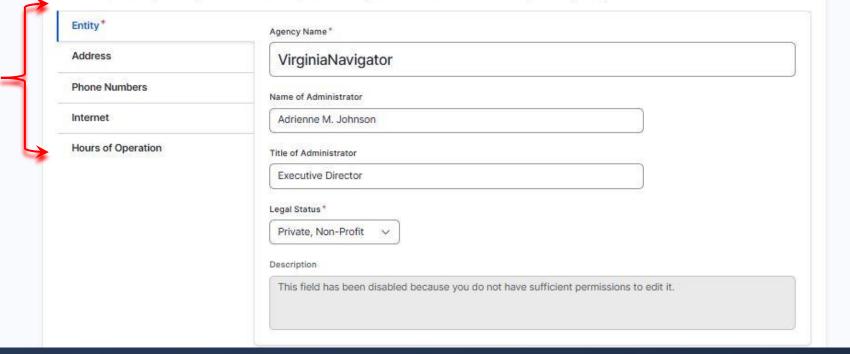
VirginiaNavigator Provider Portal: Review your Agency

Step 1. Review each category (for example: Entity, Internet, Phone Numbers etc.) and edit information as needed.

Step 2. Once you've completed your review, please select the appropriate status from the sidebar drop down: Ready for Review, No Longer Active, or Reviewed No Changes. Click the blue Save button at the top to Save your updates.

The data team at VirginiaNavigator will review and update all changes submitted before the edits are published, usually within 72 hours.

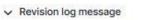
Have a question or comment? Email us at data@virginianavigator.org



Published

Last saved: 03/28/2025 - 10:29

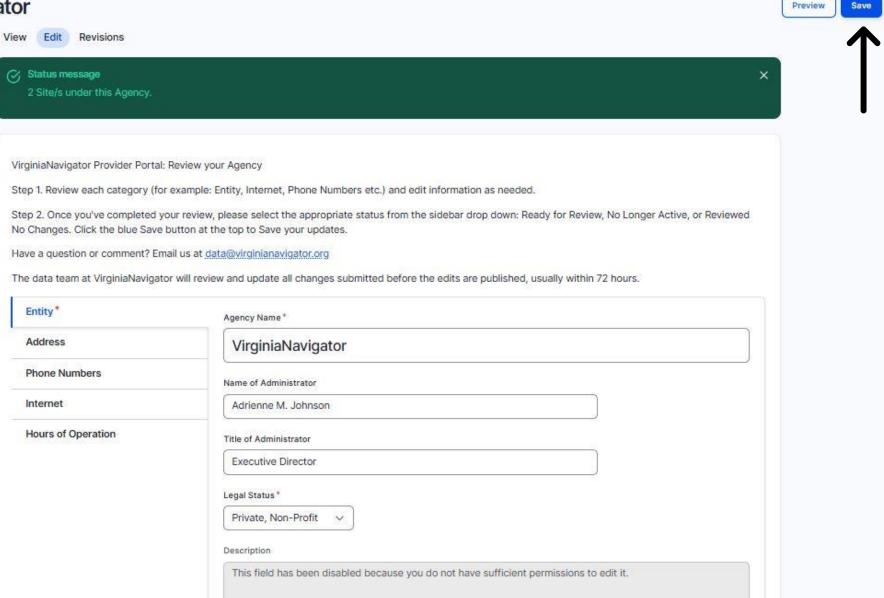
Author: richmond



Current state: Published

Change to: Needs Review





Published

Last saved: 03/28/2025 - 10:29

Author: richmond



Current state: Published

Change to: Needs Review

Save (6)

Published

Last saved: 03/28/2025 - 10:29

Author: richmond



Current state: Published

Change to: No Longer Active





VirginiaNavigator Provider Portal: Review your Agency

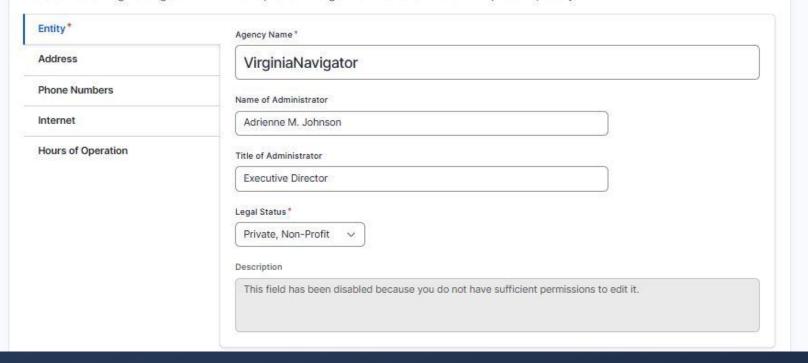
View Edit Revisions

Step 1. Review each category (for example: Entity, Internet, Phone Numbers etc.) and edit information as needed.

Step 2. Once you've completed your review, please select the appropriate status from the sidebar drop down: Ready for Review, No Longer Active, or Reviewed No Changes. Click the blue Save button at the top to Save your updates.

Have a question or comment? Email us at data@virginianavigator.org

The data team at VirginiaNavigator will review and update all changes submitted before the edits are published, usually within 72 hours.







VirginiaNavigator Provider Portal: Review your Agency

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Entity*

Agency Name*

VirginiaNavigator

Address

VirginiaNavigator

Name of Administrator

Internet

Hours of Operation

Title of Administrator

Executive Director

Legal Status*

Private, Non-Profit

Description

This field has been disabled because you do not have sufficient permissions to edit it.

Published

Last saved: 03/28/2025 - 10:29

Author: richmond



Current state: Published

Change to: Reviewed No Changes V



Autism:

Providers recognized with expertise in this area offer services to people with autism. To be determined eligible, providers have scored at least 24 points on the survey and submitted the following: Copy of any employed or contracted behavioral interventionist license(s), copy of the agency's training/retraining policies and procedures.

Autism Survey Link

Behavioral Supports:

Providers recognized with expertise in this area offer services to people who have complex behavioral support needs. To be determined eligible, providers have scored at least 26 points on the survey and submitted the following: Copy of any employed or contracted behavioral interventionist license(s), examples of the behavioral data visualizations used by the agency, a copy of the agency's training/retraining policy regarding behavioral training.

Behavioral Supports Survey Link

Complex Health Supports:

Providers recognized with expertise in this area offer services to people who have complex health support needs. To be determined eligible, providers have scored at least 28 points on the survey and submitted the following: Copy of any employed or contracted registered nurse license(s), copy of the agency policy describing the participation of the individual and any representative in making informed decisions, list of environmental modifications, assistive technology, durable medical equipment, and communication tools/skills provided by the agency.

Complex Health Supports Survey Link

NID	Program Name	Program Type	Last Updated	Edit Link	Moderation State
33116	Community Information Resource	Information and Referral	03/28/2025 11:02	Edit	Published
37438	VirginiaNavigator Speakers Bureau	Public Awareness	03/28/2025 11:11	Edit	Published
41561	Volunteer Opportunity	Volunteer Opportunities	03/28/2025 10:57	Edit	Published
75900	Test for Direct Connect	PP, Nutrition Counseling	03/28/2025 11:15	Edit	Hublished
79915	DisabilityNavigator	Information and Referral	03/28/2025 11:22	Edit	Published
93119	*VeteransNavigator	Information and Referral	01/12/2024 15:43	Edit	No Longer Active
93302	*VeteransNavigator	Information and Referral	02/06/2024 14:09	Edit	No Longer Active

Community Information Resource



View Edit Revisions (Status message This Node ID is: 33116 Parent ID is: 33115 Parent & Node 1 VirginiaNavigator Provider Portal: Review your Programs Step 1. Review each category (for example: Entity, Internet, Phone Numbers etc.) and edit information as needed. Step 2. Once you've completed your review, please select the appropriate status from the sidebar drop down: Ready for Review, No Longer Active, or Reviewed No Changes. Click the blue Save button at the top to Save your updates. Have a question or comment? Email us at data@virginianavigator.org The data team at VirginiaNavigator will review and update all changes submitted before the edits are published, usually within 72 hours. Entity* Opt in this program to receive referrals from No Wrong Door Direct Connect If you check yes and receive a referral, you agree to contact the individual regarding your service within 2 Internet business days. Program Name* Phone Numbers Community Information Resource Address General Eligibility Description (Edit summary) Hours of Operation How to Access Services An information resource for Virginia older adults, veterans, people with disabilities and those who care for them. Cost and Payment DD Service Availability Survey VirginiaNavigator is a 501c3 non-profit organization that provides free information about the community resources available to Virginians. The information focuses on older adult related issues such Accessibility as health and aging, financial concerns, legal questions, health facilities, assisted living and housing, exercise programs, support groups and more. Support for VirginiaNavigator comes from contributions made by individuals (people like you), corporations, and foundations. All contributions are taxPublished
Last saved: 03/28/2025 - 11:02
Author: richmond

Revision log message

Current state: Published

Change to: Needs Review

Provider Badge Designation Surveys

Provider Badge Designation Surveys

You may be able to receive one or more special provider designations from DBHDS: accessibility, autism, behavioral supports, complex health supports. Follow the links below to complete surveys for each designation that you believe you are eligible for.

Accessibility:

Providers recognized with expertise in this area offer services in settings that accommodate people with physical disabilities. To be determined eligible, providers have scored at least 35 points on the survey and submitted the following: Photographs of exterior entrance, interior common area, accessible bathroom, accessible kitchen, interior hallway and bedroom.

-- Accessibility Survey Llnk

Autism:

Providers recognized with expertise in this area offer services to people with autism. To be determined eligible, providers have scored at least 24 points on the survey and submitted the following: Copy of any employed or contracted behavioral interventionist license(s), copy of the agency's training/retraining policies and procedures.

→ Autism Survey Llnk

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Providers recognized with expertise in this area offer services to people who have complex behavioral support needs. To be determined eligible, providers have scored at least 26 points on the survey and submitted the following: Copy of any employed or contracted behavioral interventionist license(s), examples of the behavioral data visualizations used by the agency, a copy of the agency's training/retraining policy regarding behavioral training.

→ Behavioral Supports Survey Link

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→ Complex Health Supports Survey Link

Virginia Navigator ID: 10153

Edit Agency

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Autism Survey Link

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Behavioral Supports Survey Link

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Complex Health Supports Survey Link

1:

In your Provider
Portal when you
log in and open
your Agency, you
will see them
under Edit Agency
but above your
service listings.

Helpful Links

Tools and Resources

- Paying Providers for the Services that You Need
- · Looking for a Provider
- Home and Community-Based Services Settings Regulations
- Provider Competencies
- Finding a Provider: Tips and Resources for Starting

Locate Providers By Designation

- Autism Badge
- · Behavioral Supports Badge
- Complex Health Supports Badge
- Accessibility Badge
- Concerns Regarding a Provider's Specialty Designation

For Providers

- Provider Hub
- Provider Badge Designation Surveys





Need Immediate Help?

If immediate help is needed for an individual with developmental

Sign Up Today

Sign up for our eNewsletter to get updates from the Individual and

Explore Our Site

- DD Waiver Information
- Resources for Individuals and

2:

Back to the 'Find a Provider' tab on the MLMC website, under For Providers, there is a Provider Badge Designation Surveys link, this will bring them all up for you to click which badge link survey you want.

WaMS

Before newly-approved providers can request authorization for DD Waiver services, they need to be set up in the DBHDS Waiver Management System (WaMS). WaMS is the central location at DBHDS for the exchange of information around individual enrollment, service authorization, and support planning. If you are an approved provider and need access, follow the instructions online at <u>DBHDS Office of Provider Network Supports</u> or use <u>this guide</u>.

Verify or Register a New Provider Profile

The My Life, My Community Provider Search database helps individuals, families, and Support Coordinators locate your services. To be included, register your organization. You can also access Provider Designation surveys.

Provider Badge Designation Surveys



You may be able to receive one or more special provider designations from DBHDS: accessibility, autism, behavioral supports, complex supports. On this page you can complete surveys for each designation that you believe you are eligible for.

Log in to Update Your Agency

Access your organization's user account to update your service and location information.

Or 3:

Back in the 'Provider Hub' tab on the MLMC website(pictured above), there is a Provider Badge Designation Surveys link, that will also bring (to the right) all of the links up for you to click which badge link survey you want.

Provider Badge Designation Surveys

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→ Complex Health Supports Survey Link













Autism Specialty Designation Survey

ELIGIBILITY CRITERIA

An agency must provide direct support services in one of Virginia's developmental disability (DD) Medicaid Waivers in order to be eligible to complete this survey.

SURVEY INSTRUCTIONS

MINIMUM SCORE

An agency must score at least 24 points on this survey in order to be eligible for the autism specialty designation.

VERIFICATION

Upon passing this survey, the agency will need to submit copies of any employed or contracted behavioral interventionists' credentials, a copy of the agency's



Autism Specialty Designation Survey

IDENTIFYING INFORMATION

Is the agency's name VirginiaNavigator?
O No
O Yes
Is the agency's VirginiaNavigator ID number 10153?
O No

LOCAL

Group Home Residential

Programs that are provided in a DBHDS licensed home with staff available 24 hours per day to provide skill building and other direct supports as necessary to enable each person to reside successfully in the community. (Group Home Residential includes the Community Living Waivers.)

Group Homes, New River Valley



Floyd, VA, 24091

Get Directions

Main: (540)

STATEWIDE AND NATIONWIDE

Group Home Residential

Programs that are provided in a DBHDS licensed home with staff available 24 hours per day to provide skill building and other direct supports as necessary to enable each person to reside successfully in the community. (Group Home Residential includes the Community Living Waivers.)

Group Home Residential Services

Manassas, VA, 20110

Get Directions

Your Local Community Services Board

New River Valley Community Services

700 University City Boulevard Blacksburg, VA, 24060 Main: (540) 961-8300

Your Local Centers For Independent Living

New River Valley Disability Resource Center

106 Wadsworth Street Radford, VA, 24141 Main: (540) 266-1435

Your Local Dept. of Social Services

Floyd County Department of Social Services

120 West Oxford Street, A -2 Floyd, VA, 24091 Main: (540) 745-9316

Toll-Free: (888) 832-3838

Your Local Health Dept.

Provider Designation Badges









My Life My Community Provider Hub and Portal



Thank you! If you have questions, please contact us at 844-603-9248 or email dataapp@seniornavigator.org





Common Quality Management Review (QMR) Citations for Providers

April 2025

Please see the PRT agenda notes for the full list of the most common citations.



Services Facilitator Citations



Quarterly Person Centered Reviews 12VAC30-122-500

Required: "Documentation indicating that desired outcomes and support activities of the plan for supports have been reviewed by the consumer-directed services facilitator provider quarterly, annually, and more often as needed. The results of the review shall be submitted to the support coordinator."

SFs should ensure that quarterly person centered reviews are completed each quarter on time and submitted to the Support Coordinator. Records should include a note indicating the date and method by which that the PCR was sent to the SC.



Services Facilitator Citations



Missing Routine Visits and Documentation 12VAC30-122-500

Required: "After the initial visit, the services facilitator shall continue to monitor the individual's plan for supports quarterly (i.e., every 90 days) and more often as needed."

SFs must complete and fully document routine visits according to the schedule / plan, or as indicated on the DMAS 99

SERVICE FACILITAT	OR (SF) / RN/ LPN SUPERVISION			
Dates of RN/LPN supervi	isory / SF visits for the last 6 months:			
Did the member/caregive	r agree to frequency of visits, and is it documented in t	the member's file'	?	
☐ Yes ☐ No	Frequency of supervisory visits (pick one choice)	□ 30 days	☐ 60 days	□ 90 days



Other Provider Citations



DSP Competencies

12VAC30-122-180

The following waiver providers shall ensure that DSPs and DSP supervisors, including relief and contracted staff, complete competency observation and the competency checklist within 180 days from date of hire:

- AD Personal Assistance, Companion and Respite
- Center-based Crisis Supports, Crisis Support Services
- Community Coaching
- Group Day
- Group Home
- Independent Living

- Sponsored Residential
- In-home Supports
- Support Living Residential service
- Individual and Group Supported Employment
- Workplace Assistance



Other Provider Citations



DSP and Supervisor Orientation Training and Competencies

Certain providers of DD Waiver services are required to meet training and competency requirements established by DBHDS and as required in DD Waiver regulations. See the information below for details.

Regulatory Requirements

- Medicaid Memo 9.1.16
- Regulations 12VAC30-122-180

Training and Guidance

- DSP and DSP Supervisor DD Waiver Orientation and Competencies Protocol 2020
- DSP Orientation Manual 2016
- DSP Orientation Training Slides 2016
- DSP Orientation and Competencies Training Video Recording FY21
- DSP Orientation and Competencies Training Video Slides FY21 [PPTX]
- DSP Orientation and Competencies Training Video FAQ FY21 [DOCX]
- Optional access to materials online

https://dbhds.virginia.gov/developmental-services/provider-network-supports/ctp-pd/ctp-required-training/





Office of Human Rights

Provider Roundtable Updates
April 2025











- LHRC Review Forms have been updated to help providers document required actions involved in that specific process.
- All LHRC reviews are specific to the provider who is submitting the LHRC Review Form. LHRC approvals and recommendations do not transfer from one provider to another.
- An overview video is available via link to YouTube on the OHR webpage



□ Unlisted





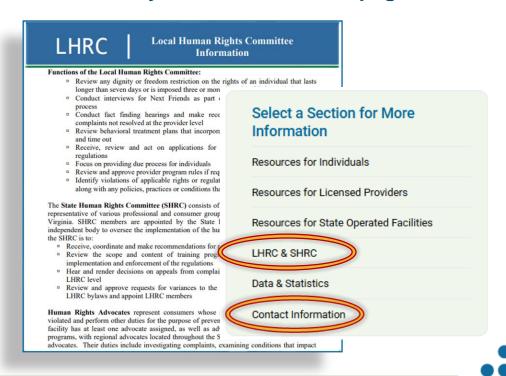


VOLUNTEERS NEEDED

URGENT NEEDS:

- > R2: Prince William County LHRC
 - Bi-Monthly Meetings in Feb, April, July, Sept, Dec.
 - 5:30P at Youth For Tomorrow
- > R4: Metropolitan LHRC
 - Quarterly Meetings in March, June, Sept, Oct.
 - 9:30A at Diversity Training & Support Center
- > R4: Central Region LHRC
 - Quarterly Meetings in Feb, May, Aug, Nov
 - 9:30A at Manchester Volunteer Rescue Facility
- > R5: Health Planning Region 5 LHRC
 - Quarterly Meetings in Jan, April, July, Oct.
 - 1P at Norfolk CSB

Access the Membership and OHR Contact information directly from the OHR web page!





State Human Rights Committee - Provider Roundtables



In-person "Provider Roundtable" opportunity during the lunch-hour at each regularly scheduled SHRC meeting in 2025.

Providers should:

- Pre-register at least 2 weeks prior to the meeting to delisa.turner@dbhds.virginia.gov
- Indicate the agency name, number of guests attending and a point of contact's email address.
- Be prepared to give an overview of services provided; and share an exciting initiative.
- Bring a lunch (optional)
- NOT prepare a presentation. This is intended to be an informal dialogue with the SHRC and other providers.

	2025 Meeting Schedule
SHRC Meeting	Location / Virtual Refer to Commonwealth Calendar for Details
Jan 16	Central Office – Region 4
March 6	Region 2
Apr 10	Region 4
May 22	Lexington – Region 1
June 26	Marion – Region 3
Aug 14	Va Beach - Region 5
Sept 25	Region 2
Oct 23	Winchester – Region 1
Dec 11	Williamsburg – Region 5





Reminders about NCI Survey Participation

National Core Indicators (NCI) is a voluntary effort by public IDD agencies to measure and track performance.

Individuals have the right to choose to participate or not in the survey (12VAC35-115-50)

Services will not change if an individual/LG declines the survey

2Types of Surveys

- -Individuals: 18 years+ receiving HCBS waiver services
- Family: Adult family members and legal guardians

Process:

- -Individual surveys are completed using HIPAA compliant video conferencing (Zoom).
- -family surveys are sent via USPS mail

Reminders:

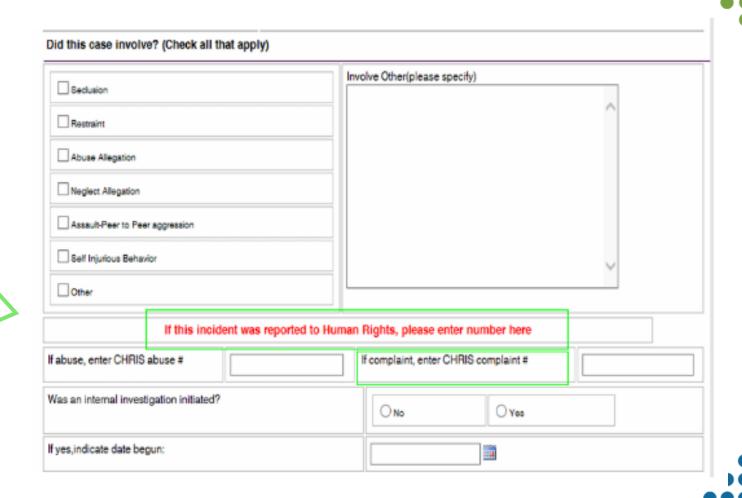
- -individuals chose to participate or not
- -only legal guardians can refuse for the individual
- -Services will not change if an individual/LG declines the survey





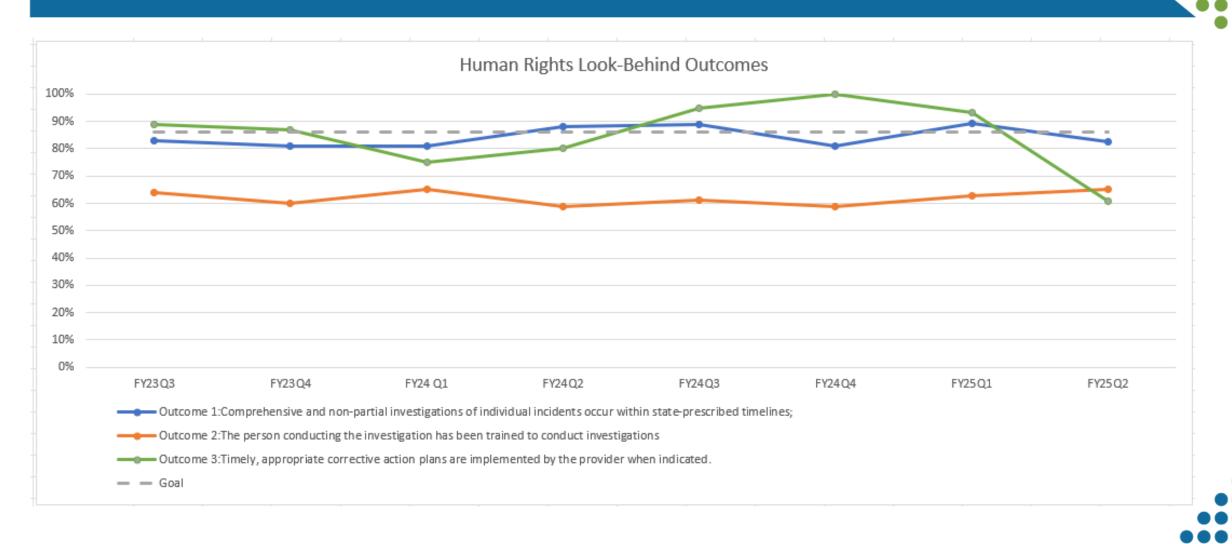
Serious Injuries Where Abuse or Neglect is Suspected

When a Serious Incident reported to the Office of Licensing is also reportable to the Office of Human Rights, the Provider should enter the CHRIS Abuse and/or Complaint number (i.e. 2025XXXX), indicate an internal investigation was initiated and the date that investigation started.





Community Look-Behind Data





Verification of Trained Investigators



Trained Investigator Requirement:

12VAC35-115-175(F)(4) states: "The program director shall ensure that the investigation is conducted by a person trained to do investigations and who is not involved in the issues under investigation."

Root Causes:

- Awareness
- Staff turnover
- Access to training
- Noncompliance:

Quality Improvement Activities:

- Verification of Trained Investigator During Report Review
- New provider Orientation
- Additional Abuse/Neglect Investigation Training Sessions

When it is identified that a provider does not have a trained investigator, a citation will be issued.







2025 Community Provider Training Schedule

* Reporting in CHRIS

The learner will increase their understanding of the Computerized Human Rights Information System (CHRIS) and the Human Rights Regulations regarding human rights complaints and reporting.

Please register for the course by selecting the link for the corresponding date and time, and completing the registration. Please do not share links received from your registration. Each participant must register individually and attend on the link provided following their registration.

Jan. 9 th @ 9a – 12p	March 13 th @ 9a – 12p	May 1 ^{st @} 9a – 12p	July 10 th @ 9a – 12p	Sept. 4 th @ 9a – 12p	Nov. 6 th @ 9a – 12p
CHRIS 1.9.25	CHRIS 3.13.25	CHRIS 5.1.25	CHRIS 7.10.25	CHRIS 9.4.25	CHRIS 11.6.25

Investigating Abuse, Neglect, & Exploitation

This transmight is a few of the regulatory and investigative process, specific to the investigation of abuse and neglect.

Please register for the course by selecting the link for the corresponding date and time, and completing the registration. Please do not share links received from your registration. Each participant must register individually and attend on the link provided following their registration.

Jan. 23 rd @ 9a – 12p	March 27 th @ 9a – 12p	May 8 th @ 9a – 12p	July 24 th @ 9a – 12p	Sept. 18 th @ 9a -12	Dec. 11 th @ 9a -12p
ANE 1.23.25	ANE 3.27.25	ANE 5.8.25	ANE 7.24.25	ANE 9.18.25	ANE 12.11.25

Overview of the Human Rights Regulations

This training is addigned to provide the tearner an in-depth review of the Human Rights Regulations. Providers will increase their understanding of the Office of Human Rights processes, and the responsibilities as mandated by the Human Rights Regulations.

Please register for the course by selecting the link for the corresponding date and time, and completing the registration. Please do not share links received from your registration. Each participant must register individually and attend on the link provided following their registration.

Feb. 6 th @ 9a – 12p	May 22 nd @ 9a – 12p	Aug. 7 th @ 9a – 12p	Nov. 13 th @ 9a – 12p
HRRs 2.6.25	HRRs 5.22.25	HRRs 8.7.25	HRRs 11.13.25

🌣 Restrictions, Behavioral Treatment Plans, & Restraints

This training is designed to educate providers on regulatory requirements related to the use of restrictions, behavioral treatment plans, and restraints.

Please register for the course by selecting the link for the corresponding date and time, and completing the registration. Please do not share links received from your registration. Each participant must register individually and attend on the link provided following their registration.

Feb. 20 th @ 9a – 11:30a	May 29th @ 9a - 11:30a	Aug. 21st @ 9a – 11:30a	Nov. 20 th @ 9a – 11:30a
RBTPR 2.20.25	RBTPR 5.29.25	RBTPR 8.21.25	RBTPR 11.20.25





OHR Provider Training Continued



In April and October 2025 OHR will offer TWO NEW Specialty seminars.

Overview for Professionals designed specifically for consultive professionals outside of the DBHDS system who are working with individuals receiving services from DBHDS-licensed providers. The training will provide information about the rights of individuals, and how to report potential human rights violations, work with providers to implement restrictions and operate within other LHRC/OHR processes.

Dignity of Risk workshops designed for a more hands-on and collaborative learning experience about the regulatory principals and practices pertaining to an individuals right to make choices, including an overview of the terms *Dignity of Risk* and *Duty to Care*

Registration links available on the "2025 Provider Training Calendar" located on the OHR Webpage.



OHR Regional Manager Contacts and Map



Key State Facilities: Brandon Charles | 804.486.0085 1 Alexandria 21 Lynchburg brandon.charles@dbhds.virginia.gov 2 Bristol 22 Manassass Central State Hospital/Western State Hospital/Eastern State Hospital/Catawba Hospital/Piedmont Geriatric Hospital 3 Buena Vista 23 Manassass Park Southern VA Mental Health Institute/Northern VA Mental Health Institute/Southwest VA Mental Health Institute 4 Charles City County 24 Martinsville Hiram Davis Medical Center/Commonwealth Center for Children & Adolescents/VA Center for Behavioral Rehabilitation Southeastern Virginia Training Center 5 Charlottesville 25 Newport News 6 Chesapeake 26 Norfolk Diana Atcha | 804.426.3279 7 Colonial Heights 27 Norton diana.atcha@dbhds.virginia.gov Cassie Purtlebaugh | 804.382.3889 8 Covington 28 Petersburg 9 Danville 29 Poquoson cassie.purtlebaugh@dbhds.virginia.gov Loudoun Shenandoa Warren 30 Portsmouth 10 Emporia Arlington 11 Fairfax City 31 Radford 12 Falls Church 32 Richmond Rappahannock Rockingham Page Prince William 13 Franklin 33 Roanoke Culpeper 14 Fredericksburg 34 Salem 35 Staunton 15 Galax Greene, Augusta **Orange** 16 Hampton 36 Suffolk Spotsylvania Westmoreland 17 Harrisonburg 37 Virginia Beach Bath Caroline Louisa 18 Hopewell 38 Waynesboro Essex Richmond Albemarle Rockbridge Alleghany Northumberland 19 James City County 39 Williamsburg Fluvanna Nelson King and Queen 20 3 Goochland Accomack 40 Winchester Lancaster 20 Lexinaton King William Buckingham Amherst. Botetourt Cumberland ownstan 32 Henrico ew Kent 21 Appointment **Amelia**Chesterfield Bedford Northampton Buchana Prince Edward Campbell) 28 Prince G 31Montgomery Nottoway Dinwiddle Tazewell Sland Dickenson Charlotte Pulaski Franklin Lunenburg Wythe Floyd Russell Sussex Isle of Wigh Smyth Southampton 36 Pittsylvania Brunswick10 Halifax Mecklenburg Greensville Carroll Washington Scott 24 Patrick Grayson Henry

DBHDS>>>



To receive important emails/memos from the Office of Human Rights, click on the following link and select the Licensing check box to sign up https://bit.ly/2ZpumCx

OHR Web Page

- Resources for
 - Individuals
 - Licensed Providers
 - State-Operated Facilities
- Memos, Correspondence, Guidance & Training
- Data & Statistics
- OHR Contact information

Human Rights Regulations

Taneika Goldman, State Human Rights Director taneika.goldman@dbhds.virginia.gov





Customized Rate



A Quick Rundown

Gina Koke, Customized Rate Technical Consultant





Eligible Waivers/Services



Family & Individual Supports Waiver	Community Living Waiver
Community Coaching	Community Coaching
Group Day	Group Day
In-Home Supports	In-Home Supports
Supported Living	Supported Living
	Sponsored Residential
	Group Home



Who Qualifies?



Exceptional medical and/or behavioral needs

Supports
outweigh resources
in the current Waiver
structure

Documented need

for 1:1

or

2:1 staffing





Customized Rate Approvals



Service Authorization Issues

- Service Authorizations must be submitted within 30 calendar days of the date listed at the top of the NOA
- Service Authorizations submitted after 30 days will be approved based on the date the Service Authorization is received by DBHDS
- Service Authorizations cannot be submitted after the effective end date listed in the NOA. In this case the provider will need to reapply



Informational Resources



<u>Customized Rate Provider Guide</u>

https://dbhds.virginia.gov/developmental-services/waiver-services/

The WaMS User Guide

Home page of WaMS under "Training Manuals, Webinars, and FAQs"

<u>WaMS issues</u>

- Email: helpdesk@wamsvirginia.org [7:00 AM 7:00 PM]
 - Phone: 844-4-VA-WaMS (844-482-9267)







Customized Rate Training



Training is available to anyone

Primary Contact: Gina Koke, Customized Rate Technical Consultant



- ✓ New providers
- ✓ New applicants
- ✓ Current applicants
- ✓ Support Coordinators
- ✓ Therapeutic Consultants
- ✓ Literally anyone interested!









Support Staff



) GENERAL QUESTIONS:

• Email: <u>DBHDScustomizedrate@dbhds.virginia.gov</u>

Customized Rate Technical Consultants

- Email: <u>Gina.Koke@dbhds.virginia.gov</u>
- Phone: (804)-944-7156
- Email: <u>Javier.Ramos@dbhds.virginia.gov</u>
- Phone: (804)-787-3505

Customized Rate Processor

- Email: <u>Angela.Clarke@dbhds.virginia.gov</u>
- Phone: (804)-615-9867

Customized Rate & Community Programs Manager

- Email: <u>Carrie.Ottoson@dbhds.virginia.gov</u>
- Phone: (804)731-4111

