



Individual and Family Support Heather Hines, DBHDS



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



Individual and Family Support Program

(IFSP)



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



IFSP Updates

Center For Family Involvement







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 perceived

sameness:

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

Family 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.







Children's 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



VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES

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





Partnering with the Virginia Department of Health

What are the next steps?

HELPLINE: (877) 567-1122 EMAIL: CFIHELPLINE@VCU.EDU



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.







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



REGIONAL NETWORK COORDINATORS



COMMUNITY SPECIALIST TEAM



CULTURAL BROKER TEAM



COMMUNICATIONS TEAM



JILL ROSE

Social Media Specialist/Videographer



ERIN CROYLE

Communications Specialist

Find us on the Web

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





cfi.partnership.vcu.edu



Find us on Social Media



Center For Family Involvement







Office of Community Housing Marie Fraticelli, DBHDS





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





- 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</u> <u>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



DBHDS

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!!







- 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: <u>Nathan.habel@dbhds.virginia.gov</u>







QUALITY SERVICE REVIEW Round 7

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





Round 7 PCR Service Types

e	ypes	3	
		PCR Count	

Service Type	PCR Cou
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
ndependent Living Supports	23
n-Home Supports	93
ponsored 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



VA Department of Behavioral Health and Developmental Services




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



April 2025: OL Updates & Reminders

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 Report

DBHDS | Virginia Department of Behavioral Health and Developmental Services

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.

Selected Period			Diagnosis	Service ID		Program ID
	1/1/2024	12/31/2024	 Developmental Disability Mental Health 	02	- L.	004
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Domain	Number of Compliance	Total Reviewed	Provider Percentage Compliance 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%
Safetv & Freedom From Harm Total	11778 29894	13630 34316	86.41% 87.11%

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%

April 2025: OL Updates & Reminders



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Access to Services	5868	6701	87.57%
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April 2025: OL Updates & Reminders

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%









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







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.







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 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)	<i># of people discharged from their residence</i>	% 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 <u>not</u> 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 <u>not</u> 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 <u>not</u> 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 <u>not</u> discharged from their residential provider

DSI Late Reporting Compliance Report





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%
	April 2025: OL Upda	tes & Reminders	



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



Any emails sent to the <u>mrc_documents@dbhds.virginia.gov</u> 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 <u>mrc_documents@dbhds.virginia.gov</u> 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
0-0	Ensure documents are submitted within 10 business days following a death
A	No google doc links can be accepted, only PDF files
	April 2025: OL Updates & Reminders





Don't forget to submit your renewal and provide proof of SCC prior to the expiration of the icense. 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 90 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.

DBHDS

inia Department of Behavioral Health and Developmental Services

OL & CONNECT Spotlight

Office of Licensing

Issue IV: January 2025



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

DBHDS Mission Statement:

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.

April 2025: OL Updates & Reminders





The Office of Integrated Health Supports Network (OIHSN)

April 2025 UPDATE



The Office of Integrated Health Supports Network

4/23/2025



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.

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.

The Office of Integrated Health Supports Network

Condition	Diagnostic Test or CA	
Aspiration	Chest X-ray, Vital Signs	On the front of
Constipation	Abdominal X-ray, CA	conditions on t
Dehydration	CBC, CA, Vital Signs	of diagno
Falls	X-ray, CT, MRI, CA	abbreviations
Pressure Injury	CA	to rule-out the
Seizures	EEG	wit
Sepsis	CBC, CA, Vital Signs, Lactic Acid Levels	
Urinary Tract Infection (UTI)	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.

Eme	rgency Room Advocacy Ca	ard DRHDS	
Definitions		Normal Vital Signs	
CBC	Complete Blood Count - Lab work	Temp: 98.6°F	
СА	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 Patient Advocate The Hospital Social Worke		oital Social Worker	
The C	harge Nurse The Med	ical Director	





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: <u>https://dbhds.virginia.gov/wp-</u> <u>content/uploads/2025/02/ER-Advocacy-Card.pdf</u>

Questions or concerns regarding the ER Advocacy Card can be emailed to: <u>communitynursing@dbhds.virginia.gov</u>.

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 <u>the first of its kind</u> <u>in the Commonwealth.</u>

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.



Dignity of Risk



4/8/2025

Dignity of Risk

About: Dignity of Risk

DBHDS

January 2025



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: <u>https://dsporientation.partnership.vcu.edu/section-i/the</u> value-of-dignity-of-risk/.

The Human Rights Regulations Say...

•12VAC35-115-50: 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 or 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/



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. ople 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.

rce: Home and Community Based Services Toolkit. Link: https://www.dmas.virginia.gov/formbers/benefits-and-services/waivers-1/home-and-community-based-services-toolki

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 addresses:

....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



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.

Why does my organization need a Dignity of Risk policy?

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

into oractice.

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/balancingrisk-choice 0.pdf

 Supported Decision-Making, Link: https://dbhds.virginia.gov/supported-decision-making-supporteddecision-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? •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 <u>Amie brittain@dbhkw.virginia.gov</u> KCR Resource All Regions - Ronnitta Clements <u>Ronnitta clements@dbhds.virginia.gov</u> *Office of Human Rights, Regional Manager: <u>https://dbhds.virginia.gov/wpr.</u> <u>content/uploads/2023/11/0HR-Regional-</u> Map 11.132.8pdf
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-6

RQC 2 QII

4/8/2025



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



2. 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





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



Dignity of Risk





Thank you!



12/5/2024

Dignity of Risk

Provider Hub, Portal, and Badge Surveys

My Life My Community



www.mylifemycommunityvirginia.org



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

For Providers

- Provider Hub
- Provider Badge Designation
 Surveys

DBHDS Virginia Department of Behavioral Health and Developmental Services

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>.

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 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



Provider Designation Badges



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

Home . Service Provider Menu

Service Provider Menu

С G А в Ε Н L М W х Ν V 0 Ρ Q Y Ζ

Providers - A

A & N Electric Cooperative (ANEC)	A 1 Petacare
A and C Support Services Inc	A and T Health Care, Inc.
A Better Move	A Better Solution in Home Care
A Calming Home Health Care	A Caring Hart, LLC
A Family Chiropractic Center	A Family Tie, LLC

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Features



Provider Designation Badges



Create User Account
Professional Profile
Full Name*
Present Enter your full remain (ex. John Den n. Jame Doe)
Phone Number *
Please enter a phone number Agency Name*
Ernell address *
The entering address is not made public. It will only be used if you need to be contacted about your account or for optical-in notifications.
Userneme*
Several special characters are allowed, including space, period (), hyphen (-), spostrophe (), underscore (), and the Q elign.
This spatialize is for favoring whether or not you are a human visitor and to prevent automotive appen automosions.

Become a provider

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Features



Provider Designation Badges


DD Waiver Provider Application

In Partnership VirginiaNavigator 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	8	
Administrator Email *				
Physical Address				
Mailing address (if different fro	m physical address)			
City/Town	State		ZIP	
	- None -	~		





	Waiver Information	Resources for Families	Independent Housing	General Information	Find a Provider	
Home • For Pr	oviders • DD Waiver Provide	r Application • DD Waiver Provid	er Application			
DD W	aiver Prov	vider Applic	ation			

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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- Provider Badge Designation Surveys



Virginia Department of Behavioral Health and Developmental Services

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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>.

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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

Username *	
Enter your VirginiaNavigator username.	
Password *	
Log in	
Request new password	



← Back to site | MLMCProvider / Edit User

MLMCProvider



Site language

E		

This account's preferred language for emails. This is also assumed to be the primary language of this account's profile information.

∧ Locale settings

View Ed	it My Bookmarks	Professional Profile	Provider Portal	MEMBER PAGE SIDEBAR
Full Name *				_
Christa Dawn				
	full name. (ex. John Doe or .	Jane Doe)		
Phone Number*				
(804) 525-7741				
Please enter a ph	one number.			
Agency Name*				
Test				
12	Create r	ew revision		





DD Waiver Information Resources for Individuals and Families

Independent Housing

General Information Find a Provider

Home . MLMCProvider . MLMCProvider

Provider Portal



Edit Agency

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:

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 Link	Moderation State
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Autism:

Close

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

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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

VirginiaNavigator Last update: 03/28/2025 - 10:29 am



Virginia Navigator ID: 10153



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.

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Accessibility Survey Link

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Autism Survey Link

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Behavioral Supports Survey Link

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Complex Health Supports Survey Link



Sack to site Edit Agency			Published
VirginiaNavig	ator	Preview Save (3)	Last saved: 03/28/2025 - 10:29
	View Edit Revisions		Author: richmond
			 Revision log message
	 Status message 2 Site/s under this Agency. 	×	Current state: Published
			Change to: Needs Review 🗸 🗸
	VirginiaNavigator Provider Portal:	Review your Agency	
	Step 1. Review each category (for	example: Entity, Internet, Phone Numbers etc.) and edit information as needed.	
		our review, please select the appropriate status from the sidebar drop down: Ready for Review, No Longer Active, or Reviewed	
		button at the top to Save your updates. ail us at <u>data@virginianavigator.org</u>	
		or will review and update all changes submitted before the edits are published, usually within 72 hours.	
ſ			
	Entity*	Agency Name*	
	Address	VirginiaNavigator	
1	Phone Numbers	Name of Administrator	
	Internet	Adrienne M. Johnson	
L	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.	

Back to site	Edit Agency
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VirginiaNavigator

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.

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*	Agency Name *
Address	VirginiaNavigator
Phone Numbers	Name of Administrator
Internet	Adrienne M. Johnson
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.

Preview Save ()

Published Last saved: 03/28/2025 - 10:29 Author: richmond

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Current state: Published

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Sack to site Edit Agency

VirginiaNavigator

View Edit Revisions

2 Site/s under this Agency.

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

Author: richmond

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Current state: Published

Change to: No Longer Active 🗸 🗸

VirginiaNavigator Provider Portal: Review your Agency

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

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Sack to site | Edit Agency

VirginiaNavigator

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Description
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Preview Save 🛞

Published

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

Revision log message

Current state: Published

Change to: Reviewed No Changes V

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Autism Survey Link

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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	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	Edit	No Longer Active

Community Information Resource

View Edit Revisions



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
Internet	If you check yes and receive a referral, you agree to contact the individual regarding your service within 2 business days:
Phone Numbers	Program Name *
Address	Community Information Resource
General Eligibility	Description (Edit summary)
Hours of Operation	1
How to Access Services	An information resource for Virginia older adults, veterans, people with disabilities and those who
Cost and Payment	care for them.
DD Service Availability Survey	VirginiaNavigator is a 501c3 non-profit organization that provides free information about the com-
Accessibility	munity resources available to Virginians. The information focuses on older adult related issues such 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 contribu- tions made by individuals (people like you), corporations, and foundations. All contributions are tax-

Preview Save 🛞

Published

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 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 complete 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 ageny.

-> Complex Health Supports Survey Link

VirginiaNavigator Last update: 03/28/2025 - 10:29 am

Virginia Navigator ID: 10153

Edit Agency

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.

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Accessibility 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

Virginia Department of Behavioral Health

and Developmental Services

• 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**

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.

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-> Behavioral Supports Survey Link

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-> Complex Health Supports Survey Link



Autism Specialty Designation Survey

6 \$

2

Update

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

Qualtrics by the Virginia Department of Behavioral Health & Developmental Services

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



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

Provider Designation Badges



Your Local Health Dept.

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.



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.





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



Other Provider Citations

DBHDS

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
- <u>Regulations 12VAC30-122-180</u>

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/ctprequired-training/





Office of Human Rights

Provider Roundtable Updates April 2025







LHRC Review Forms Overview for Providers

- 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





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.
- IP at Norfolk CSB

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





In-person "Provider Roundtable" opportunity during the lunchhour 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



<u>Commonwealth Calendar – Home (virginia.gov)</u>

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



https://nci.partnership.vcu.edu/nci---idd-project/

Serious Injuries Where Abuse or Neglect is Suspected

Did this case involve? (Check all that apply)



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.

Seclusion	Involve Other(please specify)	
Restraint	^	
Abuse Allegation		
Neglect Allegation		
Assault-Peer to Peer aggression		
Self Injurious Behavior		
Other		
If this incident w	reported to Human Rights, please enter number here	
f abuse, enter CHRIS abuse #	If complaint, enter CHRIS complaint #	
Was an internal investigation initiated?	O No O Yee	
f yes,indicate date begun:		

DBHDS Community Look-Behind Data




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	Overview of the Human Rights Regulations
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.	This training is designed to provide the learner 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.	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	Feb. 6th @ 9a - 12p May 22nd @ 9a - 12p Aug. 7th @ 9a - 12p Nov. 13th @ 9a - 12p HRRs 2.6.25 HRRs 5.22.25 HRRs 8.7.25 HRRs 11.13.25
Investigating Abuse, Neglect, & Exploitation	
This transaction designed executive or the regulatory and investigative process, specific to the investigation of abuse and neglect.	Restrictions, Behavioral Treatment Plans, & 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.	This training is designed to educate providers on regulatory requirements related to the use of restrictions, behavioral treatment plans, and restraints.
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	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 29 th @ 9a – 11:30a Aug. 21 st @ 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 is **launching** a **New-Provider Orientation** designed for provider applicants and newly licensed or newly funded providers, as an introduction to OHR processes and expectations for compliance. **Virtual sessions occur every 4th Wednesday 10A**

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







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



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





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

DBHDS



Customized Rate Provider Guide

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: <u>helpdesk@wamsvirginia.org</u> {7:00 AM – 7:00 PM}

• Phone: 844-4-VA-WaMS (844-482-9267)









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

