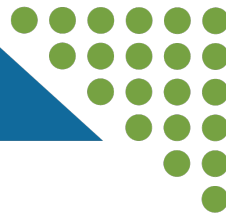


Provider Roundtable

October 22, 2025





Developmental Services Update

Eric Williams, DBHDS



Projects and Priorities

- **DSP Advanced Competencies Pilot** on 10/14
- **Virginia Informed Choice Form** closes on Town Hall today 10/22
- **Change request for Part V functionality** in WaMS – dates, checklists, and a clarified method for adding key steps and skill-building 11/15
- **Waiver service modules (23) target** date of 12/31
- PIRW, SIRW, and other focus groups to continue to **advance efforts to**
 - Reduce administrative burden
 - Streamline processes

Individual and Family Waiver Lead

Ronnitta.Clements@dbhds.virginia.gov

(804)832-2490

- ❖ System Issues Resolution Workgroup
- ❖ HCBS Requirements – new provider reviews and on-site reviews
- ❖ Navigating the Waivers/Charting the Life Course
- ❖ Regional Support Teams Referral Consultation

System Issues Resolution Workgroup

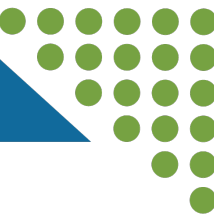
The Developmental Disability Systems Issues Resolution Workgroup (DDSIIRW) was developed to identify and address issues that impact the development, expansion and maintenance of developmental disability services for individuals. The workgroup is made up of members of the community, to include individuals who receive home and community-based services, individuals on the Developmental Disabilities Waiver (DD Waiver) waiting list, and family members of individuals with developmental disabilities.

Home and Community Based Settings Regulations (HCBS)

Previously known as the CMS Final Rule, this regulation establishes requirements for qualities of settings where individuals live and/or receive Medicaid-reimbursable HCBS services. The rule supports enhanced quality in HCBS programs, adds protections for individuals receiving services to ensure they have full access to the benefits of community living, and are able to receive services in the most integrated setting. The settings include: Group Home, Group Day, Sponsored Residential, Supported Living, and Group Supported Employment. Provider Self-Assessments, On-site reviews as well as desk audits continue to be conducted to ensure provider compliance.

Regional Support Team (RST)

For Individuals with developmental disabilities, who live in training centers, meet the DD Waiver waitlist criteria or live in a nursing home or in an intermediate care facility. It provides recommendations in resolving barriers to the most integrated community settings consistent with an individual's needs and to ensure that informed choice is provided.



Community Engagement & Community Coaching

Service Reminders



Community Engagement

Definition: 1. Community engagement service means a service that supports and fosters an individual's abilities to acquire, retain or improve skills necessary to build positive social behavior, interpersonal competence, greater independence, employability, and personal choices necessary to access typical activities and functions of community life such as those chosen by the general population. The community engagement service may include community education or training and volunteer activities.

Community Engagement is **NOT**:

- Just going out in the community,
- Only interacting with the paid staff who goes out with the individual,
- **Replacing or substituting what residential services are already doing with the person**

Community Coaching

Definition: A. Service description. Community coaching is a service designed for individuals who need one-to-one support in a variety of community settings in order to build a specific skill or set of skills to address particular barriers that prevent individuals from participating in activities of community engagement. In addition to skill building, this service includes routine and safety supports.

Community Coaching is **NOT**:

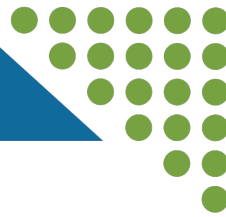
- Provided in a group setting,
- Provided for a person who wants 1:1, they must need 1:1 support to address documented barriers by building specific skills
- Just going out in the community,
- Only interacting with the paid staff who goes out with the individual,
- **Replacing or substituting what residential services are already doing with the person.**

Meaning of Duplication & Impact

- Duplication of services means that two providers or two services done by the same provider are overlapping in some way, so that the hours or services are the same for the same person.
- Duplication of services is not permitted under the DD Waiver.

Meaning of Duplication & Impact

- If you are a residential provider who also does CC/CE, you may not have the same staff providing services to the same person in both services.
 - Swapping staff in order to bill for both services for the same person is also not permitted. You may have to pay back money if you are caught duplicating services.
 - To ensure you are not duplicating services, check the allowable activities for each service to see what is expected/permitted, make sure you do not have the same staff providing multiple services to a person, and make sure that the person has choice provided by the SC and documented on the VIC.
- 



Office of Community Housing

Marie Fraticelli, DBHDS



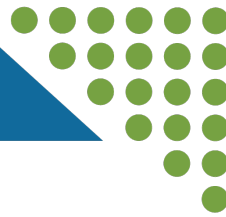
Did you Know there is a new way to send in SRAP referrals?

The office of Community Housing would like you to know that individuals that are interested in living independently

- over 18 years of age
- on the DD Waiver waitlist, or receiving DD Waiver
- ready to live separately from parents, guardians or grandparents
- And live in a rental unit with a lease in their name and supports that meet their needs

To learn more about how to assist someone with getting an SRAP certificate go to You Tube and watch the Waitlist training video.

<https://youtu.be/4OD0J81H4es?si=kMFC9ha Qs91tv2Ld>



Office of Human Rights

Provider Roundtable Updates
October 2025



- **Region 1** Northwestern Area LHRC
heather.hilleary@dbhds.virginia.gov
 - Meets 10A in Feb, May, Aug, Nov
 - Location: Northwestern CSB, Front Royal
- **Region 2:** Prince William County LHRC
diana.atcha@dbhds.virginia.gov
 - Meets 5:30P in Feb, April, July, Sept, Dec.
 - Location: Bull Run Library, Manassas
- **Region 3:** VA Highlands LHRC
heather.perry@dbhds.virginia.gov
 - Meets Quarterly Time TBD in Jan, April, Aug, Dec
 - Location TBD: Serving Abingdon, Marion, Wytheville, Bristol
- **Region 4** Central Region LHRC
bridgette.bland@dbhds.virginia.gov
 - Meets 9:30A in Jan, Feb, May, July, Aug, Nov
 - Location: Manchester Volunteer Resue Squad, Chesterfield
- **State Facilities:** Williamsburg Regional LHRC
lashanique.green@dbhds.virginia.gov
 - Meets 9 AM - Mar, May, June, Sept, Dec.
 - Location: Eastern State Hospital, Williamsburg

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



Proposed update to LHRC Review Form: *Review of Restrictions to Dignity and Freedoms of Everyday Life*

Section 4 – To be completed by the Office of Human Rights, if applicable

Based on the information provided and authority granted to the OHR by [12VAC35-115-260](#):

☐ The Restriction(s) being implemented do not require review by the LHRC and have been determined to be in accordance with the Human Rights Regulations.

OHR Advocate Signature

Date

Page 4 of 4

REV 9.24.2025

REMINDERS:

- Consider the need for an HCBS Modification
- LHRC approvals and recommendations do not transfer
- Overview video on YouTube, accessible by link on the OHR webpage:
[Resources for Licensed Providers - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

The CLB began in 2017 to ensure provider abuse/neglect investigations are conducted in compliance with the Human Rights Regulations. The CLB identifies areas where training or follow-up assistance is warranted to improve the overall investigative process and outcomes.

CLB Sampling Criteria:

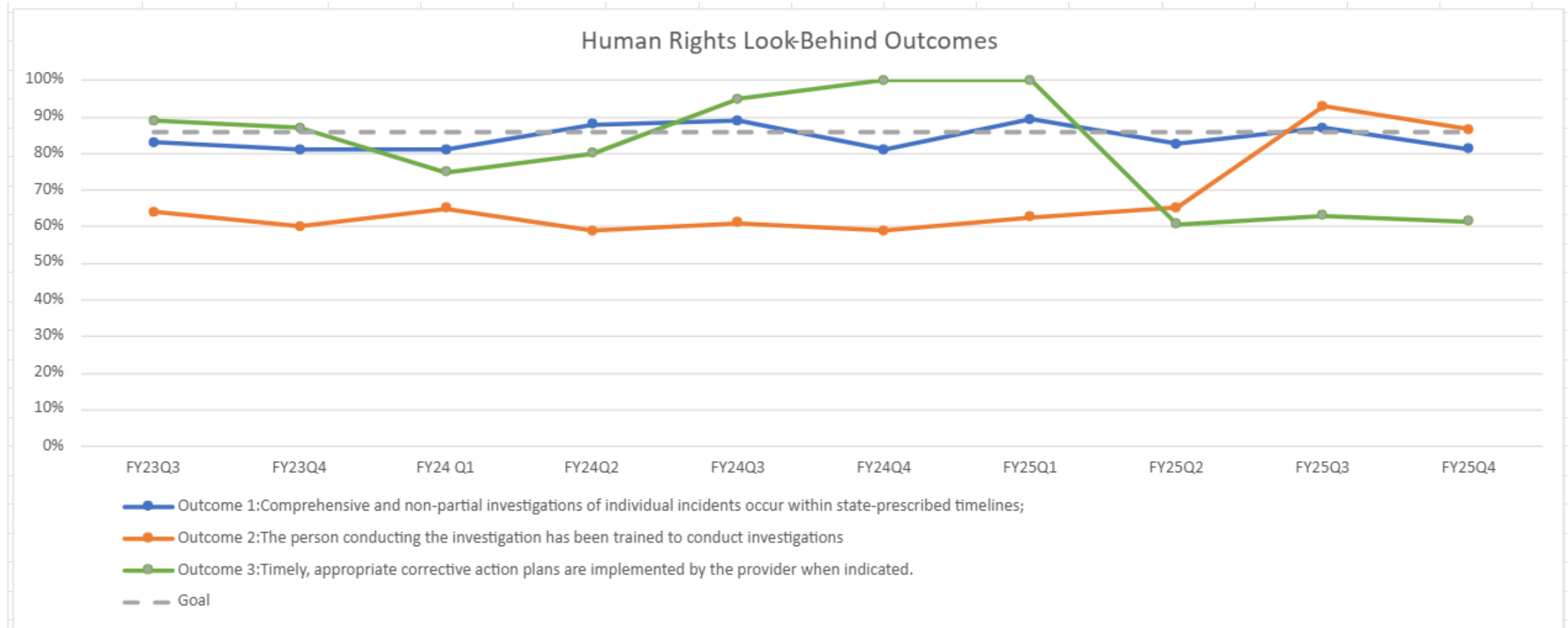
- ✓ Abuse Report submitted in CHRIS by a CSB or licensed private provider
- ✓ Incident Service Type of DD, as listed on the CHRIS report
- ✓ “Closed” date that falls within the month prior to the time-period for review

CLB Review Process:

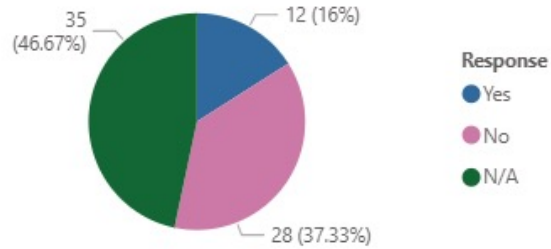
- Providers are contacted by the OHR Regional Manager when one of their cases is identified for review.
- Remote review including a desk audit of the CHRIS report and appraisal of information submitted by the provider
- Virtual follow-up session with the provider to debrief the outcome

Information Requested from Provider:

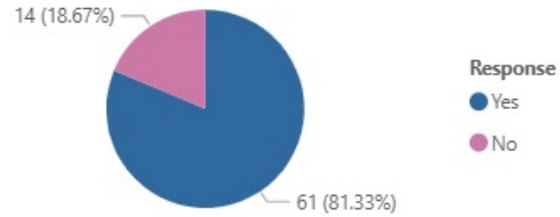
- Copy of investigation documents (report, witness statements, pictures etc.)
 - Notification letter(s) to individual/AR
 - Certificate of training for the person that conducted the investigation
 - Documentation to support any corrective action selected in CHRIS (revised policy, environmental mod., training etc.)
- 



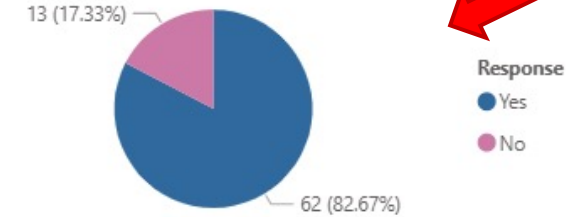
Was there a serious injury?



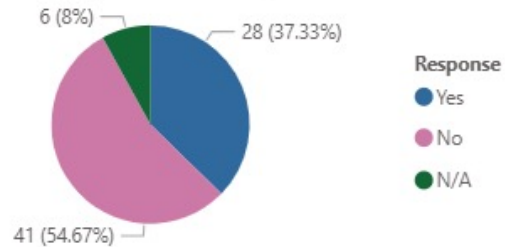
Was the provider investigation completed within the timeframe?



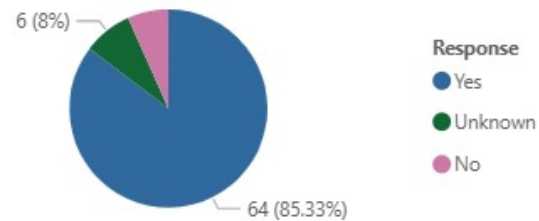
Involved staff were interviewed or submitted written statements for the provider investigation?



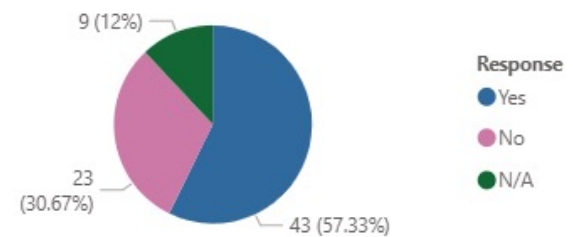
Involved individuals were interviewed or submitted written statements for the provider investigation?



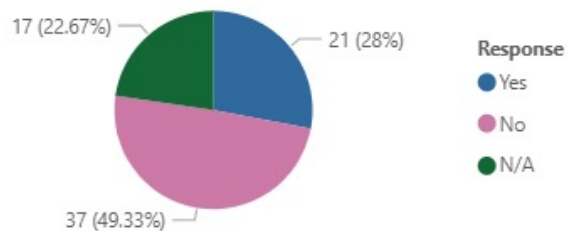
Did the facts of the provider investigation support the finding?



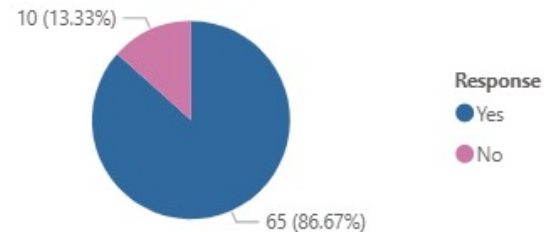
Was there evidence the provider notified the AR or Legal Guardian of the findings when applicable?



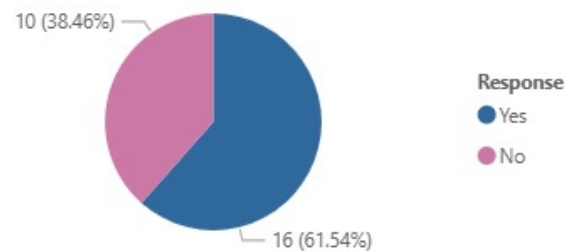
Was there evidence the provider notified the individual of the findings in writing?

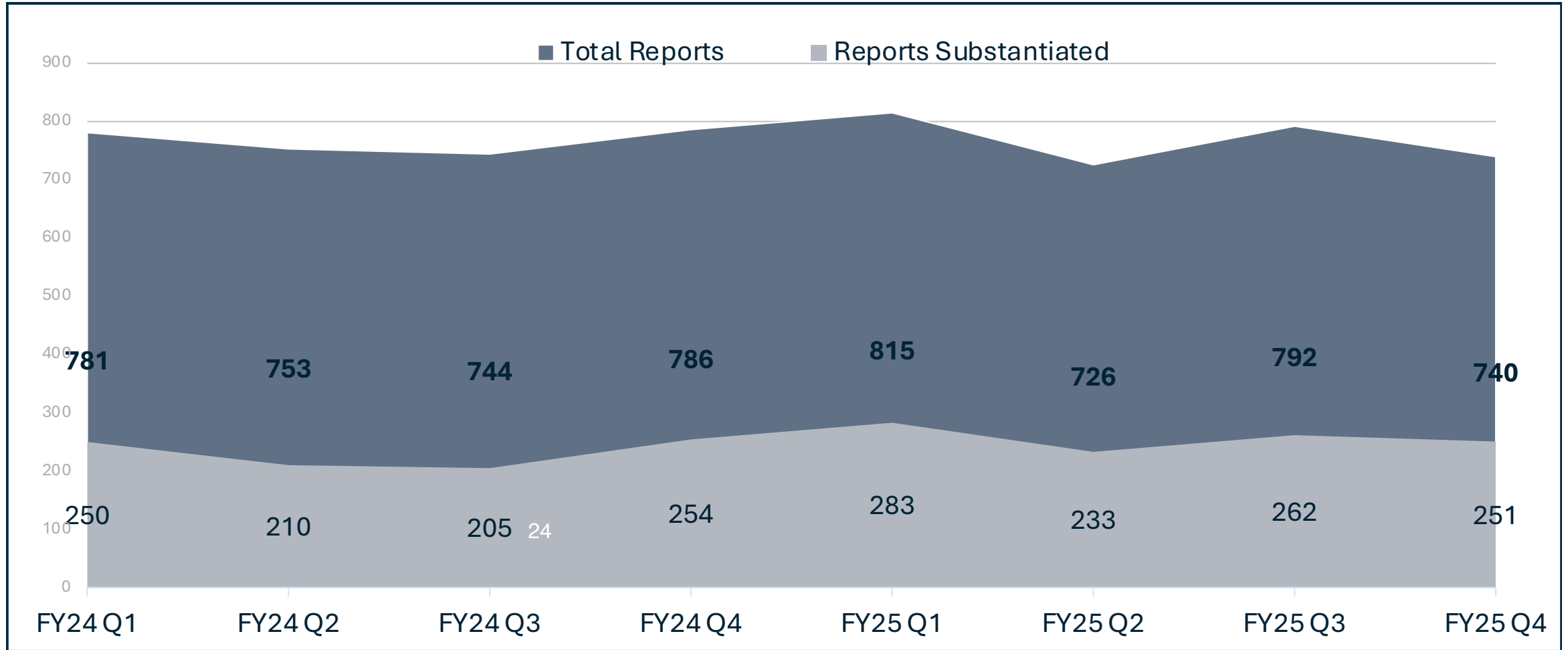


Was there evidence that the person conducting the investigation was trained?



Corrective actions verified for substantiated case?





DD-Service Type	Count of HRR Citations	Count of ANE Citations	Percentage
Case Management	13	6	5%
Children's Residential Services	40	35	88%
Day Support/Day Treatment	196	120	61%
Residential Services	827	484	59%
Sponsored Residential Services	112	59	53%
Supportive Services	44	20	45%
Grand Total	1232	724	59%

Data from CONNECT Key Licensing Regulatory Compliance Report



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 training is designed to provide an overview 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 – 12p	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 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.

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 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

New-Provider Orientation - introduction to OHR processes and expectations for compliance.
Virtual sessions every 4th Wednesday 10A

Key

- | | |
|-----------------------|-------------------|
| 1 Alexandria | 21 Lynchburg |
| 2 Bristol | 22 Manassass |
| 3 Buena Vista | 23 Manassass Park |
| 4 Charles City County | 24 Martinsville |
| 5 Charlottesville | 25 Newport News |
| 6 Chesapeake | 26 Norfolk |
| 7 Colonial Heights | 27 Norton |
| 8 Covington | 28 Petersburg |
| 9 Danville | 29 Poquoson |
| 10 Emporia | 30 Portsmouth |
| 11 Fairfax City | 31 Radford |
| 12 Falls Church | 32 Richmond |
| 13 Franklin | 33 Roanoke |
| 14 Fredericksburg | 34 Salem |
| 15 Galax | 35 Staunton |
| 16 Hampton | 36 Suffolk |
| 17 Harrisonburg | 37 Virginia Beach |
| 18 Hopewell | 38 Waynesboro |
| 19 James City County | 39 Williamsburg |
| 20 Lexington | 40 Winchester |

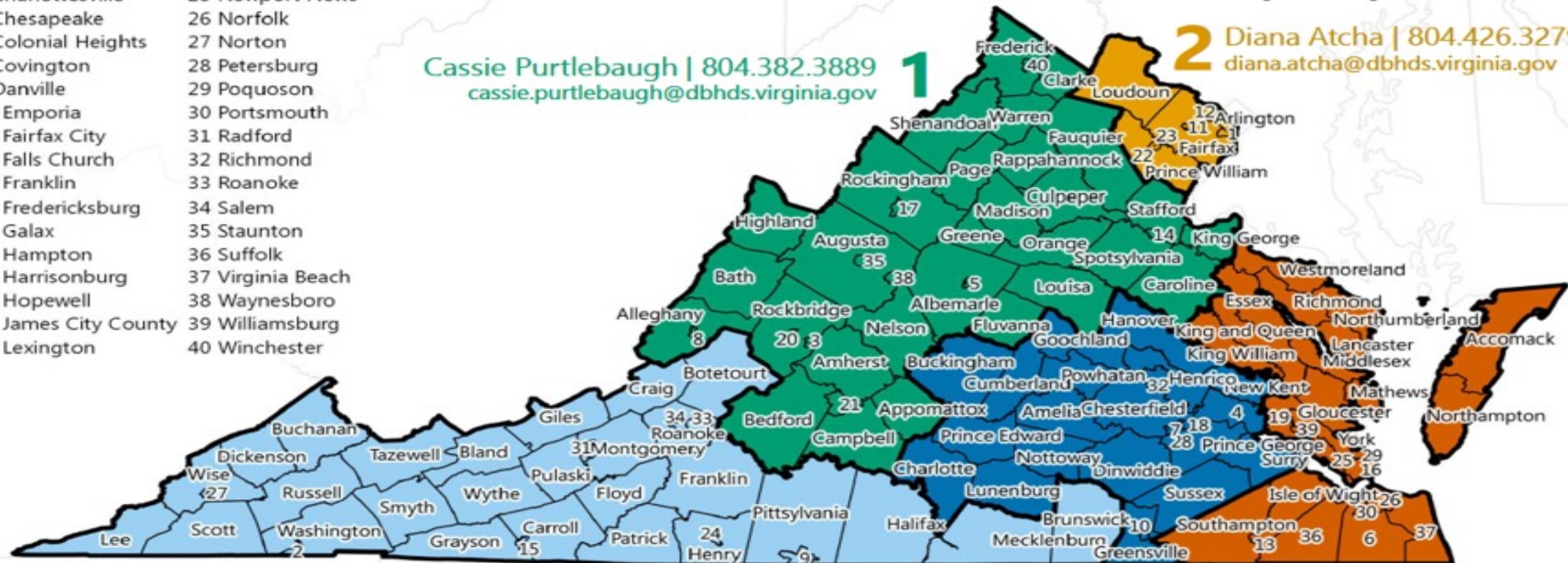
State Facilities:

Central State Hospital/Western State Hospital/Eastern State Hospital/Catawba Hospital/Piedmont Geriatric Hospital
Southern VA Mental Health Institute/Northern VA Mental Health Institute/Southwest VA Mental Health Institute
Hiram Davis Medical Center/Commonwealth Center for Children & Adolescents/VA Center for Behavioral Rehabilitation
Southeastern Virginia Training Center

Brandon Charles | 804.486.0085
brandon.charles@dbhds.virginia.gov

Cassie Purtlebaugh | 804.382.3889
cassie.purtlebaugh@dbhds.virginia.gov

Diana Atcha | 804.426.3279
diana.atcha@dbhds.virginia.gov



Mandy Crowder | 434.713.1621
mandy.crowder@dbhds.virginia.gov

Andrea Milhouse | 434.390.0116
andrea.milhouse@dbhds.virginia.gov

Latoya Wilborne | 757.508.2523
latoya.wilborne@dbhds.virginia.gov

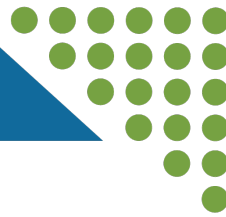
To receive important emails/memos from the Office of Human Rights, click on the following link and select the Licensing check box to sign up <https://bit.ly/2ZpumCx>

[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



Home and Community Based Settings

Provider Roundtable Updates
October 2025



- If your agency uses supplemental agreements (fee agreements, program handbooks, etc.) these documents can't have provisions that conflict with HCBS.
- For residential services (group home, sponsored residential or supported living) a lease or residency agreement is required. This must include protections from eviction that are outlined in the Virginia Landlord Tenant Act.
- Compliance is not a one-time achievement. Providers must maintain compliance. If a complaint related to HCBS is received to DMAS/DBHDS, another review will be conducted.
- For any new providers, please ensure you are contacting DMAS for your self-assessment. The self-assessment was revised in 2024 and now has 37 questions. The self-assessment with 31 questions is no longer accepted.
- Keep an eye out for the HCBS Newsletter! We discuss different elements of the settings rule in each edition. Previous editions are available here:
<https://dbhds.virginia.gov/developmental-services/>

- DMAS and DBHDS continue to see that modifications are not being implemented or documented using the Safety Restriction Section of the provider part 5.
- Modifications are only allowable when there is a direct health and safety concern. Modifications are not allowable due to the preference of a guardian/family/provider. They must be based in a health and safety concern.
- The slides from the HCBS Modification Training are available on the DBHDS Website. <https://dbhds.virginia.gov/wp-content/uploads/2025/05/HCBS-Modification-Training-2025-1-1.pdf>
- Example:

Susie's mom wants the group home staff to take her tablet away at 10pm because she thinks that Susie will stay up too late playing games. This is NOT an appropriate modification.

Reminder: an HCBS modification does not negate any required review from the DBHDS Office of Human Rights or the LHRC. If you have questions, please reach out to your local advocate.

- Virginia will begin the ongoing compliance program in January 2026.
- There will be changes to the process beginning in January. This will include a specific HCBS Portal that is currently in development. Providers will no longer be required to submit documentation in EDOC, the portal will be the platform used for document submission and communication.
- Desk audits will no longer be used. Onsite reviews (virtual or in person) will be used.
- There will be training and guidance documents available for providers prior to January 2026. Please ensure you are registered for the DBHDS Constant Contact blasts for more information on training dates.
- Ongoing monitoring will include in-home residential services, community engagement and community coaching. We will review policies and staff training.

- If you have any questions, please reach out to:

DBHDS:

Amie Brittain, Policy and Compliance Manager

Amie.Brittain@dbhds.virginia.gov

Ronnitta Clements, Community Resource Consultant

Ronnitta.Clements@dbhds.virginia.gov

DMAS:

Katie Morris, Quality and Service Integrity Manager

Katie.morris@dmass.virginia.gov

Expanded Consultation and Technical Assistance (ECTA)

Provider Roundtable 10/22/25

Office of Community Quality Improvement



- 637 ECTA-eligible providers (all received invitations for ECTA)
- 321 accepted invitations (50% of eligible providers)
- 205 providers completed ECTA (64% of acceptances)
- 116 providers did not complete ECTA (36% of acceptances)

716 Total ECTA sessions across the state

- 681 sessions with Providers who completed ECTA
- 1,026 hours of support provided
- Sessions ranged from 1 - 17

Providers completing ECTA

- Average 3.3 sessions per Provider
- Average 4.9 hours of support per Provider



New Types of ECTA in 2025

Mandatory ECTA

- Consent Agreement (CA) ECTA
Began April 2025
- Noncompliant Systemic (NS) ECTA
Began July 2025 – per July 10, 2025, memo

Non-Compliant Systemic (NS) ECTA Expectations

- Timely submission and completion of requested documents, including a readiness assessment and homework assignments by assigned due dates;
- Active participation in scheduled consultative sessions with audio and video access for virtual sessions; and
- Ongoing communication with the Quality Improvement Specialist (QIS) for recommended sessions based on QIS evaluation of support needs.
- To manage demand for our service, ECTA will be stopped in the following circumstances:
 - QIS requested documentation is not received by the due date;
 - Three unsuccessful attempts to engage with the provider after initiation; and/or
 - Three cancelled sessions and/or no-shows for sessions.

Note: The ECTA team does provide the Office of Licensing with monthly status reports of providers who have initiated and are participating in NS ECTA.

Focus Regulation Compliance at OL 2025 Review

(as of 8/29/25)

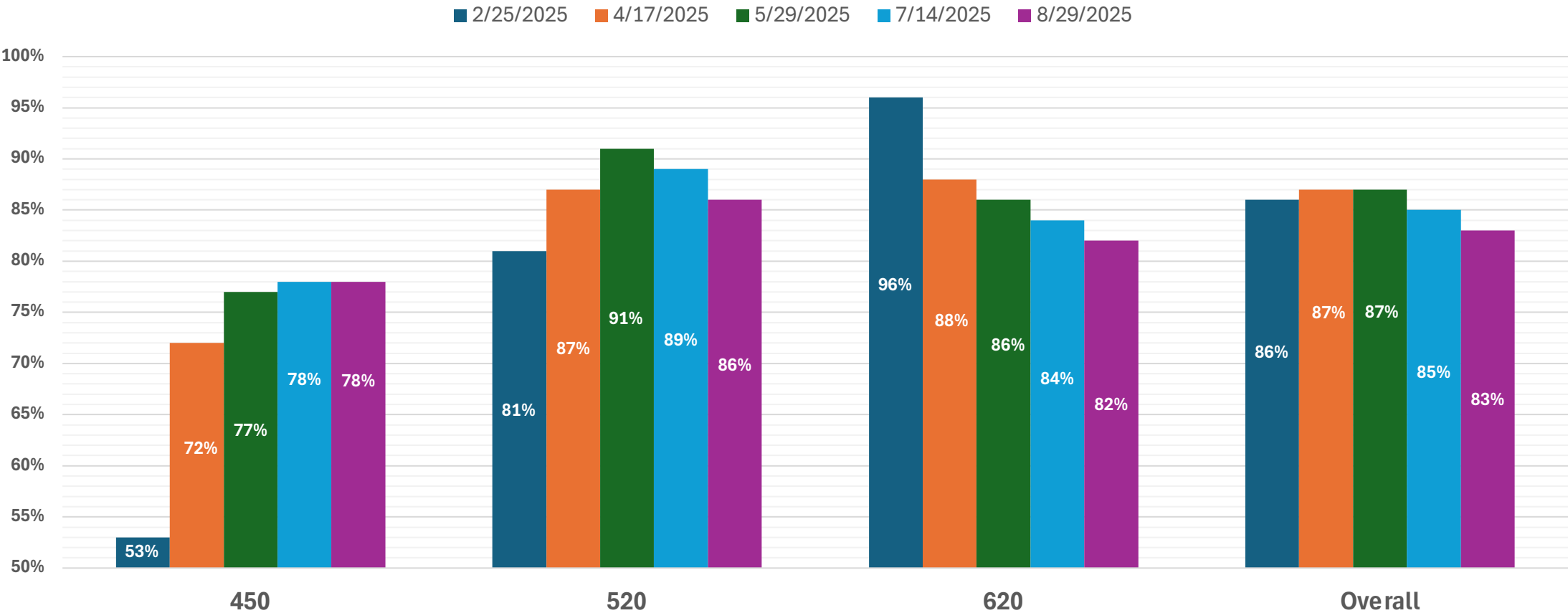
- **N = 103**

Providers who completed ECTA prior to their 2025 OL review, with a total of 1041 individual service level focus regulations amongst them

- **Overall**

At the provider, service, and regulation level, 83% of those in a non-compliance status to whom we provided ECTA were assessed to be “Compliant” in their 2025 review for those same services and regulations.

2025 Focus Regulation Compliance for Providers Who Completed ECTA



Coming Soon

- ❖ Fall 2025: Direct invitations to be sent to providers who meet QSR ECTA criteria and have a Health Services Advisory Group (HSAG) - approved Quality Enhancement Plan (QEP)
- ❖ Additional Invitation Rounds for 450, 520, and/or 620 regulations from 2025 Office of Licensing annual reviews



MinimizingRisk Day 1 <https://www.youtube.com/watch?v=KoYiYAkF808>

MinimizingRisk Day 2 <https://www.youtube.com/watch?v=Ru14NHoaiVE>

MinimizingRisk Day 3 <https://www.youtube.com/watch?v=zntmZXu1Zoo>

Instruction Video Risk Tracking Tool <https://www.youtube.com/watch?v=6u9ouDVulec>

Risk Management and Quality Improvement Strategies <https://www.youtube.com/watch?v=NiFyf0jXall>

RCA Part 1 Preparing for an RCA https://www.youtube.com/watch?v=_USrGaiyXro

RCA Part 2 Brainstorming Affinity Diagram and Fishbones <https://www.youtube.com/watch?v=yMEcuJSQj4A>

RCA Part 3 RCA Part 3 Five Whys and Why Tree <https://www.youtube.com/watch?v=2z-ThgrzgZQ>

RCA Part Check Sheet Histogram and Pareto <https://www.youtube.com/watch?v=NQB0LloEoUE>

RCA Part 5 Identifying Solutions <https://www.youtube.com/watch?v=ysYf1IEtvr4>

Quality Improvement/ Risk Management and Root Cause Analysis <https://www.youtube.com/watch?v=9YepYqRiLzg>

Intro to QI Part 1 What is QI video <https://www.youtube.com/watch?v=yturAVPkY-0&list=PLmFe443VQ9xUxxc85z--thJUFCijKrTfL&index=2>

Intro to QI Part 2 Model for Improvement video <https://www.youtube.com/watch?v=mrOsECmFJkc&list=PLmFe443VQ9xUxxc85z--thJUFCjjKrTfL&index=3>

Intro to QI Part 3 PDSA Cycles video <https://www.youtube.com/watch?v=w4-6NiSASck&list=PLmFe443VQ9xUxxc85z--thJUFcijKrTfL&index=4>

Intro to QI Part 4 PDSA/ FOCUS Examples video <https://www.youtube.com/watch?v=Xd6D4p0SyzU&list=PLmFe443VQ9xUxxc85z--thJUFCjjKrTfL&index=5>

Quick Overview of the Risk Awareness Tool for Support Coordinators

https://www.youtube.com/watch?v=i10janJtvTQ&list=PLmFe443VQ9xUFYE29Ym9_JPaw9l3i6dZ8&index=10

Individual and Systematic Risk - How to Report and Respond to Incidents <https://www.youtube.com/watch?v=CnMP03FNXWE&t=81s>

DSP Competency May 2024 <https://www.youtube.com/watch?v=E7n9b7CGWME>



Using Data to Drive Quality

Please watch the
video link above

Using Data to Drive Quality

*Designed for Licensed Providers of
Developmental Disability Waiver Services*

Mary Beth Cox, MSW, MPH
Quality Improvement Coordinator
DBHDS Office of Clinical Quality Management

Spring 2025

Mandatory Technical Assistance Following Systemic Non-Compliance for Providers of Developmental Services

Mackenzie Glassco
Associate Director of Quality and Compliance

- Joint memo from the Office of Licensing and Office of Community Quality Improvement
- Posted July 10, 2025
- Mandatory Technical Assistance for specific regulations marked Non-Compliance Systemic for Providers of Developmental Services
- Effective July 15, 2025



COMMONWEALTH of VIRGINIA
DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
Post Office Box 1797
Richmond, Virginia 23218-1797

NELSON SMITH
COMMISSIONER

Telephone (804) 786-3921
Fax (804) 371-6638
www.dbhds.virginia.gov

MEMORANDUM

To: DBHDS-Licensed Developmental Disability (DD) Service Providers
From: Jae Benz, Director, Office of Licensing
Britt Welch, Director, Office of Community Quality Improvement
Date: July 10, 2025
Subject: Mandatory Technical Assistance Following Systemic Noncompliance for Providers of Developmental Services

DBHDS is obligated to implement specific action plans to address systemic noncompliance with regulatory requirements and improve provider performance to ensure a quality system of care for individuals receiving licensed services. DBHDS has developed specific action steps that may assist providers with demonstrating compliance. This memo addresses areas related to systemic noncompliance with the following sections of the Regulations for Licensing Providers by the Department of Behavioral Health and Developmental Services (12VAC35-105):

Mandatory Technical Assistance Requirement

Effective July 15, 2025, if a service receives two consecutive citations for any of the following regulations, including sub-regulations: 12VAC35-105-450, 12VAC35-105-520 A-D, or 12VAC35-105-620 A-D, the provider is required to initiate mandatory assistance. The provider must contact the DBHDS Expanded Consultation and Technical Assistance (ECTA) Team within 45 calendar days of receiving their most recent approved Corrective Action Plan (CAP). If a provider does not initiate or complete mandatory ECTA, the provider may be subject to additional enforcement by the DBHDS Office of Licensing. If it is determined during an inspection that the provider has initiated or completed ECTA within six months of the inspection start date, the provider will not be required to initiate mandatory ECTA.

Recommendations to Maintain Compliance and Avoid Citations

1. Review your citation history to determine if you received any citations related to 450, 520 A-D, or 620 A-D, and ensure you are implementing approved CAPs to avoid repeat citations.
2. For any inspection that occurs on/after July 15, 2025, where your agency is cited for two consecutive citations for any of the regulations referenced in this memo, your agency is required to contact the ECTA team to initiate Mandatory Assistance within 45 calendar days of the CAP being approved by the Office of Licensing.
3. Direct all licensing questions to your assigned licensing specialist through the CONNECT Portal.
4. Direct questions about the ECTA support and process to: ECTA@dbhds.virginia.gov.

DBHDS is committed to working with providers to improve the quality, safety, and compliance of services delivered to individuals with developmental disabilities. We appreciate your full cooperation, and commitment to continuous quality improvement.

Regulation	Regulatory Topic
450	Employee Training and Development
520.A	Requirements for the Person Responsible for the Risk Management Function
520.B	Risk Management Plan
520.C.1	Systemic Risk Assessment
520.C.2	Systemic Risk Assessment
520.C.3	Systemic Risk Assessment
520.C.4	Systemic Risk Assessment
520.C.5	Systemic Risk Assessment
520.D	Systemic Risk Assessment

Regulation	Regulatory Topic
620.A	QI Program
620.B	QI Program includes a QI Plan and QI Tools
620.D.1	QI Program
620.D.2	QI Program
620.D.3	QI Program
620.C.1	QI Plan
620.C.2	QI Plan
620.C.3	QI Plan
620.C.4	QI Plan
620.C.5	QI Plan

Non-Compliance Systemic (NS):

A determination of systemic non-compliance may be made for a violation that has been identified multiple times. It may also be issued when a provider is found to have violated the same regulation multiple times. As defined in the regulations a systemic deficiency does not mean the cause is systemic.

- For any inspection that occurs on or after July 15, 2025
- If you receive two consecutive citations for the same regulation for a service, then the service is Non-Compliance Systemic
- It is the provider's responsibility to contact the DBHDS Expanded Consultation and Technical Assistance (ECTA) Team at ECTA@dbhds.virginia.gov within 45 calendar days of receiving their most recent approved Corrective Action Plan (CAP).

- In October 2024, your agency received an annual unannounced inspection and was cited for 520.B due to not having a risk management plan.
- In October 2025, during an annual unannounced inspection for the same service, your agency receives a citation for 520.B due to not having a plan.
- Your agency is Non-Compliance Systemic with 520.B

Provider Actions:

- If it's determined during the inspection that the provider has initiated or completed ECTA within six months of the inspection start date, the provider WILL NOT be required to initiate Mandatory ECTA. The Office of Licensing will verify the provider's current ECTA status.
- If your agency has initiated ECTA within 6 months of the start date of the inspection, completion of ECTA is required.
- If your agency completed the ECTA process within 6 months of the start date of the inspection, ensure that your agency makes the appropriate updates based on the technical assistance provided.

- In October 2024, during an unannounced inspection, your agency is cited for 620.A, 620.B and 620.D.1-3 due to not having a quality improvement program.
- In October 2025, during an unannounced inspection for the same service, your agency receives a citation for 620.B
- Your agency is Non-Compliance Systemic with 620.B

Provider Actions:

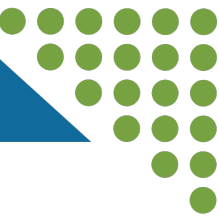
- If the provider has not initiated or completed ECTA within six months of the inspection, then the provider is required to initiate mandatory assistance.
- The provider must contact the DBHDS Expanded Consultation and Technical Assistance (ECTA) Team within 45 calendar days of receiving their most recent approved Corrective Action Plan (CAP).
- ECTA@dbhds.virginia.gov

- In March 2025, during an investigation, your agency is cited for 450 due to not identifying the frequency of retraining for serious incident reporting and medication administration within the training policy.
- In October 2025, during an annual unannounced inspection for the same service, your agency is cited for 450 due to not including the frequency of retraining as it relates to serious incident reporting within the training policy.
- Your agency is Non-Compliance Systemic with 450.

Provider Actions:

- If the provider has not initiated or completed ECTA within six months of the inspection, then the provider is required to initiate mandatory assistance.
- The provider must contact the DBHDS Expanded Consultation and Technical Assistance (ECTA) Team within 45 calendar days of receiving their most recent approved Corrective Action Plan (CAP).
- ECTA@dbhds.virginia.gov

- Review your citation history to determine if you received any citations related to 450, 520 A-D, or 620 A-D, and ensure you are implementing approved CAPs to avoid repeat citations.
- If your agency is cited for two consecutive citations, for the same service, related to 450, 520 A-D, or 620 A-D, your agency is required to contact the ECTA team to initiate Mandatory Assistance within 45 calendar days of the CAP being approved.
- Direct all licensing questions to your assigned licensing specialist through the CONNECT Portal.
- Direct questions about the ECTA process to:
ECTA@dbhds.virginia.gov



IFSP Updates

Provider Roundtable October 22, 2025



What is it?

- The IFSP-Funding Program helps individuals on the Virginia's DD Waivers Waiting List (the Waitlist) to pay for items and services that they need.

Who can apply?

- To be eligible, the applicant must:
 - Be on the Waitlist, and
 - Live in their own home or with their family

How much can people apply for?

- The amount depends on the priority status on the Waitlist.

Waitlist Priority Status	Maximum Funding
Priority 1	\$1,000
Priority 2	\$500
Priority 3	\$500

When can you apply?

- Annually in the fall
- This year: October 1 through October 30, 2025

How do you apply?

- Apply online at this link:
<https://dbhds.virginia.gov/IFSPOnline>

What can funds pay for?

- Funds support items and services in three categories:
 - Safe Living
 - Community Integration
 - Improved Health Outcomes
- 

- **The IFSP-Funding One-Pager**
 - Plain-language overview of IFSP-Funding
 - Easy to print, share or link in emails
 - Just the basic information, but includes links and QR code to connect people to the portal to apply and to the IFSP-Funding page on My Life, My Community website for more information and helpful tools

Link to this one-pager:

<https://dbhds.virginia.gov/assets/MyLifeMyCommunity/IFSP-Funding/IFSP-Funding-1pager.pdf>



DBHDS
Virginia Department of Behavioral Health
and Developmental Services

The IFSP-Funding Program

What You Need to Know



What is it?

The IFSP-Funding Program helps individuals on Virginia's DD Waivers Waiting List to pay for items and services they need.



When can you apply?

**October 1, 2025 at 9:00 a.m. through
October 30, 2025 at 11:59 p.m.**

You'll have **30 days** to apply and make edits any time before the deadline!



Who can apply?

To be eligible to apply, the applicant must:

- Be on the DD Waivers Waiting List, and
- Live in their own home or with their family.

If the person is **under 18**, a family member must submit the application.

If the person is **over 18 and needs help**, a family member who lives with them may submit the application.



How do you apply?

Apply online at this link:
<https://dbhds.virginia.gov/IFSPOnline>



How much can you apply for?

The amount depends on your priority status on the DD Waivers Waiting List.

Waitlist Priority Status	Maximum Funding
Priority 1	\$1,000
Priority 2	\$500
Priority 3	\$500



What can funds pay for?

Funds support items and services that help you:

- Stay safe at home
- Stay connected in your community
- Stay healthy

For the full list, please review Section IV of the *IFSP-Funding Program Guidelines* on the IFSP-Funding webpage!

844-603-9248
IFSPSupport@dbhds.virginia.gov



Visit the **My Life, My Community IFSP-Funding webpage** for step-by-step guides, frequently asked questions, and helpful resources:
<https://mylifemycommunityvirginia.org/ifsp-funding>



Understanding IFSP-Funding: Frequently Asked Questions:

<https://dbhds.virginia.gov/assets/MyLifeMyCommunity/IFSP-Funding/Understanding-IFSP-Funding-FAQs.pdf>

Important Links

We reference these links several times throughout this guide! Learn more about them here.

- Looking for the official **IFSP-Funding Program Guidelines**? They are posted on the [Virginia TownHall Guidance Document Forum](#).
- The **IFSP-Funding resource page on My Life, My Community**: <https://mylifemycommunityvirginia.org/ifsp-funding>

Here you will find:

- The link to apply for funding,
- User guides and guidelines,
- Training videos,
- Quick tips, and
- Information about the funding program in past years!

- **Virginia CSB/BHA Directory**: <https://vacsb.org/csb-bha-directory/>

Use this link to get connected with your local CSB/BHA! This is your first step to getting connected with services. Read more in our [glossary](#).



Understanding IFSP-Funding: Frequently Asked Questions

A clear guide to help you apply for funding, understand the rules, and what to expect.

September 2025

Whether you're applying for IFSP-Funding for the first time or a returning applicant, this guide is here to help. We've organized answers to the most common questions and included step-by-step tips to walk you through the process. Our goal is to make the program easier to understand and easier to use, so you can focus on what matters most: supporting yourself or your family member in living safely and meaningfully at home.

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Waitlist and Eligibility	5
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Spending and Card Use	9
Decisions and Reconsideration	11
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IFSP-Funding Resources

Check your application status or details!

[Apply for IFSP-Funding \(open October 1 through October 30, 2025\)](#)

Guidelines and Frequently Asked Questions

[Program Guidelines](#)

Find answers about allowable expenses and more in our Program Guidelines. | [\(Español\)](#)

[Understanding IFSP-Funding: Frequently Asked Questions](#)

Find answers to the most common questions and guidance as you apply for IFSP-Funding. | [\(Español\)](#)

Videos

[Training Video](#)

Watch this video to learn how to create and submit your application in the IFSP-Funding Portal.

User Guides

[IFSP-Funding Portal User Guide](#)

Review step-by-step pictures in our Portal User Guide to help you fill out your application.

[IFSP-Funding Portal Quick Reference Guide](#)

This 2-page document outlines the 7 steps to submitting your application. | [\(Español\)](#)

For a detailed explanation, please review the Portal User Guide above.

[IFSP-Funding Portal: What's New](#)

Find out what's new in the WaMS Waitlist and IFSP Portal.

Other Helpful Resources

[Quick Tips](#)

Keep the resources listed in this document nearby when you are ready to draft your application.

[Beyond IFSP-Funding: Options for Families - Fall 2025 \(FY 2026\) update coming soon!](#)

Maximize your IFSP funds! Learn about free or reduced-cost resources, services, and supports that can help pay for commonly-requested items.

[My Life, My Community](#)

Search this website to read about resources, find peer support or connect with others who can help.

[IFSP Email List](#)

Sign up for IFSP's email list to receive Funding Program updates and more from IFSP.

[Funding Announcement Archives](#)

Find or keep track of past IFSP-Funding announcements in these Archives.

[Fall 2024 \(FY 2025\) Resources](#)

DBHDS is hard at work updating resources for this year's IFSP-Funding cycle! Explore last year's materials while you wait.

Visit the **My Life, My Community IFSP-Funding webpage** for step-by-step guides, frequently asked questions, and helpful resources:

<https://mylifemycommunityvirginia.org/ifsp-funding>



- **Where can we find updates and more information?**

- Any updates about IFSP-Funding will be included in our monthly digest and shared via our email list.
- IFSP holds online trainings and post materials on My Life, My Community prior to the funding cycle launch each year.
- We also hold trainings for SCs/CMs, and we share those dates on the provider listserv!
- All IFSP-Funding information is also on the IFSP-Funding page on the MLMC website.
 - Previous announcements can be found in the IFSP-Funding Archives:
<https://mylifemycommunityvirginia.org/funding-announcement-archives>

- **How do people on the Waitlist find out about this opportunity?**

- The IFSP team sends out an annual notification packet to everyone on the Waitlist each summer.
- That packet includes information about IFSP Funding and the projected dates for the open application period.

- **Encourage individuals on the Waitlist to apply for funds.**
 - Some may miss emails or mail – your reminder can make all the difference.
 - Share the IFSP Funding Page when families reach out.
- **Support with Applications**
 - SCs *can* help someone understand and complete their application
 - But: **SCs should not submit the application on someone's behalf**
 - The person on the Waitlist (or family member) must sign and submit their own application
 - **Let families know: The application is available in Spanish, along with several funding resources and tools.**
- **Check WaMS for Accuracy**
 - Confirm each person on the Waitlist's:
 - Waitlist Status
 - Priority Status
 - Last name, DOB, social security number
- **Common Question: “Can someone help me fill out the application?”**

Yes, you can ask someone to help you understand the questions and submit your application. But the information entered into the application needs to be your information, not the helper's.

 - You may ask a trusted friend, family member, or your CSB/BHA/support coordinator/case manager for help.
 - You may call the toll-free My Life, My Community helpline at 844-603-9248. The helpline is there to support you. They can answer questions and help troubleshoot any issues. While they can't complete the application for you, they'll do their best to make the process easier.

Resources that support families, providers, and people with DD regardless of Waiver/Waitlist status

- **Peer and Family Mentoring**

- Peer mentoring is a waiver service, but also available to people on the Waitlist
 - <https://www.hearcofva.org/peer-mentoring>
- Family Mentoring supports anyone regardless of their loved one's waiver status who would like to talk to another family member who's been there
 - <https://cfi.partnership.vcu.edu/>

- **LEAP: Leadership for Empowerment and Abuse Prevention**

- Delivered through a contract with VCU Partnership for People with Disabilities
- Provides training on healthy relationships and information about preventing abuse for adults with intellectual disabilities
 - <https://leap.partnership.vcu.edu/>

Opportunities to learn, lead, and shape the system

- **IFSP State and Regional Councils**
 - Families and individuals with DD help shape priorities and share information and resources
 - Focus on those on the Waitlist, but also open to people with waiver services and families
- **Quarterly Education Sessions AKA Coordinated Regional Council Meetings**
 - **Quarterly virtual sessions on topics that matter to people with DD and their families**
- **Hosted by Regional Councils**
 - **Each session features:**
 - Subject matter experts
 - Lived experience panelists
 - **Past topics include:**
 - Transportation Options and Alternatives
 - Transition Planning Resources
 - Navigating Foster, Adoptive and Kinship Care
 - Next Steps After a DD Diagnosis
 - Access materials in the IFSP Archives: <https://mylifemycommunityvirginia.org/ifsp-archives>

Tools to help everyone stay informed and connected

- **Monthly IFSP Digest**
 - Updates, opportunities, and resources
 - September 2025 Digest:
<https://conta.cc/434IzVf>
 - Great for sharing with people you support (Waitlist or Waiver)
- **My Life, My Community Website**
 - One-stop resources for services, supports and provider listings
 - Providers: check your listing – update or add via the Provider Hub
 - <https://mylifemycommunityvirginia.org/>
- **IFSP Community and Regional Facebook Pages**
 - Share events, announcements, opportunities, information that matters to people with DD
 - Help people you support to follow us and stay connected

If you would like to connect with your local IFSP Regional Council, please “like” your local Regional Council’s Facebook Page.

Western (Region 1):

- www.facebook.com/IFSPWesternRegion/

Northern (Region 2):

- www.facebook.com/IFSPNorthernRegion/

Southwestern (Region 3):

- www.facebook.com/IFSPSouthwesternRegion/

Central (Region 4):

- www.facebook.com/IFSPCentralRegion/

Eastern (Region 5):

- www.facebook.com/IFSPEasternRegion/

IFSP Community Page:

<https://www.facebook.com/IFSPCommunity>



Stay Connected!

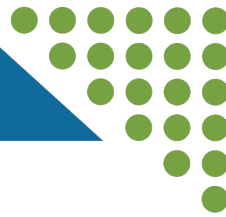
Visit our website: <https://mylifemycommunityvirginia.org>

My Life, My Community call center: 844-603-9248 (M-F, 8a to 4p)

Connect on Facebook: <https://facebook.com/IFSPCommunity>

Email us (Council and outreach questions): IFSPCommunity@dbhds.virginia.gov

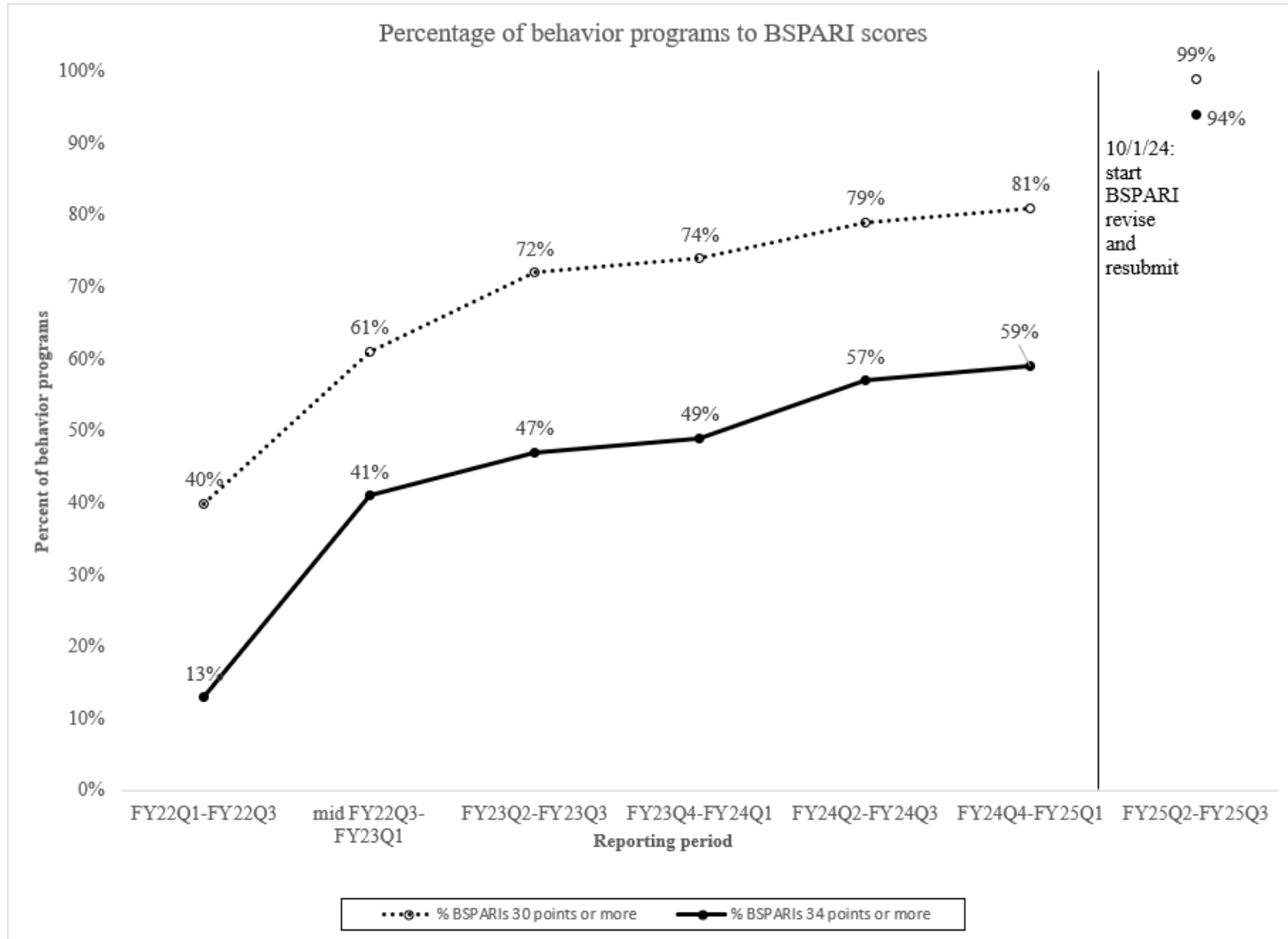
Email us (Funding and general questions): IFSPSupport@dbhds.virginia.gov



Therapeutic Behavioral Consultation October 2025 Updates



- DBHDS continues to use the BSPARI for quality assurance reviews of behavioral programs.
- 27th study period is concluding, and report will be available on Library soon
- 26th study results are posted here
 - [DOJ-Commonwealth Settlement Agreement Library Record Index Reporting Page](#)
 - Two overarching Terms: Term 33 (timely connection to services) and 34 (quality assurance of behavior programs)
 - Neither Term is met, but several actions are noted as “in progress” or “completed”
- BSPARI uses weighted scoring system, 0-40 possible points
 - 34 points or more = adherence to [DBHDS/DMAS Practice Guidelines for Behavior Support Plans](#), 30-33 points = adequate plan
 - Most recent data: significant increasing trend, resulting from providers revising and resubmitting behavioral programs



Term 34 compliance calculation is based on BSPARI scores and utilization data for people needing this service: [see pg. 194 of 26th study period report](#)

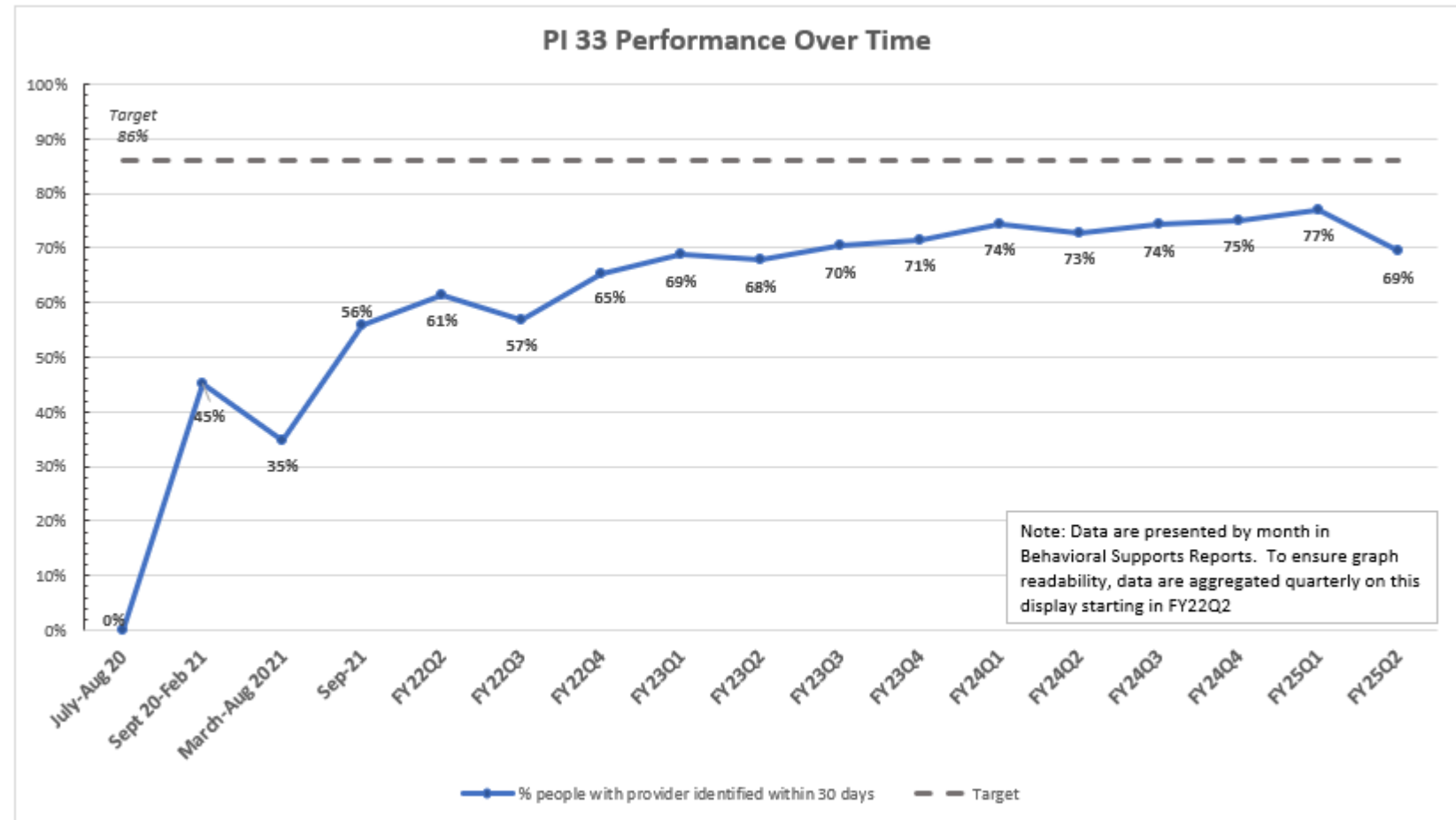
Upcoming: data are not available yet, but have shown similar improvement pattern

Target:

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

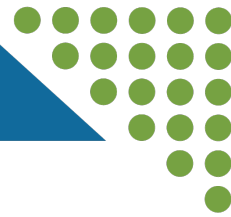
Continued improvement over time: January-June 2025 data not available yet but has improved!

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 this resource--we value your feedback to improve it
- Behavioral Services website
 - Contains the search engine, Form to be listed on the search engine, resources, training videos, information on quality assurance, etc.

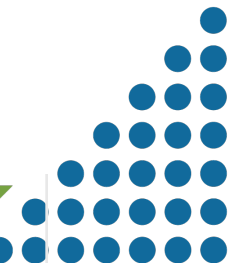
Questions or feedback: Nathan.habel@dbhds.virginia.gov



Common Quality Management Review (QMR) Citations for Providers

October 2025

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



Provider Requirement for these services:

Group Home, Sponsored Residential, Supported Living,
Group Day, Group Supported Employment

Chapter 2, DD Waivers Manual, Provider Documentation Requirements:

“Agency policy and appropriate documentation that new employees, contractors, students, and volunteers are trained in HCBS rights upon orientation to an agency and annually thereafter.”

What This Means:

Your agency must have an approved policy on training new staff about HCBS rights, and you must document that everyone received this training when they were hired, and every year after that.

Provider Requirement for these services:

Group Home, Sponsored Residential, Supported Living,
Group Day, Group Supported Employment

Chapter 2, DD Waivers Manual, Provider Documentation Requirements:

“Documentation ... that a provider has reviewed, in a significant and understandable manner, the HCBS afforded rights to each individual receiving services upon admission into a program and annually thereafter.”

What This Means:

Your agency must make sure that you thoroughly explain HCBS rights to every person that uses your services in a way that they can understand. This is required to happen when a person is admitted into your services, and every year after that.

Office of Integrated Health Support Network (OIHSN)

October 2025 UPDATE

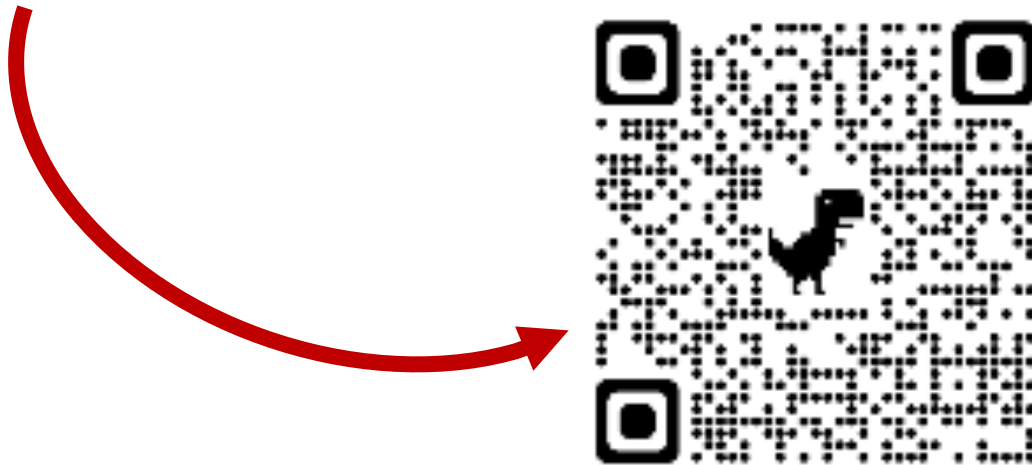
Region 1 Quality Council Collaborative

- The OIHSN collaborated with **DBHDS Regional Quality Improvement Specialists** and **the Region 1 Quality Council** to develop a “New Choking Training for Individuals with Intellectual and Developmental Disabilities” to help lower risk of fatal choking events.
- **Valley CSB** in Staunton, and **Wall Residences** in Waynesboro, hosted several of the “New Choking Training” events instructed by the OIHSN Registered Nurse Care Consultant Team.
- Based on provider feedback received after the training events some content was adjusted to improve outcomes.



Region 1 Quality Council Collaborative

- Providers can download and use the RQC1 documents and YouTube recording for in-house staff training across the Commonwealth.
- To access the “New Choking Training” scan the QR code and follow the link to the OIHSN webpage.
- The Choking Training documents can be found at the bottom of the page in Educational Resources/Choking.



Developmental Disabilities Waiver Nursing Survey

- Your thoughts and opinions make a difference when it comes to waiver nursing in the community.
- Your feedback will help improve nursing care, training, and resources for individuals with IDD.
- Please take a few minutes to scan the QR code and complete this short questionnaire!



<https://forms.office.com/g/9NMqAeE7Vu?origin=lprLink>

Substance Use Disorder (SUD) + Intellectual and Developmental Disabilities (IDD)

In collaboration with the DBHDS Office of Substance Use Services and the Behavior Network Supports Office, OIHSN is excited to share the “Working with Adults with Intellectual or Developmental Disabilities and Substance Use Disorders” module series.

Officially launched on September 30th, 2025!

The curriculum is a comprehensive learning experience which includes:

- 11 modules with over 100 minutes of engaging video.
- A PowerPoint slide presentation for in-person audiences.
- 55 interactive quiz questions and 11 certificates.
- 80+ custom images and graphics.
- And a dedicated landing page to host it all.

The SUD/IDD training curriculum is designed for caregivers, supporters, and professionals to learn how to better respond to the unique challenges at the intersection of SUD and IDD.



DBHDS

What are the SUD/IDD Modules?

A series of online learning modules designed to help supporters, caregivers, and professionals understand and respond to the unique challenges at the intersection of SUD and IDD.

[Start learning now.](#)



DBHDS

Meet Hugo

Hugo is 23, lives in a group home, and is a person with IDD who faces challenges with alcohol use. His story throughout the modules highlights how support, compassion, and the right resources can make recovery possible.

[Follow Hugo's journey in the modules.](#)

Myth vs Fact

Many people assume people with IDD don't face challenges with substance use—but that's not true. This misconception means their struggles often go unrecognized, leaving them without the support they need.

This SUD/IDD training curriculum breaks down the myths, highlight the facts, and share ways you can help ensure no one is overlooked.

✨ Explore the modules today and start making a difference.

**Myth vs. Fact:
Substance Use & IDD**

MYTH
People with Intellectual and Developmental Disabilities (IDD) don't develop substance use disorders.

FACT
People with IDD can develop SUD, but it often goes unrecognized due to diagnostic overshadowing and lack of research.

DBHDS

The infographic features a dark blue background with a light blue cloud-like shape at the bottom. Inside the cloud, a woman with brown hair and glasses sits on a blue couch, holding a notepad. A man with dark hair sits next to her, gesturing with his hand. The DBHDS logo is in the bottom left corner of the infographic.

📖 Build your skills, anytime, anywhere. It is a free, self-paced SUD/IDD modules which help supporters better understand and assist individuals. Plus, you'll earn a certificate of completion!

✅ Enroll for free today.

[Working with Adults with Intellectual or Developmental Disabilities and Substance Use Disorders module series](#) or

<https://cieesodu.org/sud-in-idd>

Questions or concerns regarding any information presented today can be emailed to:

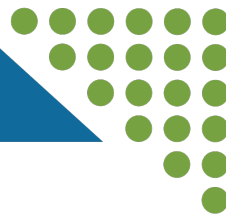
communitynursing@dbhds.virginia.gov



DBHDS

Build Your Skills Online, *Anytime*

Our free, self-paced modules help supporters better understand and assist individuals with SUD/IDD and earn a completion certificate. Start learning today! *Enroll for free and grow* your expertise at your own pace



The OIHSN Registered Nurse Care Consultant (RNCC) team is available to assist provider agencies with health & safety questions and concerns, DD waiver nursing, and general training on specific health topics.

If you have any questions or concerns regarding the information presented today send emails to:

communitynursing@dbhds.virginia.gov

Thank You!





National Core Indicators – DD

Presenter:

Kayla Diggs Brody



VCU

Partnership for People
with Disabilities

School of Education



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



diggskg@vcu.edu



• About NCI-IDD •

Collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS), the Human Services Research Institute (HSRI), and participating states, including Virginia.

NCI surveys are known nationally as a very important source of information about people with IDD.

The information is collected by surveying people with IDD about their satisfaction with the services they receive and their overall quality of life.

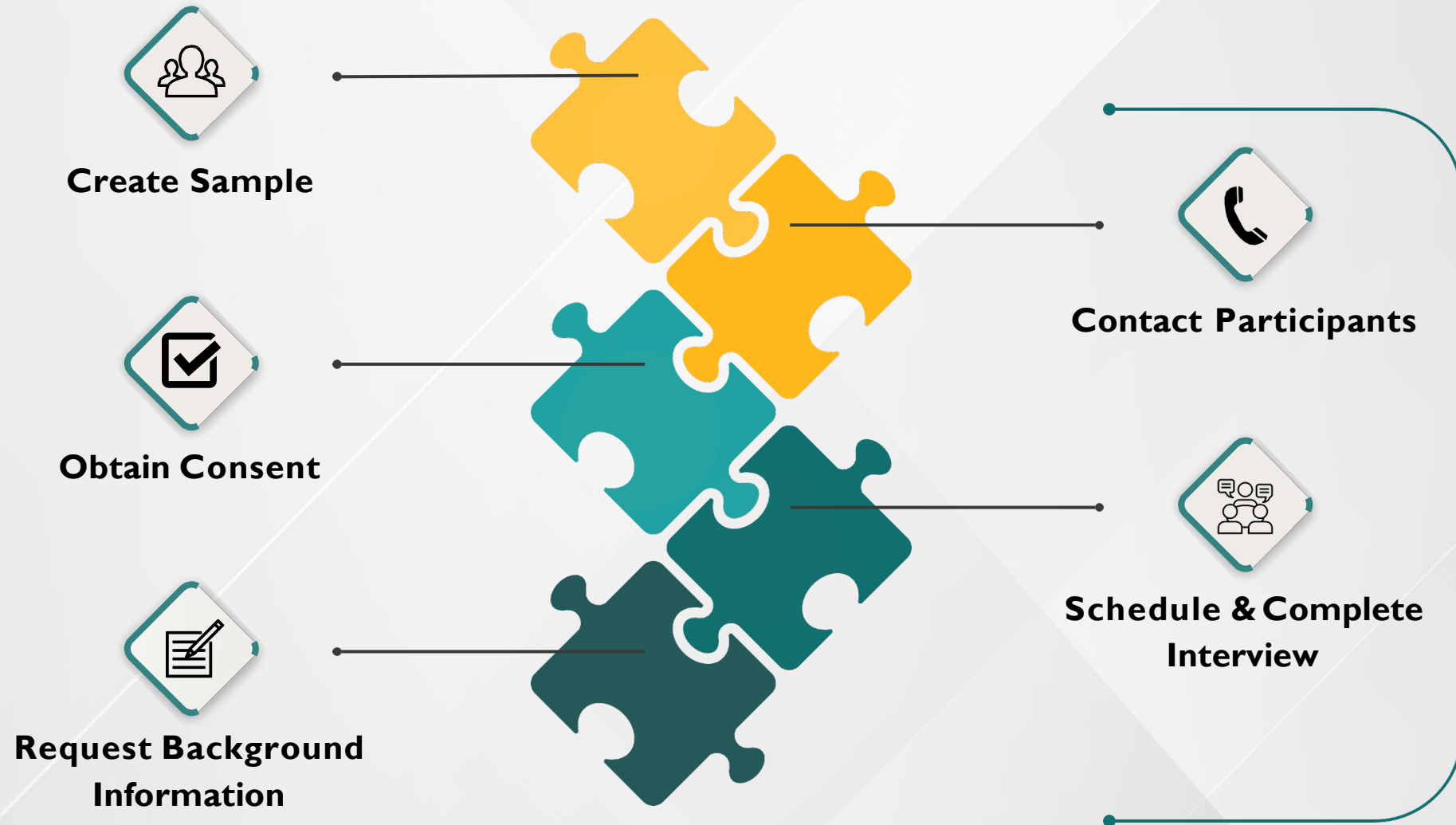
Opportunity for a person to talk with an interviewer about their experiences and what they think about their services

—

We want to ensure that everyone selected to participate is provided an equal opportunity to complete an interview



NCI-IDD Process



**Ongoing
Until June**



How You Can Help

NCI-IDD is a very involved process that requires a lot of support from CSBs and Providers



Explain NCI-IDD to participants

Return phone calls from interviewers

Help schedule an interview during a time that works best for the participant

Assist with technology set-up for the interview



Thank You!

*If you have any questions, please
contact: Kayla Diggs Brody
(diggskg@vcu.edu)*

Q&A on the Departmental Updates (see agenda)