



Virginia Department of
Behavioral Health &
Developmental Services

Provider Data Summary

State Fiscal Year 2023-24
November 2023



Provider Data Summary

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Introduction

This is the ninth Provider Data Summary Report that provides updates on the status of DD Waiver service availability and activities completed by the Office of Provider Network Supports (OPNS) in the Division of Developmental Services (DDS) at the Department of Behavioral Health and Developmental Services (DBHDS).

Executive Summary

As with previous reports, the focus is on identifying service development needs based on a review of developmental disability (DD) waiver population and authorization data in each locality in Virginia. The “Baseline Measurement Tool (BMT),” which is used by OPNS in conducting this review, has been updated to include changes in the data from 5/1/23 to 10/31/23. The BMT is designed to 1) include the core elements needed to assess service development, and 2) to calculate service provision based on where individuals reside. In reviewing the data in this manner, DBHDS is able to establish the number of unique providers offering a particular service to individuals who reside in each locality giving a more accurate reflection of service reach. The BMT is available online and can be accessed at any time by providers at the following link:

<https://app.powerbigov.us/view?r=eyJrIjoieMzU3ZjhhOWEtN2JmMi00Mzk0LTg4YTgtNTBkMTg3OGY4OWNkIiwidCI6IjYyMGFINWE5LTRIYzEtNGZhMC04NjQxLTVhOWYzODZjInzMwOSJ9>

Providers are encouraged to review the BMT in conducting market research and in strategic planning efforts. Provider Data Summary webinars continue on a semiannual basis to provide a forum for sharing the results of ongoing analysis of the opportunities for DD services development across all regions. Webinars include a basic overview of findings, provide support on using the data provided, and encourage the development of business acumen in the DD provider community (for more information see <http://www.advancingstates.org/initiatives/hcbs-business-acumen-center>.)

As with previous reports, there is consideration of a subset of DD Waiver services considered more integrated or critical, which include: Benefits Planning, Community Coaching, Community Engagement, Community Guide, Electronic Home-Based Services, Employment and Community Transportation, Independent Living Supports, In-home Supports, Peer Mentoring, Shared Living, Supported Living, Crisis Support Services, Private Duty Nursing, Skilled Nursing, and Sponsored Residential. The BMT also includes group home residential services identified as supporting fewer than four individuals with DD and those homes supporting five or more.

Following the Executive Summary, this report provides data visualizations in three sections: Key Performance Measures, Regional Data, and Identified Gaps. The Executive Summary provides updates on various efforts to support provider development, the Key Performance Measures section focuses on

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measures designed to track Virginia’s success in moving to more integrated options, the Regional Data section provides information specific to each region around availability, and the Identified Gaps section encourages the exploration of opportunities based on barriers identified through the Regional Support Team referral process.

The Provider Data Summary Report provides a means to track provider development efforts and communicate changes observed in the DD services system over time. During the past report period, Provider Development updated its name to the Office of Provider Network Supports to align with a Developmental Services reorganization and emphasize the supportive and collaborative nature of our work. In order to more effectively accomplish its mission, Provider Network Supports was reorganized into two distinct capacity-building teams at the following levels – Provider and System. Three statewide positions were defined focusing on Individual and Family Waiver Supports, Regional Support Teams, and Complex Supports to more effectively accomplish our mission.

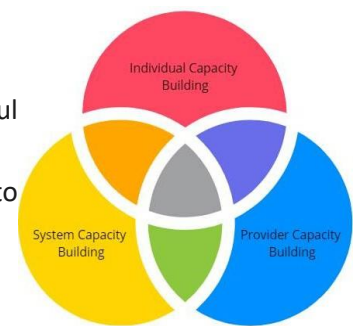
Despite our reorganization, we continue our commitment to the following outcomes:

Primary outcomes include:

Individual: People with developmental disabilities live personally meaningful lives in their community of choice.

Provider: Providers of developmental disability waiver services have access to information and technical assistance that supports best practices.

System: DBHDS provides resources for supports coordinators and providers that are based on promising and best practices in supporting people with developmental disabilities in Virginia.



The Provider Network Supports Contact Sheet has been updated to simplify which team to contact when:

CRC Contacts by Capacity-Building Focus Area	
Provider	System
If you are a PROVIDER or PROSPECTIVE PROVIDER who needs assistance with something other than HCBS, RST, or complex support situations:	If you are a SUPPORT COORDINATOR who needs assistance with something other than HCBS, RST or complex support situations:

A copy of the Provider Network Supports contact chart is available online under Announcements at <https://dbhds.virginia.gov/developmental-services/provider-development>.

Data in this report are compared across three points in time – Baseline 2018, May 2023, and November 2023 so that a more meaningful understanding of progress can be achieved. This report provides a means to share Virginia's success in meeting measures established under the Settlement Agreement. Measures

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related to case management are reported through the Case Management Steering Committee semiannual report. Measures in this report include:

- Data continues to indicate an annual 2% increase in the overall DD waiver population receiving services in the most integrated settings
- Data continues to indicate that at least 90% of individuals new to the waivers, including for individuals with a “supports need level” of 6 or 7, since FY16 are receiving services in the most integrated setting
- The Data Summary indicates an increase in services available by locality over time
- 95% of provider agency staff meet provider orientation training requirements
- 95% of provider agency direct support professionals (DSPs) meet competency training Requirements
- At least 95% of people receiving services/authorized representatives participate in the development of their own service plan
- At least 75% of people with a job in the community chose or had some input in choosing their job
- At least 86% of people receiving services in residential services/their authorized representatives choose or help decide their daily schedule
- At least 75% of people receiving services who do not live in the family home/their authorized representatives chose or had some input in choosing where they live
- At least 50% of people who do not live in the family home/their authorized representatives chose or had some input in choosing their housemates
- DBHDS service authorization data continues to demonstrate an increase of 3.5% annually of the DD waiver population being served in the most integrated settings as defined in the Integrated Employment and Day Services Report, DBHDS, FY-2018-FY23

In addition to the above measures, we have included a variety of data about the individuals in the DD population, as well as the providers who are approved to support them. These additions align with requirements set forth in the Settlement Agreement joint filing from January 2020 (per V.D.6).

DBHDS has continued to make progress with various initiatives designed to improve DD waiver provider capacity in Virginia. The following list highlights the status of Provider Network Supports activities since the last report:

The My Life My Community (MLMC) Provider Database and Provider Designation Process were launched on November 15, 2019. All DD Waiver providers are encouraged to register on the database, which will serve as the centralized location for finding DD services in Virginia. As of November 2023, 375 providers registered and have DD Professional Membership at the MLMC Provider Database. This is an increase of 115 providers since the last report. Collectively, four providers hold badges in Autism, Accessibility, Behavioral Support, and Complex Health Supports. Providers can check their status on the database and, if needed, register at the following location: <http://mylifemycommunityvirginia.org/taxonomy/mlmc-menu-zone/verify-or-register-new-provider-profile>. In the effort to increase use of the Provider Designation process, OPNS is assisting the DBHDS Key Performance Areas Workgroups with initiating a

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Quality Improvement Initiative (QII). The aim of the QII is to “increase the number of providers on the statewide database who hold a specialty designation to at least five unique providers in each specialty area by June 30, 2023. The baseline is currently 2 providers holding an autism designation, 4 providers holding a behavioral designation, 2 holding a complex health designation, and 1 provider holding a designation in accessibility.” Activities include working directly with providers to improve related processes and guidance.

OPNS continues to hold statewide Provider Roundtable meetings quarterly via webinar. The May 2023 PRT hosted 350 attendees, while the July Roundtable hosted 347 and October 2023 had 426. These meetings serve as a forum to exchange information about topics impacting providers and support coordination, as well as provide space for shared learning.

OPNS activities from May 1, 2023 to October 31, 2023 included Community Resource Consultants meeting with 83 providers seeking to diversify or expand services. Region 1 had 30 providers, Region 2 had three providers, Region 3 had five providers, Region 4 had 19 providers, and Region 5 had 14 providers. The Developmental Disabilities Waiver services being added or considered by current providers include: Group Home (14), Therapeutic Consultation (3), Employment & Community Transportation (2), In-Home Supports (7), Supported Living (4), Supported Employment (1), Community Engagement/Coaching (6), Sponsored Residential (29), Group Day Support (1), Services Facilitation (2), Electronic-Based Home Supports (1), Assistive Technology (2), Companion (2), Personal Assistance (4), Respite (3), Independent Living Supports (1), Peer Mentoring (1), Individual and Family Caregiver Training (4), and uncertain (1). Barriers include not understanding requirements, adjusting to changes in requirements for legally responsible adults providing services, rates, needing business license, needing DBHDS license, and regulations not permitting provider to offer employment services in a segregated setting.

Members of the Provider Team also provided Technical Assistance regarding various aspects of the DD Waiver to 212 participants from 56 unique providers throughout this reporting period.

The Arc of Virginia has continued the training of Peer Mentors. CRCs are available to work with providers interested in being an administrative agency for this service. For the report period from April 2023 through September 2023, data related to Peer Mentoring includes:

A Peer Mentor Credentialing Training was held on June 14 & June 21. There were 5 participants and 4 newly trained and credentialed Mentors bringing the current total number of credentialed Mentors to 18. There were a total of 12 Mentors who attended the Professional Development Workshop on June 28, 2 of the 5 newly trained Mentors also attended. A new Provider began working to add the Service during the report period as well. A Peer Mentor Professional Development Workshop was held on September 28th and 11 of the 19 currently trained Mentors attended. As of the end of the report period, there are 13 Mentors hired between two providers. Most of the Mentors have a caseload of 2 or more and have the autonomy to determine how many Mentees he or she prefers to support at one time. One provider currently employs eight of the Mentors and the second employs five.

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With assistance from a Mentor, a virtual Peer Mentor Presentation for the Loudoun County Department of MHSADS was done on July 20. The presentation included service regulation details, the Mentee intake process, and the Mentor training process. The Peer Mentor Website is updated on an ongoing basis - as needed. As Mentors are trained their photo and self-written biography is added to the site. Mentor availability is updated about monthly to accurately reflect a Mentor's capacity and ensure potential Mentees will know who is available to choose from. There are currently a total of nine waitlist Mentees who have been matched with a Mentor and two out of the nine were matched during the quarter. Of the nine matches, three are currently active, five are pending a start date and one is on hold.

The Jump-Start Funding Program has awarded \$59,512.10 during this reporting period. Funds continue to be available to assist providers with expansion of integrated services in all regions and now include Skilled Nursing, Private Duty Nursing, Children's Sponsored Residential and Behavioral Consultation. Program requirements have been revised to allow for submission of application prior to the identification of individuals intending to use the new and/or expanded services. Information on how to apply as well as Jump-Start funding requirements can be accessed at <http://dbhds.virginia.gov/developmental-services/provider-development>.

The Office of Provider Network Supports has continued to work to create virtual methods of providing training to providers throughout the Commonwealth by creating virtual, on-demand methods of accessing training in the Commonwealth of Virginia Learning Center (COVLC), including Person-Centered ISP Training Modules and Part V Plan for Supports Training. Part V Training continues to be available online for provider use. In addition to on-demand and live, virtual trainings, the Office of Provider Network Supports has started to return to offering in-person Part V and documentation trainings as an option. For this reporting period, Community Resource Consultants have provided ISP Training to a total of 11 participants, Part V Training to 91 participants, Documentation Training to 120 participants, DSP Orientation Training and Competency Training to 45 participants, Supported Living Session to 39 participants, Person Centered Thinking Training to 44 participants, and Regional Support Team Training to 45 participants. Technical assistance was provided to 57 providers, which included 255 participants.

In-person and instructor-led remote versions of The Learning Community for Person Centered Practices (TLCPCP)'s Person Centered Thinking, Community Connections, and Plan Facilitation classes continue to be available. To register for one of these classes, visit <https://personcenteredpractices.partnership.vcu.edu/>

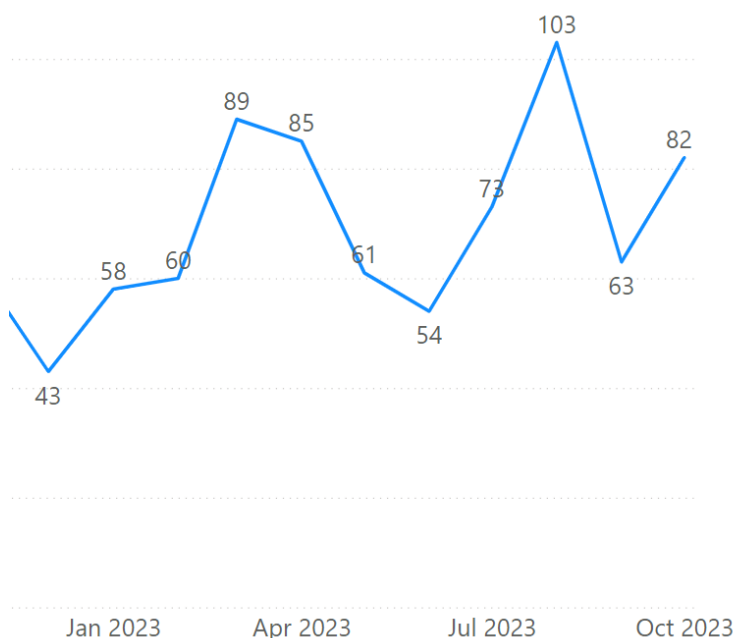
The Office of Provider Network Supports has reconvened the Provider Issues Resolution Workgroup (PIRW) and has started a Systems Issues Resolution Workgroup (SIRW). The purpose of these groups are to give providers and families a forum to provide recommendations to DBHDS and begin the work of implementing changes focused on system improvement. Each subcommittee hosted one large workgroup meeting and each subcommittee of both workgroups met during the reporting period to finalize recommendations and begin determining what actions can be taken and where additional approval or funding might be needed.

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The DSP Supervisory Training was updated and expanded to meet indicators of the DOJ Settlement Agreement, and it was made available on the Commonwealth of Virginia Learning Center (COVLC) July 1, 2020. This training consists of three modules that take approximately 2 ½ hours to complete. It is mandatory for new DSP Supervisors and optional for DSP Supervisors who have already received a certificate of completion of the previous version of the training in COVLC. Supervisory completion counts from January 2023 through October 2023 are provided in the graph below.

Method: A data set obtained from the Commonwealth of Virginia Learning System is filtered to identify the number of individual supervisors who completed the Curriculum and Supervisory Training Module 3, which includes the knowledge-based test. The test must be passed as 80% or higher for successful completion.

Number of DSP Supervisors Completing the DSP Supervisory Training and Test by Month



Next steps for Provider Network Supports include:

- Continuing a quality improvement initiative focused on increasing the use of Employment and Community Transportation (ECT) across all regions.
- Making available an ECT Toolkit for provider use.
- Reviewing Provider Modules with the Provider Issues Resolution Workgroup.
- Continuing to implement a quality improvement initiative to increase use of the My Life My Community provider database and provider designation processes.
- Working directly with providers to address barriers to service provision with a concentrated focus on Community Guide, Employment and Community Transportation, Peer Mentoring, Crisis Supports Services, and Skilled Nursing
- Developing a Planning Guide for individuals and families for use regardless of access to waiver services

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- Continued participation in the community of practice initiative around Charting the Lifecourse©
- Increasing the number of providers per region identified as having expertise to support people with complex needs.

Notable updates in this report include:

- The Baseline Measurement Tool is now available in an online PDS Dashboard.
- Statewide 95.8% of people receiving DD waiver services are in more integrated settings.
- 92% of people with DD in VA participated in job choice per national reporting.
- 81% of localities in Virginia have an integrated living result of 86% or higher, which is a 5% increase over the last report.
- Nursing home and community ICF census lowered across settings for both adults and children.
- Across all regions there are 35 new providers of In-home supports and 14 new sponsored providers in six months.
- Over the reporting period, 175 individuals moved into 4 bed groups and 109 move out of 5 bed or larger homes.

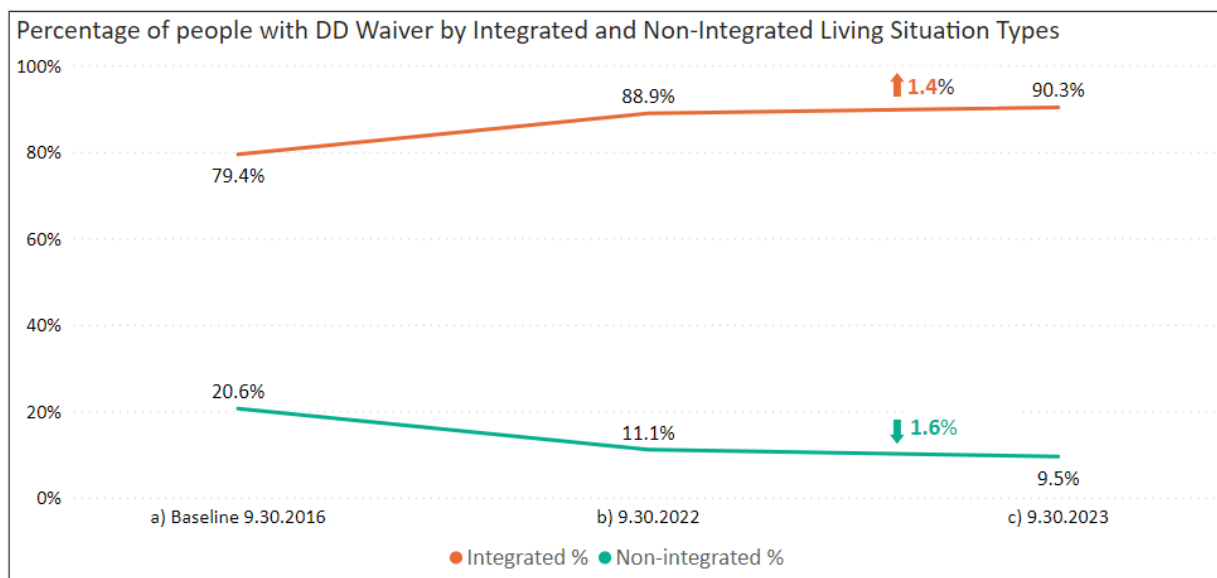
The BMT, webinar slideshows, and other materials related to Provider Network Supports are available for download online at <http://www.dbhds.virginia.gov/developmental-services/provider-development>. Any specific questions about the report can be directed to the Office of Provider Network Supports at DBHDS (eric.williams@dbhds.virginia.gov).

PERFORMANCE MEASURES AND DEMOGRAPHICS

This section contains information about the results of various performance measures and additional data that helps in understanding the DD system of supports and services in Virginia. This content will be included in future reports to provide a more comprehensive understanding of services and people who access them.

Measure 1: Data continues to indicate an annual 2% increase in the overall DD waiver population receiving services in the most integrated settings. The chart below illustrates the overall trend in living situations for people with DD Waiver from baseline to September 30, 2023. Over the course of the last year, there has been an overall shift of 1.4% change toward more integrated settings. Measure not met at a 1.4% annual increase. A decrease in less integrated settings was seen at 1.6% for the same time period.

Method: The DBHDS HCBS Residential Settings Report developed from WaMS data provides the results included here. Table 2 of the report provides baseline and subsequent data at six-month intervals regarding the number and percentage of the DD waiver population residing in integrated and non-integrated settings based on service authorizations. Integrated change is derived from this report and visualized below (Report ID DR0055).



	Integrated #	Integrated %	Non-integrated #	Non-integrated %
a) Baseline 9.30.2016	9425	79.4%	2446	20.6%
b) 9.30.2022	14178	88.9%	1770	11.1%
c) 9.30.2023	14933	90.3%	1566	9.5%

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Integrated living situations by locality as of 11/5/23 (sorted from most to least integrated)

Source: Individual’s location reported as county in WaMS (Report ID DR0022)

Locality	County	Integrated	Non-Integrated	Total	% Integrated
Statewide	Total	15,287	1,371	16,658	91.8%
	Bedford City	4	0	4	100.0%
	Colonial Heights City	35	0	35	100.0%
	Covington City	11	0	11	100.0%
	Danville City	235	0	235	100.0%
	Emporia City	7	0	7	100.0%
	Falls Church City	1	0	1	100.0%
	Franklin City	24	0	24	100.0%
	Galax City	38	0	38	100.0%
	Lexington City	3	0	3	100.0%
	Manassas City	16	0	16	100.0%
	Manassas Park City	4	0	4	100.0%
	Norton City	3	0	3	100.0%
	Poquoson City	10	0	10	100.0%
	Staunton City	67	0	67	100.0%
	Waynesboro City	56	0	56	100.0%
	Williamsburg City	23	0	23	100.0%
	Alleghany County	46	0	46	100.0%
	Appomattox County	44	0	44	100.0%
	Bland County	10	0	10	100.0%
	Brunswick County	28	0	28	100.0%
	Buchanan County	37	0	37	100.0%
	Buckingham County	17	0	17	100.0%
	Caroline County	53	0	53	100.0%
	Charles City	6	0	6	100.0%
	Craig County	8	0	8	100.0%
	Culpeper County	101	0	101	100.0%
	Dinwiddie County	78	0	78	100.0%
	Essex County	26	0	26	100.0%
	Fauquier County	87	0	87	100.0%
	Floyd County	48	0	48	100.0%
	Fluvanna County	28	0	28	100.0%
	Greene County	27	0	27	100.0%
	Greensville County	14	0	14	100.0%
	Highland County	7	0	7	100.0%
	Isle of Wight County	34	0	34	100.0%

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King and Queen County	12	0	12	100.0%
Lancaster County	5	0	5	100.0%
Lee County	32	0	32	100.0%
Louisa County	69	0	69	100.0%
Madison County	24	0	24	100.0%
Middlesex County	25	0	25	100.0%
Montgomery County	136	0	136	100.0%
Northampton County	37	0	37	100.0%
Northumberland County	7	0	7	100.0%
Other County	60	0	60	100.0%
Pittsylvania County	179	0	179	100.0%
Powhatan County	49	0	49	100.0%
Pulaski County	67	0	67	100.0%
Smyth County	79	0	79	100.0%
Southampton County	23	0	23	100.0%
Surry County	3	0	3	100.0%
Warren County	64	0	64	100.0%
Westmoreland County	16	0	16	100.0%
Wythe County	71	0	71	100.0%
York County	65	0	65	100.0%
Augusta County	191	2	193	99.0%
Amherst County	182	2	184	98.9%
Norfolk City	457	6	463	98.7%
Prince George County	92	2	94	97.9%
Harrisonburg City	78	2	80	97.5%
Grayson County	39	1	40	97.5%
Campbell County	183	6	189	96.8%
Loudoun County	388	15	403	96.3%
Nottoway County	25	1	26	96.2%
Suffolk City	220	9	229	96.1%
Botetourt County	43	2	45	95.6%
Hanover County	229	11	240	95.4%
Rappahannock County	20	1	21	95.2%
Roanoke City	139	7	146	95.2%
Fredericksburg City	59	3	62	95.2%
Lynchburg City	236	12	248	95.2%
Chesapeake City	430	22	452	95.1%
Orange County	75	4	79	94.9%
Bedford County	173	10	183	94.5%

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Carroll County	205	12	217	94.5%
Washington County	83	5	88	94.3%
James City County	82	5	87	94.3%
Portsmouth City	290	18	308	94.2%
Lunenburg County	16	1	17	94.1%
Roanoke County	257	17	274	93.8%
Virginia Beach City	889	60	949	93.7%
Spotsylvania County	320	22	342	93.6%
Petersburg City	151	11	162	93.2%
Wise County	85	7	92	92.4%
Radford City	24	2	26	92.3%
Prince William County	702	60	762	92.1%
Albemarle County	127	11	138	92.0%
Hopewell City	55	5	60	91.7%
Newport News City	293	28	321	91.3%
Hampton City	288	28	316	91.1%
Alexandria City	113	11	124	91.1%
Fairfax County	1,501	153	1,654	90.7%
Henry County	106	11	117	90.6%
Halifax County	77	8	85	90.6%
Giles County	38	4	42	90.5%
Richmond County	85	9	94	90.4%
Franklin County	104	12	116	89.7%
Amelia County	17	2	19	89.5%
Richmond City	279	33	312	89.4%
Fairfax City	8	1	9	88.9%
Accomack County	55	7	62	88.7%
Rockbridge County	47	6	53	88.7%
King William County	31	4	35	88.6%
Martinsville City	37	5	42	88.1%
Arlington County	179	25	204	87.7%
Henrico County	661	93	754	87.7%
Chesterfield County	1,103	165	1,268	87.0%
Shenandoah County	81	13	94	86.2%
New Kent County	24	4	28	85.7%
Dickenson County	34	6	40	85.0%
Stafford County	243	44	287	84.7%

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Gloucester County	76	14	90	84.4%
Page County	27	5	32	84.4%
King George County	26	5	31	83.9%
Patrick County	24	5	29	82.8%
Rockingham County	142	30	172	82.6%
Bristol City	42	9	51	82.4%
Tazewell County	65	15	80	81.3%
Salem City	40	10	50	80.0%
Charlotte County	31	8	39	79.5%
Frederick County	145	38	183	79.2%
Goochland County	22	6	28	78.6%
Scott County	43	12	55	78.2%
Charlottesville City	55	18	73	75.3%
Mecklenburg County	66	22	88	75.0%
Sussex County	26	10	36	72.2%
Cumberland County	18	7	25	72.0%
Winchester City	59	24	83	71.1%
Clarke County	21	9	30	70.0%
Nelson County	25	12	37	67.6%
Russell County	50	24	74	67.6%
Prince Edward County	49	25	74	66.2%
Buena Vista City	7	4	11	63.6%
Bath County	3	4	7	42.9%
Mathews County	17	29	46	37.0%
Total	15,287	1,371	16,658	91.8%

Measure 2: Data continues to indicate that at least 90% of individuals new to the waivers, including for individuals with a “supports need level” of 6 or 7, since FY16 are receiving services in the most integrated setting. The tables below provide data that illustrates that 95.8% of all people new to the DD waivers through 10/31/23 reside in integrated settings and among those, 976 people with Supports Intensity Scale 6 or 7 receive services in integrated settings. Based on feedback from the consultant for the Independent Reviewer, DBHDS altered its method of reporting to provide a cumulative total for all FY since July 1, 2016. The cumulative result for all individuals newly enrolled since 2016 is provided below. At 95.8%, this measure is met.

Method: WaMS enrollments during the fiscal year are counted for all new individuals and separately for new individuals with SIS Levels 6 & 7. Service authorization data is reviewed following a six-month post-period where residential setting is confirmed. (Report ID DR0017)

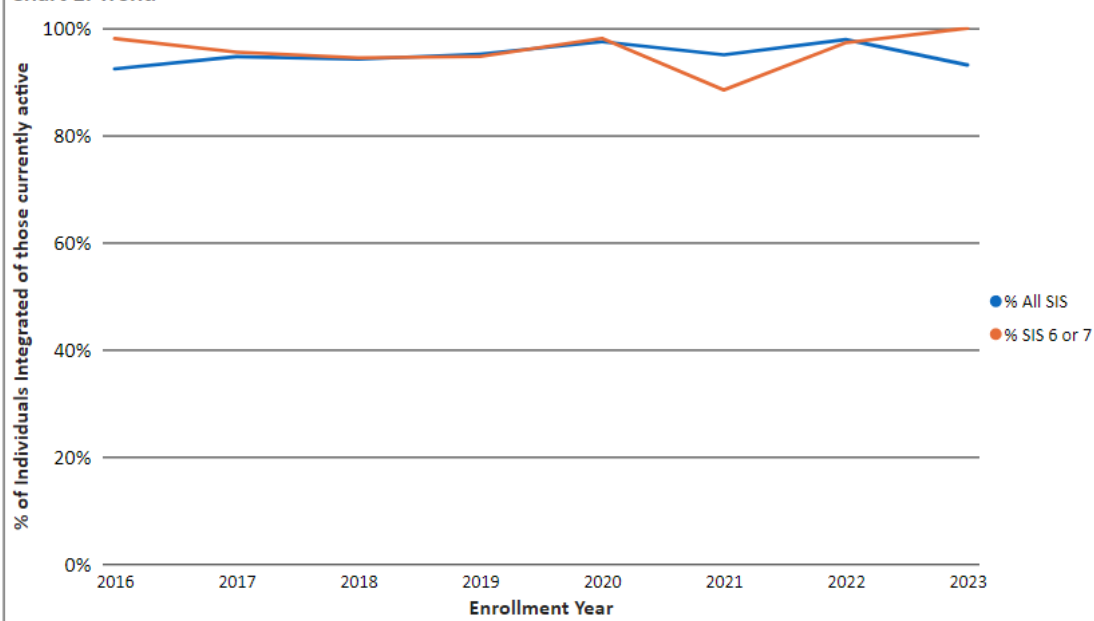
Table 1. Percent of Individuals enrolled in a waiver 7/1/2016-4/30/2023 who are currently active but do not have approved authorization for a Non-Integrated Service in the post period (5/1/2023 thru 10/31/2023)

Term	#
Numerator	6,242
Denominator	6,519
Answer	95.8%

Table 2. Percent of Individuals enrolled in a waiver 7/1/2016-4/30/2023 who are currently active and with a SIS Level 6 or 7 but do not have approved authorization for a Non-Integrated Service in the post period (5/1/2022 thru 10/31/2023)

Term	#
Numerator	976
Denominator	1,020
Answer	95.7%

Chart 1. Trend



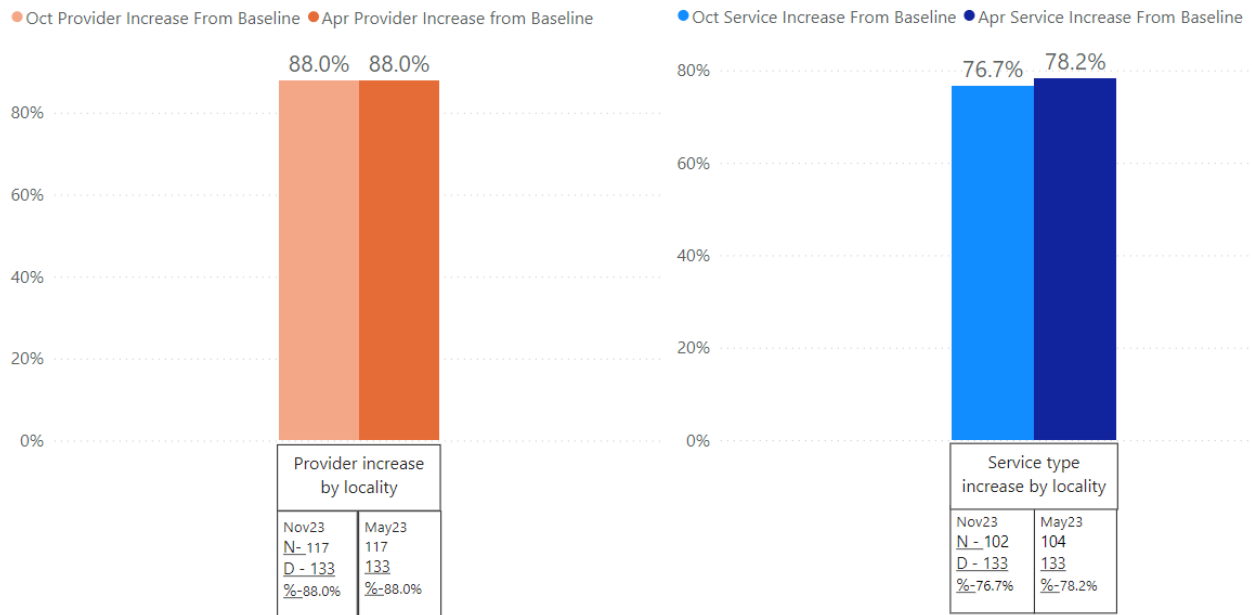
Measure 3: The Data Summary indicates an increase in services available by locality over time. This chart reports the number of localities demonstrating an increase in the number of providers, within the locality, offering more integrated or specialized services above the established baseline and/or showing an increase in the number of integrated or specialized service types offered, within the locality, above the established baseline. Data reflects the comparison in numbers between October 2023 and April 2023

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compared against the baseline in 2018. Provider growth remained at the same level compared to baseline. Measure not met due to a loss service type when compared to May of 2023 with a decrease of 1.5%.

Method: Data in the baseline measurement tool is calculated through a formula that compares the total number of types of services operating in each locality on a given date per tab, which is then compared back to the number that were operating in each locality at baseline. To establish meeting this target, growth must be seen in one or more localities in provider count and/or the number of types of services offered and be greater than losses across provider counts and/or service types. (Report ID DR0058)

Percentage of localities with an increase in the number of more integrated providers and service type compared to baseline, DBHDS FY22-23



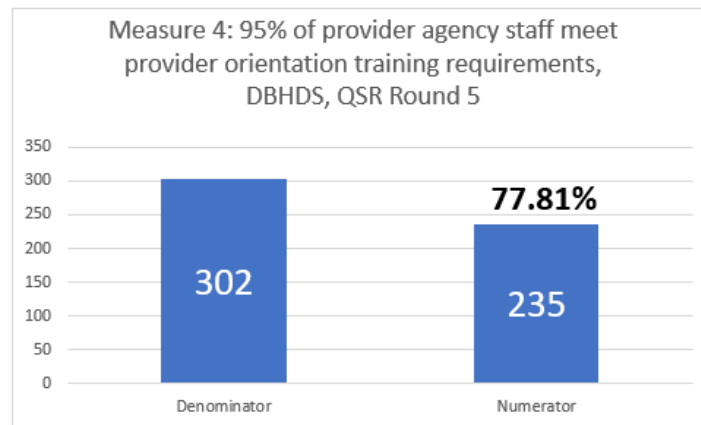
Measure 4: 95% of provider agency staff meet provider orientation training requirements.

Success with this measure is dependent on providers completing the Quality Services Review (QSR) process without DBHDS being notified through an alert related to DSP competency. Health, Safety, and Wellbeing Alerts (HSW) related to a lack of training are reported through the Provider Quality Review (PQR) process. All providers receiving an alert are informed of DSP Competency training sessions provided by the Office of Provider Network Supports. Data for this measure is based on Round 5 of the QSR. This data will be updated when Round 6 QSR data is available.

Method: Data is reviewed to determine the identification of specific staff not meeting requirements. The following PQR elements contribute to the determination of success with the measure:

- 39. List staff without evidence of orientation training
- 41. List staff without evidence of competency-based training
- 44. List staff without evidence of advanced competency training

235 of 302 PQRs did not have an alert for competency issues, which provides the result of 77.81% for Round 5 of the Quality Services Reviews. At 78% rounded, measure not met.

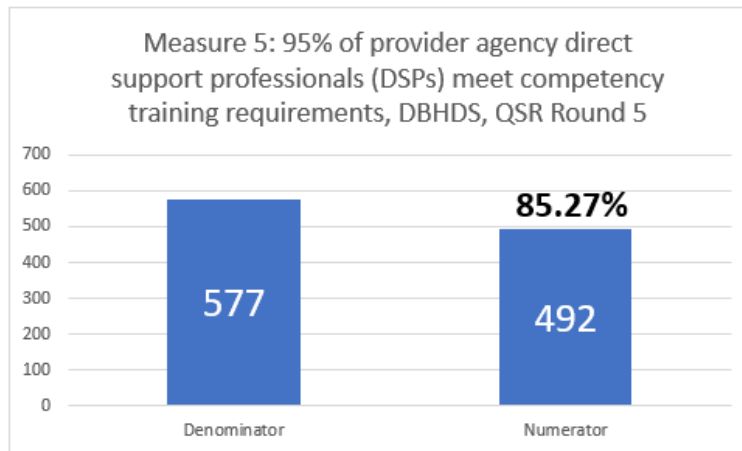


Measure 5: 95% of provider agency direct support professionals (DSPs) meet competency training requirements.

Success with this measure is dependent on providers completing the Quality Services Review (QSR) process without DBHDS being notified through an alert related to DSP competency. Alerts for observed DSP competency concerns are provided through the Person-Centered Review (PCR) process. Counts for individuals with level six and seven support needs where an alert occurred are provided in results. All providers receiving an alert are informed of DSP Competency training sessions provided by the Office of Provider Network Supports. Data for this measure is based on Round 5 of the QSR. This data will be updated when Round 6 QSR data is available.

Method: Reviewer in ability to confirm one or more of the following elements results in an Alert to DBHDS for competency issues:

- 102. For individuals with behavioral support plans were staff addressing behaviors per the written plan?
 - 103. Were staff adhering to medical and behavioral protocols as outlined in the plan?
 - 105. Did the staff demonstrate competency in supporting the individual?
 - 107. If yes, was there evidence of oversight and monitoring of the new staff?
 - 119. Are staff able to describe things important to and important for the individual?
 - 120. Was staff able to describe the outcomes being worked on in this environment?
 - 121. Could the staff describe the medical support needs of the individuals?
 - 122. Were staff familiar with the medical protocols to support the person?
 - 124. Could the staff describe behavioral support needs?
 - 125. Were staff familiar with behavioral support plans or protocols developed to support the person?
 - 127. Does the staff know what medications the person is taking or where to locate this information?
 - 128. Can the staff list the most common side effects of the medications the person is on or where to locate that information?
- 492 of 577 PCRs did not have an alert for competency issues, which provides the result of 85.27% for Round 5 of the Quality Services Reviews. At 85% rounded, measure not met.



Measure 6: At least 75% of people with a job in the community chose or had some input in choosing their job. The following chart is derived from the National Core Indicators In-Person Survey (IPS) State Report 2021-22 National Report. Results indicate a 92% average for Virginia. Measure met. **Source:** National Core Indicators Report, Choice and Decision-Making 2021-2022 National Report

Table 6. Chose or had some help in choosing where they work (among those with a paid community job) ²

Proxy respondents were allowed for this question

Significantly Above Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
AR	100%	27	n/a	n/a	n/a	n/a	n/a
KY	100%	34	n/a	n/a	n/a	n/a	n/a
MI	98%	58	n/a	n/a	95%	100%	n/a
IN	97%	129	n/a	95%	100%	97%	n/a

Within Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KS	97%	31	n/a	n/a	n/a	n/a	n/a
FL	95%	42	n/a	n/a	n/a	90%	n/a
NE	95%	148	n/a	82%	95%	100%	n/a
MO	94%	52	n/a	n/a	93%	n/a	n/a
IL	93%	44	n/a	n/a	n/a	n/a	n/a
NV	93%	44	n/a	n/a	n/a	n/a	n/a
PA	93%	86	n/a	96%	95%	92%	n/a
UT	93%	69	n/a	91%	n/a	90%	n/a
OH	92%	93	n/a	n/a	93%	91%	n/a
VA	92%	66	n/a	n/a	n/a	81%	n/a
MA	92%	71	n/a	n/a	n/a	95%	n/a
Weighted NCI-IDD Average	90%	1794	90%	85%	95%	90%	90%
CO	90%	92	n/a	n/a	n/a	90%	80%
OR	90%	77	n/a	n/a	n/a	87%	n/a
SC	89%	85	n/a	78%	93%	96%	n/a
GA	89%	44	n/a	n/a	n/a	81%	n/a
NC	86%	37	n/a	n/a	n/a	n/a	n/a
WI	86%	88	n/a	n/a	93%	86%	n/a
NY	86%	73	n/a	83%	n/a	89%	n/a
NJ	86%	63	n/a	n/a	n/a	84%	n/a
DE	77%	30	n/a	n/a	n/a	n/a	n/a

PROVIDER DATA SUMMARY – November 2023

Measure 7: At least 95% of people receiving services in residential settings/their authorized representatives participate in the development of their own service plan. 99.9% for Q4 FY23 and Q1 FY24. Measure met.

Measure 8: At least 86% of people receiving services in residential settings/their authorized representatives choose or help decide their daily schedule. 99.9% for Q4 FY23 and Q1 FY24. Measure met.

Measure 9: At least 75% of people receiving services who do not live in the family home/their authorized representatives chose or had some input in choosing where they live. 99.9% for Q4 FY23 and Q1 FY24. Measure met.

Measure 10: At least 50% of people who do not live in the family home/their authorized representatives chose or had some input in choosing their housemates. 99.8% for Q4 FY23 and Q1 FY24. Measure met.

Method: Data for these measures are derived from WaMS ISP Quarterly Aggregate reports by combining the numerators and then the denominators for FY22 Quarters 2 and 3 in each instance. To determine the same results for individuals receiving residential services, the number of "yes" responses for each of the same columns are filtered by service and then combined into a single result using the following 3 service columns: "Cur ServiceAuth Group Home, Cur ServiceAuth Sponsored Home, and Cur ServiceAuth Supported Living." (DR0002)

4th Qtr FY23 and 1st Qtr FY24	All Individuals			Residential Only		
	Numerator	Denominator	Result %	Numerator	Denominator	Result %
At least 50% of people who do not live in the family home/their authorized representatives chose or had some input in choosing their housemates.	7237	7246	99.9%	3332	3339	99.8%
At least 75% of people receiving services who do not live in the family home/their authorized representatives chose or had some input in choosing where they live.	7242	7246	99.9%	3336	3339	99.9%
At least 86% of people receiving services in residential settings/their authorized representatives choose or help decide their daily schedule.	7243	7246	100.0%	3337	3339	99.9%
At least 95% of people receiving services in residential settings/their authorized representatives participate in the development of their own service plan.	7244	7246	100.0%	3337	3339	99.9%

Measure 11: DBHDS service authorization data continues to demonstrate an increase of 3.5% annually of the DD waiver population being served in the most integrated settings as defined in the Integrated Employment and Day Services Report, DBHDS, FY-2018-FY23

Comparison of day situations between 9.30.22 (45.6% more integrated) and 9.30.23 (47.8% more integrated) show an overall annual increase toward more integrated settings by 2.2% (Tables 1 and 2 below). (Report ID DR0023)

PROVIDER DATA SUMMARY – November 2023

Service	9/30/2016	9/30/2022	9/30/2023	% Change from Baseline
Group Day Support		5274	5415	-5.83%
Community Coaching	7	209	209	2885.71%
Community Engagement	130	2110	2482	1809.23%
Workplace Assistance	6	51	59	883.33%
Group Supported Employment	701	320	291	-58.49%
Individual Supported Employment	295	672	679	130.17%
Total	1139	8636	9135	5644.13%

Totals	9/30/2016	9/30/2022	9/30/2023	% Change from Baseline
Unduplicated Total	1120	3157	3450	191.00%
Unduplicated Total with Group Day Support Added		6919	7211	1.00%
Total	1120	10076	10661	192.00%
		45.6%	47.8%	

2.2% ↑

Demographics

In order to understand the composition of the DD waiver and waiting list, the following section includes data specific to the types of services received, including who receives them and where they are provided. Regional data is provided when available.

Individuals on the Waiver Waiting List

The two following tables provide information about people on the DD waiver waiting list. Below, you will find a breakdown of DBHDS regions as of March 2023 by priority (table 1) and by time on the list (table 2). **Source:** WaMS waitlist data (Report ID DR0018)

Residential setting by size and type as defined by the Integrated Residential Services Report (Source)

Comparison of living situations between 9.30.16, 9.30.22, and 9.30.23 (Report ID DR0055)

	Integrated #	Integrated %	Non-integrated #	Non-integrated %
a) Baseline 9.30.2016	9425	79.4%	2446	20.6%
b) 9.30.2022	14178	88.9%	1770	11.1%
c) 9.30.2023	14933	90.3%	1566	9.5%

Settlement Living Situation	Integrated Setting	Baseline 9.30.2016 #	Baseline 9.30.2016 %	9.30.2022 #	9.30.2022 %	9.30.2023 #	9.30.2023 %	% Change from Baseline
Group Home (Less than or equal to 4 bed)	Yes	2189	18%	3197	20%	3,522	21.0%	61%
Other Group Home (greater than 4 bed)	No	2446	21%	1770	11%	1,566	9.0%	-36%
Sponsored Residential	Yes	1513	13%	1998	13%	2,064	12.0%	36%
Supported Living	Yes	50	0%	228	1%	233	1.0%	366%
Living with Family *	Yes	5459	46%	7789	49%	8,047	49.0%	47%
Living Independently	Yes	214	2%	804	5%	942	6.0%	340%
Building Independence *	Yes	0	0%	162	1%	125	1.0%	+ infinity
Other **		N/A	N/A	N/A	N/A	42	0.0%	N/A
Total		11871	100%	15948	100%	16,541	100.0%	39%

PROVIDER DATA SUMMARY – November 2023

Additional population demographics

In order to understand the composition of the DD waiver, the following tables include data specific to the types of services received, including who receives them and where they are provided. Regional data is provided when available.

Method: Data is transferred from the baseline measurement tool related to individuals with waivers. Data related to ICF/IIDs, Nursing Facilities, Housing, and the training center are reported by subject matter experts who track census data in each area respectively. (Report IDs DR0058, DR0020). Arrows represent change from the last report.

Waiver Type	Region 1	Region 2	Region 3	Region 4	Region 5	Total
BI	37	81	58	57	65	298
CL	2452	1846	2105	2608	2709	11720
FIS	1028	1249	619	757	987	4640
Total	3517	3176	2782	3422	3761	16658

Demographic	Total (unique)
Number of licensed DD providers	1714 ↑
Number of providers of supported employment	60 ↑
Number of ICF/IID non-state operated beds for children	116
Number of ICF/IID non-state operated beds for adults	402
Number of independent housing options	1229

Demographic	Total	Region 1	Region 2	Region 3	Region 4	Region 5
Number of Individuals in Training Centers	66					66
Number of children residing in ICF/IIDs	104 ↓					
Number of children residing in NFs	58 ↓					
Number of adults residing in ICF/IIDs (excluding Training Center)	418 ↓					
Number of adults residing in NFs	161 ↓					
Number of Individuals in independent housing	2122 ↑					

Licensed DD Services as of 10/31/2023	Count of Providers
DD Case Management Service	41
DD Center-Based Respite Service	0
DD Children Group Home Residential Service	18
DD Day Support Service	407
DD Group Home Service	639
DD Group Home Service-REACH	2
DD In-Home Respite Service	5
DD Outpatient Service/Crisis Stabilization-REACH	5
DD Residential Respite Service	16
DD Sponsored Residential Homes Service	180
DD Supervised Living Service	34
DD Supportive In-Home Service	341
Group Home Service-REACH	5
ICF-IID	19
ICF-IID for Children and Adolescents	2
Grand Total	1714

PROVIDER DATA SUMMARY – November 2023

DD Waiver Service Authorizations

Source: WaMS service authorizations (DR0052)

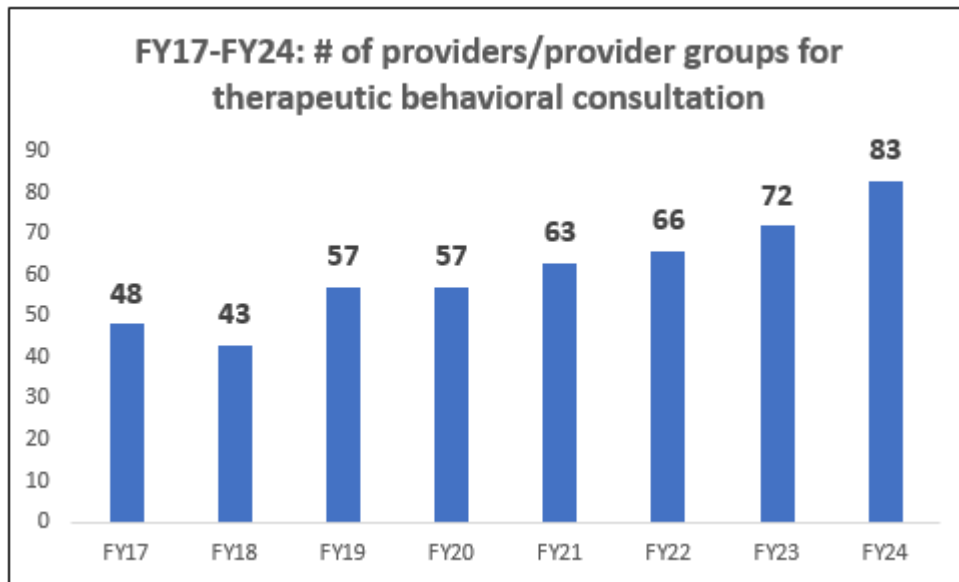
Department of Behavioral Health and Developmental Services
 Division of Developmental Services
 Individuals by Service Type

Services Active: 05/01/2023 to 10/31/2023

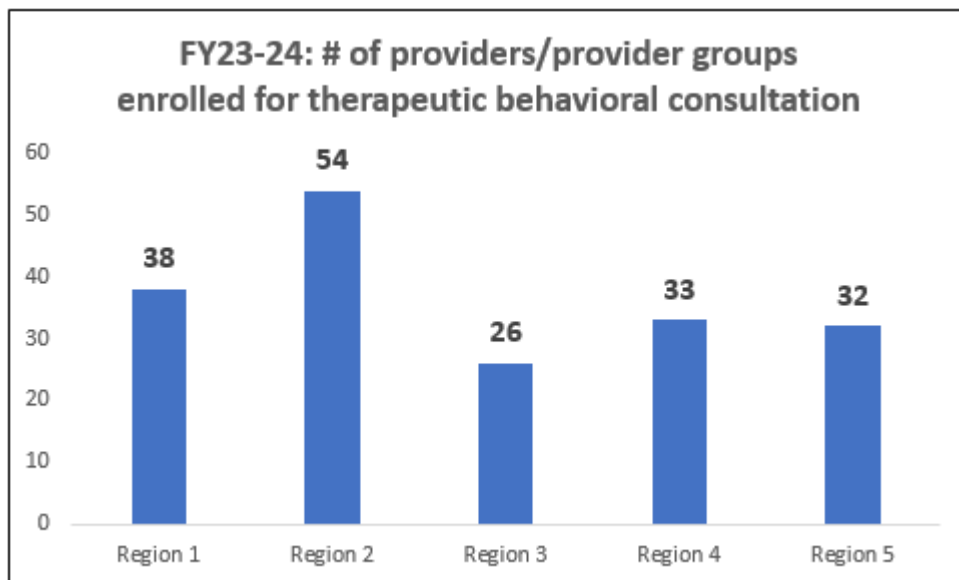
Table 1. Total number of unique individuals authorized for each Service Type in the six month window, Total and by DBHDS Primary Region and Levels

Service	# of Individuals	Region 1	Region 2	Region 3	Region 4	Region 5	Total SIS© Level 6	Total SIS© Level 7
Assistive Technology	441	119	176	40	43	63	41	39
Benefits Planning Services	86	15	45	1	10	15	1	4
Community Coaching	300	86	83	41	45	45	15	83
Community Engagement	2,891	920	313	515	364	779	81	205
Community Guide	49	8	27	4	3	7	0	4
Community-Based Crisis Supports	102	4	33	42	21	2	5	23
Companion	220	35	163	1	1	20	4	28
Companion - CD	1,134	368	148	169	263	186	27	61
Crisis Support Services	23	1	21	0	0	1	0	4
Electronic-based Home Supports	193	58	85	7	12	31	2	10
Employment & Community Transportatio	18	4	14	0	0	0	1	1
Environmental Modifications	91	19	27	6	8	31	15	6
Group Day Support	6,288	1,287	1,034	909	1,760	1,298	330	428
Independent Living Supports	169	19	65	26	20	39	0	0
Individual & Family Caregiver Training	13	2	1	7	2	1	0	6
In-home Supports	2,192	303	469	400	248	772	89	100
Integrated Group Residential	3,810	662	803	461	1,023	861	281	400
NonIntegrated Group Residential	1,656	325	321	262	466	282	128	54
Peer Mentoring	12	1	1	0	10	0	0	0
PERS	11	6	3	1	1	0	4	0
Personal Assistance - AD	836	81	530	34	63	128	105	52
Personal Assistance - CD	4,414	1,245	769	859	754	787	519	288
Private Duty Nursing	393	45	184	34	55	75	306	12
Respite	4,406	1,125	1,134	587	733	827	480	306
Shared Living	3	0	0	1	2	0	0	0
Skilled Nursing	182	47	32	55	5	43	76	11
Sponsored Residential	2,483	616	109	654	376	728	305	330
Supported Employment, Group	349	29	130	5	128	57	1	6
Supported Employment, Individual	822	237	149	145	189	102	10	27
Supported Living	212	65	21	9	93	24	0	5
Therapeutic Consultation	2,755	422	757	319	702	555	134	452
Workplace Assistance	78	33	19	11	14	1	1	5
Total	16,300	3,440	3,091	2,769	3,314	3,686	1,417	1,189

Behavioral Services Providers



The data above display the number of providers and/or provider organizations providing therapeutic consultation behavioral services over the past six fiscal years (note: FY24 data is through early September 2023). It should be noted that the counts presented may display individual practitioners that have a solo practice consisting of one behaviorist, as well as larger provider groups that have many behaviorists employed and are providing this waiver service.



PROVIDER DATA SUMMARY – November 2023

The graph above displays the number of providers and/or provider organizations by region that are providing therapeutic consultation behavioral services to individuals from FY22 through FY23 (note: data are through early September 2023). When reviewing these data, it should be noted that numerous providers deliver services to individuals across multiple Community Services Boards and regions of the state. Therefore, a total count of providers in the histogram above will exceed the total number of providers that are delivering this service.

Method: Bi-annually, a report is created in an Excel document using data derived from the Virginia Waiver Management System. This report captures all individuals and associated providers that have a service authorization for therapeutic consultation services. These data are examined specific to providers to arrive at a count of providers that are delivering therapeutic consultation behavioral services. Data are also regionalized based on the health planning regions in which providers are currently delivering services.

Spotlight on Employment and Community Transportation



Transportation continues to be a critical need in supporting people to access employment and other activities in the community. DBHDS has been working to develop an Employment and Community Transportation Toolkit, which will be made available as soon as possible. Below are some of the key points that providers should consider when deciding whether to offer this service under the waiver.

What are ECT Services?

The purpose of ECT is to enable individuals to gain access to an individual's place of employment or volunteer activity, other community services or events, activities and resources, homes of family or friends, civic organizations or social clubs, public meetings or other civic activities, and spiritual activities or events as specified by the support plan.

Who can offer ECT Services?

With ECT services, an administering agency who holds ANY DBHDS license to provide services to individuals with developmental disabilities, an employment service organization, or center for independent living may administer the service. All administering agencies must be enrolled with DMAS through a Participation Agreement to provide ECT services.

How are ECT services limited?

This service is not authorized or reimbursed for individuals who can access transportation through the State Plan or other waiver services that include a transportation component. That means that ECT is not an option during the provision of the following services:

- Community Coaching
- Community Engagement
- Community Guide
- Companion
- Group Day
- Group Home Residential
- Group and Individual Supported Employment
- Independent Living Support

If an individual in one of these services is going to a community activity outside of service hours, for example a person in a sponsored setting going to religious services without his sponsor or a person in a group home going to an independent job site in the community, ECT can be used. A provider delivering other waiver services to an individual may not utilize the same staff to provide ECT and may only bill if

the transportation would not normally be a required element of services. ECT services do not cover on-demand transportation such as taxis, or gig services (Uber, Lyft). ECT may not be provided by a guardian, parent, stepparent of an individual younger than 18 years of age or by the spouse of an adult who is receiving the service. The driver can be coworkers, other family members, and legally responsible persons for adults (other than spouses). ECT does not replace Medicaid funded Non-emergency Medical Transportation services (required under 42 CFR 431.53) such as transportation services provided through Modivcare or Managed Care Organizations for medical appointments and other Medicaid services. Non-emergency medical transportation cannot be provided in the same vehicle at the same time with ECT.

What types of transportation does ECT include?

ECT provides per trip reimbursement to a private driver under an administering agency for up to 3 individuals per trip. ECT can also be requested for reimbursement of bus and subway tickets. The administering agency may not bill for a rider who is not ECT-approved (e.g., a passenger who is the driver's family member, friend, etc.)

How do agencies confirm driver qualifications?

- 18 years or older = confirmed on a valid driver's license
- Valid driver's license = a copy obtained from driver initially and annually
- General liability insurance = copy obtained from driver initially and annually that shows driver's name on the policy, which meets minimum requirements per 12VAC30-122-440 D.4.c.(2).
- Driving records = driver requests from the DMV that an official copy be mailed to agency or obtained the agency adding the driver to the by the agency after adding the driver to the Virginia Driver Alert System at <https://www.dmv.virginia.gov/licenses-ids/cdl/voluntary>
- Criminal history = signed attestation kept on file; this attestation is signed by the private driver, the individual, and the individual's guardian or authorized representative, as appropriate, confirming that the driver has disclosed any relevant felonies and if listed on any registry
- Virginia Sexual Offender Registry = screenshot or print view from [https:// www.vspso.com/](https://www.vspso.com/) that demonstrates the driver is not listed

How does reimbursement work?

Reimbursement is set at three different rates based on mileage and the number of people included in each trip. There is a Northern Virginia rate and a "rest of state rate" in each instance. These rates are included in the Medicaid Memo found at the end of this toolkit. It's important to note that when more than one person is included on a route, each individual is billed at the furthest trip route included in the trip. For example, if one person lives 3 miles from the destination, one 12 miles away, and one 25 miles away, all three are reimbursed at the 20+ mile rate for the trip. The administering agency is responsible for purchasing bus and/or subway tickets when these options are approved under ECT.

Are internet map print outs needed for authorization?

No, but printouts for each trip should be on file and available for program reviews.

General Steps in Offering Services

Confirm Agency meets requirements to offer service

Select one:

- Any DBHDS license
- Center for Independent Living
- Employment Services Organization



Agency adds ECT to DMAS participation agreement



Agency locates drivers through advertising or by individual request and documents all driver requirements including:

- 18 years of age or older confirmed
- Valid driver's license on file
- Proof of general liability insurance coverage on file
- Driving records on file confirm no reckless driving charges in past 24 months
- Criminal records attestation on file
- Virginia Sex Offender Registry check on file



Agency adds or confirms access to the DBHDS Waiver Management System (WaMS) to submit service authorizations.



Agency establishes individual record

- Copy of assessment form on file (e.g. Supports Intensity Scale)
- ECT Trip Plan form(s), which serve as the Plan for Supports (DMAS #P258)
- ECT Trip Log (DMAS #P259)
- Online map service print out for trips included in the trip log Receipts for public transportation purchases (e.g. bus tickets, fare cards)
- Copies of quarterly reviews submitted to SC for quarters where services occurred
- All correspondence



Agency establishes driver and individual match, determines trip schedule, and submits ECT Trip Plan (DMAS #P258) form through WaMS with the Service Authorization Request.



Agency prints online maps and files for each approved trip, maintains all correspondence, and submits a quarterly review to the CSB Support Coordinator following quarters in which transportation is provided.



Agency submits billing per DMAS standards.

Children’s and Youth Residential

Based on the information provided here, showing the regional breakdown of providers and number of children/youth supported, a limited number of children currently receive congregate residential services under the DD waiver in Virginia (33) with two receiving these services in group homes of five or more. The data provided in the three tables below are based on approved service authorization lines as of 10/31/23. The region determined by service zip code and provider tax identifier for individuals from birth age less than 18. **Source:** WaMS Service Authorizations (Report ID DR0019)

Data based on Approved Service Authorization Lines
 Over Reported Period: May 1, 2023 thru October 31, 2023
 Region determined by ServiceZipCode by Provider TaxIdentifier
 Birth Age less than 18.0 years as of October 31, 2023.

Table 1. Counts of distinct individuals by Authorization and Region.

Approved Authorization	Primary DBHDS Region					Distinct Total	%
	1	2	3	4	5		
Group Residential Supports 4 or Fewer	0	0	1	5	0	6	18%
Group Residential Supports 5 or More	1	0	0	0	1	2	6%
Sponsored Residential	1	3	5	3	18	28	85%
Distinct Total	1	3	6	8	18	33	100%
Percent	3%	9%	18%	24%	55%	100%	

Table 2. Counts of Providers (distinct TaxIdentifiers) by Authorization and Region. For those Authorizations listed in Table 1.

Approved Authorization	Primary DBHDS Region					Distinct Total	%
	1	2	3	4	5		
Group Residential Supports 4 or Fewer	0	0	1	1	0	2	15%
Group Residential Supports 5 or More	1	0	0	0	1	2	15%
Sponsored Residential	1	1	2	1	5	8	62%
Distinct Total	2	1	3	3	6	13	100%
Percent	15%	8%	23%	23%	46%	100%	

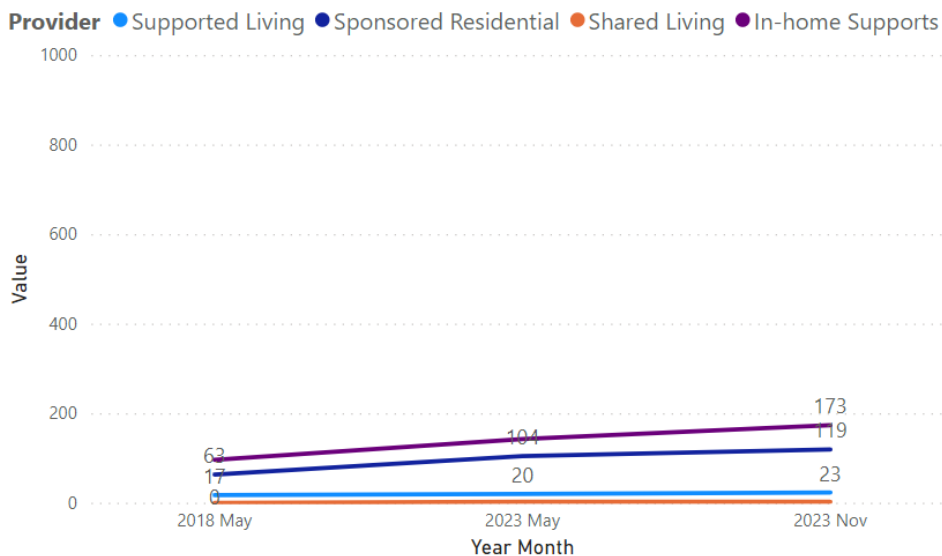
Provider Name	Tax Identifier	Primary DBHDS Region 1		Primary DBHDS Region 2	Primary DBHDS Region 3			Primary DBHDS Region 4		Primary DBHDS Region 5					Total
		MADISON HEIGHTS	WINCHESTER	FAIRFAX	FLOYD	ROANOKE	WYTHEVILLE	CHESTER	CHESTERFIELD	CHESAPEAKE	HAMPTON	NEWPORT NEWS	PORTSMOUTH	VIRGINIA BEACH	
Arrows of Purpose	831305799	-	-	-	-	-	-	-	-	1	-	-	-	-	1
COMMUNITY SERVICES OF VA INC	542041107	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DEPAUL COMMUNITY RESOURCES	541108079	-	-	-	-	3	-	-	-	-	-	-	-	-	3
FELTS SUPPORTS FOR LIVING, LLC	461193921	-	-	-	-	-	1	-	-	-	-	-	-	-	1
GRAFTON SCHOOL INCORPORATED	540682401	-	1	-	-	-	-	-	-	-	-	-	-	-	1
SERENITY C & C INC	711038747	-	-	-	-	-	-	3	-	-	-	7	-	-	10
SUNRISE COMMUNITY OF VIRGINIA INC	521929588	-	-	3	-	-	-	-	-	-	-	-	-	-	3
TEEN OPTION INC	270672590	-	-	-	-	-	-	-	5	-	-	-	-	-	5
TRADITIONAL CARE SERVICES	465731445	-	-	-	-	-	-	-	-	-	7	-	-	-	7
UNITED & EMPOWERED CARE INC	205493023	-	-	-	-	-	-	-	-	-	2	-	-	-	2
WALL RESIDENCES LLC	541959395	1	-	-	2	-	-	-	-	-	-	-	-	-	3
Youth Empowered Solutions, LLC	822775755	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Total Children		1	1	3	2	3	1	3	5	1	9	7	1	1	33
Total Providers by Tax Identifier:		1	1	1	1	1	1	1	1	1	2	1	1	1	13

Distinct Totals are not additive: Due to service or provider changes during the reporting period, the same individual or Provider may appear in more than one category. For the same reason, Percents add to more than 100%.

Statewide Provider Counts and Individual Authorizations per Service

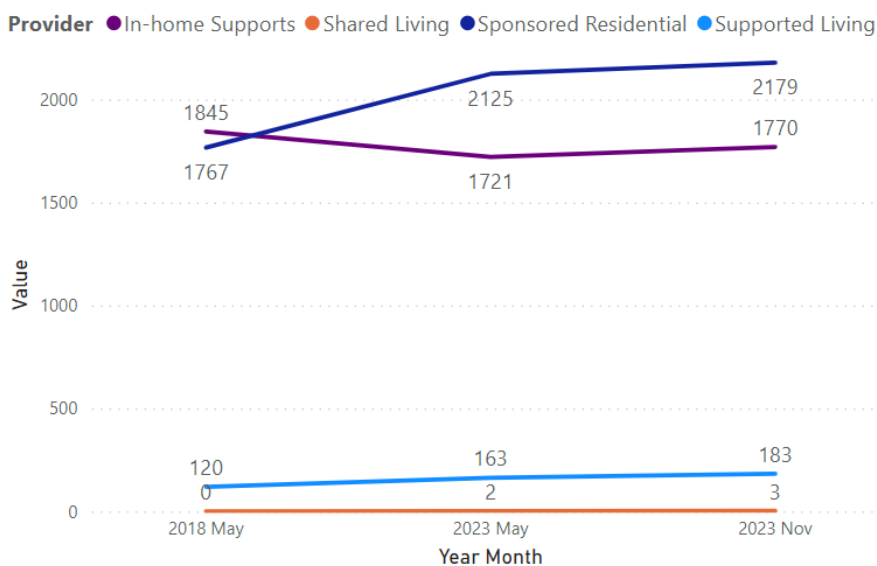
Method: The data in section derives from the November 2023 version of the PDS Dashboard and Baseline Measurement Tool by comparing the baseline data to the May 2018, May 2023, and November 2023 aggregate provider and individual service authorization counts. (Report ID DR0058)

Distinct Provider Count



Year Month	In-home Supports	Shared Living	Sponsored Residential	Supported Living
2018 May	96	0	63	17
2023 May	142	2	104	20
2023 Nov	173	2	119	23

Distinct Individual Count

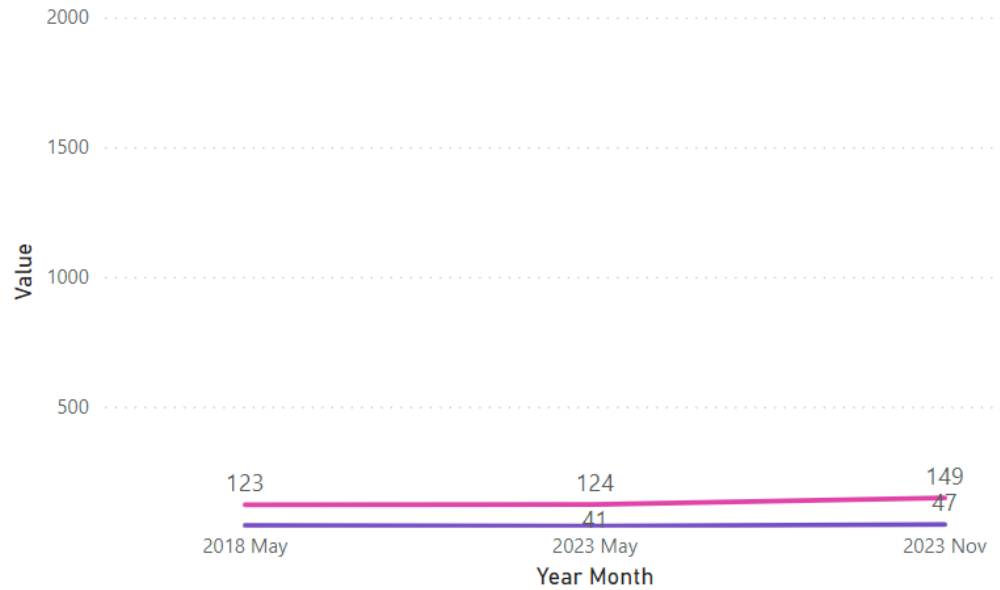


Year Month	In-home Supports	Shared Living	Sponsored Residential	Supported Living
2018 May	1845	0	1767	120
2023 May	1721	2	2125	163
2023 Nov	1770	3	2179	183

PROVIDER DATA SUMMARY – November 2023

Distinct Provider Count

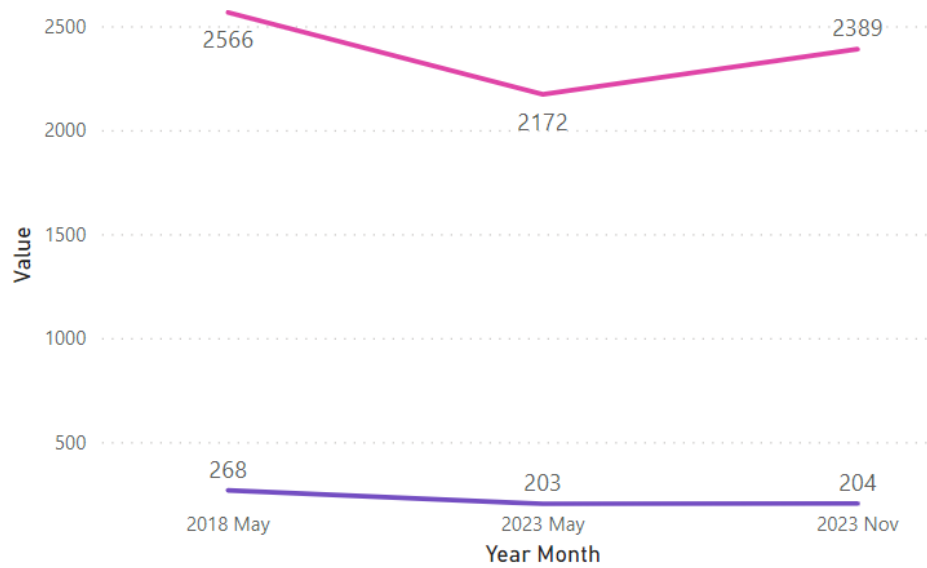
Provider ● Community Engagement ● Community Coaching



Year Month	Community Coaching	Community Engagement
2018 May	43	123
2023 May	41	124
2023 Nov	47	149

Distinct Individual Count

Provider ● Community Coaching ● Community Engagement

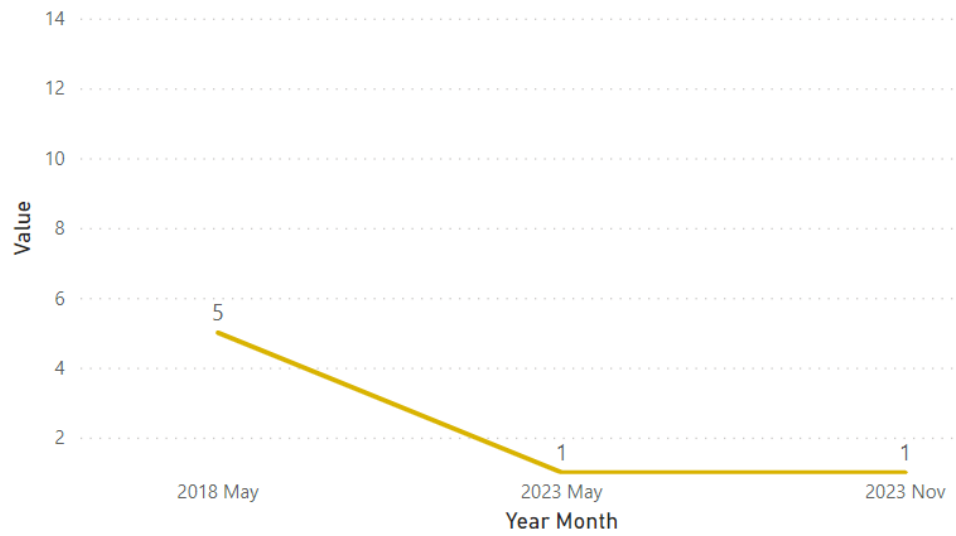


Year Month	Community Coaching	Community Engagement
2018 May	268	2566
2023 May	203	2172
2023 Nov	204	2389

PROVIDER DATA SUMMARY – November 2023

Distinct Provider Count

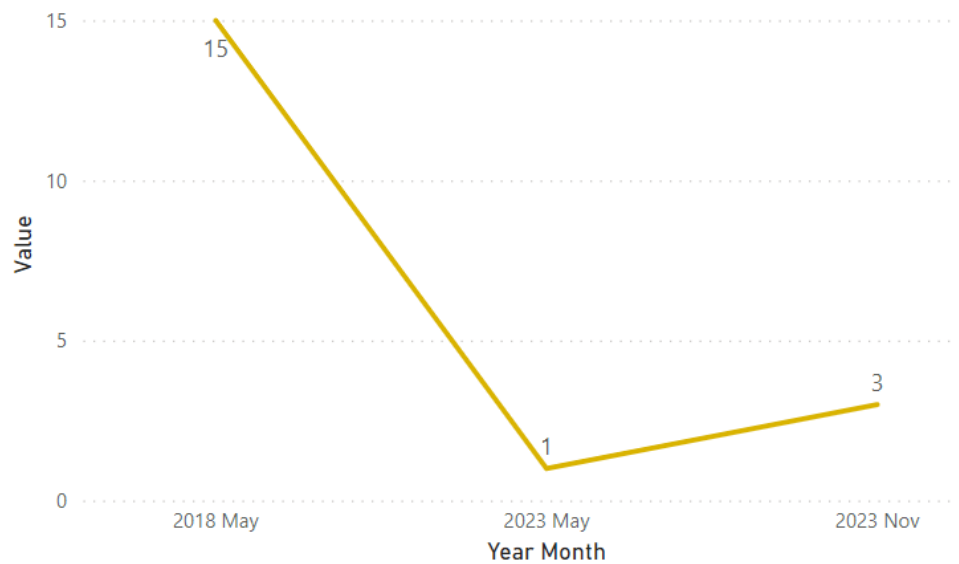
Provider ● Crisis Support Services



Year Month	Crisis Support Services
2018 May	5
2023 May	1
2023 Nov	1

Distinct Individual Count

Provider ● Crisis Support Services

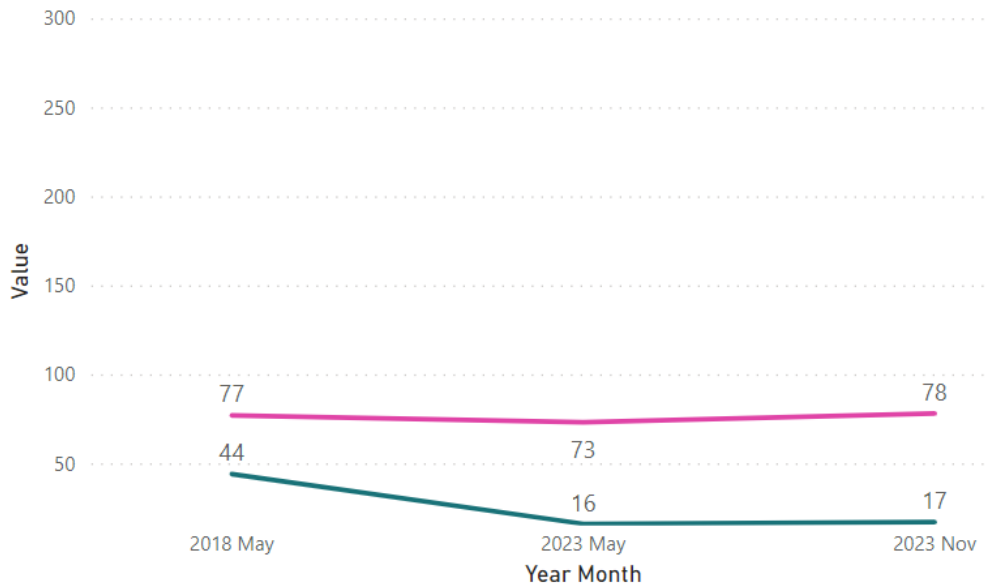


Year Month	Crisis Support Services
2018 May	15
2023 May	1
2023 Nov	3

PROVIDER DATA SUMMARY – November 2023

Distinct Provider Count

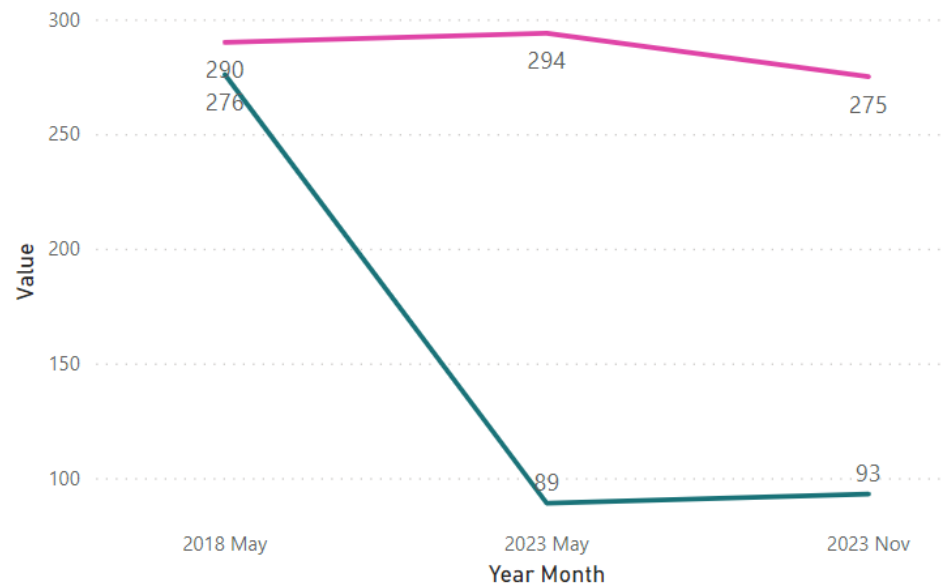
Provider ● Private Duty Nursing ● Skilled Nursing



Year Month	Private Duty Nursing	Skilled Nursing
2018 May	77	44
2023 May	73	16
2023 Nov	78	17

Distinct Individual Count

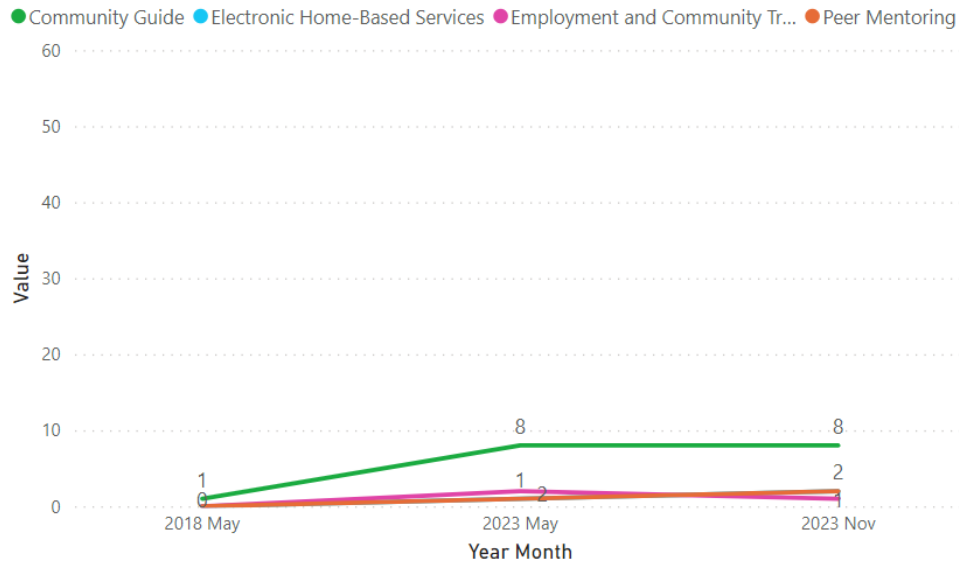
Provider ● Private Duty Nursing ● Skilled Nursing



Year Month	Private Duty Nursing	Skilled Nursing
2018 May	290	276
2023 May	294	89
2023 Nov	275	93

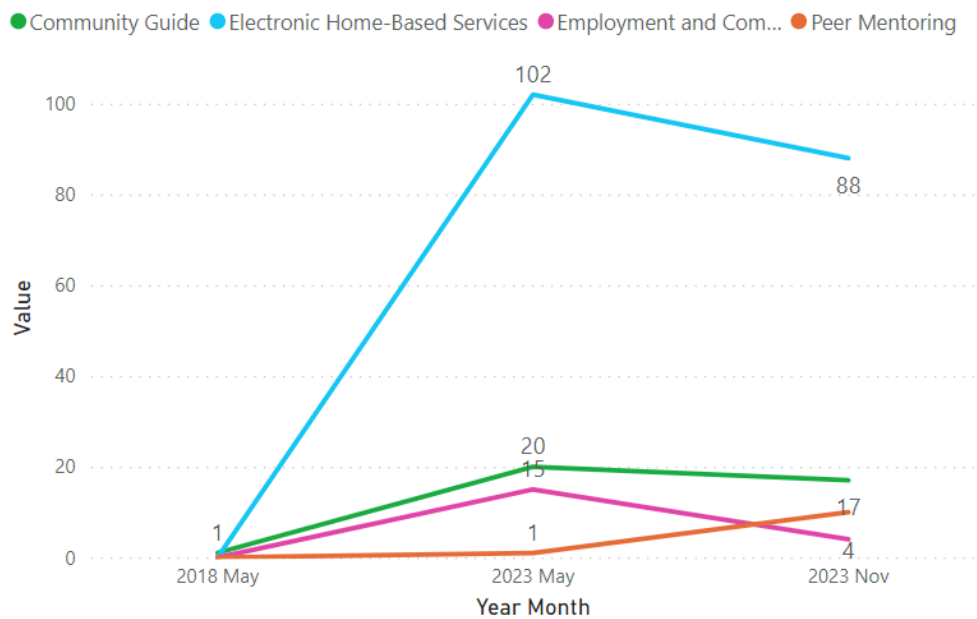
PROVIDER DATA SUMMARY – November 2023

Distinct Provider Count



Year Month	Community Guide	Electronic Home-Based Services	Employment and Community Transportation	Peer Mentoring
2018 May	1	0	0	0
2023 May	8	1	2	1
2023 Nov	8	2	1	2

Distinct Individual Count

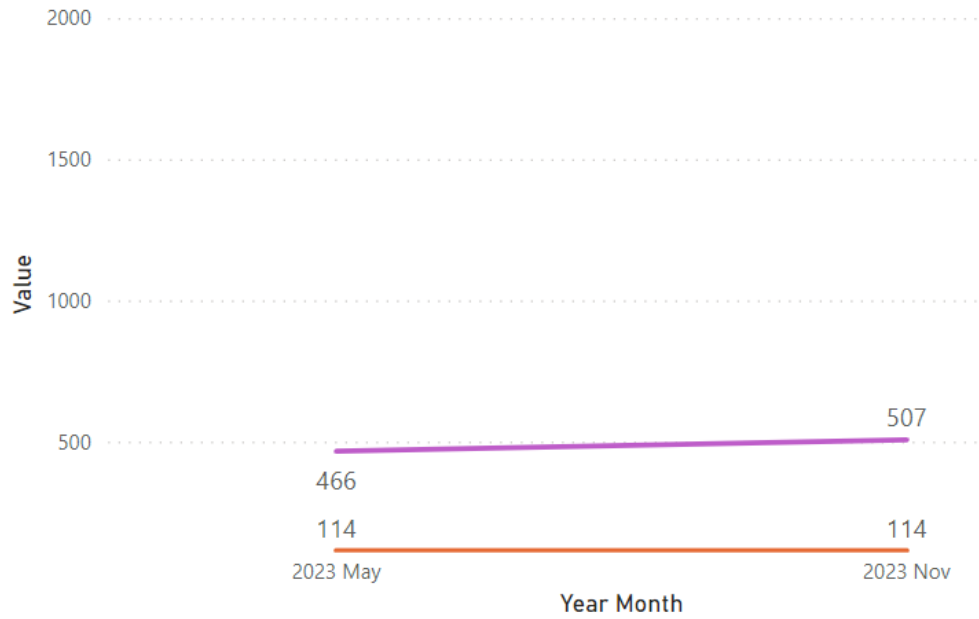


Year Month	Community Guide	Electronic Home-Based Services	Employment and Community Transportation	Peer Mentoring
2018 May	1	0	0	0
2023 May	20	102	15	1
2023 Nov	17	88	4	10

PROVIDER DATA SUMMARY – November 2023

Distinct Provider Count

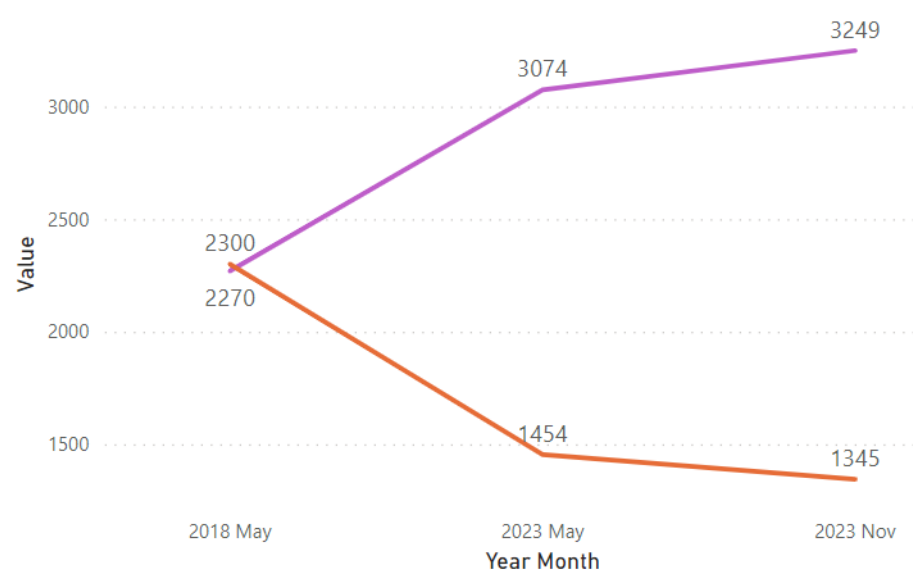
Provider ● Group Residential <5 ● Group Residential 5+



Year Month	Group Residential <5	Group Residential 5+
2023 May	466	114
2023 Nov	507	114

Distinct Individual Count

Provider ● Group Residential <5 ● Group Residential 5+



Year Month	Group Residential <5	Group Residential 5+
2018 May	2270	2300
2023 May	3074	1454
2023 Nov	3249	1345

REGIONAL DATA

In order to increase a provider's ability to consider service expansion, this section reports availability across four subareas in each region. The data is based on the numbers and lettering detailed below. In addition, these subareas are incorporated into the Baseline Measurement Tool for easy sorting.

Method: The data used in the development of this section derives from the November 2023 PDS Dashboard and Baseline Measurement Tool. Data is transferring from the May 2018, May 2023, and November 2023 data tabs using Power Bi to determine provider counts per service by the following regions. (Report ID DR0058)

Region I

1-A	1-B	1-C	1-D
Caroline County	Augusta County	Harrisonburg City	Nelson County
Fredericksburg City	Highland County	Rockingham County	Louisa County
King George County	Staunton City	Frederick County	Albemarle County
Spotsylvania County	Waynesboro City	Page County	Charlottesville City
Stafford County	Alleghany County	Shenandoah County	Fluvanna County
Culpeper County	Covington City	Warren County	Greene County
Madison County	Bath County	Winchester City	Amherst County
Orange County	Buena Vista City	Clarke County	Appomattox County
Fauquier County	Lexington City		Bedford County
Rappahannock County	Rockbridge County		Campbell County
			Lynchburg City

Region II

2-A	2-B	2-C	2-D
Alexandria City	Fairfax City	Loudoun County	Manassas City
Arlington County	Fairfax County		Manassas Park City
	Falls Church City		Prince William County

Region III

3-A	3-B	3-C	3-D
Botetourt County	Franklin County	Carroll County	Buchanan County
Craig County	Danville City	Galax City	Russell County
Roanoke City	Pittsylvania County	Grayson County	Tazewell County
Roanoke County	Henry County	Bland County	Dickenson County
Salem City	Martinsville City	Wythe County	Bristol City
Giles County	Halifax County	Floyd County	Washington County
Montgomery County	Mecklenburg County	Pulaski County	Smyth County
	Brunswick County	Radford City	Lee County
	Patrick County		Norton City
			Scott County
			Wise County

Region IV

4-A	4-B	4-C	4-D
Chesterfield County	Amelia County	Charlotte County	Dinwiddie County
Colonial Heights City	Buckingham County	Lunenburg County	Greensville County
Hanover County	Cumberland County	Nottoway County	Hopewell City
Charles City County	Goochland County	Prince Edward County	Petersburg City
Henrico County	Powhatan County	Emporia City	Prince George County
New Kent County			Surry County
Richmond City			Sussex County

Region V

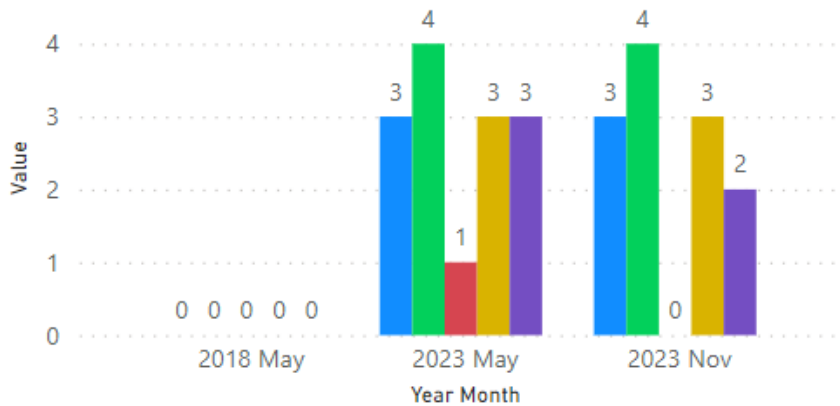
5-A	5-B	5-C	5-D
Essex County	Accomack County	James City County	Chesapeake City
Gloucester County	Northampton County	Poquoson City	Norfolk City
King and Queen County		Williamsburg City	Portsmouth City
King William County		York County	Virginia Beach City
Lancaster County		Hampton City	Franklin City
Mathews County		Newport News City	Isle of Wight County
Middlesex County			Southampton County
Northumberland County			Suffolk City
Richmond County			
Westmoreland County			

If you would like to see service change in a particular locality or area, apply filters in the Baseline Measurement Tool to explore service change across the sub-regions listed above. The following data reflect provider change per service at the regional level.

<--- Location--->				<---		
DBHDS Region	Sub Region	CSB	City/County	BI waiver	FIS waiver	C waiver
1	1-A	RapA	Caroline County	0	12	3
1	1-A	RapA	Fredericksburg City	2	13	3
1	1-A	RapA	King George County	0	6	2
1	1-A	RapA	Spotsylvania County	3	82	21
1	1-A	RapA	Stafford County	3	75	18
1	1-A	RapR	Culpeper County	1	20	8
1	1-A	RapR	Fauquier County	0	32	5
1	1-A	RapR	Madison County	0	4	1
1	1-A	RapR	Orange County	2	27	4
1	1-A	RapR	Rappahannock County	0	2	9
1	1-B	ALLE	Alleghany County	0	12	3

Benefits Planning Providers by Year, Month and DBHDS Region

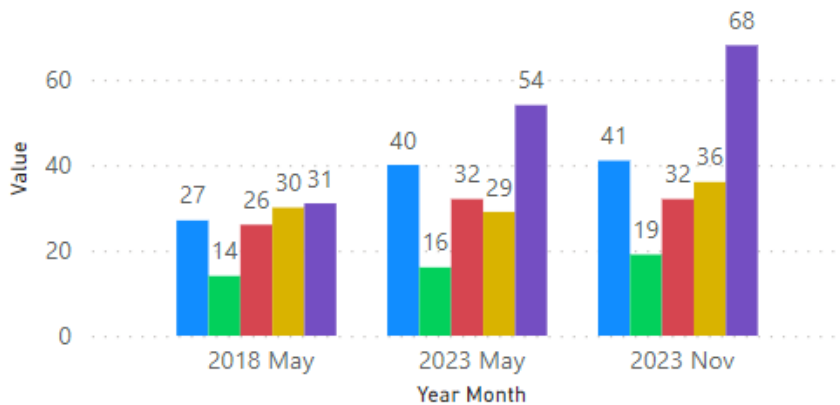
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2023 May	3	4	1	3	3
2023 Nov	3	4	0	3	2

Community Engagement Providers by Year, Month and DBHDS Region

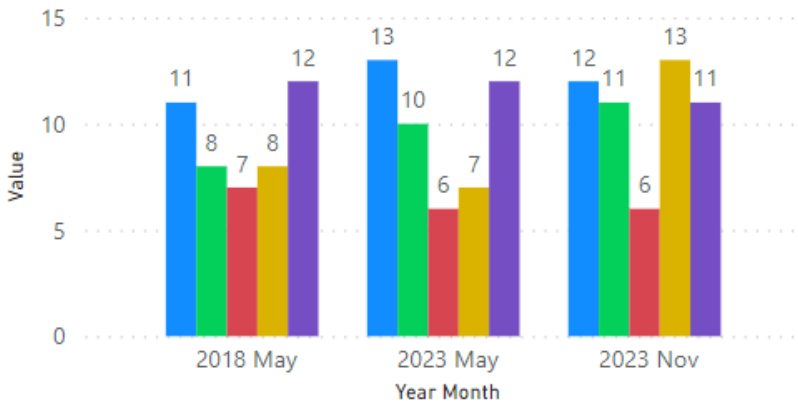
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	27	14	26	30	31
2023 May	40	16	32	29	54
2023 Nov	41	19	32	36	68

Community Coaching Providers by Year, Month and DBHDS Region

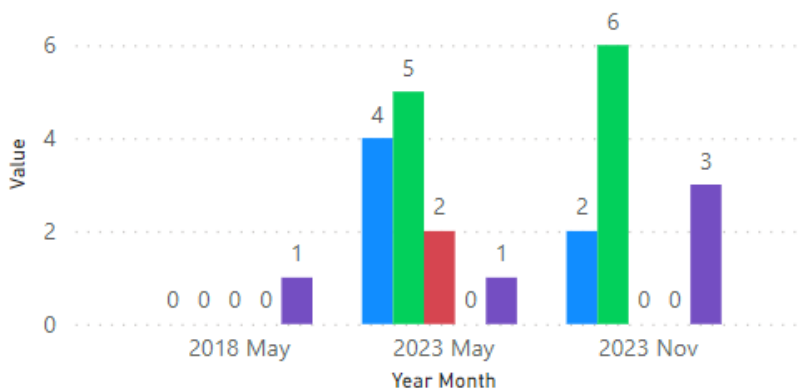
Region 1 2 3 4 5



Year Month	1	2	3	4	5
2018 May	11	8	7	8	12
2023 May	13	10	6	7	12
2023 Nov	12	11	6	13	11

Community Guide Providers by Year, Month and DBHDS Region

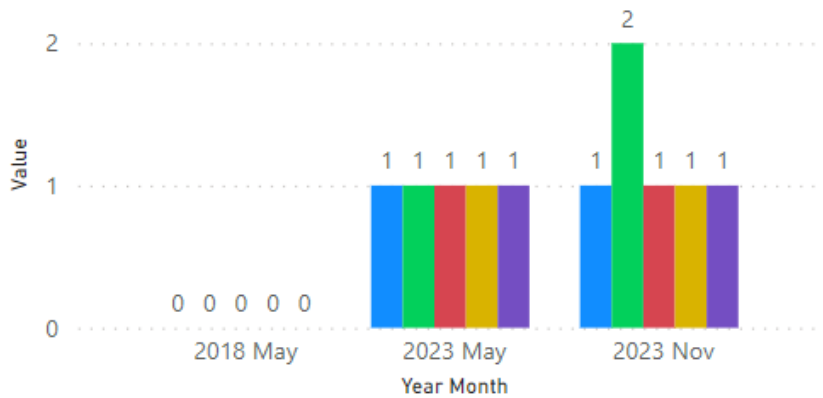
Region 1 2 3 4 5



Year Month	1	2	3	4	5
2018 May	0	0	0	0	1
2023 May	4	5	2	0	1
2023 Nov	2	6	0	0	3

Electronics Home Based Service Providers by Year, Month and DBHDS Region

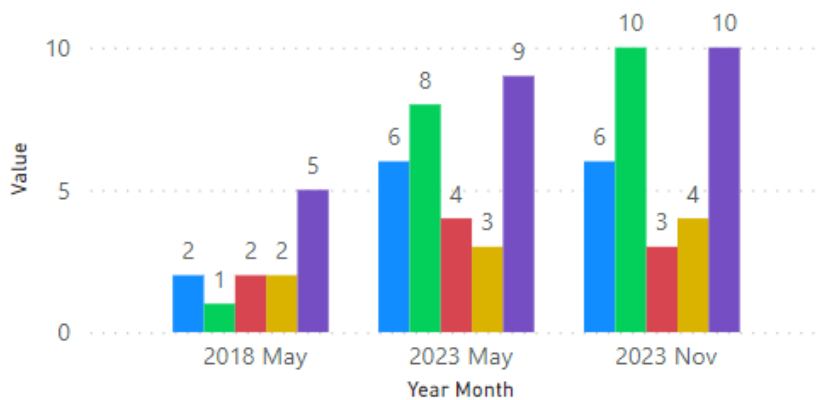
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2023 May	1	1	1	1	1
2023 Nov	1	2	1	1	1

Independent Living Supports Providers by Year, Month and DBHDS Region

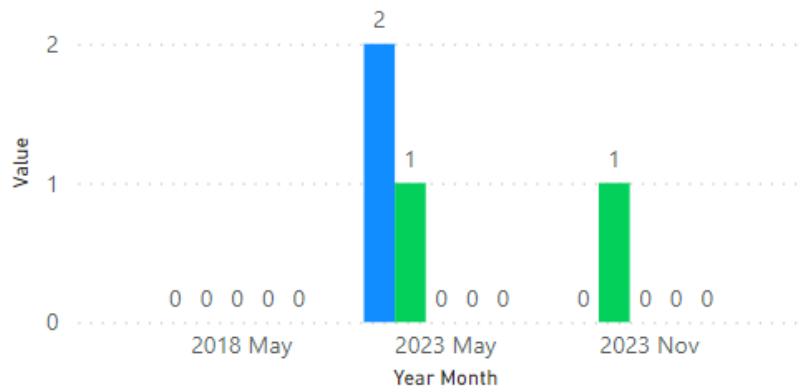
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	2	1	2	2	5
2023 May	6	8	4	3	9
2023 Nov	6	10	3	4	10

Employment and Community Transportation Providers by Year, Month and DBHDS Region

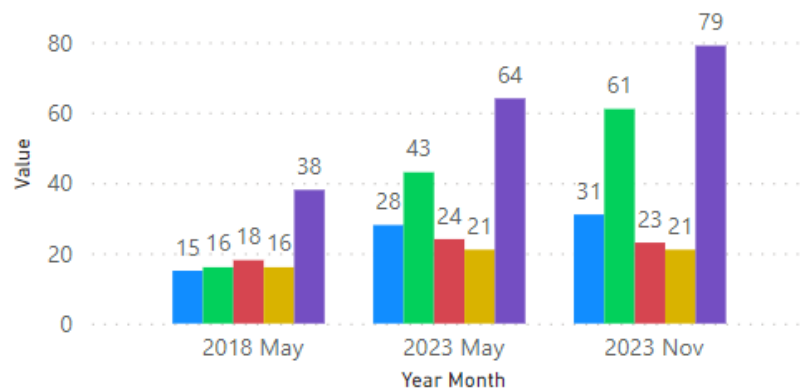
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2023 May	2	1	0	0	0
2023 Nov	0	1	0	0	0

In-home Supports Providers by Year, Month and DBHDS Region

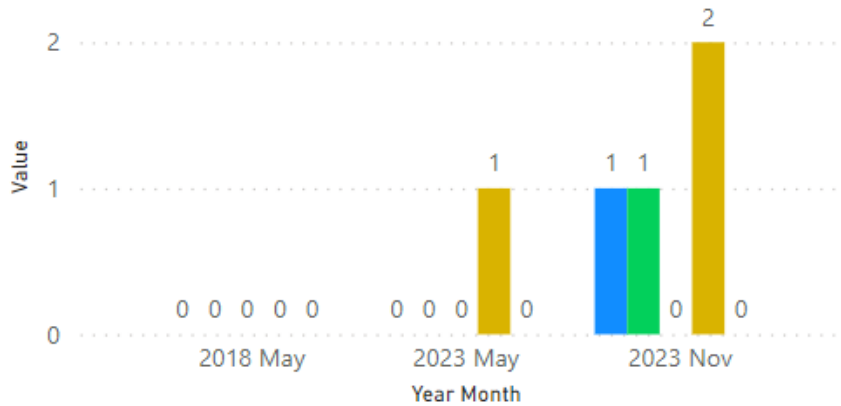
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	15	16	18	16	38
2023 May	28	43	24	21	64
2023 Nov	31	61	23	21	79

Peer Mentoring Providers by Year, Month and DBHDS Region

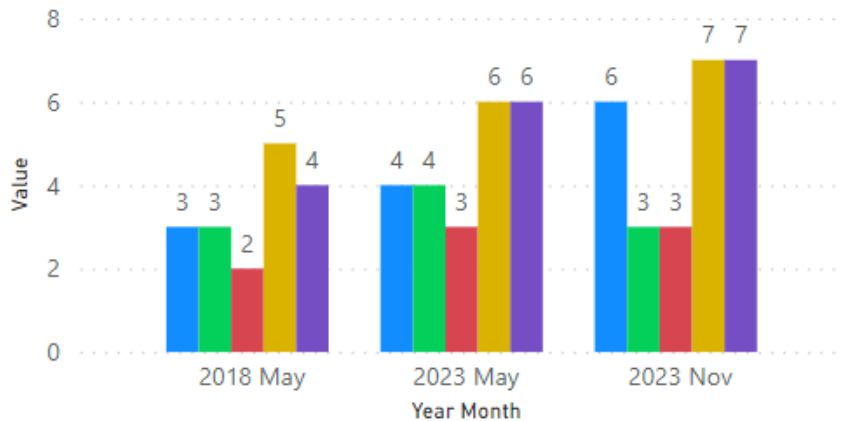
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2023 May	0	0	0	1	0
2023 Nov	1	1	0	2	0

Supported Living Providers by Year, Month and DBHDS Region

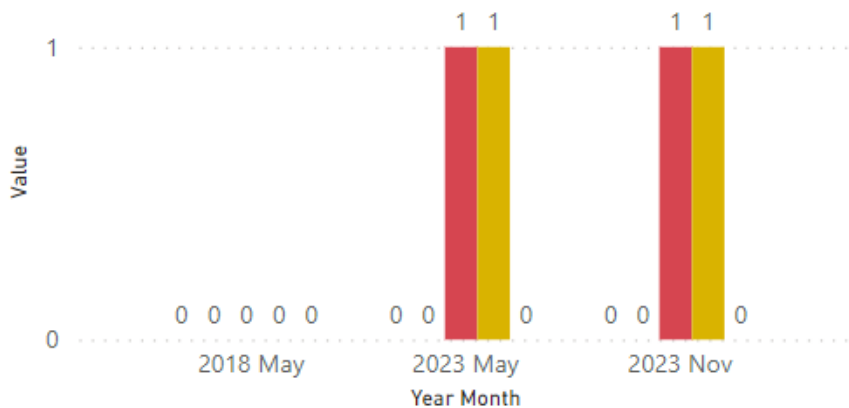
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	3	3	2	5	4
2023 May	4	4	3	6	6
2023 Nov	6	3	3	7	7

Shared Living Providers by Year, Month and DBHDS Region

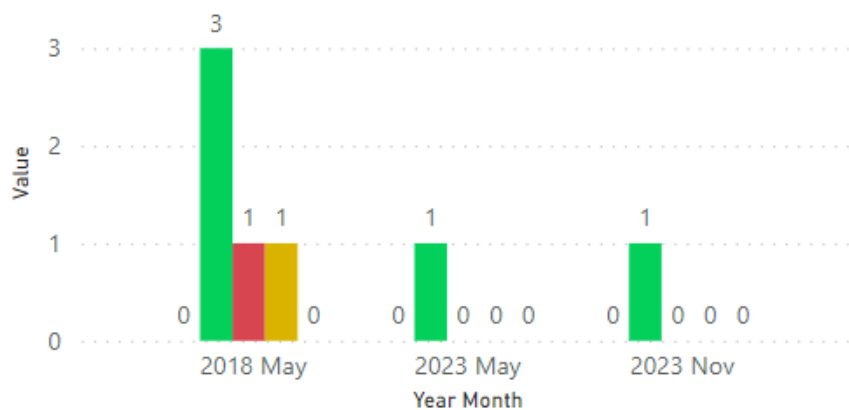
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2023 May	0	0	1	1	0
2023 Nov	0	0	1	1	0

Crisis Support Service Providers by Year, Month and DBHDS Region

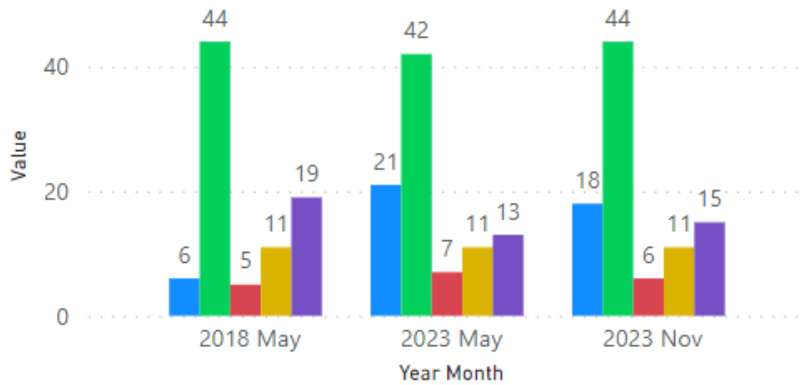
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	0	3	1	1	0
2023 May	0	1	0	0	0
2023 Nov	0	1	0	0	0

Private Duty Nursing Providers by Year, Month and DBHDS Region

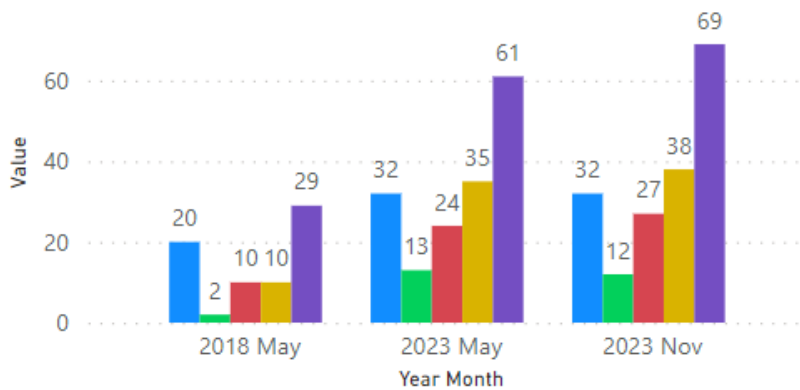
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	6	44	5	11	19
2023 May	21	42	7	11	13
2023 Nov	18	44	6	11	15

Sponsored Residential Providers by Year, Month and DBHDS Region

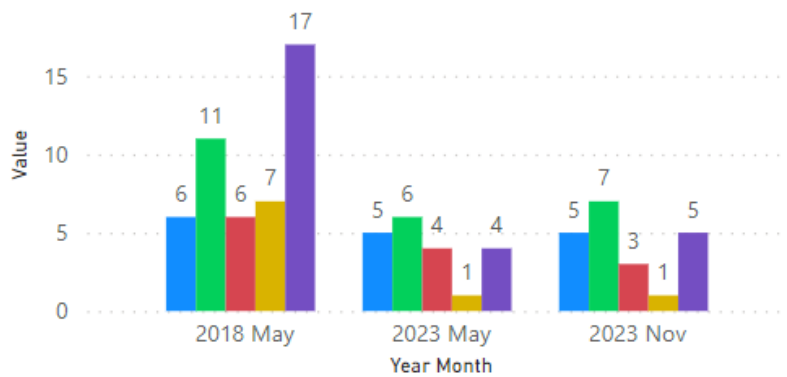
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	20	2	10	10	29
2023 May	32	13	24	35	61
2023 Nov	32	12	27	38	69

Skilled Nursing Providers by Year, Month and DBHDS Region

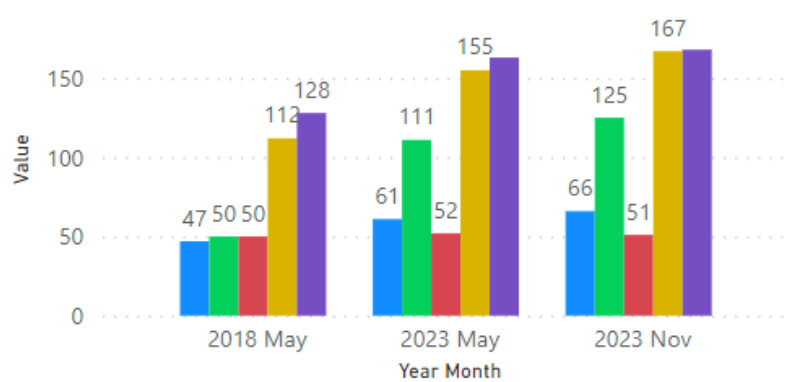
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	6	11	6	7	17
2023 May	5	6	4	1	4
2023 Nov	5	7	3	1	5

Group Residential < 5 Providers by Year, Month and DBHDS Region

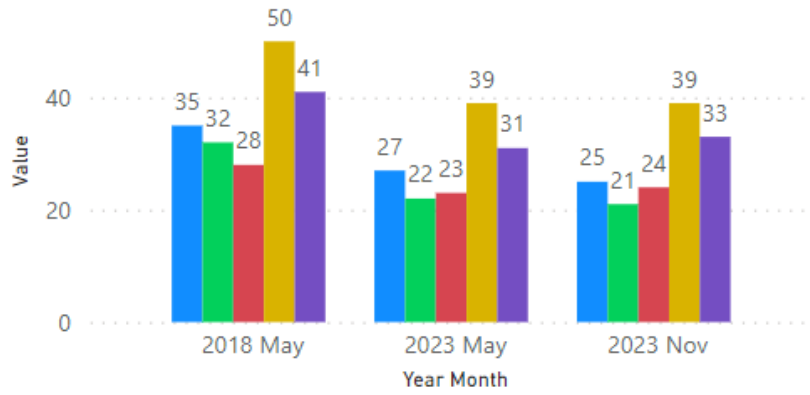
Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	47	50	50	112	128
2023 May	61	111	52	155	168
2023 Nov	66	125	51	167	167

Group Residential 5+ Providers by Year, Month and DBHDS Region

Region ● 1 ● 2 ● 3 ● 4 ● 5



Year Month	1	2	3	4	5
2018 May	35	32	28	50	41
2023 May	27	22	23	39	31
2023 Nov	25	21	24	39	33

IDENTIFIED GAPS

Provider Development leads five Regional Support Teams (RSTs) designed to provide support with ensuring informed choice and with removing barriers to more integrated service options across Virginia. This section highlights findings from RST processes.

DBHDS has integrated the RST referral process into the Waiver Management System to ease communication, tracking, and data reporting. RST barrier data is included in this Provider Data Summary report. Moving RST processes into WaMS is expected to ease communication across involved parties and enhance reporting capabilities.

The barriers for the most integrated services are evaluated for frequency and location. The charts below provide details on eight themes identified in the RST referral process and the distribution across regions during the 3rd and 4th quarters FY23 RST reports. The data results are consolidated into the categories provided. Barrier counts listed below are not inclusive of all possible barriers and may be duplicated across referrals. These charts represent the frequency a barrier was reported by region, upon initial referral, within the desired region, and within one of five given themes.

Method: The data used in this section is derived from the 1st and 2nd quarters FY24 RST Dashboard reports by combining and categorizing the results in the Barriers Section for each Region.

Barrier Themes

No integrated residential provider operating in desired area

Includes: there are no known providers of integrated residential services operating in the region (i.e. independent living for BI waiver, in-home support services, supported living, sponsored residential, group home 4 or fewer)

Lack of provider at referral (other than integrated residential)

Includes: Services and activities unavailable in desired location; Professional Behavioral staff-Psychiatric, PBS facilitator, Applied Behavioral Analyst, or other specialist unavailable; Professional Behavioral staff-Dental, nursing or any medical specialist unavailable

Provider available, but access delayed

Includes: Home modifications, delayed licensing, HCBS compliance, etc.

Provider/setting match

Includes: Provider has determined placement is not a good match provider is not willing/able to support individual; Service/Provider Development or Loss-Construction/Renovations/Environmental Modifications/Staffing/On-boarding/Licensing; Community location is not adapted for physical access (not wheelchair accessible or ADA compliant)

Lack of behavioral expertise

Includes: Direct Support Staff-may not have experience or demonstrate competency to provide support with behavioral expertise

Lack of medical expertise

Includes: Direct Support Staff-may not have experience or demonstrate competency to provide support with medical expertise

Lack of mental health expertise

Includes: Direct Support Staff-may not have experience or demonstrate competency to provide support with mental health expertise

Individual/SDM Choice

Includes: Individual/ SDM/LG chooses less integrated option; Individual/Substitute Decision Maker (SDM)/Legal Guardian (LG) not interested in discussing/exploring options/refuses supports; Individual/SDM/LG does not choose provider after visit/still exploring community options
Construction/Renovations/Environmental Modifications/Staffing/On-boarding/Licensing

Regional RST Barrier Data by Service (Q1 and Q2 FY24)

The following table provides data related to the primary barriers reported in Q1 and Q2 FY24. 13 referrals were impacted by system enhancements made during the reporting period and could not be attributed to specific services. As seen in past reports, individual/SDM choice continues to be the most frequently reported barrier accounting for 34% of all barriers reported.

Barrier to Service	Region I	Region II	Region III	Region IV	Region V	Grand Total
Individual/SDM Choice	2	4	2	5	2	15
Group Home Residential (4 or fewer)	1	3	2	4	1	11
2024 Q1		2	2	2		6
2024 Q2	1	1		2	1	5
In-Home Support Services					1	1
2024 Q2					1	1
Sponsored Residential	1	1		1		3
2024 Q1		1				1
2024 Q2	1			1		2
Lack of behavioral expertise	3	1	5	2		11
Community Coaching			1			1
2024 Q1			1			1
Community Engagement			1			1
2024 Q1			1			1
Group Home Residential (4 or fewer)	2	1	3			6
2024 Q1		1	1			2
2024 Q2	2		2			4
Sponsored Residential	1			1		2
2024 Q1				1		1
2024 Q2	1					1
Supported Living				1		1
2024 Q2				1		1

PROVIDER DATA SUMMARY – November 2023

Lack of medical expertise	4	1	1	1	7	
Group Home Residential (4 or fewer)	3	1	1	1	6	
2024 Q1	1	1		1	3	
2024 Q2	2		1		3	
Sponsored Residential	1				1	
2024 Q2	1				1	
Lack of mental health expertise	1	2			3	
Group Home Residential (4 or fewer)	1	2			3	
2024 Q1		1			1	
2024 Q2	1	1			2	
Lack of provider at referral (other than integrated residential)	4	1	1	3	9	
Environmental Modifications				1	1	
2024 Q1				1	1	
Group Home Residential (4 or fewer)	2			1	3	
2024 Q1	2			1	3	
Sponsored Residential	2		1	1	4	
2024 Q1	2			1	3	
2024 Q2			1		1	
Therapeutic Consultation		1			1	
2024 Q1		1			1	
No integrated residential provider operating in desired area			1		1	
Group Home Residential (4 or fewer)			1		1	
2024 Q2			1		1	
Provider available, but access delayed	2	1			3	
Group Home Residential (4 or fewer)	1	1			2	
2024 Q1	1	1			2	
Sponsored Residential	1				1	
2024 Q1	1				1	
Provider/setting match	1	1	2	1	5	
Community Engagement			1		1	
2024 Q1			1		1	
Group Home Residential (4 or fewer)	1		1	1	3	
2024 Q1	1		1		2	
2024 Q2				1	1	
Therapeutic Consultation		1			1	
2024 Q2		1			1	
Grand Total	17	11	11	12	3	54

Priority Services as of November 2023

PDS Dashboard Link

<https://app.powerbigov.us/view?r=eyJrIjojIzU3ZjhOWEtN2JiMi00Mzk0LTg4YTgtNTBkMTg3OGY4OWNkIiwidCI6IjYyMGFINWE5LTRIyZEtNGZHMzQ0NjQxLTVkOWYzODZjNzZmOWOSJ9>

Service gaps can now be easily identified in the PDS Dashboard

County	Count of Individuals											
	BI	FIS	CL	All Waivers	SISL1	SISL2	SISL3	SISL4	SISL5	SISL6	SISL7	SISLDefault
Accomack County	0	4	59	63	5	19	1	33	1	3	0	1
Albemarle County	1	56	81	138	15	25	4	59	0	10	7	18
Alexandria City	3	50	73	126	14	38	4	44	3	6	4	13
Alleghany County	0	13	33	46	5	20	0	14	0	2	5	0
Amelia County	0	5	14	19	0	10	0	6	1	2	0	0
Amherst County	0	32	164	196	6	44	2	81	9	17	27	10
Appomattox County	0	12	31	43	1	8	0	16	6	3	6	3
Arlington County	4	95	107	206	12	72	4	69	7	14	12	16
Augusta County	3	44	145	192	9	41	4	64	9	24	14	27
Bath County	0	1	6	7	0	2	0	4	0	1	0	0
Bedford County	1	35	148	184	5	30	9	79	10	37	11	3
Bland County	0	2	8	10	0	2	0	6	0	1	0	1
Botetourt County	0	22	21	43	1	12	1	15	1	10	2	1
Bristol City	0	13	38	51	1	15	1	20	3	6	1	4
Total	298	4640	11723	16,661	976	4604	553	6273	597	1374	1179	1104

Date
11/30/2023

NOTE: To view earlier time periods, select date above

To see all services scroll to right

2: Scroll down



1: Select a date



Counts of Providers (defined by distinct TaxIdentifiers)

County	Benefits Planning	Community Coaching	Community Engagement	Community Guide	Crisis Support Services	Electronic Home-Based Services	Employment and Community Transportation
Accomack County	0	1	3	0	0	0	0
Albemarle County	0	1	4	0	0	1	0
Alexandria City	1	0	2	0	0	0	0
Alleghany County	0	1	1	0	0	0	0
Amelia County	0	0	0	0	0	0	0
Amherst County	0	1	8	0	0	0	0
Appomattox County	0	1	0	0	0	0	0
Arlington County	1	2	4	0	0	1	0
Augusta County	0	2	7	0	0	0	0
Bath County	0	0	0	0	0	0	0
Bedford County	0	2	9	0	0	0	0
Bland County	0	0	1	0	0	0	0
Botetourt County	0	0	4	0	0	0	0
Bristol City	0	0	2	0	0	1	0
Brunswick County	0	0	1	0	0	0	0

4: Yellow and green represent potential service gaps.

3: Scroll over

