DBHDS
Virginia Department of Behavioral Health
and Developmental Services

Provider Data Summary

State Fiscal Year 2026
November 2025

Provider Data Summary

DBHDS

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Introduction

This is the thirteenth 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 5/1/25 to 10/31/25. The BMT is designed to 1) include the core elements needed to assess service development, and 2) calculate service provision based on where individuals reside. In reviewing the data in this manner, DBHDS can 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=eyJrIjoiMzU3ZjhhOWEtN2JjMi00Mzk0LTg4YTgtNTBkMTg3OGY4OWN kIiwidCI6IjYyMGFlNWE5LTRlYzEtNGZhMC04NjQxLTVkOWYzODZjNzMwOSJ9

Providers are encouraged to review the BMT in conducting market research and in strategic planning efforts. Provider Data Summary webinars continue 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 https://www.advancingstates.org/initiatives/hcbs-business-acumen-center/hcbs-business-acumen-tool-kit)

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 measures designed to track Virginia's success in moving to more integrated options, the Regional Data

2

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. Provider Network Supports is organized into two distinct capacity-building teams at the following levels – Provider and System. Three statewide positions are defined, focusing on Individual and Family Waiver Supports, Regional Support Teams, and Complex Supports to more effectively accomplish our mission.

The Office of Provider Network Supports continues 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, providers, and constituents that are based on promising and best practices in supporting people with developmental disabilities in Virginia.
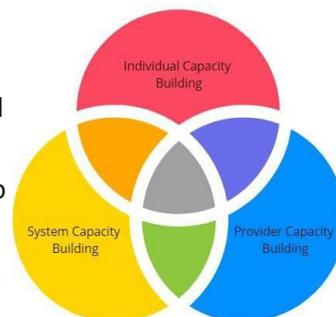
The OPNS Contact Sheet shows which team to contact.

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 contact chart is available online under Announcements at:
https://dbhds.virginia.gov/developmental-services/provider-network-supports/.

Data in this report are compared across three points in time – Baseline 2018, May 2025, and November 2025 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 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

3

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.

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.

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 2025, 493 providers registered and have DD Professional Membership at the MLMC Provider Database. This has been an increase of 26 providers since the last report. Collectively, four 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: https://mylifemycommunityvirginia.org/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 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 number was 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 two virtual Provider Roundtables during this report time period, which were held on May 29, 2025 and September 25, 2025, hosted a total of 1090 providers. OPNS has begun to regularly host quarterly in-person provider and support coordinator meetings in all regions, to promote the exchange of information about topics impacting providers and support coordination, as well as providing space for shared learning.

OPNS activities from May 1, 2025, to October 31, 2025, included Community Resource Consultants meeting with 67 providers seeking to diversify or expand services. Region 1 had 13 providers, Region 2 had 10 providers, Region 3 had 10 providers, Region 4 had 27 providers, and Region 5 had 7 providers interested in new or expanded services. The Developmental Disabilities Waiver services being added by current providers or considered by new providers include: Group Home (11), Therapeutic Consultation Behavior (7), Employment & Community Transportation (3), In-Home Supports (7), Supported Living (5), Supervised living (2), Community Engagement/Coaching (7), Sponsored Residential (6), Group Day Support (4), Personal Assistance (13), skilled nursing (1), Service facilitation (1), companion (3), crisis (2), Respite (9), Community guide (2), OT (1), PERS (1), PT (1), workplace assistance (2), peer mentoring (1), and uncertain (6). Barriers to starting services include potential providers not understanding requirements (Licensing, DD Waiver, HCBS, etc.), not knowing where to locate resources/navigate the DBHDS website, understanding the provider toolkit, paperwork required was burdensome, lack of understanding of how to advertise services or who to contact, not understanding how the specific service works or how to determine need for a particular service in a certain locality, no funding to start service, not understanding MES, and needing to obtain a DBHDS license before providing services.

Members of the Provider Team also provided Technical Assistance regarding various aspects of the DD Waiver to 249 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 May 2025 to October 2025, data related to Peer Mentoring includes:

Four Peer Mentor Candidates completed the two-day credential training on May 28 and 29, 2025. Five Mentors successfully trained and credentialed during the quarter. Twenty-five (25) referrals and three (3) new mentor matches were made in May-October 2025. All mentor matches were made with the Arc of the Southside, where the mentor is employed. Two of the matches are expected to proceed without issue, while the third match was delayed due to a lack of response from the Mentee. Two Mentees are actively supported at The Arc of Southside, and five are supported at Mitchell Residential Solutions. Dominion Care has completed their internal preparation, including development of hiring documents and training materials and they have indicated they are ready to move forward with the hiring and matching process.

On June 25, 18 Peer Mentors participated in a Professional Development Workshop. The session focused on topics submitted by the Mentors, including how to navigate a match ending, rescheduling challenges, repeated cancellations, engaging quiet Mentee with socialization goals, offering guidance without telling the Mentee what to do, and securely taking notes with technology while maintaining HIPAA compliance.

The Arc of Virginia recently launched their newly redesigned website, including a complete overhaul of the Peer Mentor Support page.

A total of seven Mentor/Self-Advocates were selected as IFSP Council members; however, there remains a need to increase the presence of Self-Advocates in the Western Region of Virginia. To address this issue, through alternate funding, a (2 year) part-time Program Assistant was hired in Western Virginia during this reporting period. This additional support is expected to help identify potential Peer Mentors who can participate in credentialing training during the next contract year.

During the Arc of Virginia's convention, a total of 7 Peer and Tech Mentors were hired to assist with event operations. This year, assignments expanded to include leadership roles. Two Mentors served as session Moderators, introducing each speaker, thanking them on behalf of The Arc and presenting them with a gift. Two newly credentialed Mentors also participated, one Tech Mentor supported registration and was a Moderator and the other newly credentialed Mentor was also a Moderator who expressed an interest in also providing technical support next year. One experienced Mentor (who worked at the convention before) worked solely at registration and the ALLY Alliance table was staffed by two Tech Mentors.

The Jump-Start Funding Program awarded $71,439.94 during this reporting period. Funds continue to be available to assist providers with expansion of integrated services in all regions and include services such as Skilled Nursing, Private Duty Nursing, Children's Sponsored Residential and Behavioral Consultation. Information on how to apply as well as Jump-Start funding requirements can be accessed at https://dbhds.virginia.gov/developmental-services/provider-network-supports.

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 training, 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 for a total of 57 participants and Part V Training for 112 participants. Additionally, Documentation Training was provided to 251 participants, Person Centered Thinking (and related) Training to 352 participants, and DSP Orientation Training was provided to 667 participants. SC 101 was provided to 144 participants and PREP was provided to 231 participants. Technical Assistance was provided for a total of 249 providers.

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, please visit the following website: https://personcenteredpractices.partnership.vcu.edu/

The Office of Provider Network Supports has continued the Provider Issues Resolution Workgroup (PIRW) and the Systems Issues Resolution Workgroup (SIRW). The purpose of these groups is to give providers and families a forum to provide recommendations to DBHDS and continue the work of implementing changes focused on system improvement. During this report period, the PIRW met on June 12, 2025 with 24 participants and on September 23, 2025, with 30 participants, while the SIRW met on August 15, 2025, with 11 participants and 3 community audience members. The PIRW began a pilot period that will run

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from November 1, 2025 through February 28, 2026 of the revamped Advanced DSP Competencies. Each workgroup's subcommittees continue to prioritize, develop, and implement identified recommendations.

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 May 2025 to October 2025 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

Number of DSP Supervisors Completing the DSP Supervisory Training and Test by Month
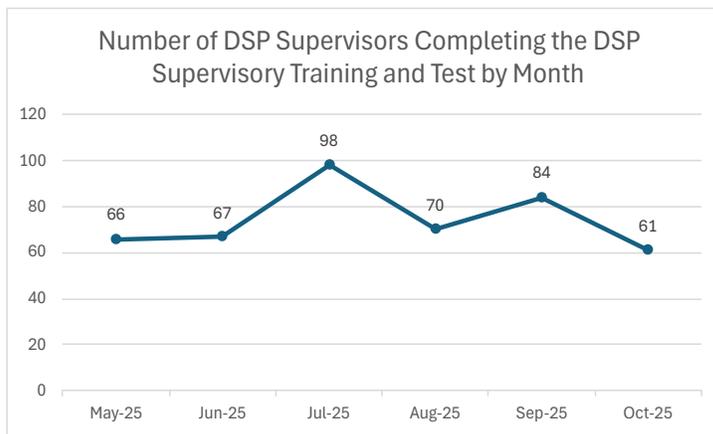
Next steps for Provider Network Supports include:

- Continue in-person meetings to support providers and CSBs.
- Complete Provider Modules Series and post online.
- Continue to implement a quality improvement initiative to increase use of the My Life My Community provider database and provider designation processes.
- Work 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.
- Develop a Planning Guide for individuals and families for use regardless of access to waiver services.
- Continue participation in the community of practice initiative around Charting the Lifecourse©
- Increase the number of providers per region identified as having expertise to support people with complex needs.

Notable updates in this report include:

- Statewide DBHDS service authorization data continues to demonstrate an increase, this time of 2.4%, of the DD waiver population being served in the most integrated settings as defined in the Integrated Employment and Day Services Report
- Crisis services remain at zero providers outside of REACH; however the reason has been identified, and we are working with DBHDS Licensing to determine a resolution.
- Community Engagement and Coaching continue to grow, as each service added 46 and 16 providers, respectively. The number of individuals supported by each service also increased, with 67 more people receiving Community Coaching and 315 more receiving Community Engagement.
- Across all regions there are at least 203 new licensed providers of DD services in six months.
- Over the reporting period, 670 individuals began receiving a DD waiver.

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, 2025. Over the course of the last year, there has been an overall shift of 1.1% change toward more integrated settings. Measure not met at a 1.1% annual increase. A decrease in less integrated settings was seen at 1.1% for the same period. With integration just over 92%, achieving the target of a 2% increase every 6 months has become increasingly more difficult.

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).
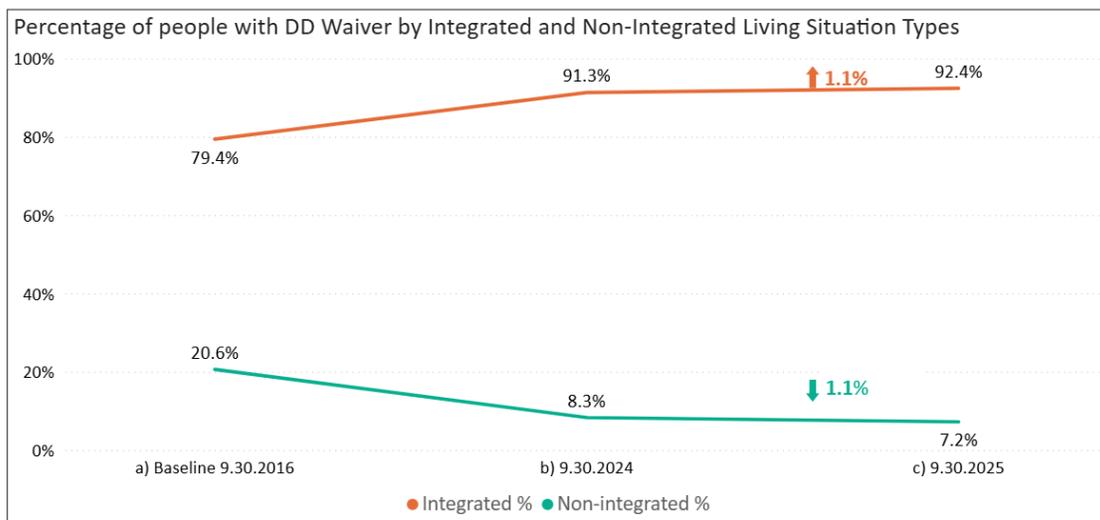
Percentage of people with DD Waiver by Integrated and Non-Integrated Living Situation Types

	Integrated #	Integrated %	Non-integrated #	Non-integrated %
a) Baseline 9.30.2016	9425	79.4%	2446	20.6%
b) 9.30.2024	15630	91.3%	1429	8.3%
c) 9.30.2025	17376	92.4%	1362	7.2%

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Integrated living situations by locality as of 11/5/25 (sorted from most to least integrated)
Source: Individual's location reported as county in WaMS (Report ID DR0022)

Locality	Integrated	Non-Integrated	Total	% Integrated
Statewide	17,768	1,164	18,932	93.9%
Bedford City	3	0	3	100.0%
Colonial Heights City	50	0	50	100.0%
Covington City	12	0	12	100.0%
Danville City	244	0	244	100.0%
Emporia City	7	0	7	100.0%
Falls Church City	2	0	2	100.0%
Franklin City	23	0	23	100.0%
Galax City	56	0	56	100.0%
Lexington City	5	0	5	100.0%
Manassas City	17	0	17	100.0%
Manassas Park City	6	0	6	100.0%
Norton City	4	0	4	100.0%
Poquoson City	12	0	12	100.0%
Staunton City	71	0	71	100.0%
Waynesboro City	54	0	54	100.0%
Williamsburg City	29	0	29	100.0%
Alleghany County	46	0	46	100.0%
Amelia County	13	0	13	100.0%
Appomattox County	49	0	49	100.0%
Augusta County	213	0	213	100.0%
Bland County	10	0	10	100.0%
Buchanan County	37	0	37	100.0%
Buckingham County	20	0	20	100.0%
Caroline County	60	0	60	100.0%
Charles City	6	0	6	100.0%
Craig County	9	0	9	100.0%
Culpeper County	129	0	129	100.0%
Dinwiddie County	91	0	91	100.0%
Essex County	25	0	25	100.0%
Floyd County	49	0	49	100.0%

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Locality	Integrated	Non-Integrated	Total	% Integrated ▼
Goochland County	30	0	30	100.0%
Grayson County	46	0	46	100.0%
Greene County	37	0	37	100.0%
Greensville County	12	0	12	100.0%
Highland County	4	0	4	100.0%
Isle of Wight County	46	0	46	100.0%
King and Queen County	12	0	12	100.0%
Lancaster County	11	0	11	100.0%
Lee County	41	0	41	100.0%
Louisa County	78	0	78	100.0%
Lunenburg County	17	0	17	100.0%
Madison County	23	0	23	100.0%
Middlesex County	28	0	28	100.0%
Montgomery County	158	0	158	100.0%
Northampton County	32	0	32	100.0%
Northumberland County	11	0	11	100.0%
Nottoway County	24	0	24	100.0%
Pittsylvania County	199	0	199	100.0%
Powhatan County	51	0	51	100.0%
Pulaski County	71	0	71	100.0%
Rappahannock County	20	0	20	100.0%
Smyth County	86	0	86	100.0%
Southampton County	28	0	28	100.0%
Surry County	6	0	6	100.0%
Warren County	81	0	81	100.0%
Westmoreland County	14	0	14	100.0%
York County	77	0	77	100.0%
Campbell County	177	1	178	99.4%
Chesapeake City	537	4	541	99.3%
Norfolk City	535	6	541	98.9%
Petersburg City	178	2	180	98.9%
Harrisonburg City	87	1	88	98.9%
Roanoke City	139	2	141	98.6%
Amherst County	185	3	188	98.4%

Locality	Integrated	Non-Integrated	Total	% Integrated ▼
Suffolk City	286	5	291	98.3%
Hopewell City	56	1	57	98.2%
Lynchburg City	273	5	278	98.2%
Prince George County	108	2	110	98.2%
Botetourt County	44	1	45	97.8%
Henry County	129	3	132	97.7%
Loudoun County	551	13	564	97.7%
Wythe County	69	2	71	97.2%
Fluvanna County	34	1	35	97.1%
Portsmouth City	334	10	344	97.1%
Hanover County	260	9	269	96.7%
Orange County	84	3	87	96.6%
Fauquier County	109	4	113	96.5%
Richmond County	119	5	124	96.0%
James City County	93	4	97	95.9%
Virginia Beach City	983	44	1,027	95.7%
Roanoke County	300	14	314	95.5%
Prince William County	900	48	948	94.9%
Bedford County	199	11	210	94.8%
Hampton City	321	20	341	94.1%
Albemarle County	159	10	169	94.1%
Halifax County	79	5	84	94.0%
Spotsylvania County	395	25	420	94.0%
Richmond City	268	17	285	94.0%
Washington County	86	6	92	93.5%
Fairfax County	1,908	138	2,046	93.3%
Brunswick County	27	2	29	93.1%
Carroll County	197	15	212	92.9%
Newport News City	295	23	318	92.8%
Fredericksburg City	62	5	67	92.5%
Other County	61	5	66	92.4%
Giles County	46	4	50	92.0%
Henrico County	779	68	847	92.0%
King George County	33	3	36	91.7%
Arlington County	211	20	231	91.3%
Alexandria City	141	14	155	91.0%

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Locality	Integrated	Non-Integrated	Total	% Integrated ▼
Franklin County	116	12	128	90.6%
Accomack County	57	6	63	90.5%
New Kent County	38	4	42	90.5%
Fairfax City	9	1	10	90.0%
Wise County	88	10	98	89.8%
Chesterfield County	1,312	157	1,469	89.3%
Bristol City	50	6	56	89.3%
Martinsville City	40	5	45	88.9%
Rockbridge County	52	7	59	88.1%
Charlottesville City	58	8	66	87.9%
Cumberland County	21	3	24	87.5%
Page County	28	4	32	87.5%
Stafford County	304	44	348	87.4%
Dickenson County	41	6	47	87.2%
Charlotte County	38	6	44	86.4%
King William County	31	5	36	86.1%
Radford City	23	4	27	85.2%
Shenandoah County	90	16	106	84.9%
Rockingham County	157	28	185	84.9%
Patrick County	27	5	32	84.4%
Gloucester County	82	16	98	83.7%
Tazewell County	68	15	83	81.9%
Frederick County	167	41	208	80.3%
Prince Edward County	61	15	76	80.3%
Scott County	42	11	53	79.2%
Sussex County	31	9	40	77.5%
Salem City	45	14	59	76.3%
Bath County	3	1	4	75.0%
Mecklenburg County	68	24	92	73.9%
Winchester City	60	22	82	73.2%
Buena Vista City	8	3	11	72.7%
Russell County	55	22	77	71.4%
Nelson County	24	10	34	70.6%
Clarke County	20	10	30	66.7%
Mathews County	22	30	52	42.3%

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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 96.4% of all people new to the DD waivers through 10/31/25 reside in integrated settings and among those, 1224 people with Supports Intensity Scale 6 or 7 receive services in integrated settings, which represent 95.4% of all individuals with these support needs. 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 96.4%, 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 - 4/30/2025 who are currently active but do not have approved authorization for a Non-Integrated Service in the post period (11/1/2024 - 10/31/2025)

Term ▼	#
Numerator	9,117
Denominator	9,454
Answer	96.4%

Table 2. Percent of Individuals enrolled in a waiver 7/1/2016 - 4/30/2025 who are currently active and with a SIS Level 6,7,M or B but do not have approved authorization for a Non-Integrated Service in the post period (11/1/2024 - 10/31/2025)
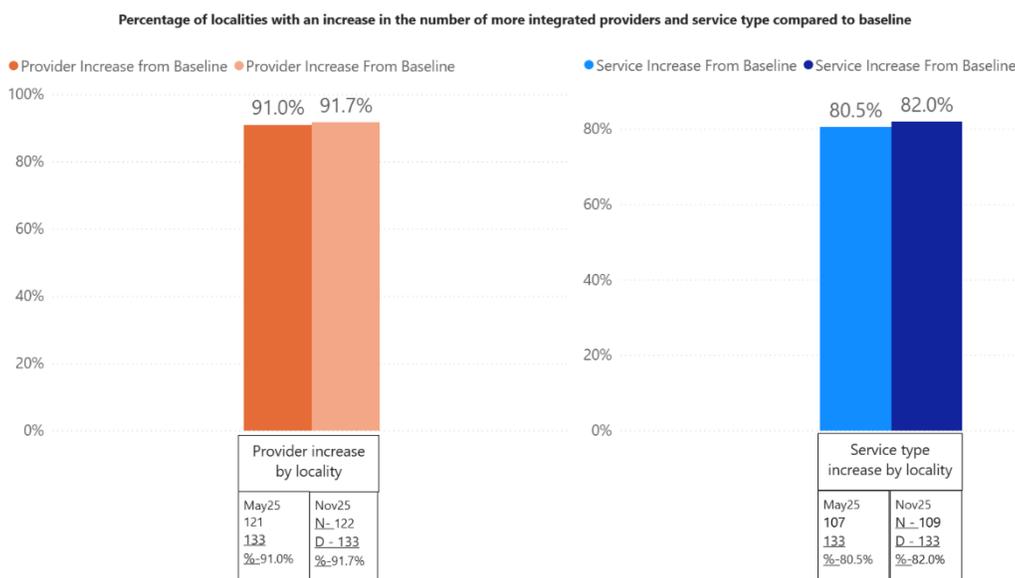
Term ▼	#
Numerator	1224
Denominator	1,283
Answer	95.4%

Chart 1. Trend
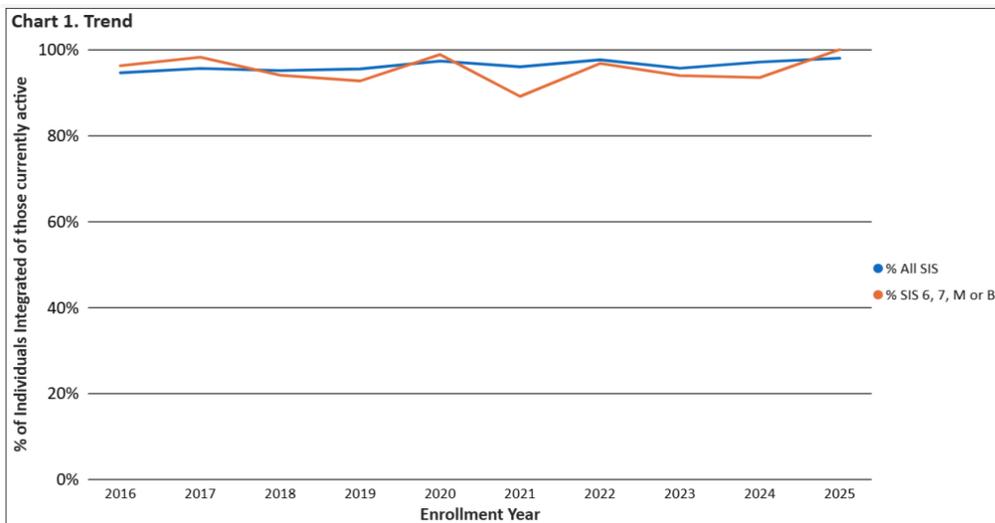
Measure 3: The Data Summary indicates an increase in services available by locality over time. This chart reports the number of localities demonstrating an increase in the number of providers, within the locality, offering more integrated or specialized services above the established baseline and/or 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 May 2025 and November 2025 compared against the baseline in 2018. Provider growth increased slightly during this review period, by 0.7%. Measure met due to slight increase from 91% to 91.7% in provider by locality, and there was an increase in service type of 1.5% when compared to May 2025.

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

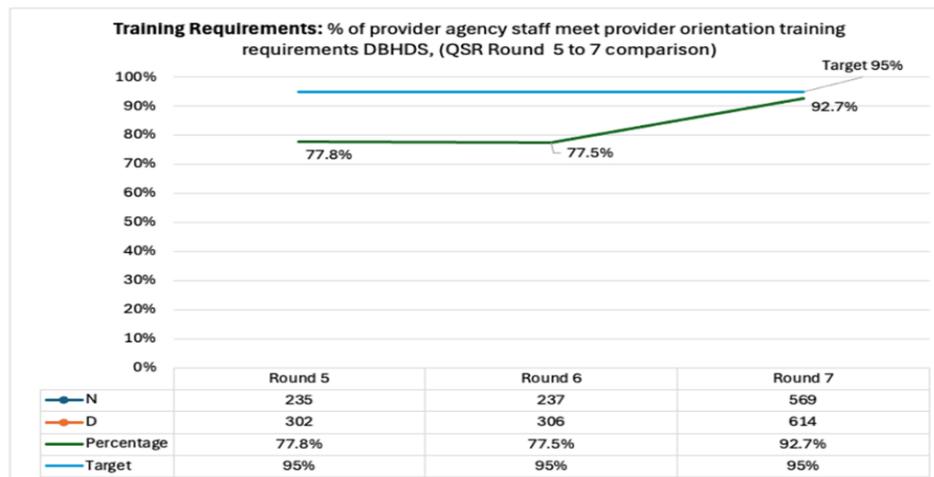*Office of Provider Network Supports and Office of Clinical Quality Improvement 1.26.26*

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 7 of the QSR.

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:

- List staff without evidence of orientation training
- List staff without evidence of competency-based training

569 of 614 PQRs did not have an alert for competency issues, which provides the result of 92.7% for Round 7 of the Quality Services Reviews. At 93% rounded, measure not met, but made a significant jump from the previous reporting period.

Training Requirements: % of provider agency staff meet provider orientation training requirements DBHDS, (QSR Round 5 to 7 comparison)

	Round 5	Round 6	Round 7
N	235	237	569
D	302	306	614
Percentage	77.8%	77.5%	92.7%
Target	95%	95%	95%

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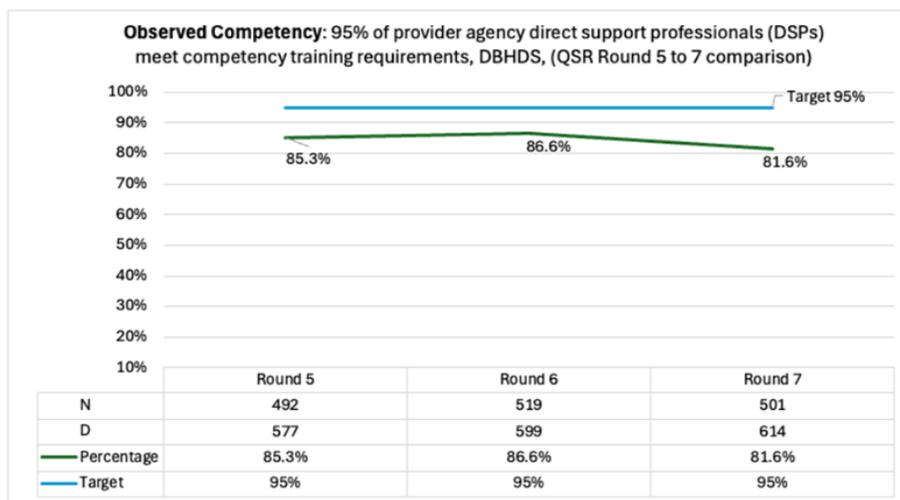
Method: Reviewer inability to confirm one or more of the following elements results in an Alert to DBHDS for competency issues:

- For individuals with a behavioral support plan or protocol, were staff following strategies as outlined in the written plan?
- Were staff adhering to medical protocols as outlined in the plan?

Office of Provider Network Supports and Office of Clinical Quality Improvement 1.26.26

- Did the staff demonstrate competence in supporting the individual?

- If yes, was there evidence of oversight and monitoring of the new staff?

- If yes, are 1-1 or specialized staffing supports being implemented during observation as required?

- Has repair or follow up on repairs been occurring?

- Are staff able to describe things important to and important for the individual?

- Was staff able to describe the outcomes being worked on in this environment?

- Could the staff describe the medical support needs of the individuals?

- Were staff familiar with medical protocols to support the person?

- Could the staff describe behavioral support needs?

- Were staff familiar with the behavioral support plan or protocols developed to support the person?

- Does the staff know what medications the person is taking, or where to locate this information?

- Can the staff list the most common side effects of the medications the person is on, or where to locate this information?

501 of 614 PCRs did not have an alert for competency issues, which provides the result of 81.6% for Round 7 of the Quality Services Reviews. At 82% rounded, measure not met.

Observed Competency: 95% of provider agency direct support professionals (DSPs) meet competency training requirements, DBHDS, (QSR Round 5 to 7 comparison)

	Round 5	Round 6	Round 7
N	492	519	501
D	577	599	614
Percentage	85.3%	86.6%	81.6%
Target	95%	95%	95%

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 2023-24 National Report. Results indicate an 85% average for Virginia. Measure met. This result is based on the most recent data available from NCI and will be updated once the 2024-25 report becomes available. **Source**: National Core Indicators Report, Choice and Decision-Making 2023-24 National Report

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

Proxy respondents were allowed for this question. Reported for those determined to have a paid community job based on Background Information section.

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State		Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
AR	↑	100%	29	n/a	n/a	n/a	n/a	n/a
KY	↑	100%	22	n/a	n/a	n/a	n/a	n/a
GA	↑	98%	49	n/a	n/a	n/a	100%	n/a
IN	↑	96%	126	n/a	100%	100%	93%	n/a
NE	↑	95%	117	n/a	n/a	95%	97%	92%
NV		97%	34	n/a	n/a	n/a	n/a	n/a
MO		96%	52	n/a	n/a	96%	n/a	n/a
IL		95%	38	n/a	n/a	n/a	n/a	n/a
UT		94%	54	n/a	95%	n/a	n/a	n/a
MI		94%	64	n/a	n/a	90%	94%	n/a
OH		94%	95	n/a	n/a	94%	97%	n/a
NC		93%	44	n/a	n/a	n/a	92%	n/a
MA		92%	91	n/a	90%	100%	87%	n/a
OR		91%	35	n/a	n/a	n/a	n/a	n/a
NJ		91%	44	n/a	84%	n/a	n/a	n/a
CO		91%	164	n/a	84%	93%	94%	85%
PA		90%	97	n/a	n/a	95%	86%	n/a
NCI-IDD Average		**90%**	**2150**	**n/a**	**86%**	**92%**	**90%**	**89%**
ND		87%	103	n/a	n/a	89%	82%	n/a
NY		87%	190	n/a	77%	90%	92%	n/a
WI		86%	162	n/a	n/a	88%	88%	n/a
VA		85%	74	n/a	91%	n/a	77%	n/a
OK		85%	85	n/a	79%	n/a	89%	n/a
AL		84%	51	n/a	92%	n/a	n/a	n/a
SC		80%	59	n/a	68%	n/a	n/a	n/a
MD		79%	100	n/a	n/a	n/a	81%	n/a
DC		76%	50	n/a	n/a	n/a	n/a	n/a
CT	↓	77%	121	n/a	77%	83%	76%	n/a
DE		n/a	n/a	n/a	n/a	n/a	n/a	n/a
KS		n/a	n/a	n/a	n/a	n/a	n/a	n/a
MN		n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table note: Data display is suppressed (i.e. shown as n/a) for the following states with low counts of responses (n<20): DE, KS. These responses are retained in NCI-IDD Average calculation. States with more than 25% missing or don't know

Measure 7: At least 95% of people receiving services in residential settings/their authorized representatives participate in the development of their own service plan. 100% for Q4 FY25 and Q1 FY26. Measure met.

Measure 8: At least 86% of people receiving services in residential settings/their authorized representatives choose or help decide their daily schedule. 100% for Q4 FY25 and Q1 FY26. 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. 100% for Q4 FY25 and Q1 FY26. 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. 100% for Q4 FY25 and Q1 FY26. Measure met.

Method: Data for these measures is derived from WaMS ISP Quarterly Aggregate reports. 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)

Measure	2025 Q4 All Individuals			2026 Q1 All Individuals			2025 Q4 Residential Settings			2026 Q1 Residential Settings		
	N	D	%	N	D	%	N	D	%	N	D	%
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.	4689	4692	99.9%	4892	4895	99.9%	2018	2020	99.9%	2190	2191	100.0%
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.	4690	4692	100.0%	4893	4895	100.0%	2020	2020	100.0%	2190	2191	100.0%
At least 86% of people receiving services in residential services/their authorized representatives choose or help decide their daily schedule.	4692	4692	100.0%	4894	4895	100.0%	2020	2020	100.0%	2191	2191	100.0%
At least 95% of people receiving services/authorized representatives participate in the development of their own service plan.	4692	4692	100.0%	4895	4895	100.0%	2020	2020	100.0%	2191	2191	100.0%

Measure 11: DBHDS service authorization data continues to demonstrate an increase of 2% annually of the DD waiver population being served in the most integrated settings as defined in the Integrated Employment and Day Services Report

Comparison of day situations between 9.30.24 (50% more integrated) and 9.30.25 (52.4% more integrated) show an overall annual increase toward more integrated settings by 2.4%. Measure met. (Tables 1 and 2 below). (Report ID DR0023)

PROVIDER DATA SUMMARY- MAY 2025

Service	Baseline 9/30/2016	9/30/2024	9/30/2025	% change from baseline
Community Coaching	7	269	379	5314.29%
Community Engagement	130	2972	3624	2687.69%
Group Day Support		5737	6471	12.54%
Group Supported Employment	701	296	313	-55.35%
Individual Supported Employment	295	695	800	171.19%
Workplace Assistance	6	67	69	1050.00%
Total	1139	10036	11656	9180.36%

Service	Baseline 9/30/2016	9/30/2024	9/30/2025	% change from baseline
Unduplicated Total	1120	3998	4814	329.82%
Unduplicated Total with Group Day Support Added		7996	9182	32.36%
Total		11994	13996	362.18%
Percentage		50%	52.4%	

2.4%↑

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 April 2025 by priority (table 1) and by time on the list (table 2). **Source:** WaMS waitlist data (Report ID DR0018)

Table 1. Count of Individuals on Waitlist by DBHDS Region and Priority

CSBRegion	Priority 1	Priority 2	Priority 3	Total	Percent
1	562	1043	1218	2823	19.83%
2	1605	2311	1133	5049	35.47%
3	180	929	859	1968	13.83%
4	357	1416	699	2472	17.37%
5	20	886	1017	1923	13.51%
Total	2724	6585	4926	14235	100.00%
Percent	19.14%	46.26%	34.6%	100%	

Table 2. Count of Individuals on Waitlist by Time on Waitlist and Age

Time on Waitlist	<18.0	18.0 to <22.0	22.0 to <65	65+	Total	Percentage
<1.0 year	2897	659	669	26	4251	29.87%
1.0 to <3.0 years	592	203	169	5	969	6.81%
3.0 to <5.0 years	529	171	254	5	959	6.74%
5.0 to <10.0 years	1420	474	785	18	2697	18.95%
10+ years	2500	1062	1751	44	5357	37.64%
Total	7938	2569	3628	98	14233	100.00%
Percent	55.77%	18.05%	25.49%	0.69%	100%	

Residential setting by size and type as defined by the Integrated Residential Services Report (Source)
Comparison of living situations between baseline 9.30.16, 9.30.24, and 9.30.25 (Report ID DR0055)

Settlement Living Situation	Baseline 9.30.2016 #	Baseline 9.30.2016 %	9.30.2024 #	9.30.2024 %	9.30.2025 #	9.30.2025 %	% Change from Baseline
Building Independence *	0	0%	90	0.50%	74	0.40%	+ infinity
Living Independently	214	2%	1,001	5.80%	1,097	5.80%	+413%
Sponsored Residential	1513	13%	2,085	12.20%	2,235	11.90%	+48%
Supported Living	50	0%	259	1.50%	323	1.70%	+546%
Living with Family *	5459	46%	8,504	49.70%	9,648	51.30%	+77%
Group Home (≤ 4 bed)	2189	18%	3,690	21.60%	3,999	21.30%	+83%
Other Group Home (5+ bed)	2446	21%	1,429	8.30%	1,362	7.20%	-44%
Other **	N/A	N/A	62	0.40%	62	0.30%	N/A
Total	11871	100%	17,120	100.00%	18,800	100.00%	+58%

	Integrated #	Integrated %	Non-integrated #	Non-integrated %
a) Baseline 9.30.2016	9425	79.4%	2446	20.6%
b) 9.30.2024	15630	91.3%	1429	8.3%
c) 9.30.2025	17376	92.4%	1362	7.2%

Additional population demographics

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.

Individuals by Waiver Type & Region

Waiver Type	Region 1	Region 2	Region 3	Region 4	Region 5	Total
BI	40	72	46	47	50	**255**
CL	2484	2028	2110	2743	2846	**12211**
FIS	1476	1960	875	1066	1448	**6825**
Total	**4000**	**4060**	**3031**	**3856**	**4344**	**19291**

Demographic	Total (unique)
Number of licensed DD providers	2249 ↑
Number of providers of supported employment	58↓
Number of ICF/IID non-state operated beds for children	116
Number of ICF/IID non-state operated beds for adults	359↓
Number of independent housing options	1108

Demographic	Total	Region 1	Region 2	Region 3	Region 4	Region 5
Number of Individuals in Training Centers	65↓					65
Number of children residing in ICF/IIDs	107↑					
Number of children residing in NFs	58					
Number of adults residing in ICF/IIDs (excluding Training Center)	305↓					
Number of adults residing in NFs	166↑					
Number of Individuals in independent housing	2330↑					

Licensed DD Services as of 10/31/2025	Count of Providers
DD Case Management Service	40
DD Center-Based Respite Service	1
DD Children Group Home Residential Service	29
DD Day Support Service	674
DD Group Home Service	644
DD Group Home Service-REACH	7
DD In-Home Respite Service	8
DD Outpatient Service/Crisis Stabilization-REACH	5
DD Residential Respite Service	16
DD Sponsored Residential Homes Service	296
DD Supervised Living Service	83
DD Supportive In-Home Service	425
Group Home Service-REACH	0
ICF-IID	19
ICF-IID for Children and Adolescents	2
Grand Total	**2249**

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: 5/1/2025 to 10/31/2025

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/M	Total SIS© Level 7/B
Assistive Technology	307	85	72	24	47	79	35	19
Benefits Planning Services	104	29	55	3	7	10	3	1
Community Coaching	552	111	150	56	88	147	14	134
Community Engagement	4,212	1,150	504	665	618	1,274	115	354
Community Guide	81	15	24	13	1	28	1	3
Community-Based Crisis Supports	114	4	51	19	37	3	1	26
Companion	62	13	39	0	0	10	0	3
Companion - CD	701	192	94	139	178	98	6	32
Crisis Support Services	21	2	17	0	2	0	0	8
Electronic-based Home Supports	291	87	112	15	20	57	5	17
Employment & Community Transportation	5	0	5	0	0	0	2	0
Environmental Modifications	88	22	19	8	12	27	25	2
Group Day Support	7,360	1,482	1,430	1,130	1,948	1,370	378	584
Independent Living Supports	163	24	63	22	19	35	0	0
Individual & Family Caregiver Training	9	1	3	2	3	0	0	1
In-home Supports	2,773	365	815	383	272	938	101	111
Integrated Group Residential	4,415	781	966	539	1,235	894	281	487
NonIntegrated Group Residential	1,387	297	277	228	379	206	119	53
Peer Mentoring	12	4	2	0	5	1	0	1
PERS	6	2	3	1	0	0	2	0
Personal Assistance - AD	1,107	109	705	56	78	158	118	64
Personal Assistance - CD	5,247	1,539	952	973	873	910	473	292
Private Duty Nursing	515	64	217	39	103	92	339	19
Respite	4,638	1,227	1,194	606	743	867	371	262
Shared Living	3	0	0	1	2	0	0	0
Skilled Nursing	166	41	39	30	20	36	60	12
Sponsored Residential	2,855	662	139	688	467	899	336	453
Supported Employment, Group	349	38	141	5	111	54	1	7
Supported Employment, Individual	946	259	182	172	223	110	15	43
Supported Living	446	110	76	24	149	87	2	19
Therapeutic Consultation	4,033	704	1,156	412	985	776	188	633
Workplace Assistance	80	42	17	11	8	2	3	4
Total # of Unique Individuals	**18,872**	**3,955**	**3,952**	**3,020**	**3,791**	**4,152**	**1,409**	**1,435**

Behavioral Services Providers
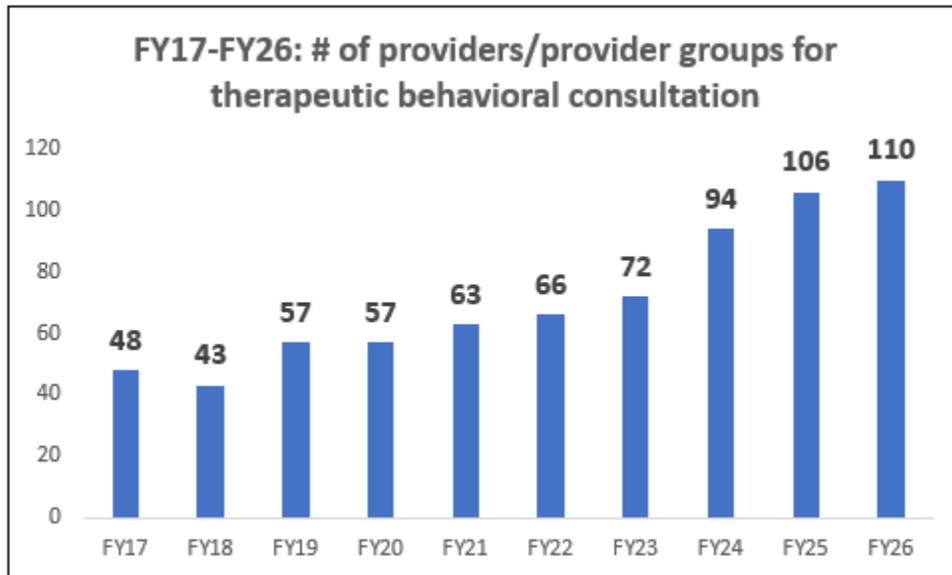
The data above display the number of providers and/or provider organizations providing therapeutic consultation behavioral services over the past six fiscal years (note: FY2 data is through September 2025). It should be noted that the counts presented may display individual practitioners that have a solo practice consisting of one behaviorist, as well as larger provider groups that have many behaviorists employed and are providing this waiver service.
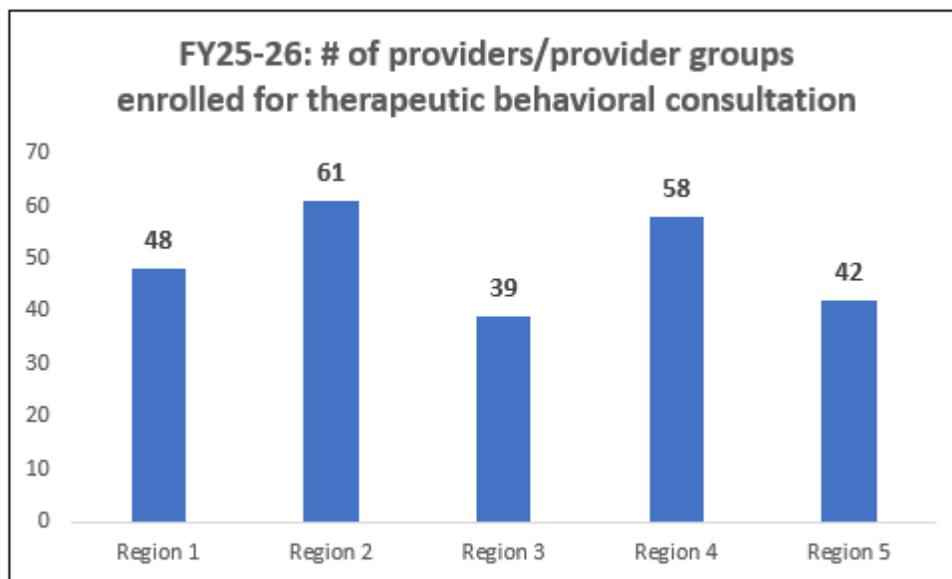
The graph above displays the number of providers and/or provider organizations by region that are providing therapeutic consultation behavioral services to individuals from FY25 through FY26 (note: data are through September 2025). When reviewing these data, it should be noted that numerous providers deliver services to individuals across multiple Community Services Boards and regions of the state. Therefore, the total number of providers in the graph 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…Resources

In 2026, it is vital for DD service providers to use state and national resources to keep up with changing rules and improve care. Resources from the Centers for Medicare & Medicaid Services (CMS), and state-specific guides, such as the DBHDS Provider Toolkit, offer the latest training and compliance updates. By following these established tools, providers can make sure they meet all legal requirements while giving better support to the people they serve. These resources also help agencies find new ways to handle staffing and funding so they can stay strong and effective in their communities.

Business Acumen

- **The HCBS Business Acumen Tool Kit**: Originally finalized in 2020, this is a resource for Community-Based Organizations (CBOs) being revisited to help providers navigate transitions and understand core business practices. The toolkit acts as a guide for achieving financial and programmatic sustainability while maintaining quality, person-centered services. https://www.advancingstates.org/initiatives/hcbs-business-acumen-center/hcbs-business-acumen-tool-kit.

National Policy & Technical Assistance

- **CMS HCBS Training Series**: The Centers for Medicare & Medicaid Services (CMS) offers web-based presentations and materials covering the Final Rule, person-centered planning, and conflict-free case management. https://www.medicaid.gov/medicaid/home-community-based-services/home-community-based-services-training-series

- **Medicaid.gov Guidance**: Access official bulletins and letters to State Medicaid Directors regarding operational issues and new federal reporting requirements taking effect in 2026. https://www.medicaid.gov/medicaid/home-community-based-services/home-community-based-services-guidance-additional-resources

Compliance & Quality

- **HCBS Settings Toolkit**: State-specific toolkits, such as those from DMAS, provide self-assessment modules for group homes and day services to ensure alignment with federal settings requirements. https://www.dmas.virginia.gov/for-members/benefits-and-services/waivers/home-and-community-based-services-toolkit/

- **Quality at CMS:** The Centers for Medicare & Medicaid Services (CMS) works with states to assure and improve quality across the Medicaid authorities that support long-term services and supports (LTSS). Current approaches to improving quality have expanded to include managed care, section 1115 demonstrations, state plan services, and the HCBS Quality Measure Set. Through HCBS quality initiatives, CMS seeks to maximize the quality of life, functional independence, health, and well-being of HCBS participants. https://www.medicaid.gov/medicaid/home-community-based-services/home-and-community-based-services-hcbs-quality

Children's and Youth Residential

Based on the information provided here, showing the regional breakdown of providers and number of children/youths supported, a limited number of children currently receive congregate residential services under the DD waiver in Virginia (57) with three 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 11/25/25. 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)

Table 1. Counts of Distinct Individuals Less Than 18 Years of Age by Authorization and Region.

Service Name	Region 1	Region 2	Region 3	Region 4	Region 5	Distinct Total	Percent
Group Residential Supports 4 or Fewer	0	0	0	11	5	16	28.07%
Group Residential Supports 5 or More	0	0	0	3	0	3	5.26%
Sponsored Residential	0	3	10	1	25	38	66.67%
Total	0	3	10	15	30	57	100.00%
Percent	0.00%	5.26%	17.54%	24.56%	52.63%	100%	

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

Service Name	Region 1	Region 2	Region 3	Region 4	Region 5	Distinct Total	Percent
Group Residential Supports 4 or Fewer	0	0	0	7	3	10	41.67%
Group Residential Supports 5 or More	0	0	0	1	0	1	4.17%
Sponsored Residential	0	1	3	1	8	13	54.17%
Total	0	1	3	9	11	24	100.00%
Percent	0.00%	4.17%	12.5%	37.5%	45.83%	100%	

DBHDS Region	1	2	3				4			5				

LOCATION	BOYCE	LEESBURG	FLOYD	GALAX	ROANOKE	WOODLAWN	CHESTERFIELD	PETERSBURG	RICHMOND	CHESAPEAKE	HAMPTON	NN	PORTSMOUTH	SUFFOLK	
ProviderName	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count
412 Residential Living LLC							1								1
Abundantly Blessed Services LLC										1					1
ALPHA OMEGA ADULT HOME CARE LLC														1	1
Arrows of Purpose										3					3
ASSURED HOME SERVICES INC		1													1
CAPRICCIO ELITE, LLC				1											1
CareFirst Community Health, LLC	1														1
COMMUNITY CONNECTION SUPPORT SERVICES, L						2									2
CrissCare Services LLC									1						1
DEPAUL COMMUNITY RESOURCES					3										3
Fulfillment Family Services, LLC								1							1
H & N Services LLC													2		2
IMPACT YOUTH SERVICES							1								1
J AND D RESIDENTIAL							1								1
LIGHTHOUSE RESIDENTIAL HOME							1								1
QLIFE LLC							1								1
SERENITY C & C INC												3			3
TEEN OPTION INC							3								3
TRADITIONAL CARE SERVICES											1				1
TYVIS RESDIENTIAL CARE, LLC													1		1
UNITED & EMPOWERED CARE INC											1				1
WALL RESIDENCES LLC			3												3
Total	1	1	3	1	3	2	8	1	1	4	2	3	3	1	34

**Statewide Provider Counts and Individual Authorizations per Service**

Method: The data in this section derives from the November 2025 version of the PDS Dashboard and Baseline Measurement Tool by comparing the baseline data to the May 2018, May 2025, and November 2025 aggregate provider and individual service authorization counts. (Report ID DR0058)

Distinct Provider Count
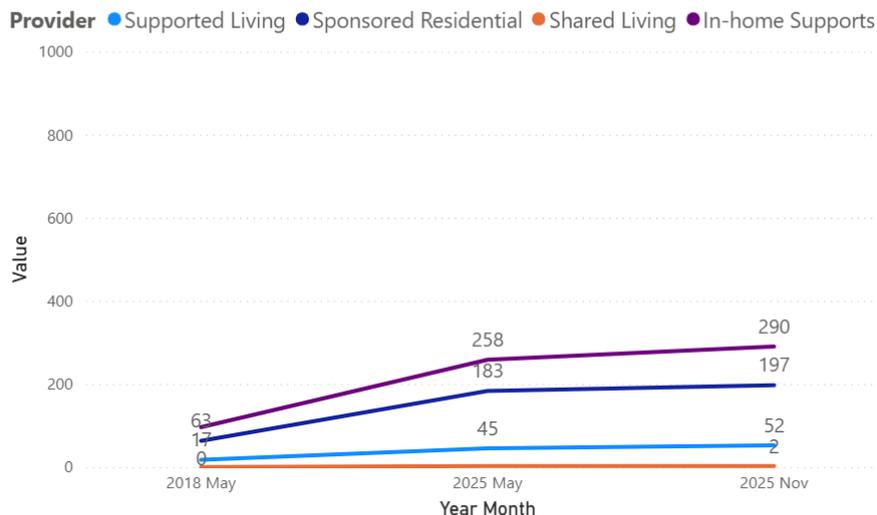
Provider ● Supported Living ● Sponsored Residential ● Shared Living ● In-home Supports

Year Month	In-home Supports	Shared Living	Sponsored Residential	Supported Living
2018 May	96	0	63	17
2025 May	258	2	183	45
2025 Nov	290	2	197	52

Distinct Individual Count
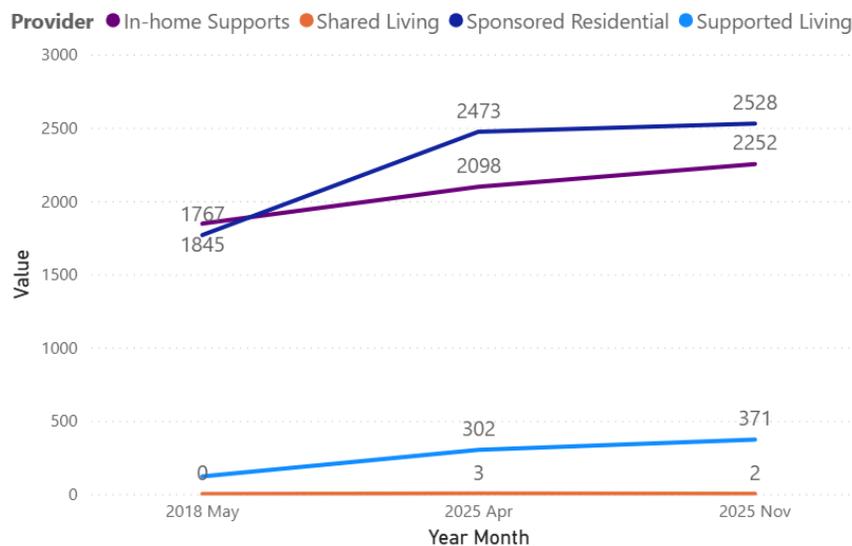
Provider ● In-home Supports ● Shared Living ● Sponsored Residential ● Supported Living

Year Month	In-home Supports	Shared Living	Sponsored Residential	Supported Living
2018 May	1845	0	1767	120
2025 Apr	2098	3	2473	302
2025 Nov	2252	2	2528	371

27

Office of Provider Network Supports and Office of Clinical Quality Improvement 12.1.25

Distinct Provider Count

Provider ● Community Engagement ● Community Coaching

Year Month	Community Coaching	Community Engagement
2018 May	43	123
2025 May	79	249
2025 Nov	95	295

Distinct Individual Count

Provider ● Community Coaching ● Community Engagement

Year Month	Community Coaching	Community Engagement
2018 May	268	2566
2025 Apr	321	3155
2025 Nov	388	3470

28

Office of Provider Network Supports and Office of Clinical Quality Improvement 12.1.25

Distinct Provider Count

Provider ● Crisis Support Services

Year Month	Crisis Support Services
2018 May	5
2025 May	0
2025 Nov	0

Distinct Individual Count

Provider ● Crisis Support Services
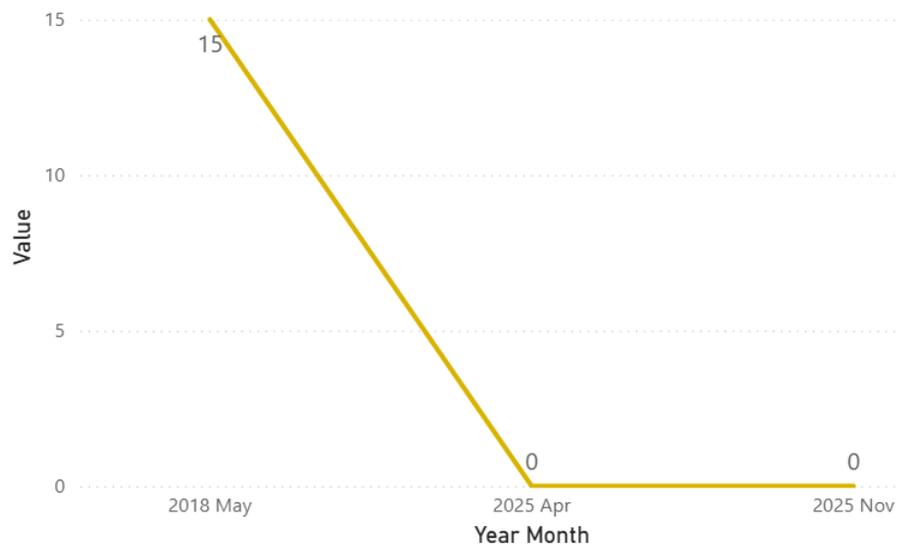
Year Month	Crisis Support Services
2018 May	15
2025 Apr	0
2025 Nov	0

29

Distinct Provider Count

Provider ● Private Duty Nursing ● Skilled Nursing

Year Month	Private Duty Nursing	Skilled Nursing
2018 May	77	44
2025 May	81	17
2025 Nov	91	20

Distinct Individual Count

Provider ● Private Duty Nursing ● Skilled Nursing
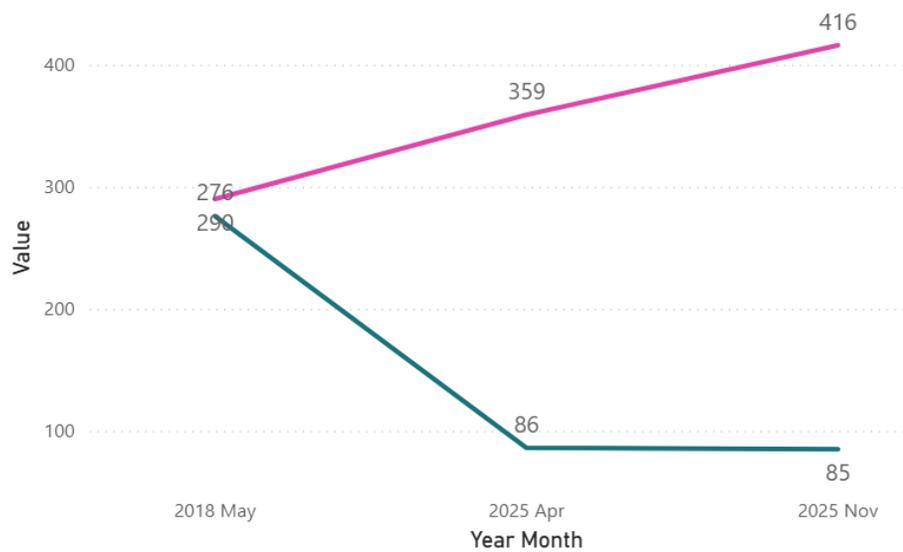
Year Month	Private Duty Nursing	Skilled Nursing
2018 May	290	276
2025 Apr	359	86
2025 Nov	416	85

30

PROVIDER DATA SUMMARY – NOVEMBER 2025

Distinct Provider Count
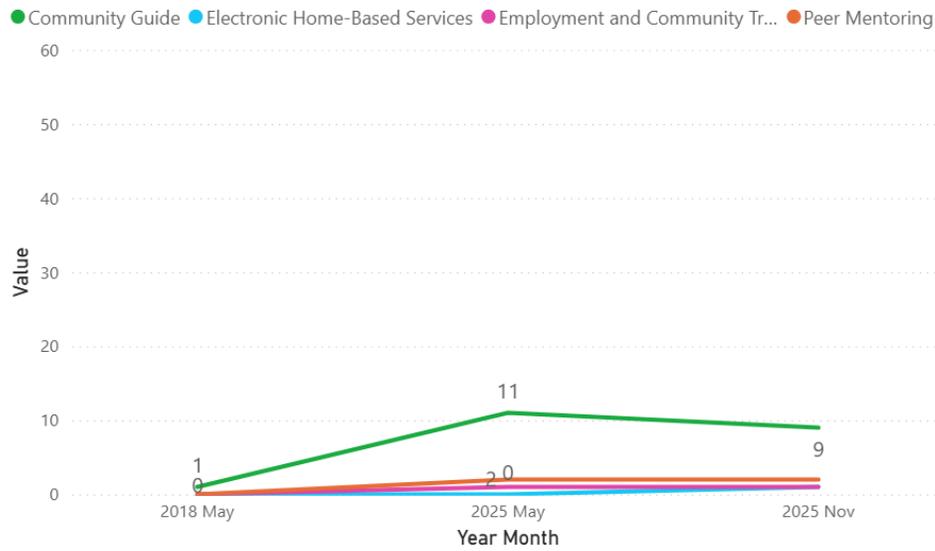
● Community Guide ● Electronic Home-Based Services ● Employment and Community Tr... ● Peer Mentoring

Year Month	Community Guide	Electronic Home-Based Services	Employment and Community Transportation	Peer Mentoring
2018 May	1	0	0	0
2025 May	11	0	1	2
2025 Nov	9	1	1	2

Distinct Individual Count
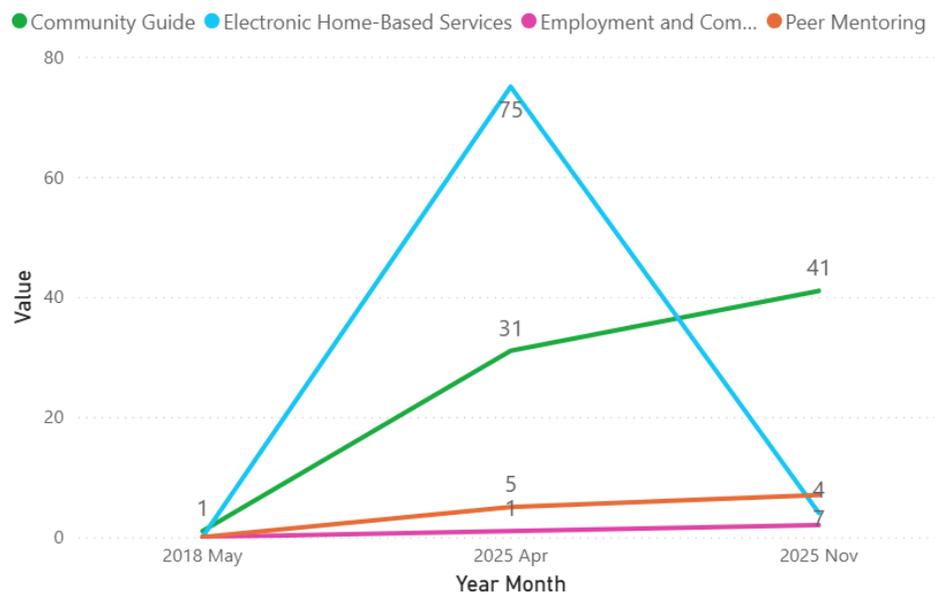
● Community Guide ● Electronic Home-Based Services ● Employment and Com... ● Peer Mentoring

Year Month	Community Guide	Electronic Home-Based Services	Employment and Community Transportation	Peer Mentoring
2018 May	1	0	0	0
2025 Apr	31	75	1	5
2025 Nov	41	4	2	7

Distinct Provider Count

Provider ● Group Residential <5 ● Group Residential 5+
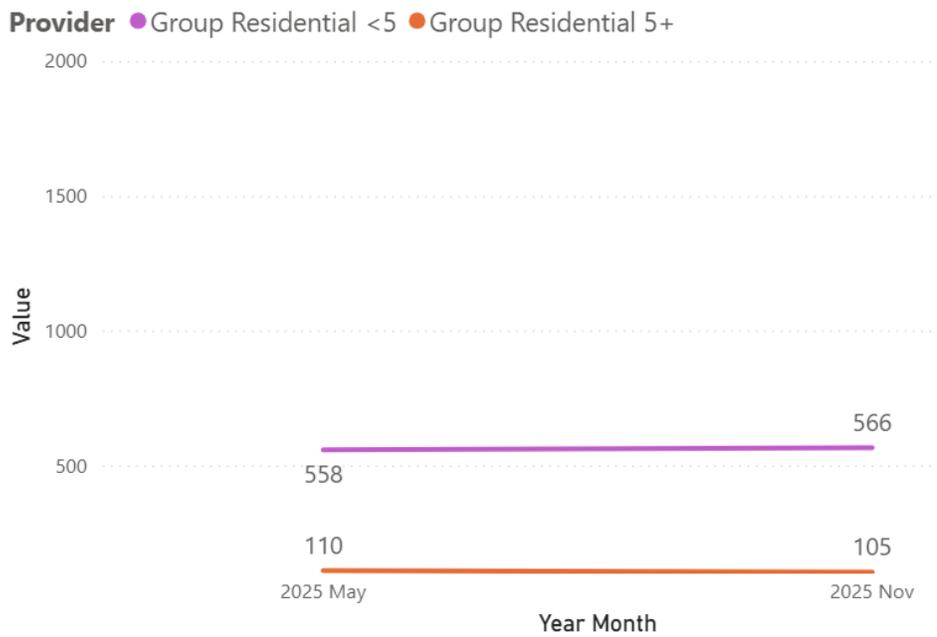
Year Month	Group Residential <5	Group Residential 5+
2025 May	558	110
2025 Nov	566	105

Distinct Individual Count

Provider ● Group Residential <5 ● Group Residential 5+
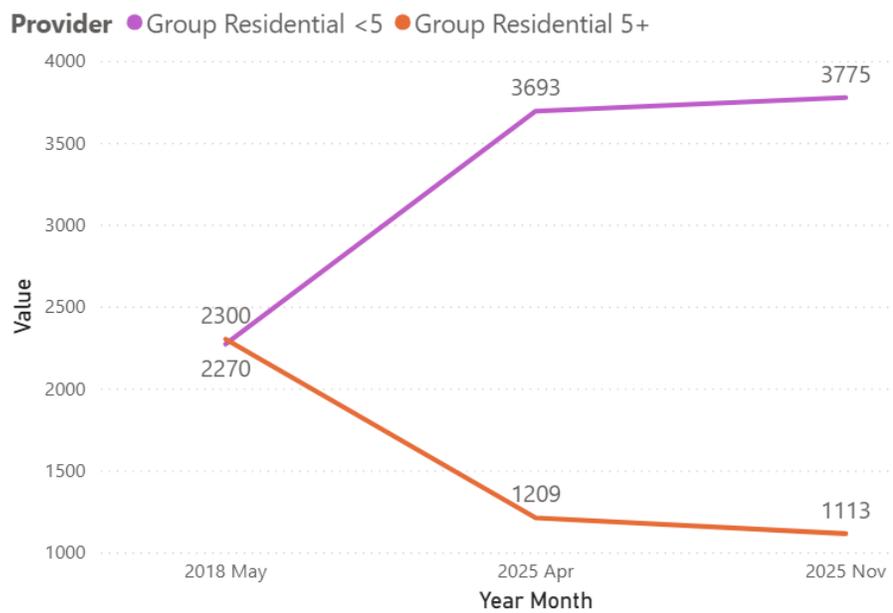
Year Month	Group Residential <5	Group Residential 5+
2018 May	2270	2300
2025 Apr	3693	1209
2025 Nov	3775	1113

33

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 a 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 May 2025 PDS Dashboard and Baseline Measurement Tool. Data is transferring from the May 2018, November 2024 and May 2025 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

34

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, please see the Baseline Measurement Tool online to explore service change across the sub-regions listed above. The following data reflect provider change per service at the regional level.

Count of Providers by SubRegion

SubRegion	Benefits Planning	Community Coaching	Community Engagement	Community Guide	Electronic Home-Based Services	Employment and Community Transportation
1-A	1	8	18	1	1	0
1-B	0	2	11	1	1	0
1-C	3	5	12	3	1	0
1-D	1	5	22	1	1	0
2-A	1	5	5	0	1	0
2-B	4	13	22	4	1	1
2-C	3	5	12	0	1	0

Benefits Planning Providers by Year, Month and DBHDS Region
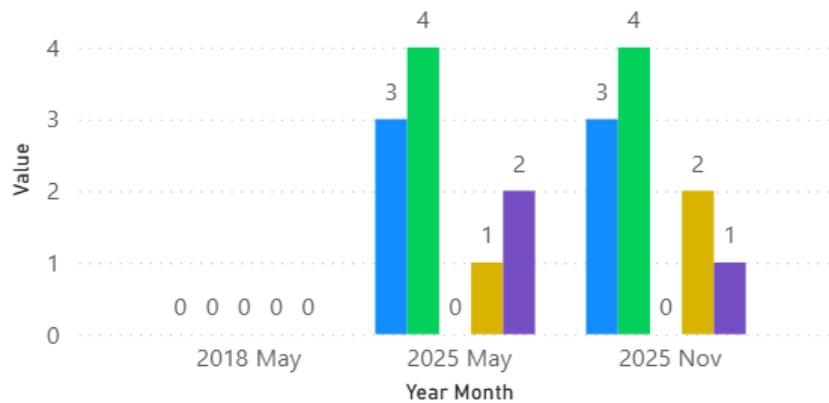
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2025 May	3	4	0	1	2
2025 Nov	3	4	0	2	1

Community Engagement Providers by Year, Month and DBHDS Region
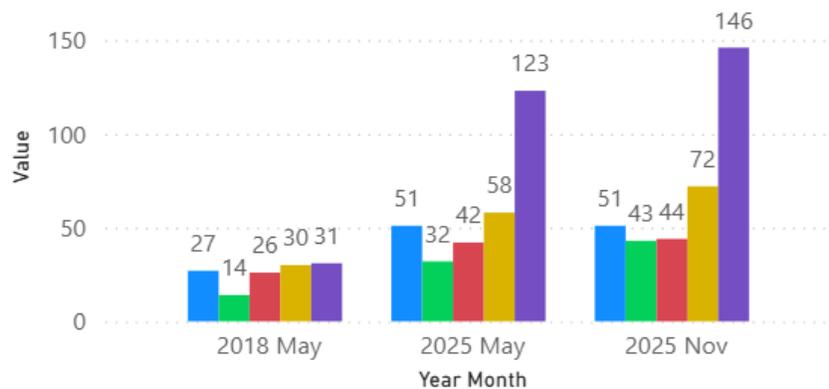
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	27	14	26	30	31
2025 May	51	32	42	58	123
2025 Nov	51	43	44	72	146

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Community Coaching Providers by Year, Month and DBHDS Region
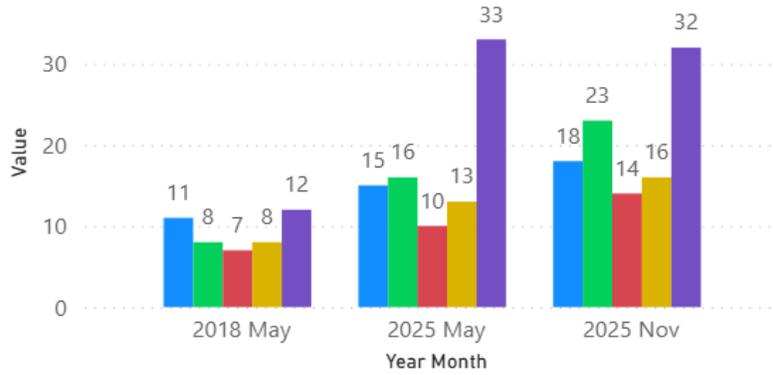
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	11	8	7	8	12
2025 May	15	16	10	13	33
2025 Nov	18	23	14	16	32

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
2025 May	4	4	3	1	3
2025 Nov	3	4	2	1	2

Electronics Home Based Service Providers by Year, Month and DBHDS Region
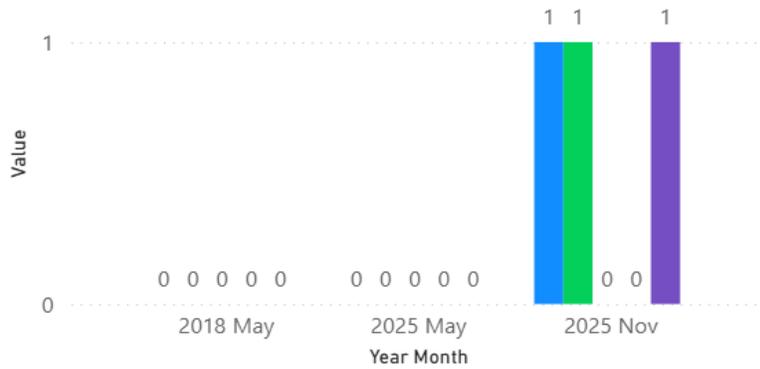
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2025 May	0	0	0	0	0
2025 Nov	1	1	0	0	1

Independent Living Supports Providers by Year, Month and DBHDS Region
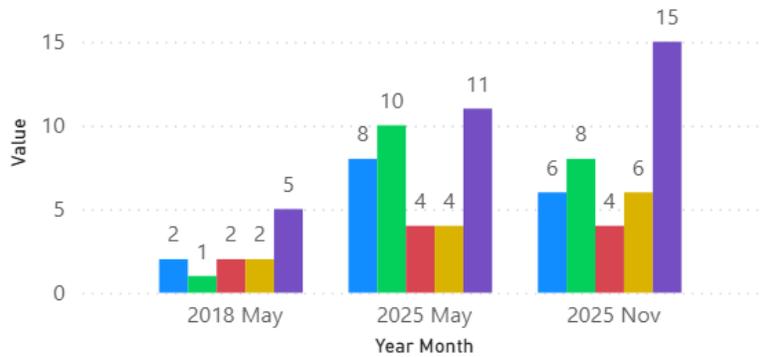
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	2	1	2	2	5
2025 May	8	10	4	4	11
2025 Nov	6	8	4	6	15

38

Employment and Community Transportation Providers by Year, Month and DBHDS Region
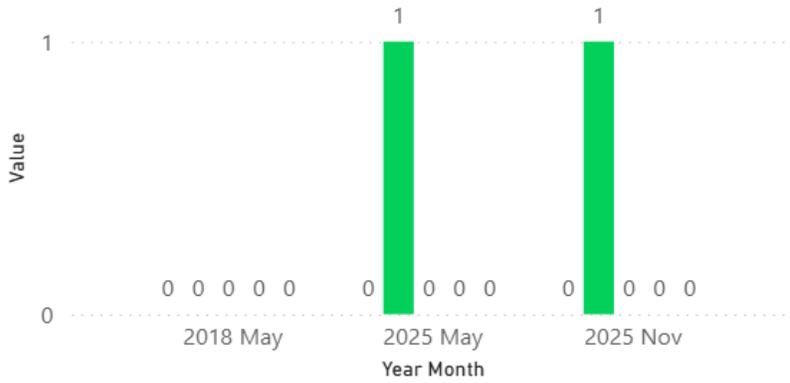
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2025 May	0	1	0	0	0
2025 Nov	0	1	0	0	0

In-home Supports Providers by Year, Month and DBHDS Region
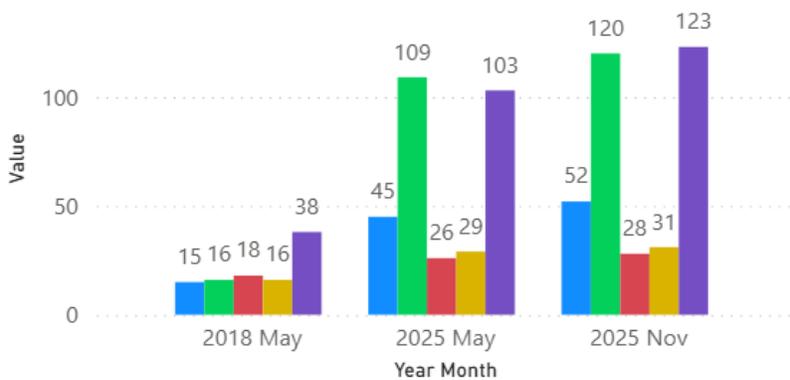
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	15	16	18	16	38
2025 May	45	109	26	29	103
2025 Nov	52	120	28	31	123

Peer Mentoring Providers by Year, Month and DBHDS Region
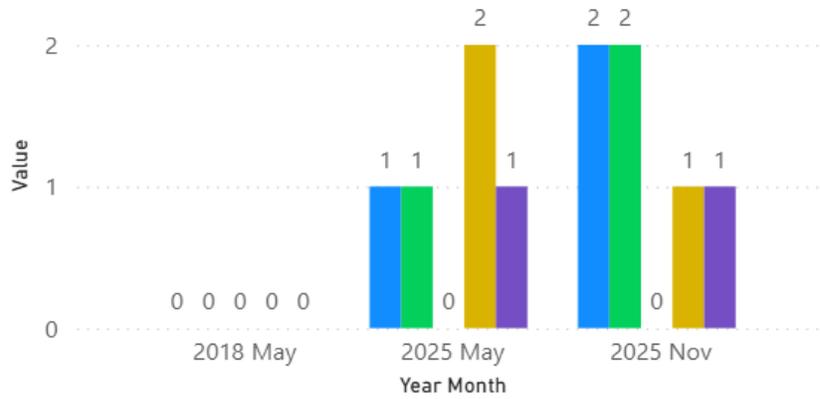
Region ● 1 ● 2 ● 3 ● 4 ● 5

Year Month ▲	1	2	3	4	5
2018 May	0	0	0	0	0
2025 May	1	1	0	2	1
2025 Nov	2	2	0	1	1

Supported Living Providers by Year, Month and DBHDS Region
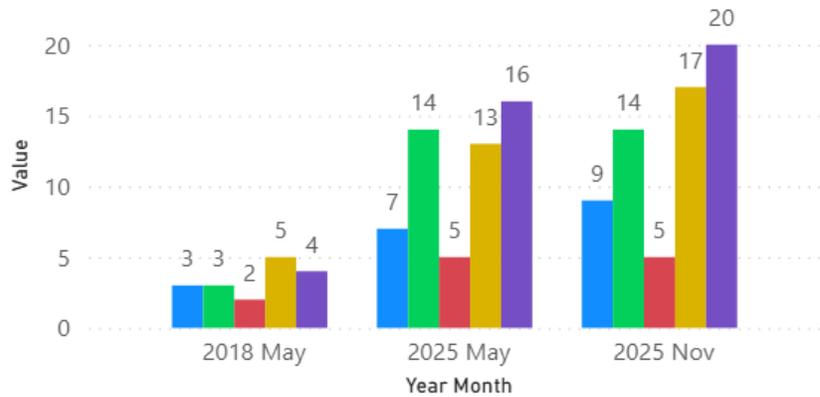
Region ● 1 ● 2 ● 3 ● 4 ● 5

Year Month ▲	1	2	3	4	5
2018 May	3	3	2	5	4
2025 May	7	14	5	13	16
2025 Nov	9	14	5	17	20

40

Shared Living Providers by Year, Month and DBHDS Region
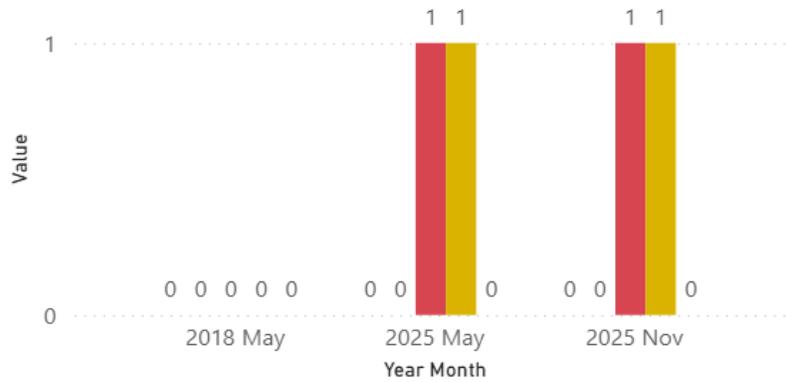
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	0	0	0	0	0
2025 May	0	0	1	1	0
2025 Nov	0	0	1	1	0

Crisis Support Service Providers by Year, Month and DBHDS Region
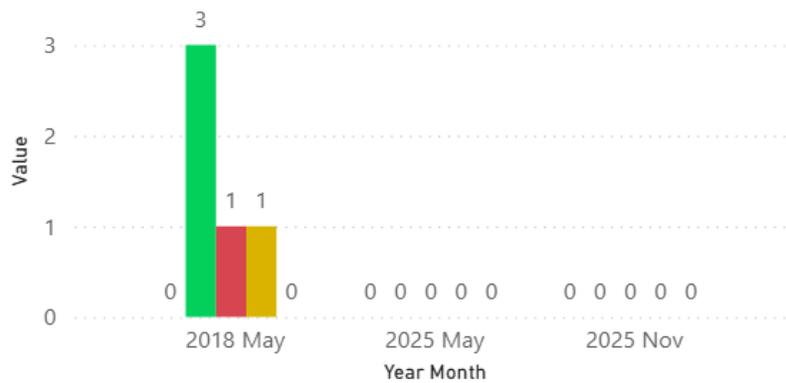
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	0	3	1	1	0
2025 May	0	0	0	0	0
2025 Nov	0	0	0	0	0

Private Duty Nursing Providers by Year, Month and DBHDS Region
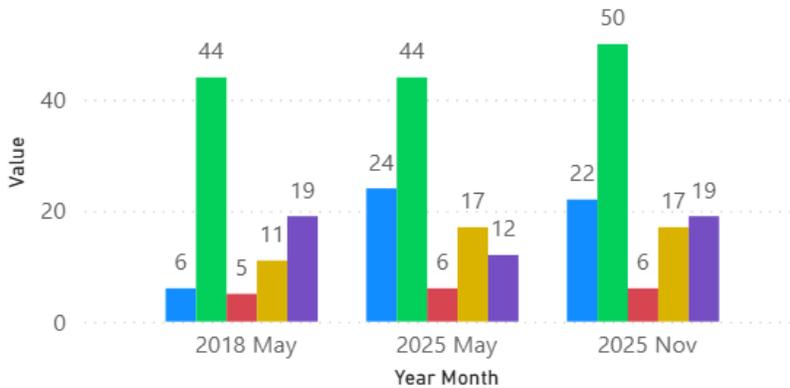
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	6	44	5	11	19
2025 May	24	44	6	17	12
2025 Nov	22	50	6	17	19

Sponsored Residential Providers by Year, Month and DBHDS Region
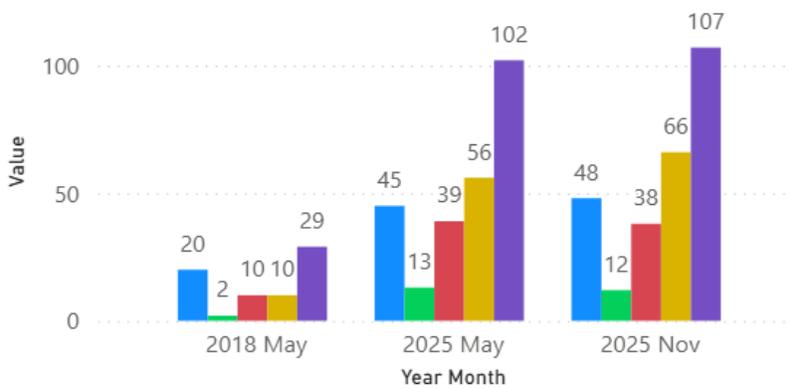
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	20	2	10	10	29
2025 May	45	13	39	56	102
2025 Nov	48	12	38	66	107

42

Skilled Nursing Providers by Year, Month and DBHDS Region
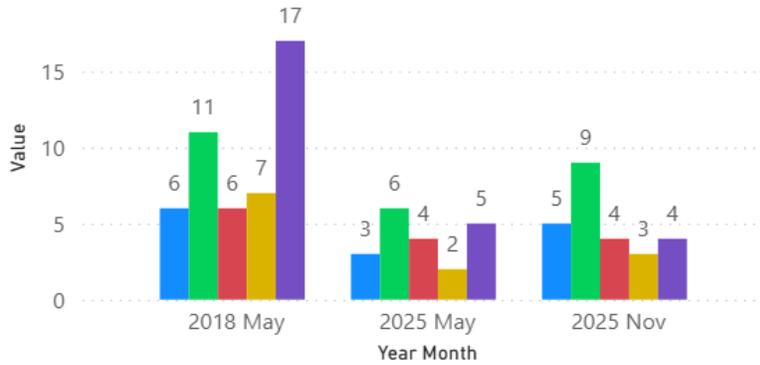
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	6	11	6	7	17
2025 May	3	6	4	2	5
2025 Nov	5	9	4	3	4

Group Residential <5 Providers by Year, Month and DBHDS Region
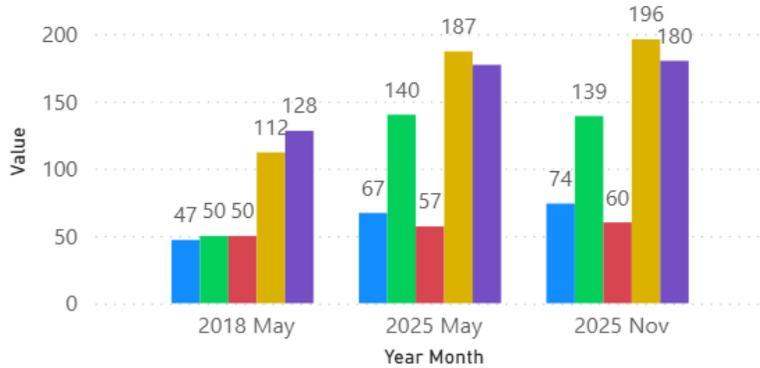
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	47	50	50	112	128
2025 May	67	140	57	187	177
2025 Nov	74	139	60	196	180

43

Group Residential 5+ Providers by Year, Month and DBHDS Region
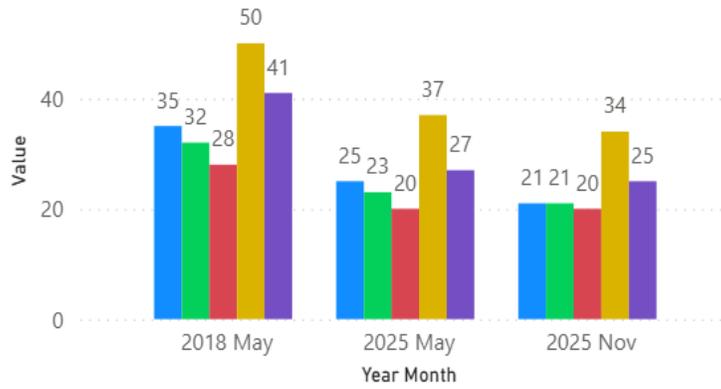
Region ●1 ●2 ●3 ●4 ●5

Year Month	1	2	3	4	5
2018 May	35	32	28	50	41
2025 May	25	23	20	37	27
2025 Nov	21	21	20	34	25

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 Q4 FY25 and Q1 FY26. The data results are consolidated into the categories provided. Barriers 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 Q4 FY25 and Q1 FY26 reports 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 (Q4 FY25 and Q1 FY26)

The following table provides data related to the primary barriers reported in Q4 FY25 and Q1 FY26. In past reports, individual/SDM choice has been the most frequently reported barrier. In current reporting, individual/SDM choice accounts for 28% of all barriers reported, while provider setting/match accounts for 30%. The included barriers below are reported by CSBs but are then confirmed if valid by the RST.

Barrier to Service	Region I	Region II	Region III	Region IV	Region V	Total
⊟ **Individual/SDM Choice**	**2**	**7**	**2**	**3**	**2**	**16**
Group Home Residential (4 or fewer)	1	5		2	1	9
In-Home Support Services		1				1
Sponsored Residential	1	1	2	1	1	6
⊟ **Lack of behavioral expertise**	**2**	**1**	**1**	**1**	**2**	**7**
Group Home Residential (4 or fewer)	1	1		1		3
Sponsored Residential	1		1		2	4
⊟ **Lack of medical expertise**	**2**	**1**	**3**	**1**		**7**
Group Home Residential (4 or fewer)	2		3	1		6
Supported Living		1				1
⊟ **Lack of mental health expertise**				**1**	**2**	**3**
Group Home Residential (4 or fewer)				1	2	3
⊟ **Lack of provider at referral (other than integrated residential)**				**1**	**2**	**3**
Group Home Residential (4 or fewer)				1	2	3
⊟ **No integrated residential provider operating in desired area**		**3**				**3**
Group Home Residential (4 or fewer)		3				3
⊟ **Provider available, but access delayed**		**1**				**1**
Group Home Residential (4 or fewer)		1				1
⊟ **Provider/setting match**	**3**	**1**	**4**	**8**	**1**	**17**
Group Home Residential (4 or fewer)	2		4	3		9
Sponsored Residential	1			3	1	5
Supported Living				2		2
Therapeutic Consultation		1				1
Total	**9**	**14**	**10**	**15**	**9**	**57**

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PDS Dashboard Link

Using the Baseline Measurement Tool

https://app.powerbigov.us/view?r=eyJrIjoiMzU3ZjhhOWEtN2JjMi00Mzk0LTg4YTgtNTBkMTg3OGY4OWNkIiwidCI6IjYyMGFlNWE5LTRlYzEtNGZhMC04NjQxLTVkOWYzODZjNzMwOSJ9

Service gaps can now be easily identified in the PDS Dashboard

2: Scroll down

3: Scroll over

1: Select a date

4: Yellow and green represent potential service gaps.

Count of Individuals

County	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

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 Transportatio
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			
Bedford County	0	2	9	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

Date

11/30/2023

NOTE: To view earlier time periods, select date above

To see all services scroll to right

Developmental Services and Office of Clinical Quality Improvement 1.26.26