

DIVISION OF DEVELOPMENTAL SERVICES

Policies and Procedures

Title	Individual and Family Support Program			Policy No.	CS.001
Category	Community Services				
Responsible Office	Developmental Services				
Originated	9/4/2020	Effective	11/13/2023	Revised	11/13/2023

I. POLICY STATEMENT

DBHDS must ensure that individuals with DD and their families have access to person-centered and family-centered resources, supports, services, and other assistance in accordance with Item 315.V.3 of the 2012 Appropriation Act, 2012 Virginia General Assembly; Operation of the Individual and Family Support Program, 12 VAC 35-230.

II. PURPOSE

The To outline the supportive policies within the IFSP for the administration of: Peer Mentoring, Family Mentoring, Information and Referral, and the IFSP Community Coordination efforts.

The IFSP serves: (i) individuals who, regardless of age, live in the Commonwealth of Virginia and have a Developmental Disability diagnosis; and (ii) their families. Certain aspects of the program specifically seek to support individuals on the DD Waivers Waiting List.

III. SCOPE

The IFSP serves families and all ages of individuals with a Developmental Disability diagnosis who live in the Commonwealth of Virginia and those on the DD Waivers Waiting List

IV. DEFINITIONS

Term	Definition
DD Waivers	Medicaid 1915(c) Developmental Disability Waivers allow the state to fund certain community-based alternatives to institutional care.
Waiver	The term "waiver" comes from waiving the requirement that the individual must live in an institution to receive certain services reimbursed by Medicaid.
DD Waivers Waiting List	The names of all people statewide who requested a DD waiver and are deemed eligible for waiver services because they meet the diagnostic and functional (level of care) requirements, but for whom a waiver slot is not yet available.
Family Mentoring Program	A program that matches trained "family navigators" with families of individuals with disabilities that are seeking guidance and support from others with life experience to make the best possible choices for their family member with a disability.

Term	Definition
Family Navigators	Family members of individuals with disabilities who provide support, information, and discussion of service options with other families, so those other families can make the best choices for their family member with a disability.
IFSP	Individual and Family Support Program
IFSP Community Coordination	A planned strategy coordinated by the Individualized Family Service Plan (IFSP) intended to facilitate an increase of resources available to individuals and their families in their home communities. The community coordination efforts include the IFSP state and regional councils.
IFSP- Funding	Subject to the availability of funds, the IFSP-Funding available in accordance with 12 VAC 35-230 assists individuals on Virginia’s DD Waivers Waiting List and their families with accessing resources, supports, and services.
IFSP Regional Councils	The five regional councils are comprised of volunteers who are usually people with disabilities or family members of people with disabilities. The councils are responsible for implementing local activities that help individuals and families obtain the additional supports needed to maintain community living.
IFSP State Council	This council is comprised of volunteers who are usually people with disabilities or family members of people with disabilities. It exists to advise DBHDS on the administration of the IFSP-Funding and to oversee the implementation of the State Plan. The council also provides general recommendations to DBHDS on its plan to increase family supports throughout the Commonwealth.
My Life, My Community	<p>This online website and operator-supported call center helps individuals with DD and their families by answering basic questions about services and supports. The website serves as the Division of Developmental Services’ primary method to provide information to external stakeholders. The site offers a one-stop, searchable website with a variety of information including:</p> <ul style="list-style-type: none"> • Virginia’s waiver options for people with DD, including posting for the publication, <i>Navigating the Waivers</i>. • Assistance with finding community housing options. • Information about providers. • Connections to support networks of families and peers with DD across Virginia <p>Other related topics.</p>
Navigating the Waivers	A publication that provides information to individuals with DD, their families, and other stakeholders on the DD Waivers in Virginia including service eligibility, access explanations, waiver descriptions, and available services.
Peer Mentoring	A mentoring program that connects individuals with DD with individuals who have lived experience navigating DD systems. Peer mentors have been trained to provide guidance and advice as well as advocacy and alliance through life transitions.

Term	Definition
State Plan	The strategic plan developed by DBHDS establishing the Commonwealth's priorities for addressing the needs of individuals with DD who are awaiting waiver services, formally known as "Virginia's Individual and Family Support Program State Plan for Increasing Support for Virginians with Developmental Disabilities" (State Plan).

V. ROLES AND RESPONSIBILITIES

(R)esponsible - Role responsible for the requirement

(A)ccountable - Delegates work and has decision authority

(C)onsulted - SME or stakeholder that should be included in decision or requirements

(I)nformed – Role who needs to be informed of actions or decisions

	Assistant Commissioner of Developmental Services	Director of Community Network Supports	IFSP Manager	Community Network Supports
Roles				
Responsibilities				
Ensure compliance with this Policy.	I/C			
Interpret and monitor Policy.		C/I/A		
Manage program. Ensure functioning of IFSP state and regional councils. Oversee all contract management. Collaborate with DBHDS Developmental Services leadership.			R	
Develop strategy, processes, and procedures to support the implementation of the State Plan and the state and regional council structure to build the local infrastructure				R

VI. POLICY

A. IFSP Family and Peer Mentoring

The IFSP shall coordinate efforts to offer peer to peer and family to family supports to individuals with DD and their families.

B. My Life, My Community



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The IFSP shall arrange for information and referral via a web-based portal known as My Life, My Community. The portal shall provide accessible user-friendly information on DD resources and services. Maintenance and management of the portal shall include an explanation of the direct services that are available and shall include a plan for documenting the number of people assisted.

C. IFSP State Council

The IFSP shall identify, recruit, and recommend for appointment individuals from across the Commonwealth to serve in a volunteer advisory capacity and assist DBHDS with updating and maintaining the State Plan. The state council will receive annual progress updates on the State Plan and shall provide input on the creation of ongoing outcomes and progress indicators.

D. Communication Plan

The IFSP shall support the Division of Developmental Services by developing strategies to communicate critical information about DD including program policies and procedures and general updates on services and supports to individuals, families, and other stakeholders. DBHDS will maintain communication contact lists, manage the dissemination of information, develop additional informational materials as needed, and coordinate information dissemination to individuals with DD, their families, other stakeholders, and the public.

E. IFSP State Plan Annual Update

The IFSP shall develop an annual agency update on progress toward the measurable program outcomes delineated in the State Plan, including:

1. The number of individuals who receive annual IFSP-Funding.
2. The number of individuals on the DD Waivers Waiting List who receive outreach materials.
3. Participant satisfaction with the IFSP-Funding program.
4. Status of the family and peer mentoring support programs.
5. Utilization of information resources including My Life, My Community.
6. The number of individuals on the DD Waivers Waiting List who are provided funding availability announcements

VII. PROCEDURES

A. The ACO shall ensure that procedures are developed to comply with this DI.

Specifically, the procedures shall include:

1. Processes and procedures to support the implementation of the State Plan and the state and regional council structure to build the local infrastructure to promote person-centered and family-centered resources, supports, services, and other assistance.
2. A process for providing family and peer mentoring to provide one on one support and information to individuals and families.
3. A process to establish criteria for identifying applicants most at risk for institutionalization.
4. A process to maintain accessible, user-friendly information including information on eligibility for IFSP-Funding, case management, and other DD resources and services through a website and other mechanisms that shall be shared with individuals upon their placement on the DD Waivers Waiting List.

B. The CNS shall:

1. Develop process for providing family and peer mentoring for one-on-one support and information to individuals and families.
2. Develop process to establish criteria of identifying applicants at risk for institutionalization.
3. Develop a process to provide accessible and user-friendly case information and resources.
4. Maintain website.

C. The IFSP shall have:

1. **Family and Peer Mentoring** – Coordinate efforts to offer peer to peer and family to family support to individuals and their families.
2. **Accessible Information** – Ensure information and referrals are managed in the web-based portal My Life, My Community. The portal shall be user friendly, provide explanation of available direct services, and include a plan for documenting the number of individuals assisted.
3. **IFSP State Council** – Identify, recruit, and recommend individuals from across the Commonwealth for appointment to serve in a voluntary capacity and assist DBHDS with State Plan maintenance. The IFSP State Council will receive annual progress on the State Plan and shall provide input on the creation of ongoing outcomes and progress indicators.
4. **Communication Plan** – To support the Division of Developmental Services by developing communication strategies to send critical information about DD including program policies and procedures, general updates on services, supports to individuals, families, and other stakeholders. DBHDS will maintain communication contact lists, manage the dissemination of information, develop additional informational materials as needed, and coordinate information dissemination to individuals with DD, their families, other stakeholders, and the public.
5. **IFSP State Plan** – Develop measurable program outcomes. Provide an annual report to include:
 - a) The number of individuals who receive annual IFSP-Funding.
 - b) The number of individuals on the DD Waivers Waiting List who receive outreach materials.
 - c) Participant satisfaction with the IFSP-Funding program.
 - d) Status of the family and peer mentoring support programs; and
 - e) Utilization of information resources including My Life, My Community.
 - f) The number of individuals on the DD Waivers Waiting List who are provided funding availability announcements.

VIII. MONITORS AND CONTROLS

The IFSP Manager shall:

- A. Ensure the functioning of the IFSP state and regional councils.



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- B. Oversee all contract management activities necessary for the implementation of this DI including collaborative agreements and contracts with external organizations.
- C. Collaborate with the DBHDS to provided effective communication and dissemination of information on DD Waivers Program policies and procedures.
- D. Collaborate with the DBHDS to ensure that all family engagement activities are current and accessible to individuals with disabilities and their family members
- E. Provide overall program vision, and maintenance of partnerships to implement, the State Plan.
- F. Collaborate with the DBHDS to ensure individuals leaving training centers, ICFs/IID, and nursing facilities are referred, and have access, to family and peer mentoring supports.
- G. Collaborate with the DBHDS to provide general information regarding community resources and assistance is made available at the time of transition.

IX. ENFORCEMENT

Enforcement	The Division and procurement ensure provisions of the contracts are executed as needed or quarterly.
Reporting Violations	Non-compliance shall be reported to the Division of Developmental Services or the DBDS compliant hotline complaints@dbhds.virginia.gov

X. REFERENCES

External References	Link
Budget Bill - HB1301 (Chapter 3)	Item 315.V.3 of the 2012 Appropriation Act (Chapter 3, Acts of Assembly, Virginia General Assembly)
Operation of the Individual and Family Support Program	Operation of the Individual and Family Support Program, 12 VAC 35-230
12VAC30-122-30. Waiver populations; single waiver enrollment; waiver termination upon loss of eligibility.	12VAC30-122-30. Waiver populations; single waiver enrollment; waiver termination upon loss of eligibility. (virginia.gov)
Joint Position Statement of AAIDD and The Arc	Family Support (aaid.org)
The Community of Practice (CoP) for Supporting Families is a Partnership	Supporting Families: The National Community of Practice
DOJ Settlement Agreement	United States of America v. Commonwealth of Virginia (United States District Court for the Eastern District of Virginia, Case No. 3:12-cv-00059)

XI. CONTACTS

Subject Matter Expert	Office Name	Telephone Number	E-mail
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XII. APPROVAL

Role	Name	Date
Commissioner	Nelson Smith	1/22/2024

XIII. HISTORY

Revisions	9/4/2020, 11/13/2023 Formerly DI 113 Facilitation of Access To Resources And Supports To Enhance Community Inclusion And Engagement
Rescinded	