

# **Department of Behavioral Health and Developmental Services**



## **Individual and Family Support Program Guidelines**

Updated December 2019

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## **I. Program Description**

The Individual and Family Support Program (IFSP) Funding assists individuals on Virginia's Developmental Disability (DD) Waiver Waiting List and their families with accessing resources, supports, and services. The program supports the continued residence of individuals with developmental disabilities in their own home or the family home.

## **II. Program Eligibility Requirements**

To be eligible, the applicant must meet all of the following criteria when funds are requested:

1. The applicant must be on the Virginia DD Waiver Waiting List, and
2. The applicant must be living in his or her own home or in a family home.

Applications may be submitted either by the individual who is on the DD Waiver Waiting List or a Responsible Party applying on behalf of the individual(s) on the DD Waiver Waiting List.

Individuals on the DD Waiver Waiting List who also receive assistance through other programs like the CCC Plus Waiver<sup>1</sup> or the Early and Periodic Screening Diagnosis and Treatment Program (EPSDT) may apply for funds if the request is for items that are not available through the similar program. IFSP encourages all applicants to maximize their assistance through accessing other supports and resources.

## **III. Program Implementation**

For fiscal year 2020, the maximum amount an applicant may request is \$1,000 and the minimum request amount is \$200.

This year, the program expects to provide approximately \$3 million in direct assistance to individuals on the DD Waiver Waiting List.

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<sup>1</sup>This program serves individuals previously served by the Elderly or Disabled with Consumer Direction Waiver (EDCD) or the Technology Assisted Medicaid Waiver (Tech).

The schedule for the FY 2020 Funding application period is as follows:

- Applicants can *save a draft* from December 12–27, 2019.
- Applicants can *submit a draft* from December 30<sup>th</sup> at 12:00 pm – January 2<sup>nd</sup> at 5:00 pm, 2020.

**Reminder: The last day to submit an application is January 2, 2020 at 5:00 pm.**

**All applications must be submitted via the IFSP Online Application Portal located at <https://ifsponline.dbhds.virginia.gov/>.**

**Applications will be reviewed by the Department on a first-come, first-served basis.**

#### IV. Covered and Non-Covered Services and Supports

The following items/services are eligible for funding under the IFSP-Funding Program.

**Please note: IFSP funds are one-time funds and are not guaranteed to be awarded the following year.**

##### Safe Living

- Backup generator
- Furniture including beds, sofa, chairs, tables, lamps, and dressers
- Adaptive furniture
- Mattresses and bedding
- Handrails and grab bars
- Home modifications to improve accessibility including door widening, additional flooring, kitchen or bathroom remodels, and driveway installations and window installation
- Appliances
- Heating, cooling, and plumbing systems conversion, installation, and repairs
- General home repairs
- Location devices and GPS trackers including Project Lifesaver and AngelSense, personal alarms, locator services, and associated trainings
- Respite
- Fencing
- Home security systems including home alarms and cameras
- Wheelchair ramp and other ramps
- Stairlifts
- Legal fees including fees to establish guardianship, power of attorney, microboards, trusts, etc.

##### Emergency Supports

- Mortgage payments (limited to one month)
- Rental payments (limited to one month)
- Utility Assistance (limited to one month)

##### Improved Health Outcomes

- Attendant care
- Behavior therapy/applied behavioral analysis
- Communication and assistive technology including computers, tablets, laptops, iPads, apps, mobile phones, mobile phone services, warranties and repairs, internet services, speech applications, speech products
- Telecommunication services that enhance community access and involvement including SIM cards, internet, mobile phone service, and applications that link individuals to community activities.
- Assistive technology repair
- Dental care and procedures
- Hearing care
- Medical care copays
- Medication
- Equipment including bikes, wheelchairs, strollers, car seats, and high chairs
- Sensory items including toys
- Nutritional supports including nutritional drinks like Boost, Ensure, formula, adult formula for feeding tubes, etc.
- Therapies including occupational therapy, physical therapy, speech therapy, massage therapy, and chiropractic therapy

## **Community Integration**

- Companion services, peer support, and mentoring
- Childcare and afterschool care
- Community activities/recreation
- Conferences, family education, and trainings
- Day support programs
- Self-advocate education or training
- Summer camp
- Supported employment
- Therapeutic activities and copays
- Transportation services including Uber, Lyft, cabs, buses, etc.
- Sports activities and lessons, including tournaments
- Recreational and entertainment activities that support community integration
- Recreational activities including art classes, music lessons, dance lessons, gym memberships, etc.
- Recreational equipment including swings and playset equipment
- In-state vacations
- Passes for recreational activities
- Tuition
- Modifications to a vehicle including wheelchair lifts
- Reimbursement for transportation costs including gas, tolls, etc.

## **Improved Health Outcomes (cont.)**

- Personal hygiene items including incontinence supplies, skin ointments, wipes, specialized toothbrushes, and costs associated with professional grooming services such as haircuts, manicures, and pedicures
- Therapeutic horseback riding/ hippotherapy
- Vision care
- Durable medical equipment including clothing and compression garments and apparel that simplifies self-dressing and offers solutions to meet a multitude of physical challenges; eligible clothing items include, but are not limited to, the following:
  - bibs and clothing protectors,
  - soft clothing for sensory sensitivity,
  - clothing with Velcro, snaps, or zipping closures, and
  - orthopedic shoes.

IFSP-Funds may NOT cover the following costs:

- Clothing not related to the applicants disability;
- Food (not related to special dietary needs associated with the disability or as part of a recreational experience);
- Purchase of vehicles or general vehicle repairs (This does not include vehicle adaptations like lifts).
- Vacations outside of Virginia.
- Installment payments for automobiles and auto insurance.

Applicants may request multiple items in one application as long as the total cost of the items does not exceed the annual award limit. However, only one application should be submitted per applicant, per application period.

## **V. Application for Funding**

The application and supporting materials can be found on the IFSP Application Portal at <https://ifsponline.dbhds.virginia.gov/>.

IFSP Funds may not be used to cover expenses incurred prior to the applicant receiving the award.

All program funds will be issued by debit card, and applicants are expected to register the card immediately upon receipt. Failure to register the card may affect the applicant's eligibility for future funds.

By applying, the Responsible Party agrees to the following:

1. To maintain all receipts documenting items and/or services purchased with IFSP Funds and, upon request, provide to the Department for auditing;
2. Acknowledgement that failure to comply with the program's policies may result in recovery of awarded funds and denial of subsequent funding requests.

## **VI. Application Review Criteria**

Upon receipt of a completed application, the Department shall:

1. Verify that the individual is on the statewide Medicaid DD Waiver Waiting List,
2. Confirm that the services or items for which funding is being requested are eligible, &
3. If applicable, confirm that the applicant has complied with past program requirements.

Failure to provide all the requested application information shall result in an application denial.

## **VII. Funding Decision-Making Process**

The Department shall provide a written notice to the individual or Responsible Party who submitted the application indicating whether the application was approved or denied.

## **Denials**

Applications may be denied if the Department determines that:

- The requesting individual or Responsible Party has not complied with IFSP policies or regulations for previously awarded funds. This includes failure to register debit cards with prior year's awards or failure to provide receipts for previously received IFSP funds, as requested.
- The total annual IFSP funding annual appropriation has been expended.

### **VIII. Requests for Reconsideration**

For applications denied for the previously listed reasons, the Department will provide written notice via email stating the reason(s) why the requested services, supports, or other items were denied, or approved at a reduced amount, and information on how to appeal the decision.

Application appeals must be submitted in writing using the directions provided in the denial message. Reconsiderations must be submitted no later than 30 days after receiving the denial notice. A determination will be made within 30 days of receipt of the request and provided to the Responsible Party in writing. This decision will be final.

### **IX. Post-Funding Review**

The Department staff may request documentation or verification that funds have been used in accordance with the program guidelines. By receiving IFSP funds, recipients agree to provide all information requested by the Department. Failure to provide information when requested may result in recovery of such funds by the Department, and/or prohibition from receiving future funds.

### **X. Termination of Funding**

Funding through the Individual and Family Support Program shall be terminated if the applicant moves outside of the Commonwealth of Virginia or is deceased before the annual fund issuance.





## IFSP FY 2020 Funding Application

### Frequently Asked Questions

Version date: 12/5/19

If you have questions or need additional assistance, please contact Senior Navigator at (844) 603-9248.

This document covers some frequently asked questions for the Individual and Family Support Program (IFSP) Funding.

Directions: Click on any of the links in the following list to go directly to the topic that you want to know more about.

1. [Allowable Costs](#)
2. [Application Submission](#)
3. [General Information](#)
4. [Receipts](#)
5. [DD Waiver Waiting List and Eligibility](#)
6. [Returning Applicants](#)

#### Allowable Costs

**Q. What can I purchase and not purchase with these funds?**

A. You can find a complete list of covered and non-covered expenses in the FY 2020 IFSP Program Guidelines section titled *Covered and Non-Covered Services and Supports*, located in the FY 2020 IFSP Program Guidelines.

**Q. Can I be reimbursed for things paid for before my award notification was received?**

A. The IFSP Funding Program does not reimburse for items purchased before funds are awarded. For additional details, see the FY 2020 IFSP Program Guidelines section titled *Application for Funding*.

**Q. Do you make exceptions for emergencies to pay for non-covered items?**

A. No, the IFSP program does not cover emergency expenses.

**Q. Can I buy groceries or clothing with these funds?**

A. IFSP funds can be used to purchase medical supplements and foods prescribed as part of a treatment plan. Also, funds can be used to cover the cost of meals related to recreational activities and events. Specialty clothing that addresses a medical need, like weighted vests and incontinence related clothing are allowable expenses. General clothing and footwear are not covered.

**Application Submission**

**Q. When will I hear that my application has been accepted into the system?**

A. After you submit your application, you will immediately receive a confirmation email. If you do not see the message, please check your junk mail or spam folders. Please remember all communication about your application will be sent via email.

**Q. How do I get an application? Where is the paper application?**

A. All applications must be submitted using the online application. The application can be found on the IFSP Application Portal at <http://ifsponline.dbhds.virginia.gov/>. Information will be posted to the My Life, My Community website at <http://www.mylifemycommunityvirginia.org/> or you can contact Senior Navigator at (844) 603-9248. There are no paper applications.

**Q. When will the application be available?**

A. The following are the FY 2020 IFSP Application key dates.

<b>IFSP Application Announcement</b>	December 12, 2019
<b>First day to access the application and save a draft</b>	December 16, 2019
<b>Dates to complete a draft of the FY 2020 IFSP application</b>	December 16, 2019–December 27, 2019
<b>First day you can submit an application</b>	December 30, 2019 at 12:00 pm
<b>Last day you can submit an application</b>	January 2, 2020 at 5:00 pm

**Q. I do not have a computer. How can I apply? Is there someone who can help me?**

A. All applications must be submitted online. In addition to using a computer, you can complete the application using a smartphone or a tablet. If you do not have access to any of these devices, please consider using a computer at a local public library. To find a library where you live, please search online at <http://www.lva.virginia.gov/public/libraries.asp> .

Also, consider contacting your case manager at the CSB where you signed up for the

DD Waiver Waiting List. Your case manager can provide assistance with completing the application. To find your CSB, please search online at <http://www.mylifemycommunityvirginia.org/>.

If you need assistance with completing the web application, please review the application training materials. They can be found at the My Life, My Community website, <http://www.mylifemycommunityvirginia.org/>, under Resources for Families.

**Q. I do not have an email address. Do I need one to submit an application?**

A. You will need an email address. All communications will be sent by email including the decision on your application. If you need to sign up for a free email address, see the following link for a video on how to sign up for a free email account. <https://www.youtube.com/watch?v=d-qrP03Z1Dg>.

**Q. Can I fax or email my application?**

A. No, all applications must be submitted online at <https://ifsponline.dbhds.virginia.gov/>.

**Q. Can someone submit my application for me?**

A. New for FY 2020, the IFSP Portal will allow Responsible Parties to delegate the ability to submit an application to another registered user. To learn more about this feature please view the IFSP Application Portal User Guide. The Responsible Party should still complete the application draft and he or she will be responsible for signing the application to agree to the program terms.

**Q. When will the application close?**

A. The IFSP application will close on January 2, 2020 at 5:00 pm. Applications will not be accepted after this time.

**Q. How will you let people know about the application status?**

A. All communications will be sent via email. It is important to register on the IFSP Application Portal with an email address that you check regularly.

**Q. Who should I call for help with the application?**

A. If you need assistance, please review the training materials first. For additional assistance, please contact My Life, My Community/Senior Navigator at (844) 603-9248.

**Q. I just submitted an application, but I need to make a change. What should I do?**

A. Changes cannot be made to the application once you submit it. Please contact [ifspsupport@dbhds.virginia.gov](mailto:ifspsupport@dbhds.virginia.gov) if you have any questions or concerns.

**General Information**

**Q. Who is eligible for this money?**

A. Only individuals who are living on their own or in a family home and are on the DD Waiver Waiting List, and family members who are assisting those individuals, are eligible. For more information on eligibility go to the FY 2020 IFSP Program Guidelines section titled *Program Eligibility Requirements*.

**Q. What is the maximum amount of money I can request? Is there a minimum amount?**

A. For FY 2020, the maximum amount an applicant may request is \$1,000. The minimum amount is \$200.

**Q. How do I get to the IFSP application?**

A. Go to <https://ifsponline.dbhds.virginia.gov/>.

**Q. I need the IFSP application translated into another language.**

A. Please view the [IFSP Application Portal User Guide](#) for instruction on how to translate the application.

**Q. I have an EDCD (Elderly and/or Disabled with Consumer Direction Waiver) or the Assisted Technology Waiver (Tech Waiver) or participate in CCC-Plus. Am I still able to apply for IFSP Funding?**

A. Yes, you are still eligible to apply for and receive IFSP Funds. If you receive one of these waivers, you are encouraged to use your IFSP Funding to purchase services, supports, or goods that are not covered by one of these programs. You are also encouraged to discuss strategies for maximizing your assistance with your case manager.

## Receipts

**Q. Can you confirm my submitted receipts for last year?**

A. At this time, the IFSP staff is unable to confirm received receipts for past funding periods.

## DD Waiver Waiting List and Eligibility

**Q. How can I find out if I am on the DD Waiver Waiting List? How do I get on the DD Waiver Waiting List? How do I find out who my case manager is?**

A. You must be on the DD Waiver Waiting List in order to receive IFSP funds. If you have questions about your DD Waiver Waiting List status, please contact your local CSB. They can also help you with getting on the DD Waiver Waiting List and identifying your case manager. To find your local CSB, visit <http://www.mylifemycommunityvirginia.org/>.

## Returning Applicants

**Q. I applied last year online. Can I use the same login to complete this year's application?**

A. Yes, if you applied last year as the Responsible Party for someone, please feel free to use the same email address to create a new FY 2020 application. You do not need to register again. The email address that you registered with will be the one that the IFSP staff uses to communicate with you about your application. If you previously registered with an email address that you no longer have access to, you should create a new login.

Follow the steps in the [IFSP Application Portal User Guide](#) to create a login.

**Q. I completed an application last year, but I don't remember the email address I used. What should I do?**

A. Please register with a new email address. If you need help creating a new registration, follow the steps in the [IFSP Application Portal User Guide](#).

**If you need answers to IFSP related questions, please visit the My Life, My Community website at <http://www.mylifemycommunityvirginia.org/>.**