

Virginia's Individual and Family Support Program
**State Plan for Increasing Support for Virginians with Developmental
Disabilities**

**Prepared by the Virginia Department of Behavioral Health and
Developmental Services in partnership with
The Individual and Family Support Program State and Regional
Councils**

Version Date: October 1, 2020

IFSP State Plan Update

Prepared June 26, 2020

Background

In March 2013, the Department of Behavioral Health and Developmental Services (DBHDS) launched the Individual and Family Support Program (IFSP) to assist those on the state HCBS DD waiver waitlist. The IFSP's target population includes both individuals who have a developmental disability and their families. IFSP initially provided financial assistance to individuals and families. Nonetheless, the program has grown to provide varying types of supports to the over 14,000 individuals on Virginia's DD Waiver Waiting List.

Annual Updates

In 2017, the IFSP State and Regional Councils adopted a strategic plan establishing the Commonwealth's priorities for addressing the needs of individuals with developmental disabilities who are awaiting waiver services.

The Plan expresses the Commonwealth's large scale goals and objectives for serving individuals and families on the waiver waiting list. It focuses on the IFSP-Funding Program, the creation of the IFSP State and Regional Councils, and establishment of other programmatic areas needed to establish a comprehensive and coordinated set of strategies for supporting the needs of families.

Per the DOJ Settlement Agreement and in partnership with the IFSP State Council, DBHDS has agreed to provide an annual update on the State Plan that includes the following:

- Annual Summary of IFSP-Funding activities, grantee satisfaction, and activities to establish priorities to the Funding Program
- Summaries of communication efforts, including:
 - o usage of the *My Life, My Community* website and
 - o efforts to inform individuals on Virginia's DD Waiver Waiting List of supports, including IFSP-Funding, case management, and family and peer mentoring.
- Summaries of the IFSP-Regional Council activities
- Summaries of activities supporting family and peer mentoring

Additionally, each year, IFSP staff will review the existing State Plan and provide updates to the IFSP State Council.

Summary Overview

The following is a summary update on the program indicators and outcomes from July 1, 2019 to June 30, 2020. The updates reference outcomes indicators that were adopted by the IFSP State Council in April 2019. In partnership with the State Council, IFSP will provide annual updates to the State Plan to reflect changing program priorities and needs. Changes will be included as addendums to the State Plan document, and when/if needed, IFSP will partner with the State Council to adopt formal revisions.

Annual summary of IFSP-Funding Program activities, grantee satisfaction, and activities to establish priorities of the IFSP-Funding Program (See Appendix A: Funding Program Summary)

Each fiscal year, IFSP develops a summary of funding activities detailing the amount of funds requested by applicants. Appendix A: Funding Program Summary provides detailed overview of the funds awarded for the FY 2019 and FY 2020 funding periods including the results of satisfaction survey data for FY 2019 and FY 2020.

In brief, during FY 2019 and FY 2020, IFSP distributed between \$2.5-3 million in funds annually. Each year the program distributed funds to about 3,000 applicants. The most frequently requested need category was *Improved Health Outcomes* and the most frequently requested funding amount was \$1,000. Most funded applicants expressed a high degree of satisfaction with the program.

IFSP actively uses annual satisfaction survey feedback to enhance the funding program. For example, the decision to eliminate the requirement for receipts for applicants and include telephone and internet data services as an allowable expenses came as a direct result of respondent feedback.

Additionally, in FY 2020 IFSP sought additional public input through its engagement of the IFSP State and Regional Councils to establish priorities for the allocation for IFSP funds and resources. The use of priorities brings the funding program in line with the DOJ-Settlement Agreement requirement that those with the greatest risk of institutionalization be prioritized for IFSP assistance. The proposed prioritization model for the FY 2021 Funding Program is included in the referenced appendix.

In accordance with the State Council's Charter to advise DBHDS on the IFSP-Funding Program priorities, IFSP briefed the State Council on the prioritization plan prior to the beginning of the FY 2021 fiscal year.

Highlights of the forthcoming priorities are:

- assigning assistance requests to one of three funding pools rather than one general funding pool,
- adding multiple application periods to accommodate the use of multiple funding pools,
- creating a new emergency assistance pool to offer assistance at a higher funding amount with a rolling application period, and
- creating a new active service coordination needs funding pool to provide assistance to people at risk of institutionalization because of behavioral or physical health needs.

Communication efforts, including activities of the *My Life, My Community* website and efforts to inform individuals on Virginia's DD Waiver Waiting List of availability of critical supports, such as IFSP- Funding, case management, family and peer mentoring

IFSP made significant progress towards providing more comprehensive information to families during FY 2020. The *My Life, My Community* website officially launched in August 2019. IFSP sent promotional materials marketing the "Families" section of the website to all individuals on the DD Waiver Waiting List as of July 2019. The website includes information on IFSP-Funding, information on accessing family mentoring supports, and clarification for families on case management eligibility for people on the DD Waiver Waiting List. A copy of the notification and accompanying FAQs are included in Appendix B:

Communications Update. These documents are also posted under the “Families” section on the *My Life, My Community* website.

In 2019, IFSP implemented an annual process to inform people on the Waiver Waiting List about eligible supports. In August 2019, IFSP notified all individuals on the Waiver Waiting List with a valid email address by emails, and information was sent to 9,912 individuals out of the 12,900 individuals on the Waiver Waiting List represented in WaMS as of July 2019. Those without an email address received hard copies of the materials. Promotional materials were sent via postal mail to 3,593 people represented by 5,064 physical addresses in August 2019.

The notification included information about IFSP, case management for people on the Waiver Waiting List, information on the *My Life, My Community* website, and information about the family-to-family mentoring program. A copy of the provided documents are included in the Appendix B: Communications Update as documents titled “Resources WWL” and “IFSP Brochure.”

Summaries of activities supporting family and peer mentoring

IFSP continues to partner with the Partnership for People with Disabilities (The Partnership) at Virginia Commonwealth University (VCU) to provide peer family supports to individuals on the DD Waiver Waiting List. The Partnership’s Center for Family Involvement, or CFI, is home to the Family to Family Network of Virginia, or F2F Network, that provides direct support to families of children and adults with intellectual and developmental disabilities through a network of 24 staff and 60 volunteer Family Navigators.

The Partnership provides support to the IFSP program by providing emotional, informational, and systems navigation support to families. VCU’s annual report on the outcomes of the Family to Family Network are included in Appendix C.

In May of 2020, IFSP signed a contract with Arc of Virginia to develop and implement a peer support model for self-advocates. Since this effort is in the start-up phase, the Arc has yet to provide peer supports to self-advocates. Though there is no data to report at this time, the report includes the approved work plan in the section titled Appendix D: Programmatic Overview Documents to date. In the future, IFSP will report on these efforts, including the number of people served, as well as project milestones.

Utilization of the *My Life, My Community* website

In July 2019, IFSP officially launched the *My Life, My Community* website to the public. The table below provides snapshot data for the change in usage from 2019 to 2020.

Date Range	Date Range	
Jan. 1, 2019-Mar. 31, 2019	Jan. 1, 2020-Mar. 31, 2020	
Number of Sessions: 1,733	Number of Sessions: 8,632	Percent Increase: 398% increase
Number of Users: 1,236	Number of Sessions: 6,273	Percent Increase: 408% increase

Number of Page Views: 2,796	Number of Page Views: 21,278	Percent Increase: 661% increase
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All quarterly reports on Senior Navigator’s outcomes are included as an attachment titled Appendix E: SeniorNavigator Quarterly Data Final FY 2020 outcome data will be included after June 30, 2020.

Summaries of the IFSP-Regional Council Activities

In June 2019, IFSP revised its work with VCU’s Center for Family Involvement (CFI) to increase the support to the IFSP Regional Councils. VCU on boarded Regional Network Coordinators (RNCs) to provide community level oversight and monitoring of Family to Family activities. RNCs have utilized their expertise in engaging families as IFSP has fine-tuned its outreach messages to individuals and families.

Additionally, RNCs played a critical role in recruiting and onboarding new IFSP Regional Council members. They also provided administrative support and coaching to the IFSP Regional Councils as detailed in Appendix C: Family to Family Summary.

In addition to increased support from RNCs, IFSP also hired a new hired Community Coordination Specialist in February 2020. The new staff member assists with the day to day operations of the IFSP Regional Council by providing administrative support, supporting the distribution of funds via the mini-grant program, and leading regional strategic planning while linking IFSP Community of Practice efforts that seek to increase the overall voice of families in DDS program operations.

Details of the IFSP staff activities to support the State and Regional Councils are included in the attachment titled Appendix F: Council Narrative.

Updates to the IFSP State Plan

IFSP has made the following updates to the IFSP State Plan in order to align the plan with the DOJ Settlement Agreement and to ensure that all necessary components are included in the plan. The updated IFSP State Plan is included as Appendix G.

The list below highlights the changes included in the update.

- Inclusion of a Prioritization Plan for the IFSP that will be implemented in FY 2021. The plan is included as an attachment.
- Inclusion of outcome reporting for the Family to Family and Peer to Peer Programs. The new outcome is located under Goal 3 of the State Plan Update dated June 26, 2020. The specific outcome update states the following:
“IFSP will collect data and update the IFSP State Council on the number of individuals and families that receive direct family and/or peer mentoring support-**Annually**”

Future Updates

In addition to these changes, IFSP will partner with IFSP State Council to conduct a more extensive review of the IFSP State Plan prior to the installation of a new State Council in the fall of 2020.

Virginia's Individual and Family Support Program

State Plan for Increasing Support for Virginians with

Developmental Disabilities State Plan Goals and Objectives

Update June 26, 2020

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Long-term Goal: Enhance IFSP-Funding Program so that those with complex circumstances and with the greatest support needs are prioritized.

Short-term Goal: Develop a data-driven process for shifting away from providing funds on a first-come-first-served basis to providing funds based on individual circumstances as defined by common assessment tools while factoring in the criticality of the request.

Outcome Targets: 80% of individuals who are on the Waiver Waiting List and are Priority One are outreached for IFSP assistance.

FY 2020 Outcome Update: IFSP met this target in August 2019 with the electronic and postal mailer *Notification for Individuals on the DD Waiver Waiting List*. Details on the number of individuals contacted is included in *Communications Update* section of this report.

Outcome Indicators: DD Waiver Waiting List data from WaMS, IFSP-Funding annual application data analysis

Activities	Outputs/Timeframe	FY 2020 Output Update
Analyze data of DD Waiver Waiting List individuals included in WaMS- including individual critical needs scores, VIDES, and input from waiver redesign public comment sessions.	<ul style="list-style-type: none"> • DBHDS and the State Council establish a working definition of most at risk that is updated at least annually (DBHDS Recommendation: Use DD Waiver Waiting List levels as the basis for most at risk). - October 2018 • DBHDS analyzes IFSP data to compare the number of people who receive IFSP funds based on their DD Waiver Waiting List level with the need category requested. • DBHDS developed annual report summarizing IFSP-Funding activities for the previous funding period. - No later than 4 months after the application closes 	<ul style="list-style-type: none"> • IFSP completed a plan that prioritizes those most at risk. The proposal is included in the appendix titled <i>Funding Program Summary</i>. • Information on the waiver waiting list priority level has been included in the appendix titled <i>Funding Program Summary</i>. • The <i>Annual Funding Report</i>, in appendix titled <i>Funding Program Summary A</i>, summarizes IFSP-Funding. • Given the technical changes needed to implement a change to the application, IFSP decided the same data could be collected through the satisfaction survey. The appendix titled <i>Funding Program Summary</i> provides examples of outcomes of program changes resulting from the <i>Satisfaction Survey</i> • A summary of milestone for the five IFSP Regional Councils is included in Appendix F: Council Narrative.
Develop research questions and perform analysis of previous IFSP-Funding data for trends.	<ul style="list-style-type: none"> • DBHDS developed summary of FY 2016 and FY 2017 IFSP-Funding activities. - September 2018 	
Identify common needs that are not covered by IFSP funds under current regulation and assess for possible inclusion as a covered cost item under funding program regulations.	<ul style="list-style-type: none"> • Amend IFSP-Funding Application to capture data on needs that are not funded. • DBHDS developed report of common needs from IFSP-Funding Application data starting in the FY 2020 funding period. - No later than 7 months after funding period closes • Query internal stakeholders for known resources for common needs that are not typically covered by IFSP funds and explore possible inclusion under IFSP regulations 	
Assist local communities with establishing strategies to obtain additional supports to address needs not covered by IFSP Funding.	<ul style="list-style-type: none"> • IFSP Regional Councils develop a work-plan that will identify and support a common goal that aligns with Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. – Annually • Implement a community level mini-grant program that supports the regional implementation of a program or project that aligns with Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. • Two trainings per region to address specific community-level issues based on local data. - Annually • One regional meeting/contact per region. - Quarterly 	

<p>Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.</p>		
<p>Short-term Goal: Administer an IFSP-Funding Program that incorporates input from families and individuals and is responsive to their needs.</p>		
<p>Outcome Targets: 80% of people who complete an IFSP Satisfaction Survey indicate high satisfaction with funding. 80% of Satisfaction Survey respondents indicate knowledge of or utilization of resources other than IFSP-Funding to meet their needs.</p>		<p>FY 2020 Outcome Update: IFSP met this goal as illustrated by the attached <i>FY 2019 IFSP Annual Satisfaction Survey</i> summary.</p>
<p>Outcome Indicators: Annual Satisfaction Survey, DD Waiver Waiting List data, IFSP-Funding Application data</p>		
Activities	Outputs/Timeframe	FY 2020 Output Update
<p>DBHDS staff will work with the IFSP State Council to review and identify priority populations/priority needs for the annual IFSP-Funding program.</p>	<ul style="list-style-type: none"> • IFSP Staff will create a plan to establish priorities on an annual basis. - 6 months before funding period opens • IFSP State and Regional Councils participate in a work session on funding priorities. - Annually, 4 months before funding period opens • IFSP Staff will develop a summary of needs and demographic characteristics of applicants to be included on the annual funding summary. 	<ul style="list-style-type: none"> • IFSP staff worked with the State Council during FY 2020 to establish a prioritization model. The model is included in Appendix A: Funding Program Summary. • In FY 2019, IFSP worked with the Office of the Attorney General to develop proposed regulation changes. After consultation with the OAG's office and reviewing the timeline for regulatory approval, DBHDS staff determined that changes to the IFSP-Funding Program could be made without regulation changes. This would be less burdensome and therefore, staff shifted to revising the program operations and incorporating council feedback into program policies. • In FY 2020, IFSP eliminated the annual receipt requirement and has moved to an audit system. • A plan to address emergency needs is included in the <i>FY 2021 Prioritization Plan</i>. See Appendix A: Funding Program Summary.
<p>Review and amend the existing IFSP regulations and policies to align with the IFSP State Council's annual priorities, and improve access for individuals and families.</p> <p>Assess enacting retroactive reimbursement policy and assessing the feasibility and impact on future funding cycles. Develop administrative policies and procedures that support the IFSP State Council's established priorities.</p>	<ul style="list-style-type: none"> • DBHDS Staff will develop revised program regulations and guidelines that are informed by input from the State Council, IFSP Applicant Satisfaction Surveys, and stakeholder input. - Ongoing, goal is to have new regulations enacted for FY 2020 funding period • DBHDS will revise its annual receipt policy and move towards developing an annual audit process to assess whether or not applicants comply with the program guidelines. - Annually, April 2019 	
<p>Create contingencies to support emergency needs.</p> <p>Review models of emergency funding (i.e., % of total IFSP funds or a set amount of funds annually reserved for emergencies) and what happens if those funds are not used.</p> <p>Develop policies and materials explaining emergency funds.</p>	<ul style="list-style-type: none"> • DBHDS, in consultation with the IFSP State Council, will develop a plan for addressing emergency needs and draft guidelines for enacting the emergency assistance. - Start November 2018, plan completed by April 2019; emergency funding pool to be enacted no earlier than Fall 2020 	

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Short-term Goal: Leverage IFSP-Funding Application process to connect families with additional resources.

Outcome Targets: 10% reduction in the number of returning applicants who indicate no connections to resources in annual Satisfaction Survey.

FY 2020 Outcome Update: IFSP will need to integrate measurement of this outcome into the Annual Satisfaction Survey

Outcome Indicators: IFSP-Funding Program Satisfaction Survey, Annual IFSP-Funding Applications

Activities	Outputs/Timeframe	FY 2020 Output Update
<p>Create a plan for collecting additional data that can be requested during the IFSP-Funding Application (e.g., asking about uses of other services like Crisis Services, EMS, and Medical/Health).</p>	<ul style="list-style-type: none"> • DBHDS developed summary document with analysis of FY 2019 IFSP-Funding Applications and FY 2019 Satisfaction Survey to identify questions for FY 2020. - Summer 2019 • Revise FY 2020 IFSP-Funding Application to have more specific questions about needs. - Fall/ Winter 2019 • DBHDS will coordinate internal efforts to utilize the DD Waiver Waiting List Attestation process to collect additional data on need for those currently on the DD Waiver Waiting List. - January 2019 	<ul style="list-style-type: none"> • Rather than change the Funding Application, IFSP worked to gather additional data about need from the <i>Annual Satisfaction Survey</i>, (see Appendix A: Funding Program Summary), since the survey does not require extensive developer redesign of the IFSP Portal as the application change would. • In July 2019, IFSP worked with OISS to include information about <i>My Life, My Community and Family to Family</i> in the <i>Annual Waiver Waiting List Attestation Letter</i> (See Appendix C: Communications).
<p>Utilize the information from enhanced data collection to identify unmet supportive service needs and identify possible IFSP enhancements to address the needs.</p>	<ul style="list-style-type: none"> • DBHDS will develop a summary of supports and services requested in IFSP-Funding Applications. - Annually • DBHDS will produce a summary of the IFSP-Funding Satisfaction Survey. – Annually • SeniorNavigator developed articles and resources to highlight topics identified as unmet needs per IFSP-Funding Application request. - As needed starting Fall 2018/quarterly • IFSP Regional Council developed annual activities to get additional supports to address unmet supports and needs. - Spring 2019 	

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Short-term Goal: Streamline IFSP-Funding process to better rely on technology and efficiency.

Outcome Targets: 100% of all applications accepted by the online application portal. 20% reduction in total calls and emails seeking assistance with completing the IFSP-Funding Application. 80% of in-person funding outreach training events targeted toward individuals and families with language barriers, limited technology access, and/or geographic areas with lower application rates.

FY 2020 Outcome Update: While all IFSP-Funding Applications were submitted via the IFSP Portal for FY 2020, the site experienced multiple system failures making it difficult to measure this outcome effectively.

Outcome Indicators: IFSP Call Log, email assistance form tickets via Survey Monkey, SeniorNavigator Call Logs, Training Logs

Activities	Outputs/Timeframe	FY 2020 Output Update
<p>Map out IFSP-Funding process and include timelines, milestones, and outcomes including addressing the following:</p> <ul style="list-style-type: none"> • partnerships to increase access and efficiencies, • bankcard/ EFT, • online application, and • IFSP-Funding program receipt process and notifications. 	<ul style="list-style-type: none"> • DBHDS developed IFSP-Funding Application process map completed prior to application release. - Annually • DBHDS developed annual schedule of the funding process presented to the IFSP Council prior to application release. - Annually • DBHDS developed annual fact sheets to assist families and individuals who are seeking assistance. – Annually • At least one training/outreach event linked to the IFSP-Funding Application that assist the public with applying for IFSP Support in each of the 5 DBHDS regions. • SeniorNavigator assistance call log summary corresponding with specific applications milestones (application registration, application submission, receipt submission, and card issuance). 	<ul style="list-style-type: none"> • IFSP completed all of the outputs in this area and copies of the material are available in Appendix A. • DBHDS developed <i>FY 2019 Satisfaction Survey</i> with summary report annually to identify questions for FY 2020. • DBHDS developed revised IFSP-Funding Application for FY 2020 with additional changes.
<p>Integrate prioritization and outreach of the IFSP-Funding process into the application.</p> <p>Application technology enhancements including identifying supplemental application questions that collect additional information that may indicate needs.</p>	<ul style="list-style-type: none"> • DBHDS developed FY 2018 Satisfaction Survey with summary report. - Annually 	

Goal One: Ensure that the Individual and Family Support Program (IFSP) Funding serves individuals with developmental disabilities and their families by braiding and blending resources to focus on the needs of the whole person with emphasis on prioritizing those with the greatest needs and most at risk of institutionalization.

Short-term Goal: Develop a formal feedback process for stakeholders to report satisfaction with the IFSP-Funding Program and to recommend improvements and changes.

Outcome Targets: 20% response rate on annual survey with over 85% of respondents indicating satisfaction with IFSP-Funding Program.

FY 2020 Outcome Update: IFSP met this target in FY 2019 with a response rate of 27% with 815 respondents.

Outcome Indicators: Annual Satisfaction Surveys

Activities	Outputs/Timeframe	FY 2020 Output Update
Implement annual Satisfaction Surveys of individuals receiving funds.	<ul style="list-style-type: none"> • DBHDS developed Satisfaction Survey of IFSP-Funding applicants. • DBHDS developed IFSP-Funding Program summary. - Annually, no later than 4 months after the application closes 	<ul style="list-style-type: none"> • A summary of the IFSP Satisfaction Survey outcomes is included the attached Appendix A: <i>Funding Program Summary</i>.
Conduct annual analysis that includes an analysis of the take- up of IFSP-Funding Program of those on the DD Waiver Waiting List, to identify trends in who applies for the funds, annual rates of eligibility determinations, and trends in how funds are used.	<ul style="list-style-type: none"> • DBHDS developed annual IFSP-Funding Program summary. - No later than 4 months after the application closes 	
Create an annual public comment process for input on IFSP-Funding Program.	<ul style="list-style-type: none"> • DBHDS and IFSP State and Regional Councils developed strategy to gain public input online and in-person, virtually through Satisfaction Surveys, regionally convened meetings, and by webinars. - Annually 	
Provide an annual accounting of IFSP-Funding including breakdowns of direct assistance and administrative costs.	<ul style="list-style-type: none"> • DBHDS developed annual report detailing the funding programs expenditure. - Annually, no later than 4 months after the application closes 	

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.		
Long-term Goal: Increase the availability of resources at the state and local level to address the needs of those in the target population.		
Short-term Goal: Create a uniform assessment process for identifying needs of individuals with DD and their families that categorizes individuals and families into the need categories.		
Outcome Targets: 50% of respondents to post- intervention survey from VCU F2F Network indicate some knowledge of family supports. 80% attendees of IFSP sponsored community events indicate knowledge of resources and supports on post-event surveys. 80% of respondents of annual DD Waiver Waiting List Attestation form indicate knowledge of their regional IFSP Council.	FY 2020 Outcome Update: IFSP continues to work with VCU to collect data on this indicator. The increased capacity around the IFSP Regional Council model will result in more events and allow for data collection that supports this indicator. Additionally, since the Waiver Waiting List Attestation form is a document that requires DMAS approval, IFSP Staff will recommend that the measure around form respondents be revised.	
Outcome Indicators: VCU F2F Network post-engagement survey, summary of data from annual DD Waiver Waiting List Attestation process, retooled IFSP-Funding Application, post-event surveys for IFSP sponsored events, summary of locally sponsored support programs		
Activities	Outputs/Timeframes	FY 2020 Output Update
Create a uniform assessment process for all programmatic components of IFSP to collect data that identifies individuals and families in the following categories: <ul style="list-style-type: none"> • Those who do not know of resources and are not connected but need a robust array of service/resource options, • Those with knowledge of resources and who are well connected, and • Those who know of resources but are not interested or are stable at this time. 	<ul style="list-style-type: none"> • VCU developed post-F2F Network intervention survey that collects data on the three categories of individuals/families. - Fall 2018 • Summary report from VCU F2F Network supports. - Quarterly • IFSP Regional Councils to incorporate the uniform assessment process into all community events to collect data on individual and family needs. - Not later than January 2019 • DBHDS developed IFSP-Funding Application that captures data on unmet needs. - No earlier than FY 2020 funding cycle • Re-tool the annual DD Waiver Waiting List Attestation process to gather data on the three categories of individuals/families. - Spring 2019 	<ul style="list-style-type: none"> • The Annual Report of Outcomes of the F2F Program is included in Appendix D: Family to Family Support.
Collect information from the 40 CSBs/BHAs on locally funded family support programs operated by their agency to better understand what formal community sponsored supports already exist.	<ul style="list-style-type: none"> • IFSP Regional Councils summary documents with information on locally sponsored supports and support organizations (DBHDS recommends replicating the Northern region’s data collection). - Spring 2019. • DBHDS prepared summary of support needs by regions based on Satisfaction Survey responses and unmet need analysis. - Fall 2019 • DBHDS marketing strategy and materials that reflect the needs of individuals in each of the three categories and that integrates the work of SeniorNavigator, VCU F2F Network, and IFSP Regional Councils. - Starting in Fall 2018 and on-going 	
Catalog a list of organizations in Virginia who provide comprehensive supports to families and individuals with DD (i.e., information, referral, training, peer support, parent support, concrete services, and cash subsidies).	<ul style="list-style-type: none"> • SeniorNavigator audit of resources identified per region. – Annually 	

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.

Short-term Goal: Explore building an interactive web-based portal for families and individuals with information on existing local/regional/state organizations/agency resources.

Outcome Targets: In each region, at least 30% of Satisfaction Survey respondents have visited either Facebook, connected with SeniorNavigator, visited the DBHDS IFSP webpage, connected with VCU F2F Network, or attended a VCU F2F Network event. Of event attendees: at least 30% indicate having visited Facebook, SeniorNavigator, IFSP, or F2F Network. At least 50% of F2F Network Satisfaction Survey respondents indicate Center for Family Involvement F2F Network information is helpful.

FY 2020 Outcome Update: IFSP will continue to work with SeniorNavigator to develop satisfaction survey measures as data collection to support this measure.

Outcome Indicators: IFSP Satisfaction Survey; Event Satisfaction Surveys; My Life, My Community web site statistics

Activities	Outputs/Timeframe	FY 2020 Output Update
<p>Draft a plan for the web platform that:</p> <ul style="list-style-type: none"> • Supports ensuring equal access to information, • Supports establishing quality standards for information, • Ensures uniform information for communities regardless of location, • Plans for multiple platforms for sharing information including web, phone, and in-person, and • Appropriately interfaces with the existing My Life, My Community webpage. 	<ul style="list-style-type: none"> • My Life, My Community Website published. - September 2018 • Develop a list of regular topics for feature on the My Life, My Community website after website re-launch. - Spring 2019 • Regular social media updates. - As needed 	<ul style="list-style-type: none"> • Updates and outcomes on the <i>My Life, My Community</i> website are included in <i>Attachment E: Senior Navigator Quarterly Data</i>.

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.

Short-term Goal: Create an IFSP Community Coordination Program that has the ability to provide oversight of regional plans and efforts to implement the State IFSP Plan in the five DBHDS regions and create content for standard materials, protocols, and processes that can be used in communities across the state.

Outcome Targets: 100% of all IFSP Regional Councils have a local plan to address needs in their community and provide a progress updates every 2 months.

FY 2020 Outcome Update: As Spring 2020, all 5 IFSP councils have met this goal.

Outcome Indicators: Regional Plan, Marketing Documents

Activities	Outputs/Timeframe	FY 2020 Output Update
<ul style="list-style-type: none"> • Provide oversight of regional plans and efforts to implement the State IFSP Plan in the five DBHDS regions. • Create content for standard materials, protocols, and processes that can be used in communities across the state. 	<ul style="list-style-type: none"> • IFSP Regional Council plans implemented within the first 2 months of Council terms starting. - Annually • Each region develops and implements a local mini-grant proposal to address locally identified priorities in Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. - Annually starting Spring 2019 • One IFSP Regional Council sponsored family focused event on supports for families without a waiver and accompanying materials. - Starting Spring 2019 • IFSP Regional Council quarterly fillable report template developed by IFSP Regional Council in partnership with DBHDS for all regions to use on a quarterly basis. • Identification of one regional lead per year. • DBHDS and IFSP Regional Council developed marketing materials explaining how families can get supports without a waiver. - Developed prior to FY 2020 Funding Application release 	<ul style="list-style-type: none"> • IFSP Regional Council activity updates are included in Appendix F: Council Narrative.

Goal Two: Create a robust and holistic state-level family support program model that furthers the goal of continued residence of an individual with developmental disabilities in his/her own home or the family home.

Short-term Goal: Work to obtain additional financial, in-kind, and relational supports to address varying needs.

Outcome Targets: All 5 Councils will establish annual goals per their regional Work-Plans for addressing a locally-identified gap that aligns with Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities and achieve 50% of their goals on an annual basis.

FY 2020 Outcome Update: IFSP Regional Councils continue to implement their established goals and IFSP expects to assess the 50 percent measure in the future.

Outcome Indicators: Council Work-Plans and progress reporting

Activities	Outputs/Timeframe	FY 2020 Output Update
<p>Identify areas where there are not resources available and develop a plan to build capacity and address the gap.</p>	<ul style="list-style-type: none"> • Summary document (by November 2019) that brings together various environmental scans including: <ul style="list-style-type: none"> ○ Providers ○ Employment ○ VCU F2F Network ○ Regional Quality Councils ○ State housing Council ○ Health • IFSP Regional Council created annual work-plans based on program data to determine where to focus outreach and engagement strategies. – Annually • Strategy document that identifies gaps and describes potential resources for obtaining additional financial or in-kind supports. 	<ul style="list-style-type: none"> • IFSP Regional Council activity updates are included as attachments to this plan in the Appendix E.

Goal Three: Families, individuals with DD and community agencies are knowledgeable about the Individual and Family Support Program through effective, coordinated, and comprehensive outreach.

Long-term Goal: Create a comprehensive communication plan that establishes communication priorities and strategies to address the needs of communities and organizations.

Outcome Targets: 90% of IFSP Stakeholder Satisfaction Survey respondents indicate an awareness of marketing materials and state that it was helpful.

FY 2020 Outcome Update: ISP will need to review and update Satisfaction Survey tools since current measure does not support data collection to assess this measure.

Outcome Indicators: Stakeholder Satisfaction Survey

Activities	Outputs/Timeframe	FY 2020 Output Update
<ul style="list-style-type: none"> • Develop a comprehensive list of entities that should be outreached. • Draft a strategy for sharing general information with partners and stakeholders (including outreach at local and state events and conferences). • Create partnerships with schools to provide informational marketing materials that can be distributed to families at Individualized Education Program meetings. • Develop educational materials that build on existing marketing material (including creating materials where they do not exist and the use of traditional and social media) that targets institutions and communities. 	<ul style="list-style-type: none"> • DBHDS compiled list of stakeholders.- January 2019 • DBHDS developed marketing strategy.- Spring 2019 • Develop a marketing piece for schools in collaboration with school director of communication/Dir. of Family Engagement/SPED Dir/DOE for higher level. - Spring 2019 • DBHDS developed brochure for IFSP outreach by September 2019. • Marketing and communication plan for families and institutions/communities/organizations. • Single point of information established by SeniorNavigator through My Life, My Community. - Fall 2018 • DBHDS developed educational materials for families. - On-going • DBHDS developed educational materials for institutions/communities/organizations. - On-going • Regional IFSP Work-Plans that include activities on outreaching and partnering with local CSB's as part of local activities. • IFSP Regional Council guided/DBHDS developed marketing materials based on SeniorNavigator resources. - As needed 	<ul style="list-style-type: none"> • IFSP has developed a communication plan, titled <i>Communication Update</i>, and it is included in Appendix C.

Goal Three: Families, individuals with DD and community agencies are knowledgeable about the Individual and Family Support Program through effective, coordinated, and comprehensive outreach.

Short-term Goal: Increase awareness about family supports and IFSP.

Outcome Targets: 90% of people on the DD Waiver Waiting List indicate awareness of IFSP and supports.

FY 2020 Outcome Update: IFSP will need to review and assess data collection tools since current measure does not support data collection to assess this measure.

Outcome Indicators: Marketing materials, My Life, My Community Statistics, Annual DD Waiver Waiting List Attestation form

Activities	Outputs/Timeframe	FY 2020 Output Update
<ul style="list-style-type: none"> • Draft a strategy for sharing information with families based on their connectedness to resources, including aligning notifications of IFSP funds with communications to families upon placement on the DD Waiver Waiting List. • Review and assess the idea of a single point of information and referral clearinghouse using the “No Wrong Door” model and develop a blueprint for implementing the model. • Develop community ambassadors that can serve as peer support providers for families and individuals who are not connected to services and/or resources. • Develop educational materials for families with an emphasis on incorporating existing partners’ marketing materials, creating new materials for families if other resources do not exist, and developing social media strategies to engage families. • Coordinate communication updates with My Life, My Community webpage. 	<ul style="list-style-type: none"> • DBHDS developed marketing piece for “What to Do While Waiting”. - April 2019 • IFSP State Council assessment of “No Wrong Door” and develop a strategy to leverage resources. - Spring 2019 • DBHDS developed web updates monthly. • DBHDS developed Marketing and Communication plan for families and institutions/communities/organizations. - No later than Spring 2019 • SeniorNavigator single point of information through My Life, My Community. - Fall 2018 • Community ambassador training model. - On-going • DBHDS developed educational materials for families. - On-going • DBHDS developed educational materials for institutions/communities/organizations. - On-going • NEW June 2020- Collect data and update the IFSP State Council on the number of individuals and families that receive direct family and/or peer mentoring support 	<ul style="list-style-type: none"> • IFSP has developed a communication plan, titled, <i>Communications Update</i>, and it is included as an attachment to this document. • IFSP has initiated partnerships with VCU’s CFI to provide Family to Family peer mentoring. IFSP has also initiated a contract with the Arc of Virginia to support the Arc’s sponsored self-advocacy network and to create a direct service peer to peer support program. Outcome Data from VCU is included with this report under <i>Appendix C: Family to Family Update</i>. Additionally, Arc Scope of work for peer mentoring is included <i>Attachment D: Programmatic Overview Documents</i>.

Goal Four: Administer a transparent and effective Family and Individual Support Program that seeks to incorporate the input of individuals with disabilities and families to ensure access to supports to all Virginians regardless of their DD Waiver Waiting List status.

Long-term Goal: Operate Virginia’s Individual and Family Support Program activities in order to maximize community input, demonstrate transparency, increase access and encourage accountability. Foster regional coordination to increase the number and types of supports to families and individuals.

Short-Term Goal: Establish an IFSP State Council that advises DBHDS on the priorities and operation for Virginia’s Individual and Family Support Program.

Outcome Targets: At least one self-advocate is appointed to the IFSP State Council. 90% of the State Council attends all regularly scheduled State Council meetings. 100% of IFSP State Council Members support IFSP Regional Council activities.

FY 2020 Outcome Update: IFSP continues to work to recruit self-advocates for participation on the IFSP State Council. This outcome has been added to P2P work plan with the Arc with the hope of successfully meeting this measure.

Outcome Indicators: Meeting summaries, attendance rosters, meeting agendas, IFSP charter, Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities updates

Activities	Outputs/Timeframe	FY 2020 Output Update
<ul style="list-style-type: none"> • Establish a State IFSP Council that is inclusive and emphasizes individual and family leadership. • Recruit, identify, and select members from across the state with emphasis on diversity of experiences- including those who are self-advocates, family caregivers, community stakeholders, and support providers. • Develop a governance structure for the IFSP State Council that details the expectations and authority of the Council. • Establish, approve, and regularly update and review Virginia’s Plan for Individual and Family Support for success towards meeting the identified goals and objectives. 	<ul style="list-style-type: none"> • Partner with VCU F2F Network to identify self-advocates and families that may be interested in serving on the IFSP State Council. • Partner with VCU F2F Network to provide at least one IFSP F2F Network co-sponsored event with the goal of increasing the capacity of family members to provide leadership on administration of IFSP. - Annually • IFSP State Council recruitment and selection members by October 2018 with appointment letters by January of 2019. • IFSP State Council review and update IFSP State Council Charter on annual basis. - Starting October 2018 • IFSP State Council overhaul of Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities. - Every three years • IFSP State Council meetings. – Quarterly 	<ul style="list-style-type: none"> • Information on the IFSP State and Regional Council activities are included in the attached document titled Appendix F.

Goal Four: Administer a transparent and effective Family and Individual Support Program that seeks to incorporate the input of individuals with disabilities and families to ensure access to supports to all Virginians regardless of their DD Waiver Waiting List status.

Short Term Goal: Foster regional coordination to increase the number and types of supports to families and individuals.

Outcome Targets: At least one self-advocate participates in IFSP Regional Council activities. All IFSP Regional Councils develop and implement a local work-plan on an annual basis; IFSP Regional Councils include membership that is more than DBHDS appointed membership.

FY 2020 Outcome Update: IFSP continues to work to recruit self-advocates for participation on the IFSP State Council. This outcome has been added to P2P work plan with the Arc with the hope of successfully meeting this measure.

Outcome Indicators: Meeting summaries, attendance rosters, regional membership rosters, meeting agendas, IFSP Regional Council Charter, annual IFSP Regional Council Work-Plans and updates

Activities	Outputs/Timeframe	FY 2020 Output Update
<ul style="list-style-type: none"> • Establish IFSP Regional Councils that works with the IFSP State Council to increase regional supports for individuals and families. • Recruit, identify, and select members from across the five DBHDS designated regions to represent a regional perspective as an IFSP Regional Council members. • Develop a governance structure for the IFSP Regional Council that details the expectations of Regional Council members and their responsibilities to support local coalition development. • Identify smaller regional subdivisions for planning and coordinating activities. 	<ul style="list-style-type: none"> • DBHDS facilitated training on family support and the role of families in leadership. - September 2018 • DBHDS recruits and selects members for the IFSP Regional Councils by October 2018 with appointment letters by January 2019. • IFSP State and Regional Council review and update charter on annual basis starting January 2019. • Each of the five IFSP Regional Councils develops and implements a local Regional Work-Plan. - Annually • IFSP Regional Councils convene general community meetings. - Bi-monthly 	<ul style="list-style-type: none"> • Update on the IFSP State and Regional Council activities provided in Appendix F. • IFSP is the lead on an interagency effort as part of a Community of Practice (CoP) to better align the implementation of the IFSP State Plan with the efforts of multiple stakeholders. • Information about the CoP is included in this document as an Attachment D.
<ul style="list-style-type: none"> • Support the implementation of Virginia’s Individual and Family Support Virginia’s Individual and Family Support State Plan for Increasing Support for Virginians with Developmental Disabilities for Increasing Support for Virginians with Developmental Disabilities. • Regularly seek input from stakeholders on DBHDS’s administration of IFSP and all of its components including the funding program and the planning and coordination activities. • Establish annual work-plans and benchmarks for DBHDS activities and programs. • Regularly evaluate DBHDS IFSP activities and provide information to the public on outcomes. • Develop policies and procedures that support program operations and regularly review them to identify areas for improvements. 	<ul style="list-style-type: none"> • Annual DBHDS Work-Plan with priorities and targets for the fiscal year. • Annual DBHDS analysis of DBHDS Satisfaction Survey results and action plan based on input. • Quarterly updates to the Virginia Board for People with Disabilities on IFSP. • Business rules for the IFSP-Funding Program documented and all staff and partners are appropriately trained. - Annually, prior to Funding Program Announcement • DBHDS liaison with Governor’s Olmstead Advisory Board, Virginia Board for people with Disabilities, No Wrong Door, and other state initiatives as needed to identify ways to integrate IFSP into on-going larger policy discussions about supporting individuals and families. - On-going 	

**IFSP FY 2020 Annual Update
Attachments**

Appendix A: Funding Program Summary

Appendix B: Communications Update

Appendix C: Family to Family Supports

Appendix D: Programmatic Overview Documents

Appendix E: SeniorNavigator Quarterly Data

Appendix F: Council Narrative

Appendix G: State Plan

Appendix A: Funding Program Summary

FY 2019

- FY 2019 Satisfaction Survey Summary
- FY 2019 IFSP Portal Dashboard Summary
- FY 2019 Funding Summary

FY 2020

- FY 2020 Funding Applicants by Priority Level and Need Request
- FY 2020 Over/Under 18 Numbers
- FY 2020 Video Tutorial
- FY 2020 Train the Trainer Webinars
- FY 2020 Funding Summary

Policy Documents & Cumulative Funding Summary

- Cumulative Funding Summary
- FY 2020 Program Guidelines & FY 2020 FAQ
- Prioritization Overview

Appendix B: Communications

- May 2020 Constant Contact Report
- Annual Attestation Cover Letter
- Resources for People on Waiting List
- Maximizing your IFSP Funds
- IFSP Flyer
- Getting to 100% Contact of Waiting List
- List of Potential Partners
- Constant Contact Provider Subscriber List
- Summary of People Receiving Annual WWL Attestation
- [Communications Plan](#)

Appendix C: Family to Family Supports

VCU RNC Reports

The following reports were provided by the Center for Family Involvement (CFI) for the F2F Program:

- F2F Flyer
- Year Report

Appendix D: Programmatic Overview Documents

- Departmental Instruction
- Virginia Community of Practice Application
- Peer to Peer Activities

Appendix E: Senior Navigator Quarterly Data

- October-December 2019
- January-March 2020

Appendix F: Council Narrative