

# PROVIDER DATA SUMMARY

MAY 2020



Virginia Department of  
Behavioral Health &  
Developmental Services



# THE STATE OF THE STATE

## INTRODUCTION

This is the fourth Provider Data Summary Report that provides updates on the status of DD Waiver service availability and activities completed by the Office of Provider Development (OPD) in the Division of Community Services (DCS) at the Department of Behavioral Health and Developmental Services (DBHDS)..

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 OPD in conducting this review, has been updated to include the most recent six months of data. Providers are encouraged to review the BMT in conducting market research and in strategic planning efforts. Provider Data Summary webinars continue on a semiannual basis to provide a forum for sharing the results of ongoing analysis of the opportunities for DD services development across all regions.

Webinars include a basic overview of findings, provide support on using the data provided, and encourage the development of business acumen in the DD provider community (for more information see <http://www.hcbsbusinessacumen.org/>). As with the last report, there is consideration of a subset of DD Waiver services considered to be 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.

Following the Executive Summary, this report provides data visualizations in three sections: Key Performance Measures and Demographics, 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 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.

**Executive Summary**

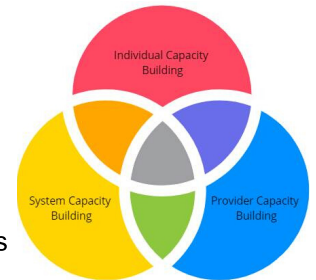
The Provider Data Summary Report provides a means to track provider development efforts and communicate changes observed in the DD services system over time. In order to more effectively accomplish its mission, Provider Development was reorganized into three distinct capacity-building teams at the following levels - Individual, Provider, and System. In February 2020, the reassignment of Community Resource Consultants (CRCs) occurred across these three areas, providing access to one CRC in each capacity-building area per region.

**Primary outcomes include:**

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

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

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



**Areas of expertise by capacity building team:**

CRC Contacts by Capacity-Building Focus Area		
Individual	Provider	System
<p>FOR QUESTIONS ABOUT: ↓</p> <ul style="list-style-type: none"> <li>• Regional Support Teams (RST)</li> <li>• Home and Community-Based Services Settings Requirements (HCBS)</li> <li>• Mandatory Provider Remediation</li> <li>• State Hospital Moves</li> <li>• Crisis Situations</li> <li>• Constituent Concerns</li> </ul>	<p>FOR QUESTIONS ABOUT: ↓</p> <ul style="list-style-type: none"> <li>• Person-Centered Practices</li> <li>• Business Acumen</li> <li>• Provider Data Summary</li> <li>• Provider Designation Process</li> <li>• Provider Database</li> <li>• Provider Roundtables</li> <li>• Jump-Start Funding</li> <li>• DSP Orientation/Competencies</li> <li>• Supervisory Training</li> <li>• ISP/Part V Training and TA</li> <li>• Provider Innovation Collaboratives</li> </ul>	<p>FOR QUESTIONS ABOUT: ↓</p> <ul style="list-style-type: none"> <li>• Charting the Lifecourse©</li> <li>• Support Coordination</li> <li>• SC Manual/Modules</li> <li>• SC Meetings</li> <li>• SC Quality Review Survey</li> <li>• Medicaid Reviews (QMR)</li> <li>• Regional Quality Councils</li> <li>• Provider Readiness Education Program (PREP)</li> <li>• ISP Requirements</li> <li>• DD Waiver Policies and Regulations</li> </ul>

Much of the data in this report are compared across two points in time – June 2018 and May 2020 – so that a more meaningful understanding of progress can be achieved. Where denominators and regions vary in the data, explanation is provided. This report provides a means to share Virginia's success in meeting measures established under the Settlement Agreement, as well as for other state and federal purposes, and quality improvement. Measures in this report include:

- Data continues to indicate an annual 2% increase in the overall DD waiver population receiving services in the most integrated settings.
- Data continues to indicate that at least 90% of individuals new to the waivers, including for individuals with a “supports need level” of 6 or 7, since FY16 are receiving services in the most integrated setting.
- The Data Summary indicates an increase in services available by locality over time.
- The Commonwealth ensures that at least 86% of individuals who are assigned a waiver slot are enrolled in a service within 5 months, per regulations.
- 86% of people with a DD waiver, who are identified through indicator #13 of III.D.6 (below), desiring a more integrated residential service option (defined as independent living supports, in-home support services, supported living, and sponsored residential) have access to an option that meets their preferences within nine months
- 86% of provider agency staff meet provider orientation training requirements
- 86% of provider agency direct support professionals (DSPs) meet competency training requirements

**The following additional measures become effective July 1, 2020 and will be included in future reports:**

- 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.

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



DBHDS has continued to make progress with various initiatives designed to improve DD waiver provider capacity in Virginia. The following list highlights the status of Provider Development 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 May 2020, approximately 60 providers registered and have DD Professional Membership at the MLMC Provider Database. In addition, four surveys became available to registered providers. This afforded DBHDS the opportunity to identify provider expertise and give public recognition for having program features that support Accessibility, Autism, Complex Health Supports, and Complex Behavioral Supports. Collectively, four providers hold badges in Autism, Behavioral Support and Complex Health Supports. To date, twenty-two providers have passed surveys and the next step is to submit the required evidential documents. Providers can check their status on the database and, if needed, register at the following location: <http://mylifemycommunityvirginia.org/taxonomy/mlmc-menu-zone/verify-or-register-new-provider-profile>.

**Provider Roundtables** and **Regional Support Coordination Meetings** were held in all regions in January 2020. Roundtables were attended by a total of 333 provider representatives and SC Meetings by 138 Support Coordination representatives. These meetings serve as a forum to exchange information about topics impacting providers and support coordination, as well as provide space for shared learning. In April 2020, the Office of Provider Development held a statewide Provider and Support Coordinator webinar in lieu of in-person, regional meetings due to the COVID-19 pandemic, which had more than 500 attendees.

**Provider Development Activities** in the third quarter of FY20 included Community Resource Consultants meeting with 9 unique providers seeking to diversify or expand services. Region 1 had four providers, Region 3 had one provider, Region 4 had three providers, and one provider is offering services statewide. Five new Therapeutic Consultation (Behavioral Supports) have started providing services. Two additional providers have been contacted and are considering offering Therapeutic Consultation (Behavioral Supports) under the DD Waiver. In addition, a new Electronic Home Based Services provider is completing the last steps to become an active provider in Virginia. Barriers included COVID-19, time involved in agency planning to make changes, waiting on licensing approval, out of state providers starting services in Virginia having to complete additional requirements, and, as with the last report, the lack of regulations and a policy manual.

**Developmental Services** convened a Stakeholders focus group to provide input into the Provider Designation surveys (Accessibility, Autism, Medical, and Behavioral). The surveys were edited based on feedback provided. Focus groups were also convened with CSBs and Providers to discuss Stakeholder communication around the Final DOJ indicators.

The **Jump-Start Funding Program** has awarded approximately \$55,490 for Fiscal Year 2020. We are continuing to create more integrated residential and day services options in underserved areas. Funds are available to assist providers with service expansion in all regions. Provider Development staff have presented program information at regional Provider Roundtables and held an "open house" to meet directly with interested providers. Information on how to apply is located at <http://dbhds.virginia.gov/developmental-services/provider-development>.

The **DSP Supervisory Training** has been updated and expanded to meet indicators of the DOJ Settlement Agreement, and it will be available on the Commonwealth of Virginia Learning Center (COVLC) beginning July 1, 2020. This training consists of 3 modules that take approximately 2 ½ hours to complete. It will be mandatory for new DSP Supervisors and optional for DSP Supervisors who have already received a certificate from completion of the previous version of the training in COVLC.

In order to adapt to distance learning needs in the face of the COVID-19 pandemic, the Office of Provider Development has been working to create virtual methods of providing training to providers throughout the Commonwealth. An interactive virtual version of the Part V Plan for Supports Training has been developed and will be made available in the near future.

In addition, an Instructor Led Remote (virtual) version of the Community Connections and Person Centered Thinking classes have been developed by The Learning Community for Person Centered Practices (TLCPCP). The Partnership for People with Disabilities at VCU in collaboration with TLCPCP credentialed instructors at DBHDS will be scheduling the classes starting in July. In addition, they will be providing orientation and training to other TLCPCP credentialed instructors around the Commonwealth.

**Next steps for Provider Development include:**

- assist the DBHDS Housing office with a quality improvement initiative to increase the number of individuals in independent housing
- release three videos that provide an overview of Settlement Agreement compliance indicators focused for individuals & families, providers, and support coordinators
- in partnership with CSBs, establish a standard process to assess for changes in a person's status and to confirm that the ISP is implemented appropriately
- increase the availability of remote instruction for person-centered practices trainings
- 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,
- continued participation in the community of practice initiative around Charting the Lifecourse®,
- develop plans for the next Provider Innovation Collaborative to be held in the Spring of 2021 (depending on the state of emergency),
- increasing the number of providers per region identified as having expertise to support people with complex needs, and
- centralizing access to training resources for providers and Support Coordinators.



**Notable updates in this report include:**

- with the exceptions of Peer Mentoring and Employment and Community Transportation, all services tracked through this report have experienced an increase in the number of people supported since June of 2018
- there has been a significant expansion in the data provided through this report to support a better understanding of Virginia's DD system of supports and services and achieve compliance with the Settlement Agreement
- data reflects a reduction in Virginia's training centers to one location with a census of 78
- in the past six months the first authorizations (15) were authorized for Community Guide Services
- in the past six months use of Electronic Home-based Services more than doubled from 24 to 49 authorizations
- DSP supervisory training has been expanded and loaded into the Virginia Learning Center for supervisor access

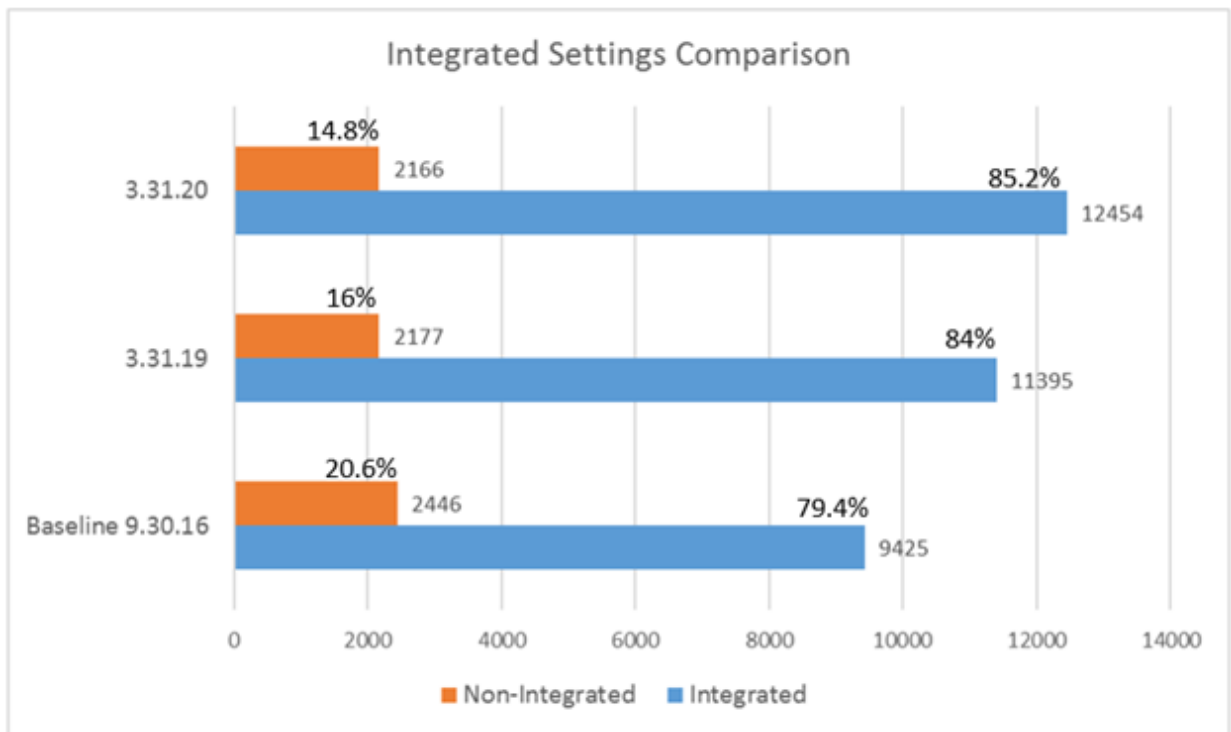
Providers are encouraged to download and use the Baseline Measurement Tool, which contains Waiver Management System data from current waiver authorizations. The BMT provides baseline and subsequent data on integrated services, collected at six month intervals, across all cities and counties in Virginia. The BMT also considers the DD Waiver population in each locality including type of waiver and Supports Intensity Scale® (SIS®) level. The BMT, webinar slideshows, and other materials related to Provider Development 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 Development at DBHDS ([eric.williams@dbhds.virginia.gov](mailto: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.** Chart 1 below illustrates the overall trend in living situations for people with DD Waiver from March 31, 2019 to March 30, 2020 compared to baseline on September 30, 2016. Over the course of the last year included in the table, there has been an overall shift of 1.2% toward more integrated settings. From baseline, there has been a total increase toward integrated settings of 5.8%. Measure not met.





**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 annual data that illustrates that 84.7% of all people new to the DD waivers reside in integrated settings and among those, 57.8% of people with Supports Intensity Scale 6 or 7 receive services in integrated settings. At 84.7%, measure not met.

Table 1. "NewInt%" = Percent of individuals newly Active in Annum20192020 with an approved service authorization and who are Integrated Residential:

Step	Term	Statistic	Note
1N.	Numerator	1,381	Count of unique individuals. Note 2.
1D.	Denominator	1,630	Count of unique individuals newly Active in Annum and Active 3/31/2020.
1A.	Answer	84.7%	"NewInt%"

Table 2. NewInt6or7%" = Percent of individuals newly Active in Annum20192020 with an approved service authorization and a SIS Level 6 or 7 and who are Integrated Residential:

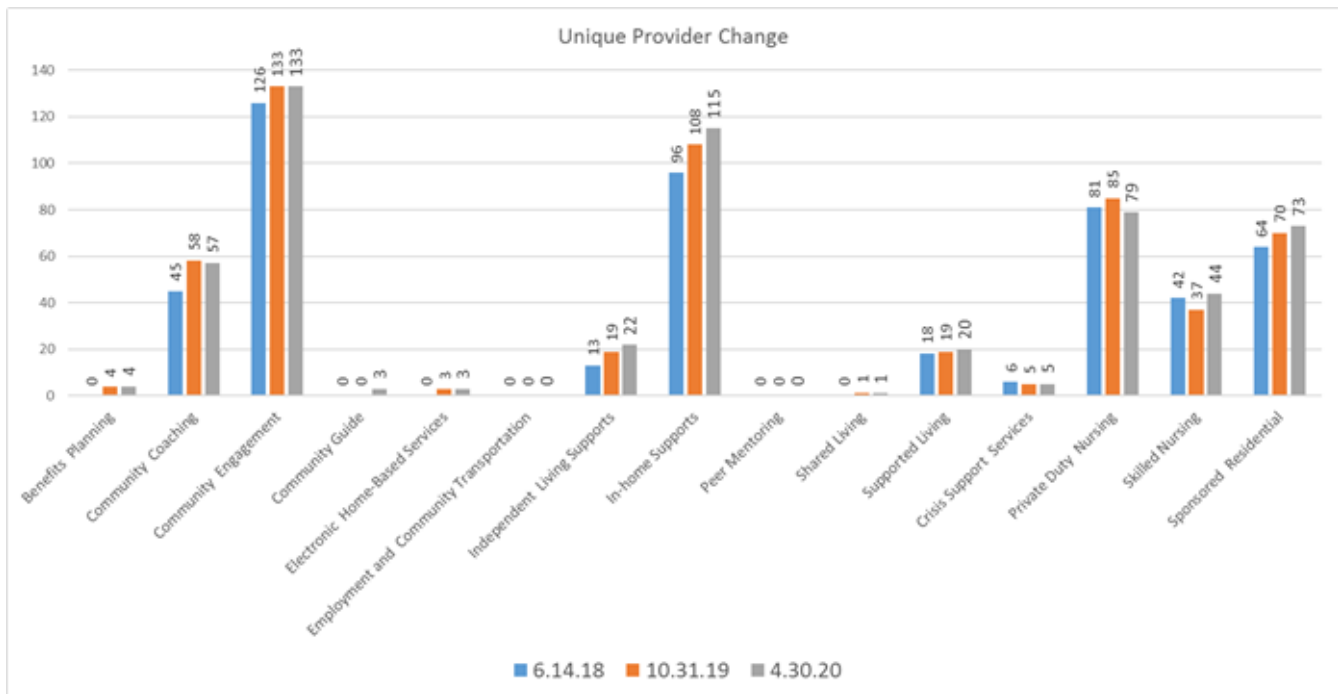
Step	Term	Statistic	Note
2N.	Numerator	148	Count of unique individuals. Note 3.
2D.	Denominator	256	of 1D, those expected to be SIS Level 6 or 7. Note 4.
2A.	Answer	57.8%	"NewInt6or7%"

Notes:

1. Annum 2019-2020 are individuals who became Active on Waiver during 4/1/2019 thru 3/31/2020 and are Active 3/31/2020.  
Those who became unActive during the reporting period are not included.
2. Statistic "NewInt%" seeks 1 or more approved Service Authorizations, and none for BedSize>4, in the 61 day period from 3/31/20 thru 5/30/20.
3. Statistic "NewInt6or7%" seeks 1 or more approved Service Authorizations, and none for BedSize>4, in the 61 day period from 3/31/20 thru 5/30/20.  
and a recorded SIS by Monday 5/25/2020, for those expected to be SIS Level 6 or 7.
4. Expected SIS Level 6 or 7 is 15.7% (from DBHDS DS Dashboard as of 4/1/2020).
5. This does not know who is receiving services.
6. This does not include the Target Population. This includes many persons not in the Target Population.  
The Target Population is unknown.
7. All "Active" here refers to SC Active.

**Measure 3: The Data Summary indicates an increase in services available by locality over time.** Provider Development, through the support of the Office of Integrated Support Services, at DBHDS makes available a Baseline Measurement Tool on a semi-annual basis for provider use in conducting market research and strategic planning efforts. Small to modest increases have been noted across all regions with the exception of Crisis Support Services (loss of one unique provider) and Private Duty Nursing (loss of two unique providers) since June 2018 as seen in Chart 3 below. Of significance is the lack of providers for two of the services: Peer Mentoring and Employment and Community Transportation. Development activities for these two services are nearing completion. Measure partially met.

**Chart 3:** Change in providers from 10.31.19 to 4.30.20 compared to baseline 9.30.18



**Measure 4: The Commonwealth ensures that at least 86% of individuals who are assigned a waiver slot are enrolled in a service within 5 months, per regulations.** For this measure, the numerator includes the number of individuals who had a service with an authorized begin date prior to the 5 month maximum and the denominator includes the number of individuals who went active on a waiver for the first time in fiscal year 2019. Current results in table 1 below indicate a result of 91.5%. Measure met.

**Table 3:** Percentage of individuals with an authorized service within 5 months

Numerator	940
Denominator	1027
Final Statistic	91.5%

**Measure 5: 86% of people with a DD waiver, who are identified through indicator #13 of III.D.6 (below), desiring a more integrated residential service option (defined as independent living supports, in-home support services, supported living, and sponsored residential) have access to an option that meets their preferences within nine months**

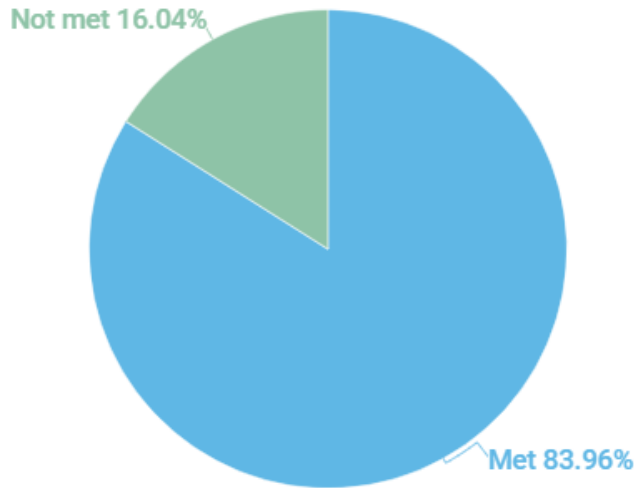
To date no individual has met criteria for this measure. In preparation, the following language was added to all quarterly RST compliance letters provided to CSBs:

Any Individual identified in the compliance letter should be provided with the opportunity for informed choice. The CSB should ensure that the Virginia Informed Choice form (VIC) reflects informed choices were provided and maintain that documentation it in their records. This letter will also identify individuals who exit the RST process with the following criteria identified: "Needed services not available in desired location." When this criteria is met, DBHDS will work with your CSB and local providers to develop an option that meets the person's preferences per the Settlement Agreement provision III.D.1. DBHDS will also provide information on available services, so that they can be offered to the person. As of this letter, no individual has met this criteria. Future letters will include names when this criteria is met in the chart below:

Individuals with "Needed services not available in desired location" identified	None for 3 <sup>rd</sup> Quarter FY20
---	---------------------------------------

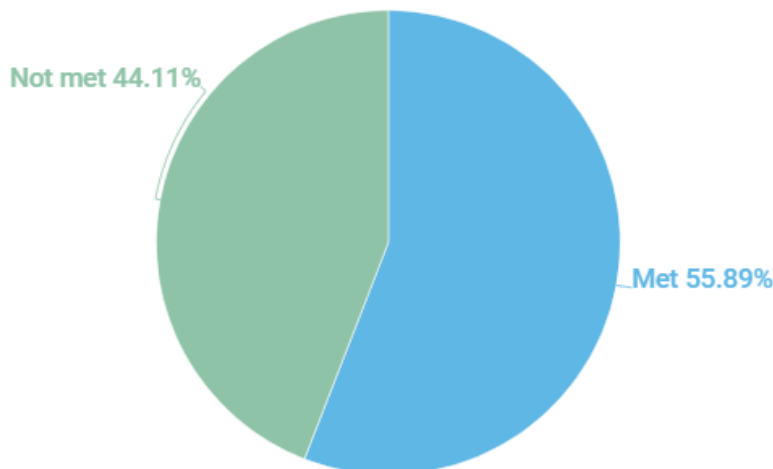
**Measure 6: 86% of provider agency staff meet provider orientation training requirements**

As reported in the FY19 Quality Review Team End of Year report, this performance measure seeks to demonstrate that provider agency staff had completed the annual DSP orientation training and documentation is present in the provider’s record. The aggregate total for all waivers for 2019 is 83.96%, which is below the required threshold of 86% (Chart 4 below). Measure not met.



**Measure 7: 86% of provider agency direct support professionals (DSPs) meet competency training requirements**

As reported in the FY19 Quality Review Team End of Year report, this performance measure seeks to ensure that all provider agency DSP’s completed competency training requirements and that this documentation is present in the provider’s record. The aggregate total for all waivers for 2019 is 55.89%, which is below the required threshold of 86% (Chart 5 below). Measure not met.



## 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. You will find a breakdown of DBHDS regions by priority (table 1) and by time on the list (table 2).

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

DBHDS Region	Priority 1	Priority 2	Priority 3	Total	Percent
1	980	752	747	2,479	19%
2	1,175	2,045	1,057	4,277	32%
3	355	824	577	1,756	13%
4	665	1,492	464	2,621	20%
5	360	923	847	2,130	16%
Unknown <sup>1</sup>	1	0	1	2	0%
<b>Total</b>	<b>3,536</b>	<b>6,036</b>	<b>3,693</b>	<b>13,265</b>	<b>100%</b>
<b>Percent</b>	<b>27%</b>	<b>46%</b>	<b>28%</b>	<b>100%</b>	

Table 2. Waitlist by Time on Waitlist and Age

Time on Waitlist <sup>2</sup>	Age				Total	Percent
	<18.0	18.0 to <22.0	22.0 to <65.0	65+		
<1.0 year	1,691	430	654	22	2,797	21%
1.0 to <3.0 years	2,584	728	856	19	4,187	32%
3.0 to <5.0 years	1,316	357	454	10	2,137	16%
5.0 to <10.0 years	1,496	507	962	20	2,985	23%
10+ years	234	203	697	25	1,159	9%
<b>Total</b>	<b>7,321</b>	<b>2,225</b>	<b>3,623</b>	<b>96</b>	<b>13,265</b>	<b>100%</b>
<b>%</b>	<b>55%</b>	<b>17%</b>	<b>27%</b>	<b>1%</b>	<b>100%</b>	

**Notes:**

- 1. Region is determined by CSB. These two individuals do not have a CSB assigned and active.
- 2. Time on Waitlist considers only the most recent time on Waitlist for each individual.

## Residential setting by size and type as defined by the Integrated Residential Services Report

Comparison of living situations between 9.30.16 and 3.31.20

Settlement Living Situation	Integrated Setting	Baseline 9.30.2016		3.31.2020		# Trend	% Change from Baseline
		#	%	#	%		
Group Home (Less than or equal to 4 bed)	Yes	2,189	18.4%	2,869	19.6%		+ 31%
Other Group Home (greater than 4 bed)	No	2,446	20.6%	2,166	14.8%		- 11%
Sponsored Residential	Yes	1,513	12.7%	1,855	12.7%		+ 23%
Supported Living	Yes	50	0.4%	229	1.6%		+ 358%
Living with Family *	Yes	5,459	46.0%	6,762	46.3%		+ 24%
Living Independently	Yes	214	1.8%	636	4.4%		+ 3,060%
Building Independence *	Yes	0	0.0%	103	0.7%		+ infinity
<b>Total</b>		<b>11,871</b>	<b>100.0%</b>	<b>14,620</b>	<b>100.0%</b>		<b>+ 23%</b>



**Day services by type as defined by the Integrated Day Services Report**

Comparison of day situations between 9.30.16 and 3.31.20

Service	Procedure Code	Baseline 9.30.2016	3.31.2020	% change from Baseline
Individual Supported Employment	H2023	295	951	+ 222%
Group Supported Employment	H2024x	701	546	- 22%
Workplace Assistance	H2025	6	72	+ 1,100%
Community Engagement	T2021	130	2,698	+ 1,975%
Community Coaching	97127x,T2013x	7	314	+ 4,386%

**Additional population demographics**

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

Demographic	Total	Region 1	Region 2	Region 3	Region 4	Region 5
Number of individuals in all DD waivers	14599	1840	3738	2444	3209	3368
Number of individuals with BI Waiver	330	25	69	68	79	89
Number of individuals with FIS Waiver	2812	342	1017	355	502	596
Number of individuals with CL Waiver	11457	1473	2652	2021	2628	2683
Number of individuals training center centers	78	0	0	0	0	78
Number of children residing in ICFs/IIDs	116					
Number of children residing in NFs	57					
Number of adults residing in ICFs/IIDs	399					
Number of adults residing in NFs	231					
Number of individuals in independent housing	1353					

**Additional service capacity demographics**

The following chart provides information about the availability of specific services.

Demographic	Total	Region 1	Region 2	Region 3	Region 4	Region 5
Number of licensed DD providers	542	85	107	64	181	196
Number of providers of Supported Employment	64					
Number of ICF/IID non-state operated beds	547					
Number of independent housing options created	1,025					

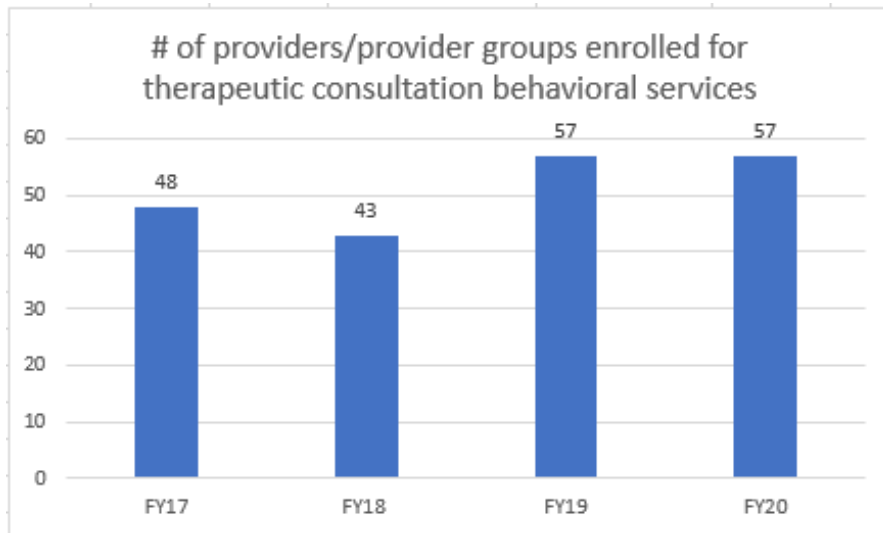
**DD Waiver Service Authorizations**

The following table shows the total number of individuals authorized for DD waiver services as of May 2, 2020. The regional totals are based on the DBHDS regions rather than the Developmental Services Regions used in the Baseline Measurement Tool, which will align with the DBHDS regions in the November 2020 report.

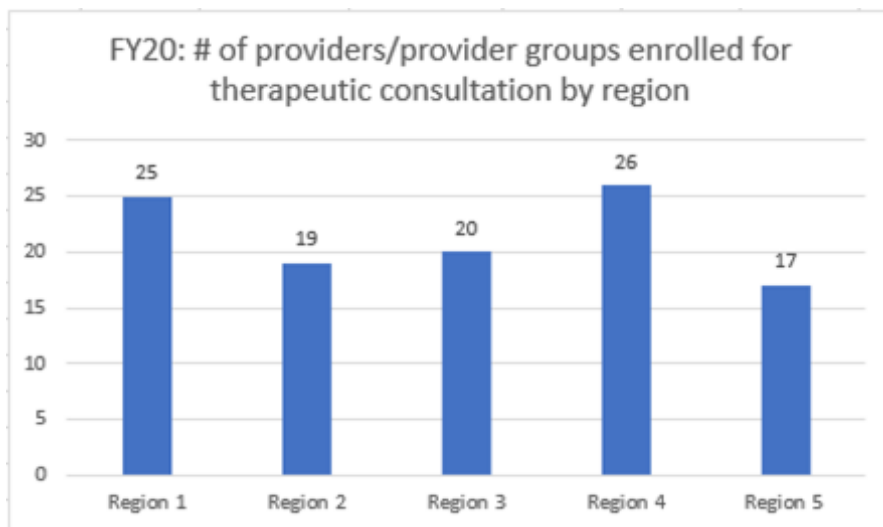
Total number of unique individuals authorized for each Service Type, Total and by DBHDS Primary Region as of May 2, 2020

Service Type	Total	Region 1	Region 2	Region 3	Region 4	Region 5
Assistive Technology; PERS	375	154	63	57	37	64
Benefits Planning Services	158	73	50	6	19	10
Center-Based Crisis Supports	65	23	11	13	15	3
Community Coaching	402	124	50	103	52	73
Community Engagement	3,074	1,007	312	699	429	627
Community Guide	15	5	6	3	1	-
Community-Based Crisis Supports	76	13	17	19	26	1
Companion	204	28	123	3	4	46
Companion - CD	851	279	119	132	187	134
Crisis Support Services	106	4	19	80	2	1
Electronic-based Home Supports	49	37	10	-	-	2
Employment & Community Transportation	-	-	-	-	-	-
Environmental Modifications (2 Codes)	143	39	25	25	24	30
Group Day Support	7,205	1,551	1,135	1,004	1,757	1,758
Independent Living Supports	121	14	30	20	27	30
Individual & Family Caregiver Training	10	-	-	-	-	10
In-home Supports (5 Codes)	2,006	308	220	496	281	701
Integrated Group Residential	3,017	509	526	405	802	775
NonIntegrated Group Residential	2,348	490	440	361	649	408
Peer Mentoring	-	-	-	-	-	-
Personal Assistance - AD	813	97	456	68	60	132
Personal Assistance - CD	3,507	1,036	544	791	579	557
Private Duty Nursing	348	33	146	39	60	70
Respite	4,054	1,078	910	732	620	714
Shared Living	2	-	1	-	1	-
Skilled Nursing	306	68	45	101	10	82
Sponsored Residential	2,068	562	95	536	302	573
Supported Employment, Group (4 Codes)	611	60	158	15	258	120
Supported Employment, Individual	1,118	351	175	186	269	137
Supported Living	157	40	14	4	79	20
Therapeutic Consultation (3 Codes)	1,570	286	395	257	320	312
Transition Services	2	-	1	-	-	1
Workplace Assistance	82	35	5	7	35	-
<b>Unique Total:</b>	<b>14,540</b>	<b>3,170</b>	<b>2,400</b>	<b>2,656</b>	<b>2,966</b>	<b>3,348</b>

**Behavioral Services Providers**



The data above display the number of providers and/or provider organizations providing behavioral services through therapeutic consultation over the past four fiscal years (FY20 data through early May 2020). It should be noted that the counts presented 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 billing this waiver service.



The graph above displays the number of providers and/or provider organizations that are providing behavioral services to individuals through therapeutic consultation in FY20 (through May 2020). When reviewing these data, it should be noted that numerous providers deliver services across multiple regions of the state, thus a total count of providers in the histogram above would exceed the total number of providers enrolled to provide this service.

# 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.

### Region 1 Subareas

A	B	C	D
Charlottesville	Rockingham	Bath	Lynchburg
Albemarle	Harrisonburg	Alleghany	Amherst
Green	Augusta	Lexington	Appomattox
Louisa	Staunton	Rockbridge	Campbell
Nelson	Highland	Buena Vista	Bedford
Fluvanna	Waynesboro	Covington	

### Region 2 Subareas

A	B	C	D
Alexandria	Fauquier	Stafford	Frederick
Arlington	Rappahannock	King George	Winchester
Falls Church	Culpeper	Caroline	Shenandoah
Fairfax City	Madison	Fredericksburg	Warren
Fairfax County	Orange	Spotsylvania	Page
Loudoun			Clarke
Manassas			
Manassas Park			
Prince William			

### Region 3 Subareas

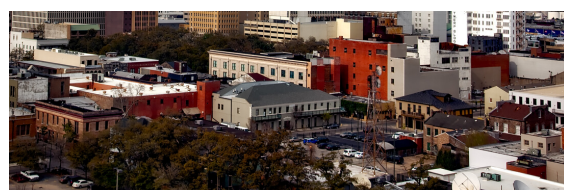
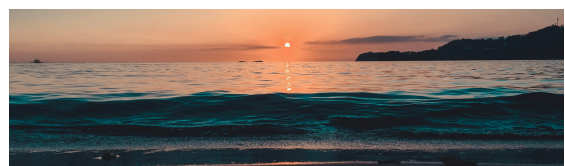
A	B	C	D
Roanoke City	Danville	Radford	Lee
Roanoke County	Pittsylvania	Pulaski	Norton
Craig	Henry	Floyd	Scott
Botetourt	Martinsville	Patrick	Dickenson
Salem	Carroll	Bland	Russell
Franklin	Grayson	Wythe	Buchanan
Montgomery	Galax		Tazewell
Giles			Washington
			Smyth
			Bristol

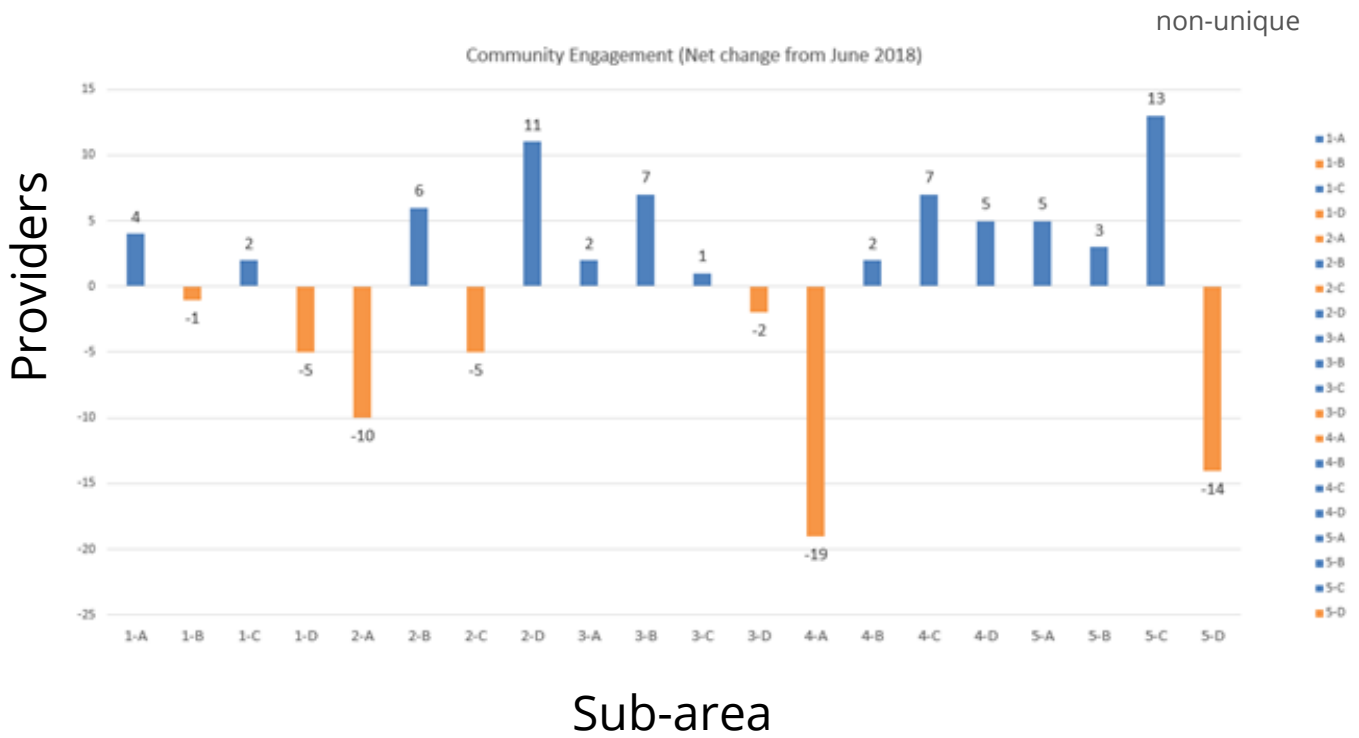
### Region 4 Subareas

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

### Region 5 Subareas

A	B	C	D
Essex,	Accommack,	James City County	Chesapeake
Gloucester	North Hampton	Hampton City	Isle of Wight
King and Queen		Newport News City,	Norfolk
King William		Williamsburg City,	Portsmouth City
Lancaster		York County	South Hampton
Mathews		Poquoson City	Franklin City
Middlesex			Virginia Beach
Northumberland			City
Richmond			Suffolk
Westmoreland			



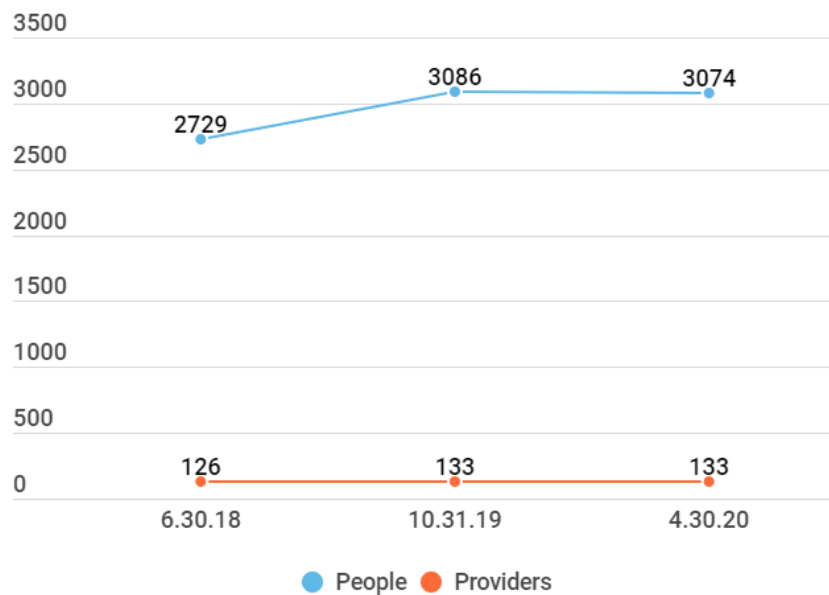


Community Engagement Total Providers (4.30.20)

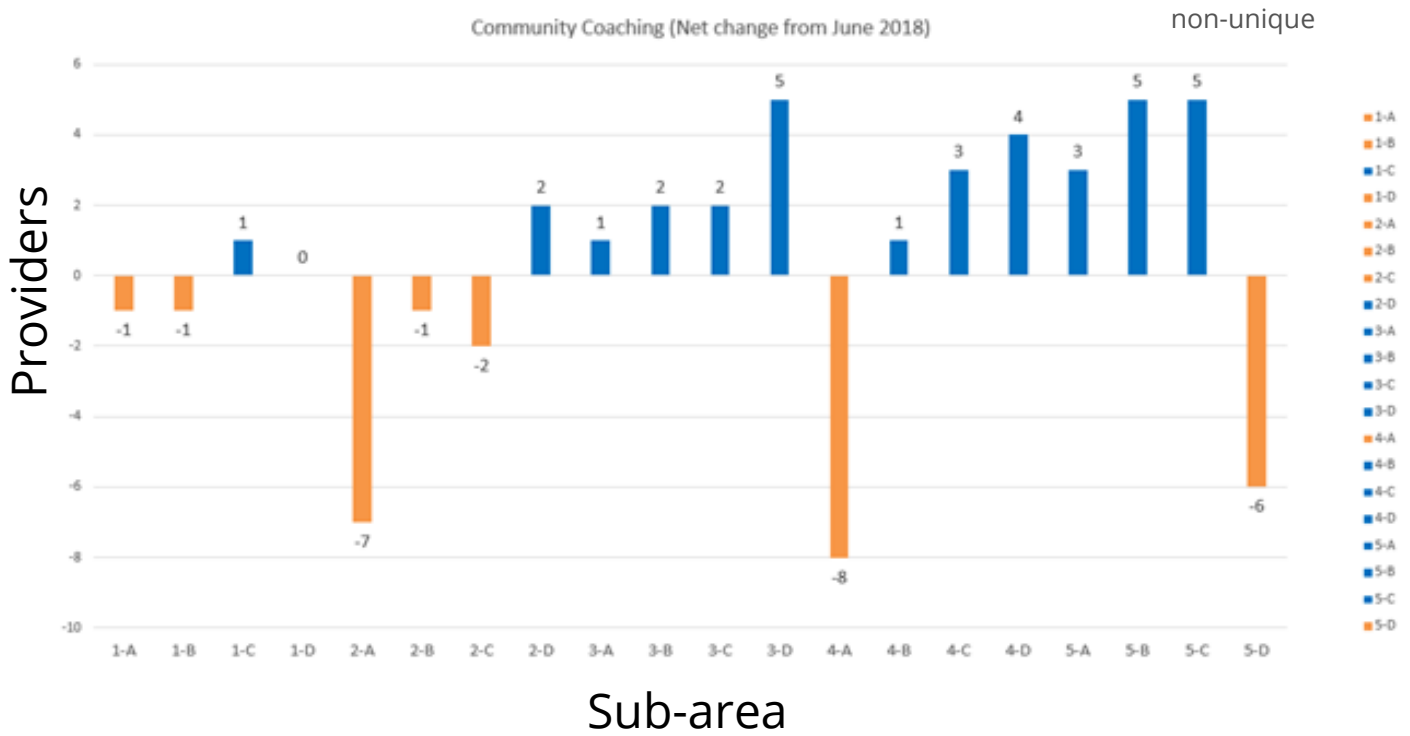
1-A	3
1-B	5
1-C	2
1-D	6
2-A	12
2-B	3
2-C	6
2-D	8
3-A	13
3-B	8
3-C	4
3-D	9
4-A	27
4-B	3
4-C	5
4-D	6
5-A	1
5-B	1
5-C	9
5-D	25

Community Engagement

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
3074	+345	+7





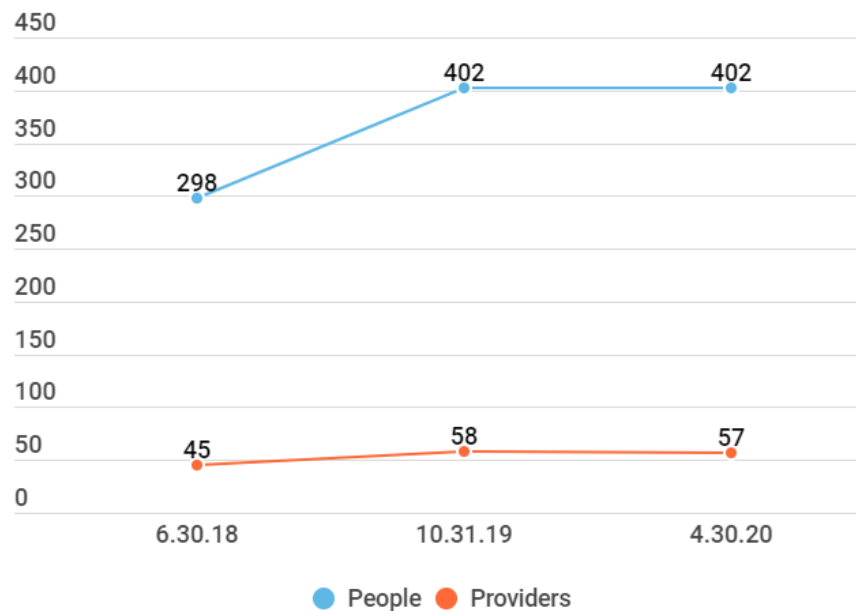


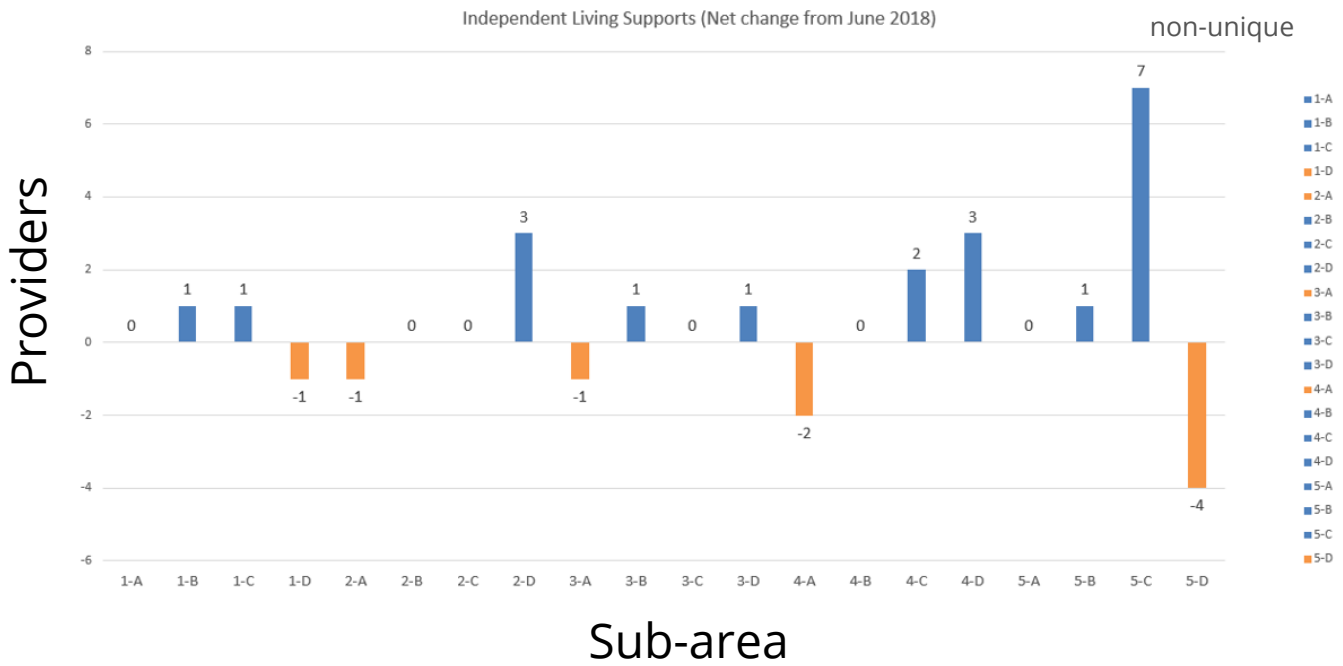
Community Coaching Total Providers (4.30.20)

1-A	3
1-B	4
1-C	0
1-D	2
2-A	8
2-B	1
2-C	2
2-D	3
3-A	8
3-B	2
3-C	4
3-D	0
4-A	7
4-B	0
4-C	1
4-D	1
5-A	0
5-B	0
5-C	6
5-D	13

Community Coaching

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
402	+104	+12



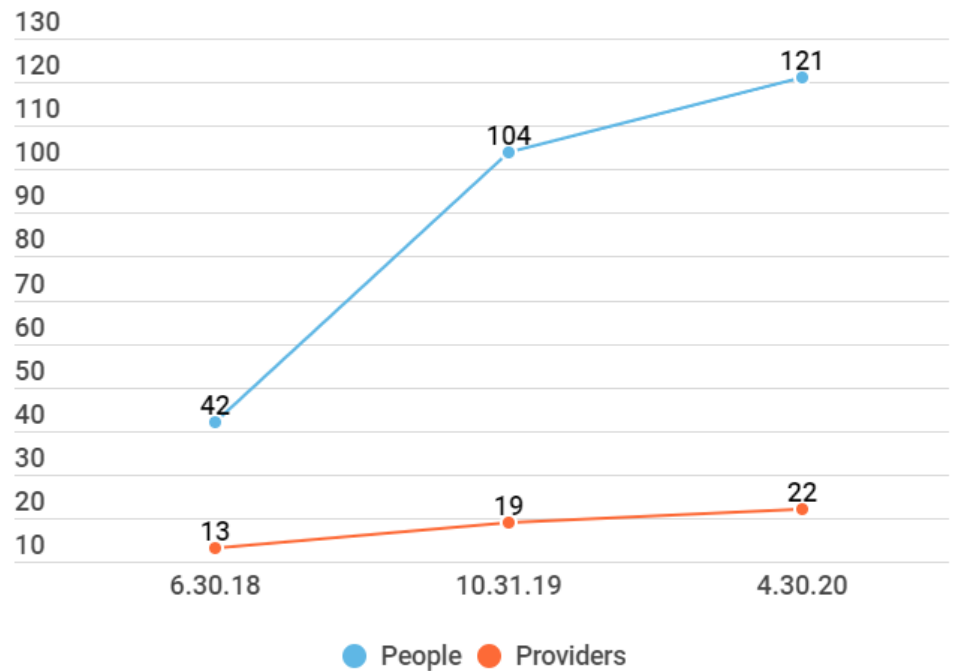


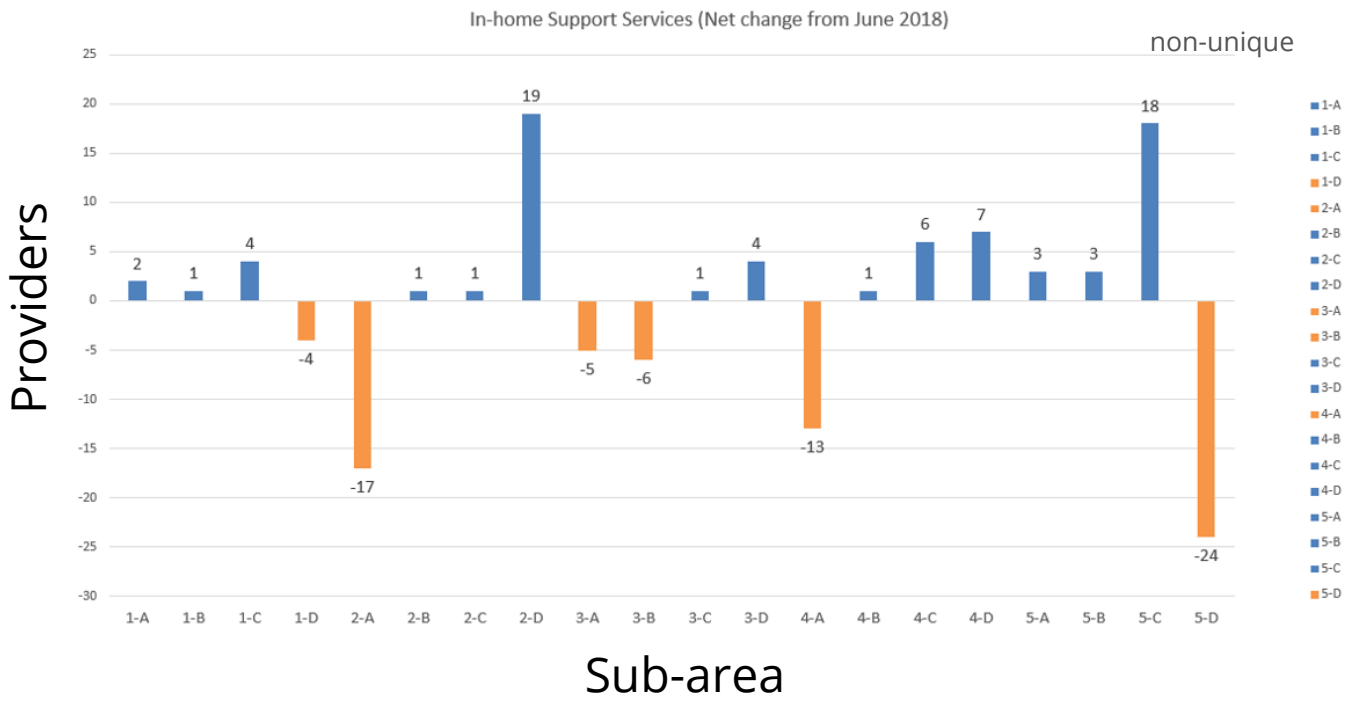
Independent Living Supports Total Providers (4.30.20)

1-A	1
1-B	1
1-C	0
1-D	1
2-A	1
2-B	0
2-C	0
2-D	0
3-A	2
3-B	2
3-C	0
3-D	1
4-A	3
4-B	0
4-C	0
4-D	0
5-A	0
5-B	0
5-C	2
5-D	8

Independent Living Supports

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
121	+79	+9



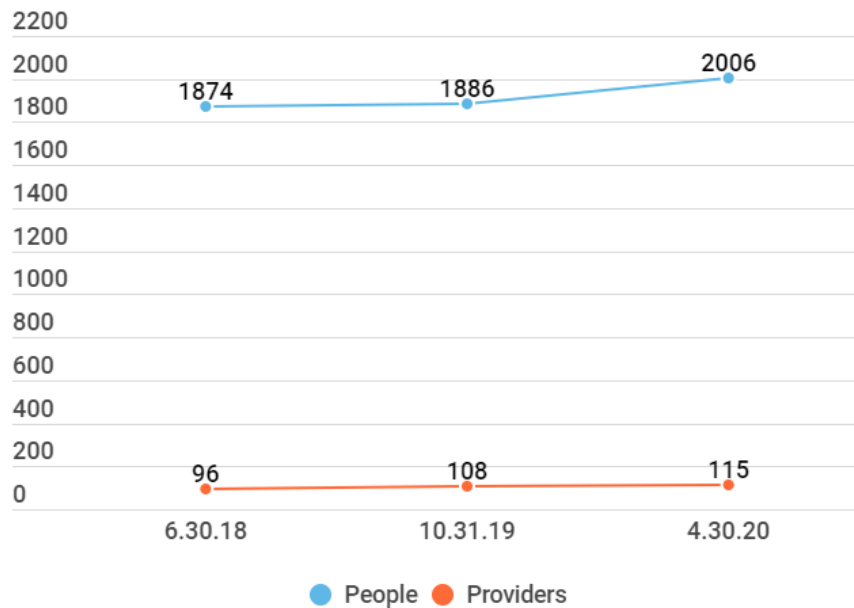


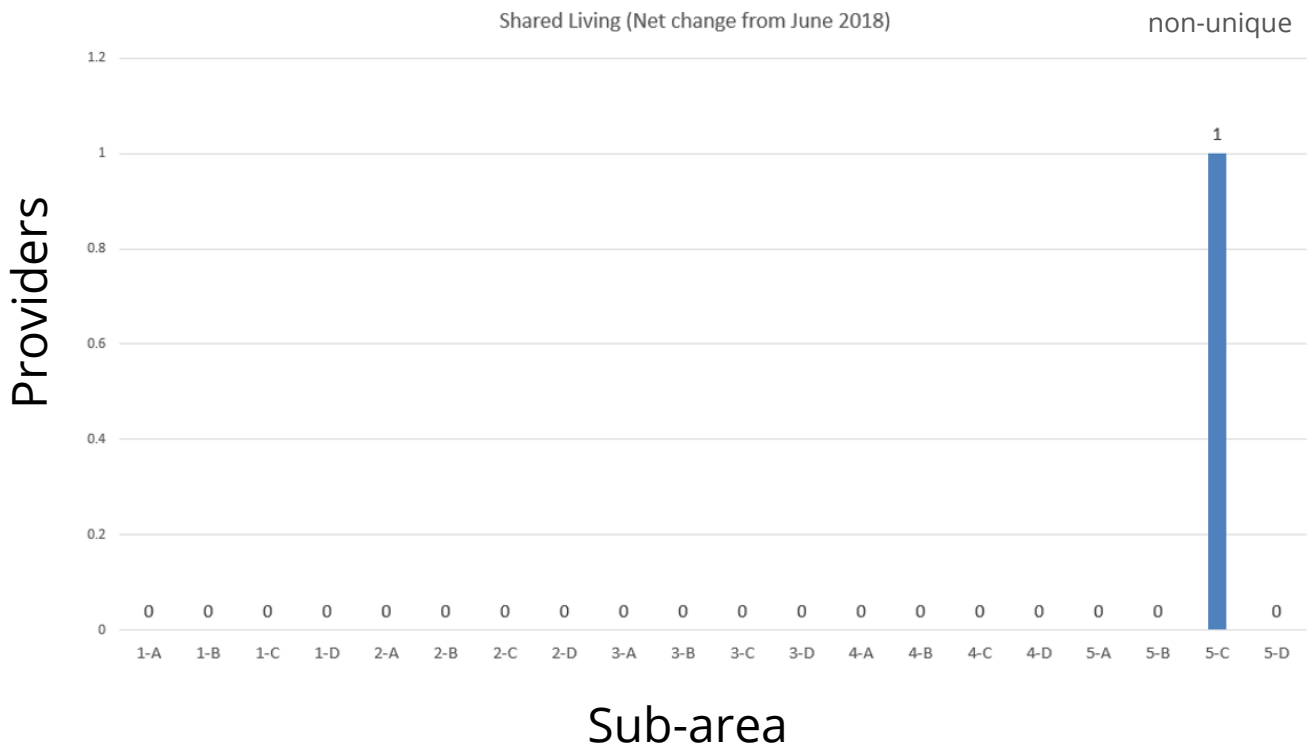
**In-home Support Services Total Providers (4.30.20)**

1-A	3
1-B	5
1-C	2
1-D	4
2-A	21
2-B	0
2-C	2
2-D	2
3-A	10
3-B	8
3-C	2
3-D	3
4-A	10
4-B	1
4-C	2
4-D	1
5-A	1
5-B	1
5-C	11
5-D	36

**In-home Support Services**

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
2006	+132	+19



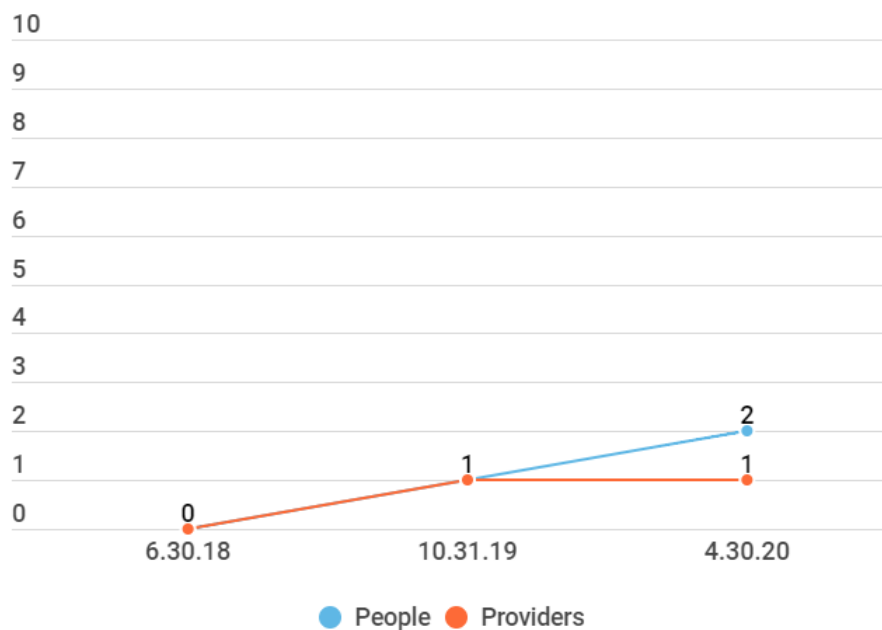


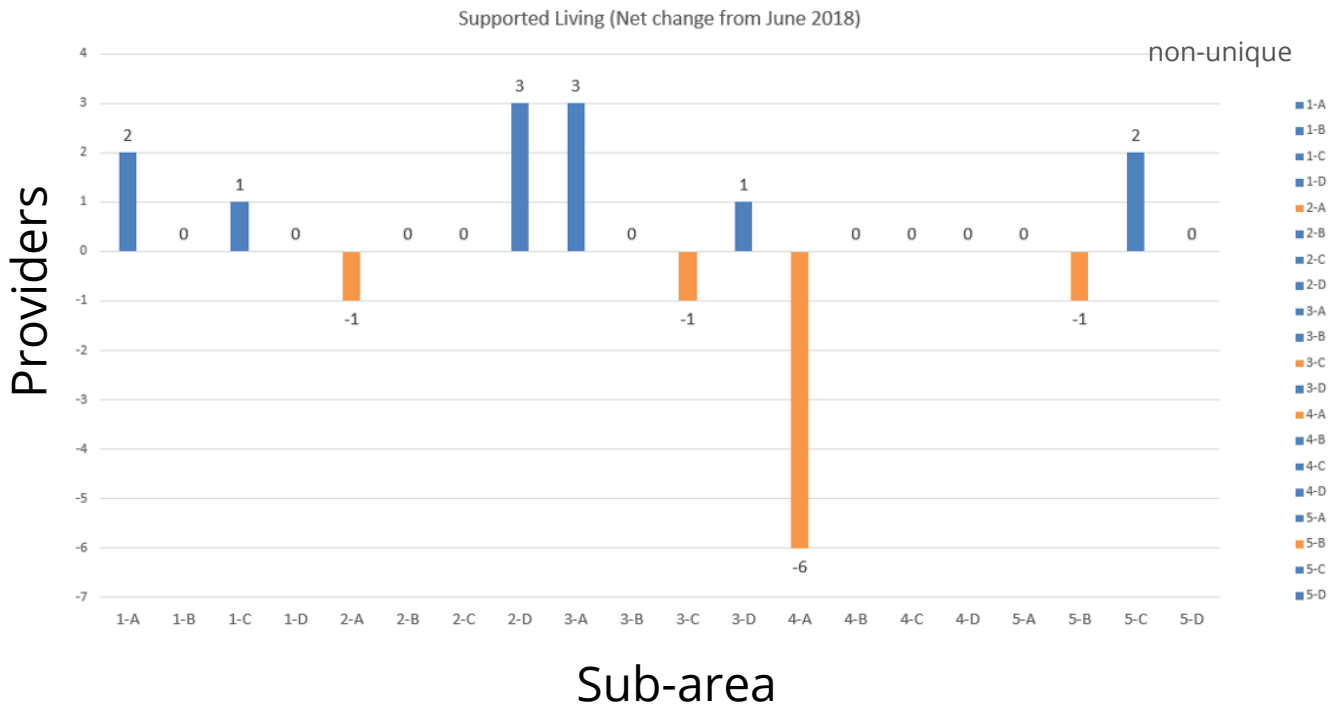
Shared Living  
Total Providers  
(4.30.20)

1-A	0
1-B	0
1-C	0
1-D	0
2-A	0
2-B	0
2-C	0
2-D	0
3-A	0
3-B	0
3-C	0
3-D	0
4-A	1
4-B	0
4-C	0
4-D	0
5-A	0
5-B	0
5-C	0
5-D	0

Shared Living

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
2	+2	+1



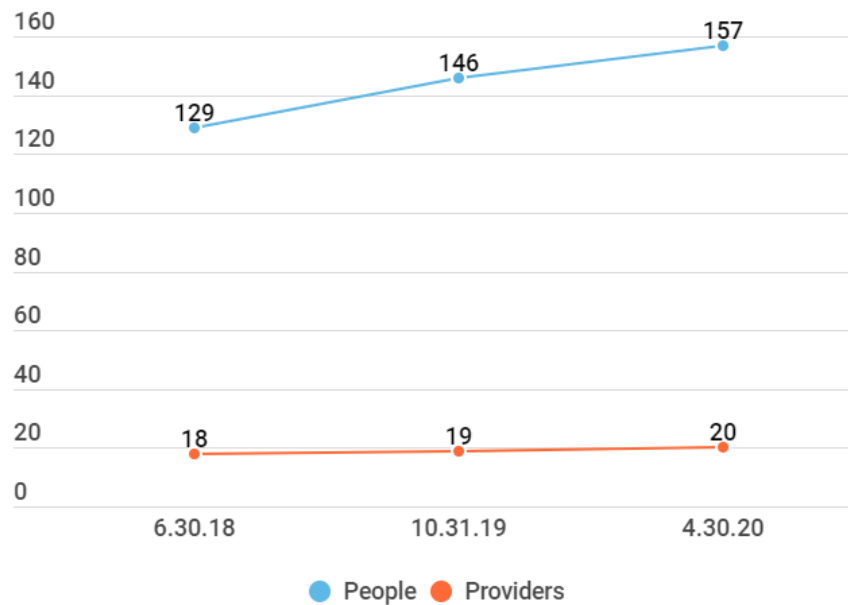


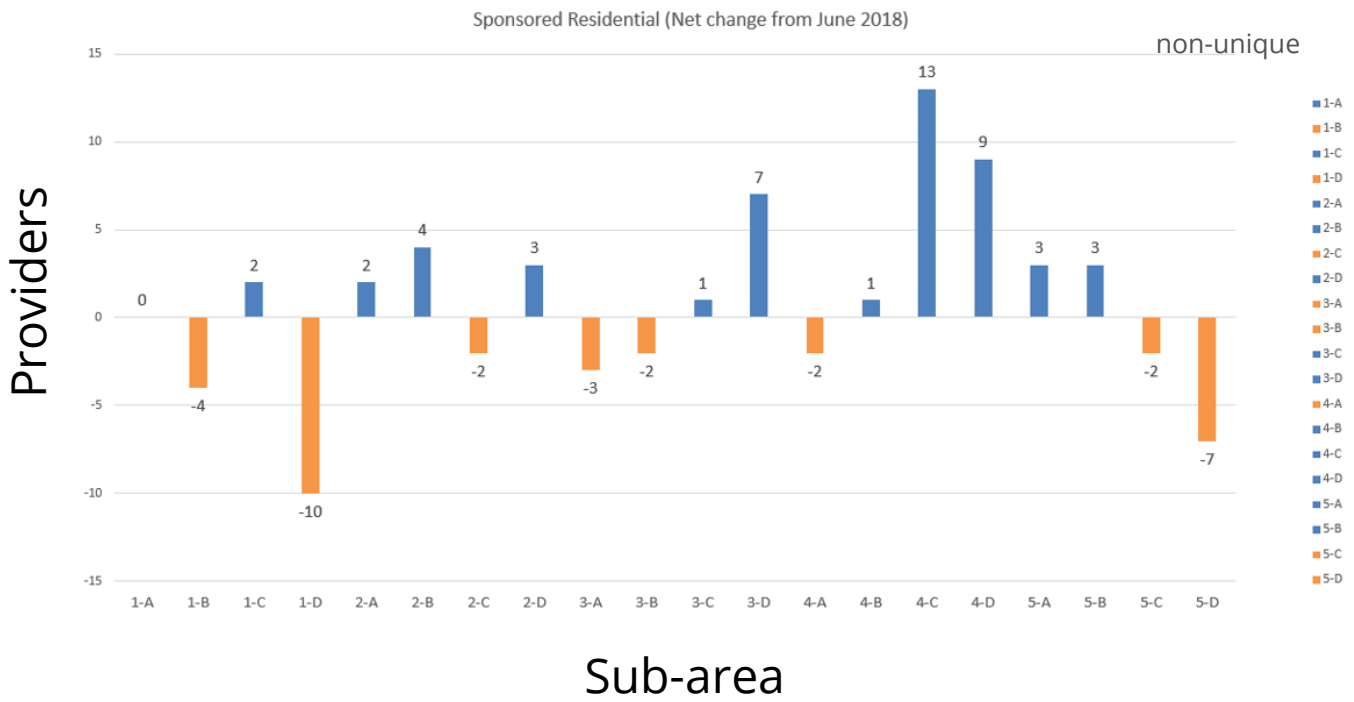
Supported Living  
Total Providers  
(4.30.20)

1-A	0
1-B	2
1-C	0
1-D	0
2-A	5
2-B	0
2-C	1
2-D	1
3-A	0
3-B	1
3-C	1
3-D	0
4-A	6
4-B	0
4-C	0
4-D	0
5-A	0
5-B	1
5-C	1
5-D	2

Supported Living

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
157	+28	+2



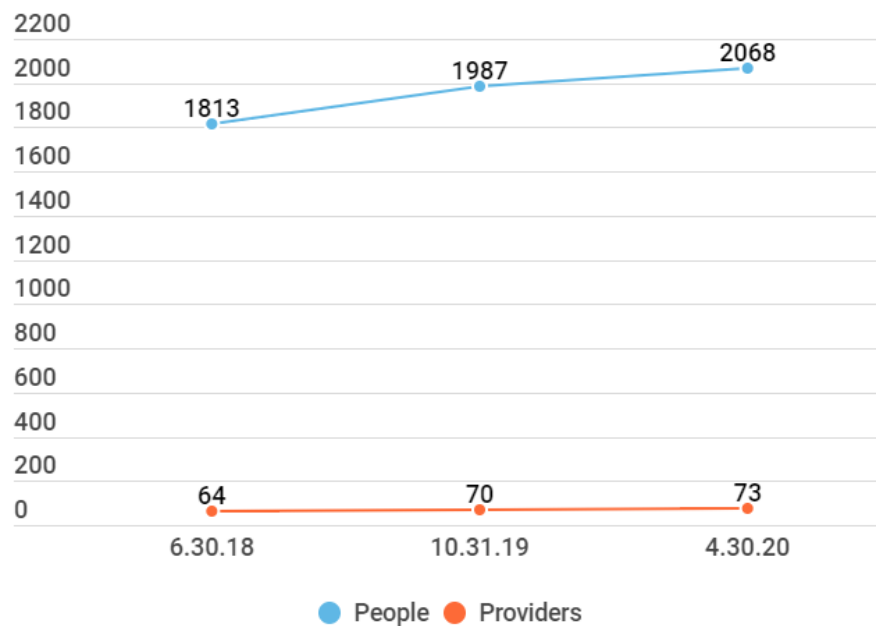


Sponsored Residential  
Total Providers  
(4.30.20)

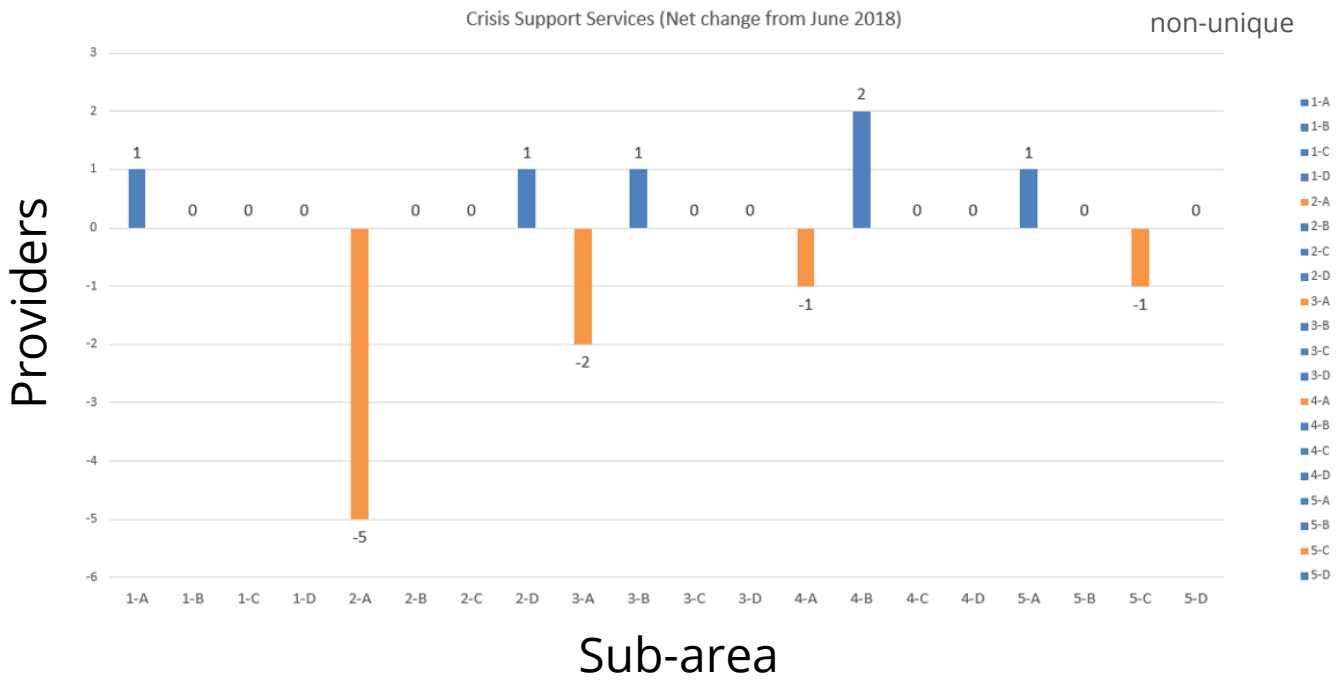
1-A	3
1-B	6
1-C	0
1-D	11
2-A	4
2-B	0
2-C	3
2-D	1
3-A	6
3-B	5
3-C	4
3-D	3
4-A	10
4-B	2
4-C	1
4-D	6
5-A	0
5-B	0
5-C	14
5-D	20

Sponsored Residential Services

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
2068	+255	+9





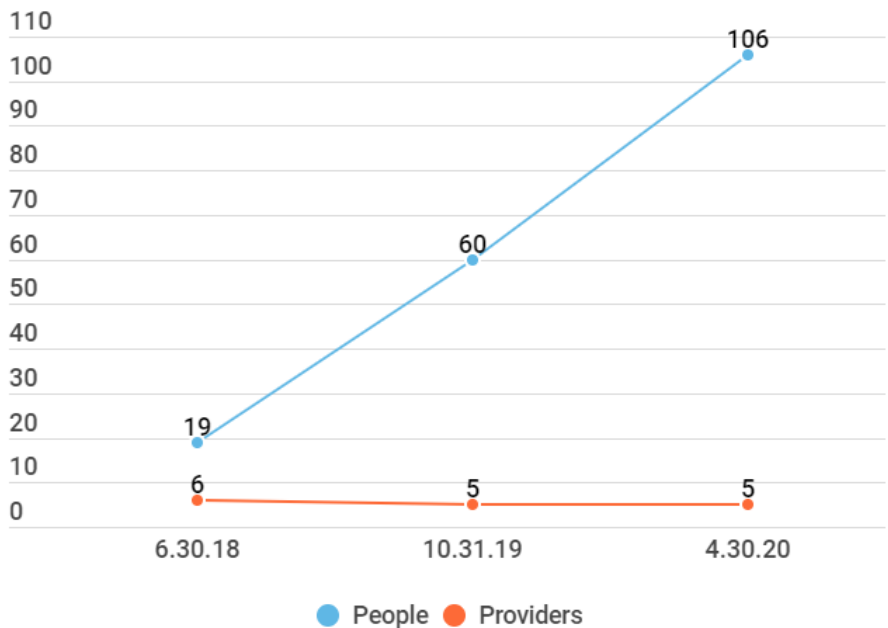


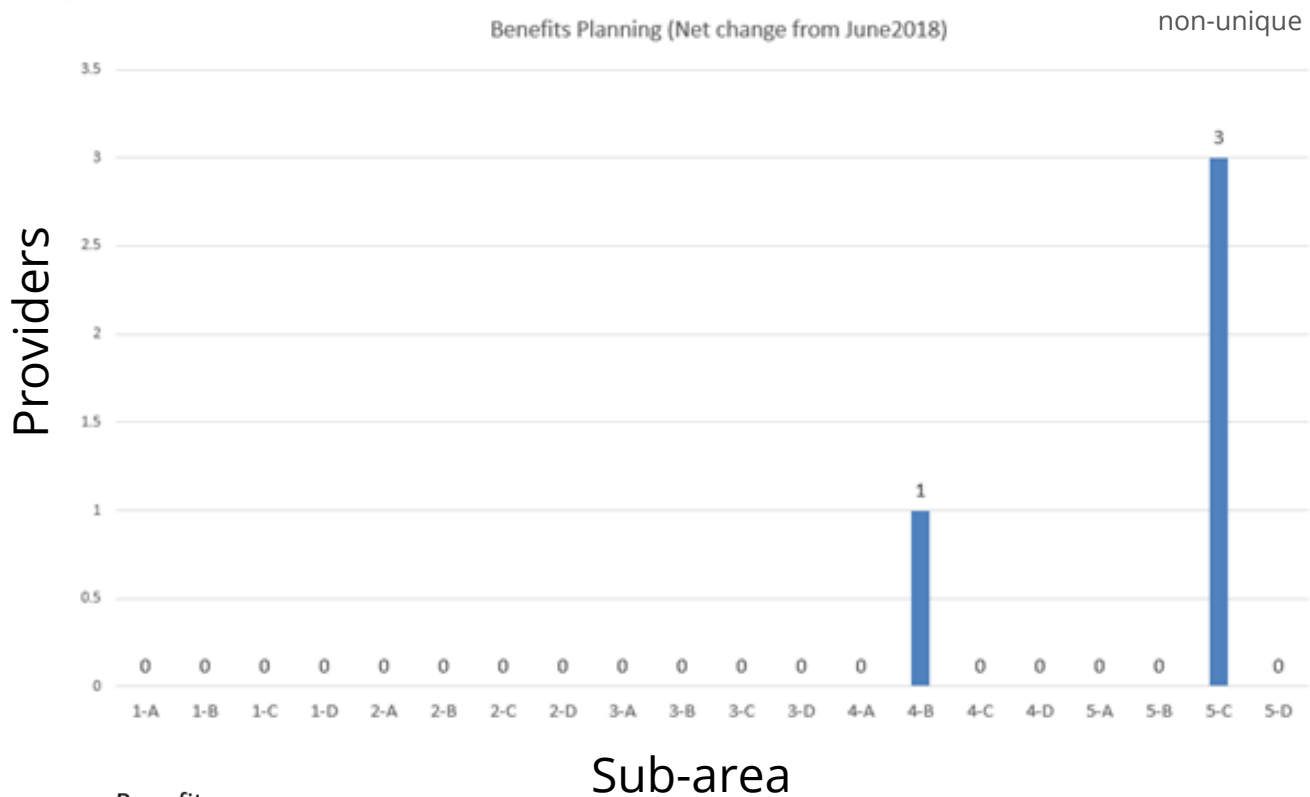
Crisis Support Services Total Providers (4.30.20)

1-A	0
1-B	0
1-C	0
1-D	0
2-A	3
2-B	0
2-C	0
2-D	0
3-A	1
3-B	0
3-C	1
3-D	0
4-A	0
4-B	0
4-C	0
4-D	1
5-A	0
5-B	0
5-C	0
5-D	0

Crisis Support Services

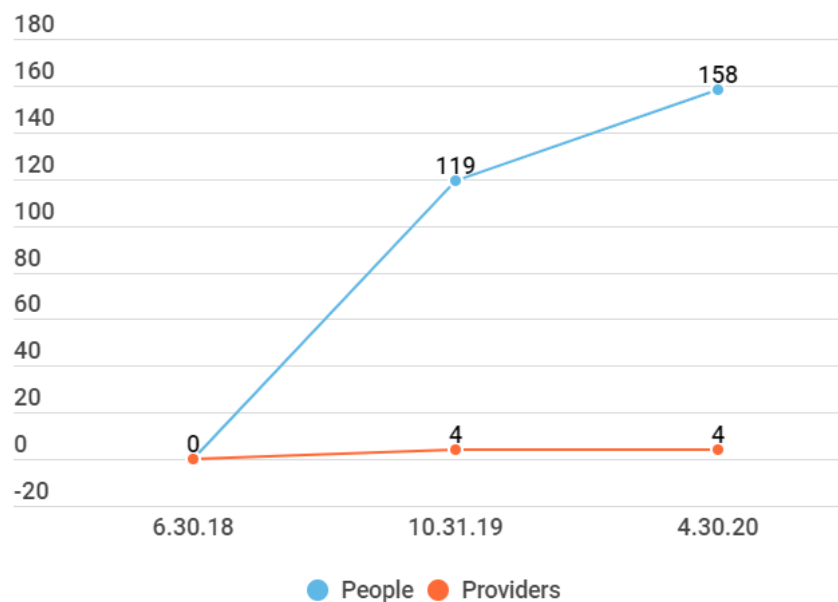
Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
106	+87	-1

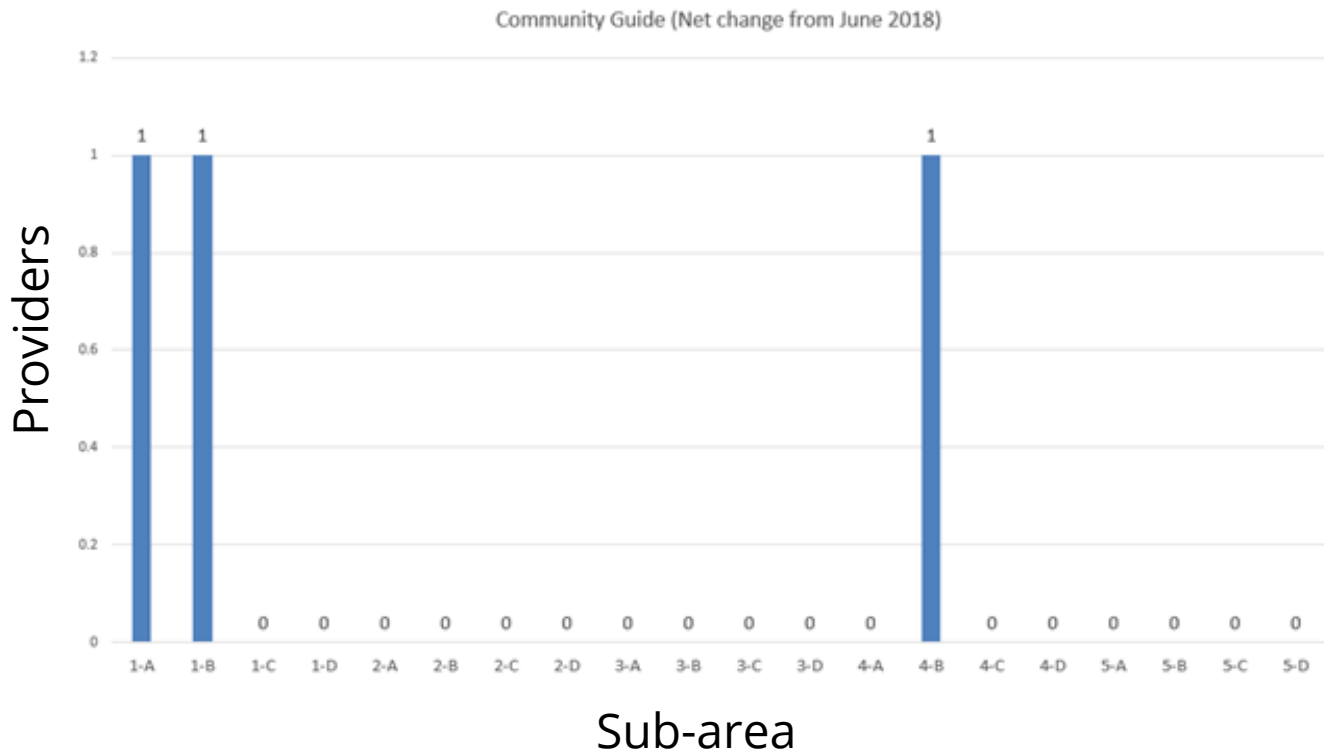




Benefits Planning Total Providers (4.30.20)	
1-A	0
1-B	0
1-C	0
1-D	0
2-A	1
2-B	0
2-C	0
2-D	0
3-A	0
3-B	0
3-C	0
3-D	0
4-A	3
4-B	0
4-C	0
4-D	0
5-A	0
5-B	0
5-C	0
5-D	0

Benefits Planning		
Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
158	+158	+4



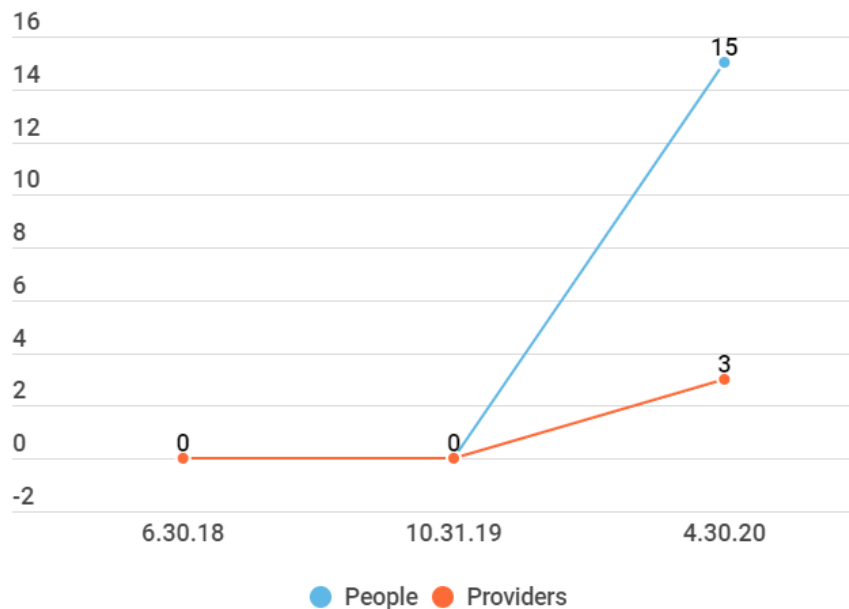


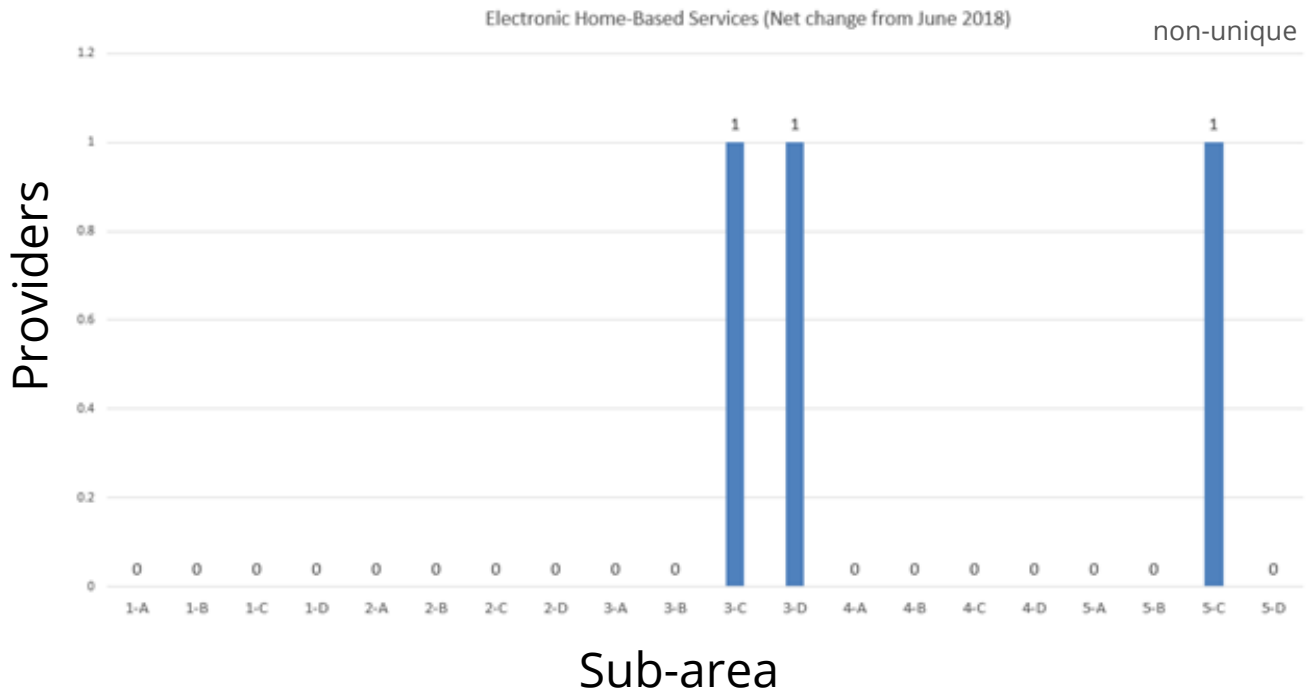
Community Guide  
Total Providers  
(4.30.20)

1-A	0
1-B	0
1-C	0
1-D	0
2-A	2
2-B	0
2-C	0
2-D	0
3-A	0
3-B	1
3-C	0
3-D	0
4-A	0
4-B	0
4-C	0
4-D	0
5-A	0
5-B	0
5-C	0
5-D	0

Community Guide

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
15	+15	+3



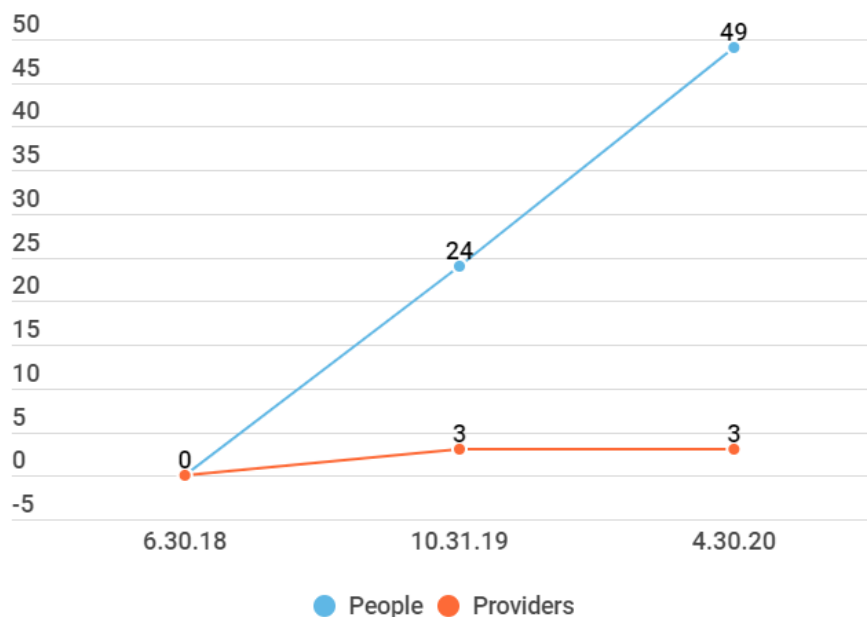


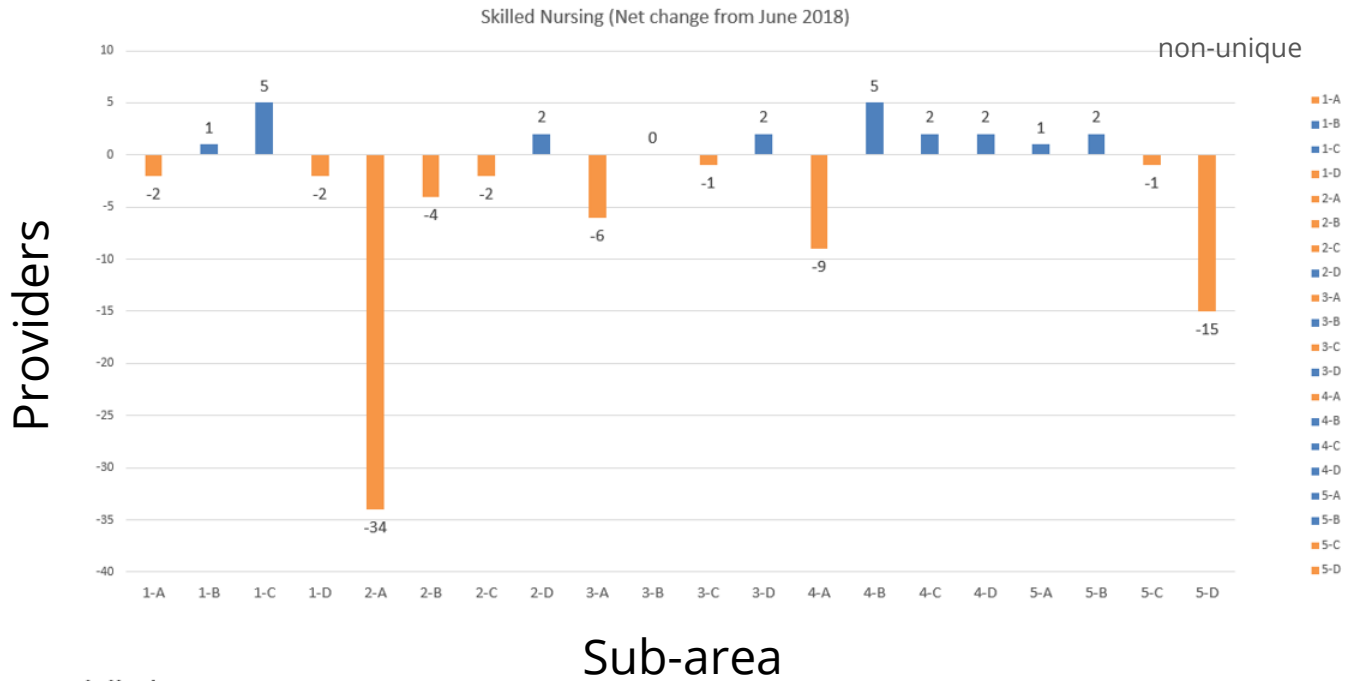
Electronic Home-Based Services Total Providers (4.30.20)

1-A	0
1-B	0
1-C	0
1-D	0
2-A	0
2-B	1
2-C	0
2-D	0
3-A	0
3-B	0
3-C	0
3-D	0
4-A	0
4-B	0
4-C	0
4-D	0
5-A	0
5-B	0
5-C	0
5-D	2

Electronic Home-Based Services

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
49	+49	+3



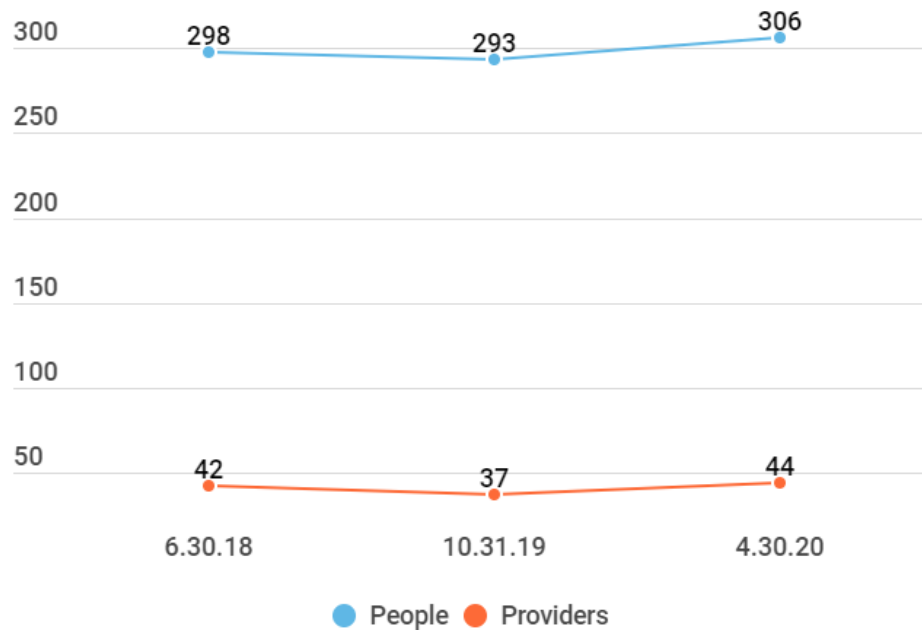


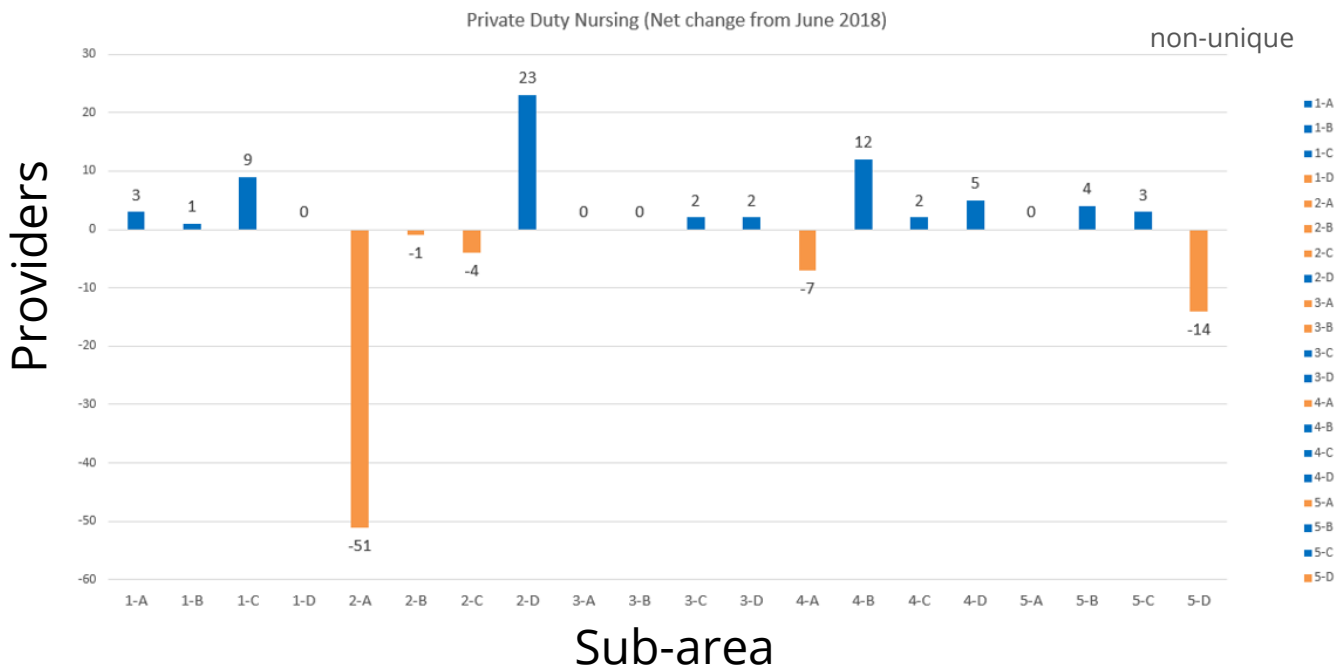
Skilled Nursing  
Total Providers  
(4.30.20)

1-A	1
1-B	3
1-C	1
1-D	1
2-A	12
2-B	1
2-C	0
2-D	1
3-A	4
3-B	2
3-C	3
3-D	2
4-A	4
4-B	0
4-C	1
4-D	1
5-A	1
5-B	0
5-C	4
5-D	10

Skilled Nursing

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
306	+8	+2



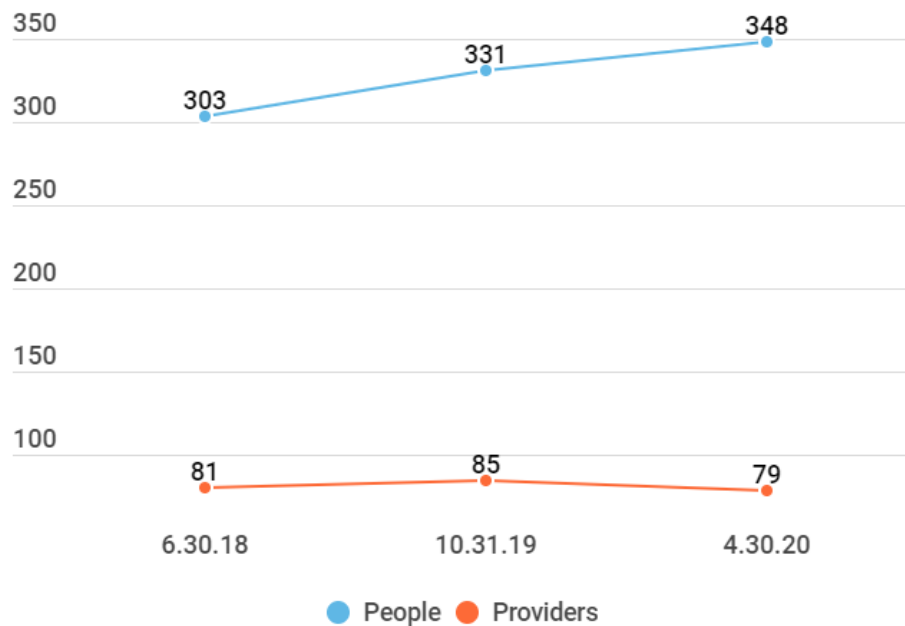


Private Duty Nursing  
Total Providers  
(4.30.20)

1-A	1
1-B	0
1-C	0
1-D	0
2-A	42
2-B	1
2-C	3
2-D	0
3-A	3
3-B	1
3-C	2
3-D	4
4-A	10
4-B	0
4-C	1
4-D	1
5-A	2
5-B	0
5-C	6
5-D	15

Private Duty Nursing

Total people authorized on 4.30.20	Change in people authorized from 6.14.18 to 4.30.20	Overall net unique provider change from 6.14.18 to 4.30.20
348	+45	-2





## 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 is working to integrate the RST referral process into the Waiver Management System to ease communication, tracking and data reporting and is now incorporating RST barrier data in this Provider Data Summary report. The inclusion of this data relates to the following draft measure under negotiation with the Department of Justice:

### Measure

86% of people with a DD waiver, who are identified through indicator #13 of III.D.6 (below), desiring a more integrated residential service option (defined as independent living supports, in-home support services, supported living, and sponsored residential) have access to an option that meets their preferences within nine months.

**III.D.6.13.** DBHDS will identify individuals who chose a less integrated residential setting due to the absence of more integrated options in the desired locality. The names of these individuals will be included in quarterly letters provided to each CSB. On a semi-annual basis, information about new service providers will be provided to CSBs, so that the identified individuals can be made aware of new, more integrated options as they become available. A Community Resource Consultant will contact each of these CSBs at least annually to ensure that any new more integrated options have been offered. DBHDS will report annually the number of people who moved to more integrated settings.

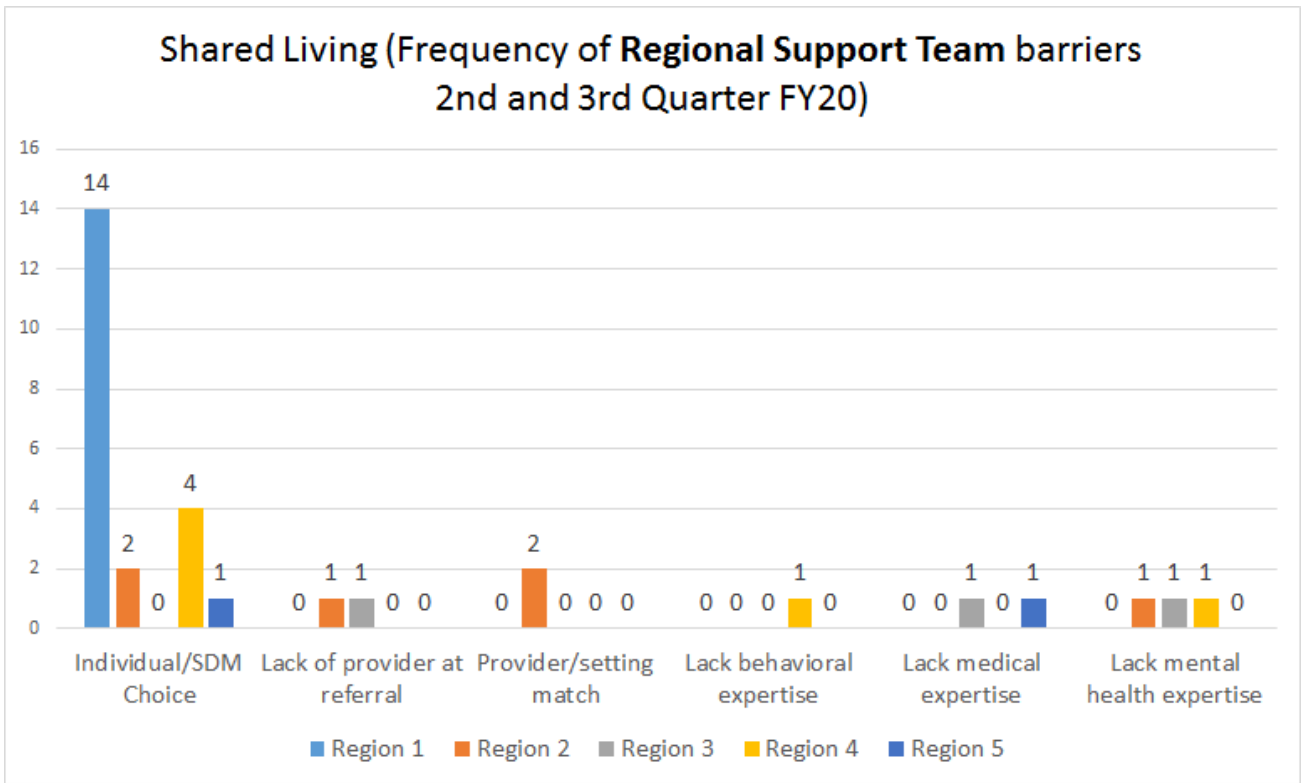
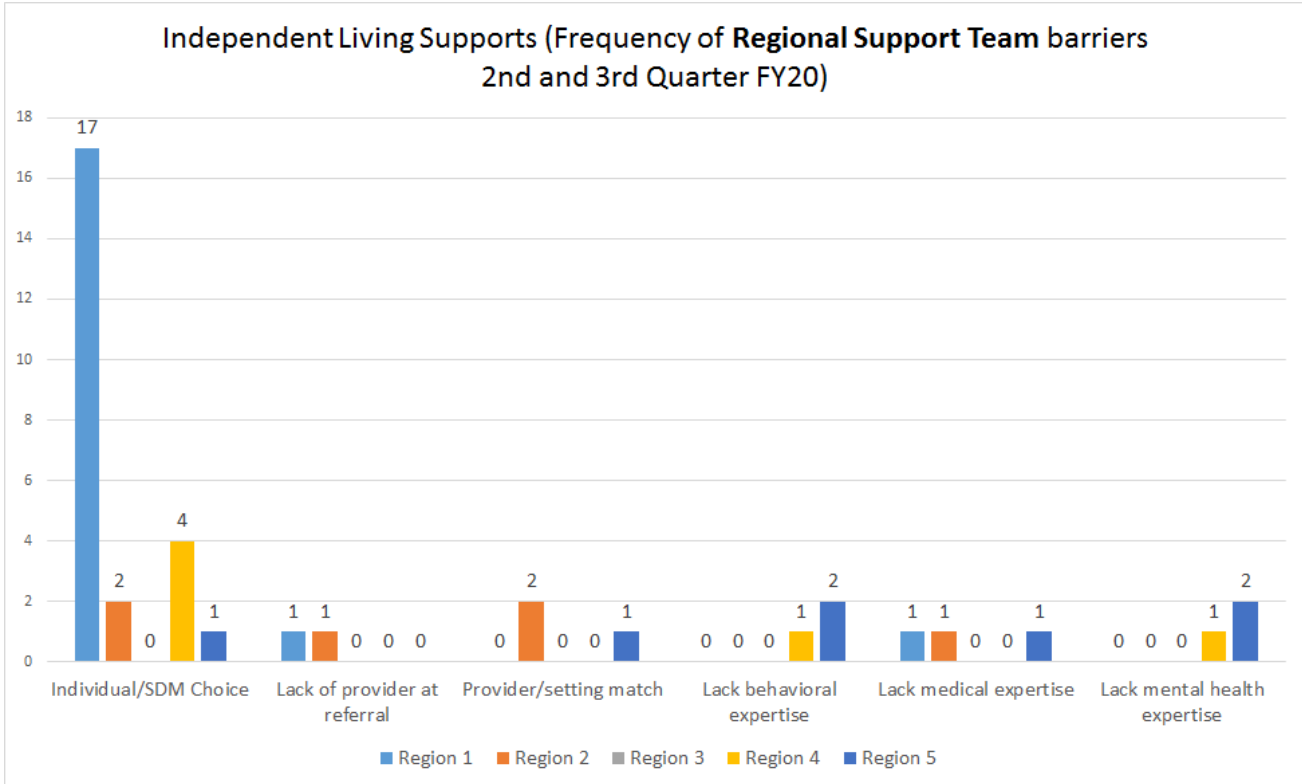
During the second and third quarters FY20, there was a combined total of 266 RST referrals. No individual moved into a less integrated setting when a more integrated setting was desired. DBHDS continues to send quarter RST compliance letters to each CSB regarding the timeliness of referral submissions. In the third quarter letters, this indicator was communicated through the letter and a dedicated space was provided where names will be entered when criteria is met. Community Resource Consultants will partner with local providers and the CSB to develop an option that meets the person's preferences within the established time frame.

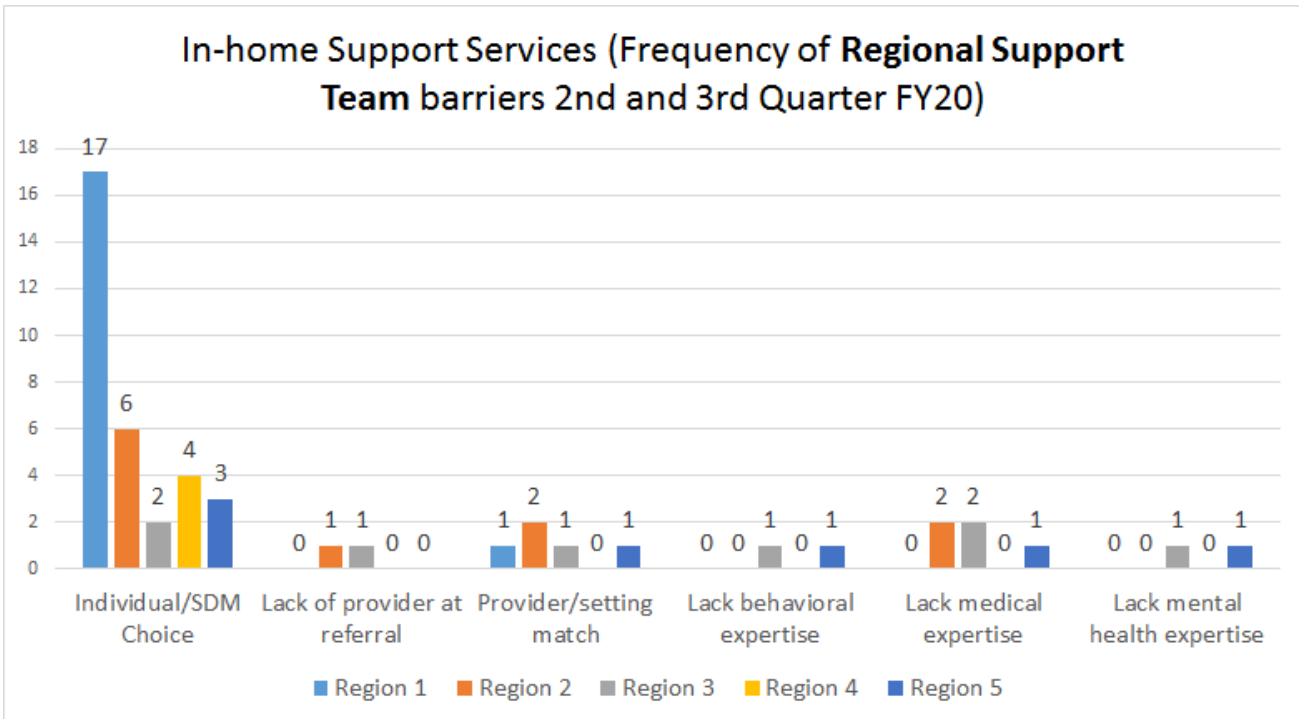
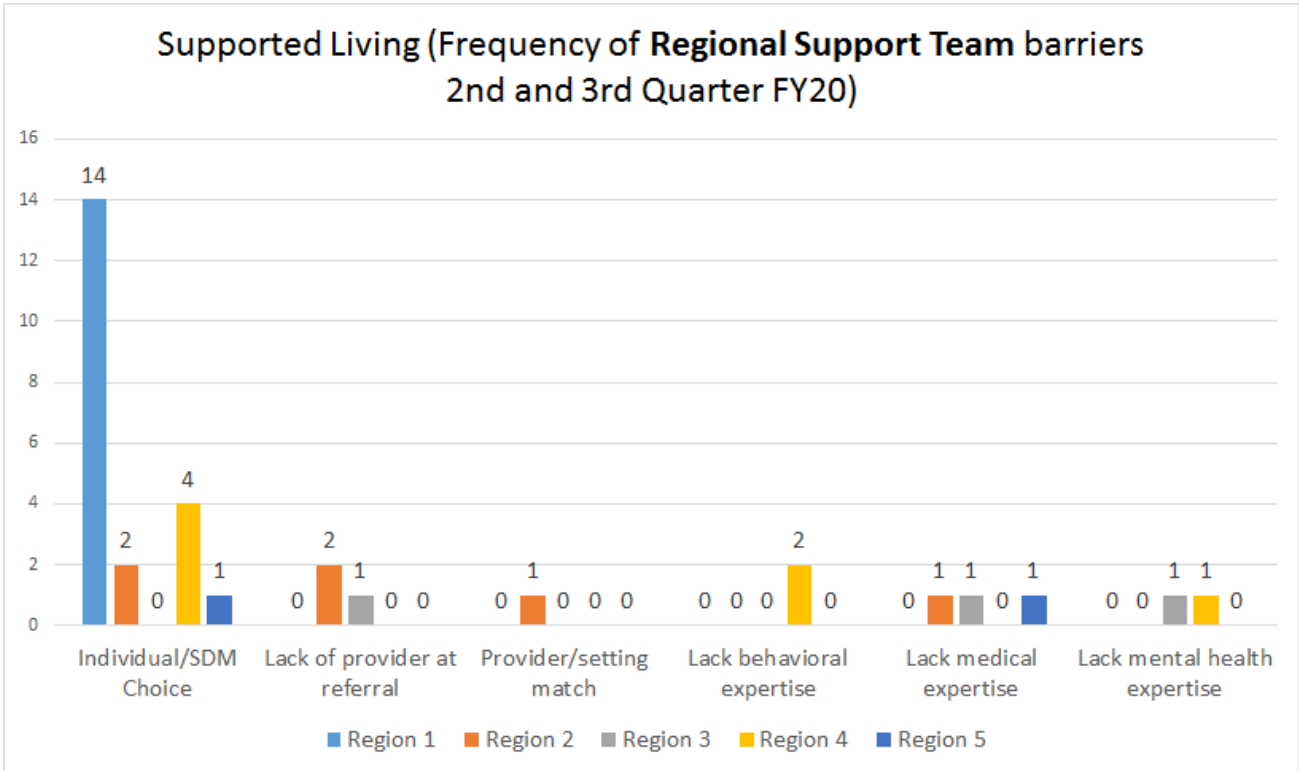
The barriers for the most integrated services were evaluated for frequency and location. The charts below provide details on five themes identified in the RST referral process and the distribution across regions during the 2nd and 3rd quarter RST reports FY20. The data results were consolidated into 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, and within one of five given themes. The results are based on the following number of referrals from the Developmental Services regions: Western = 53; Northern = 90; Southwestern = 19; Central = 53; and Eastern = 51.

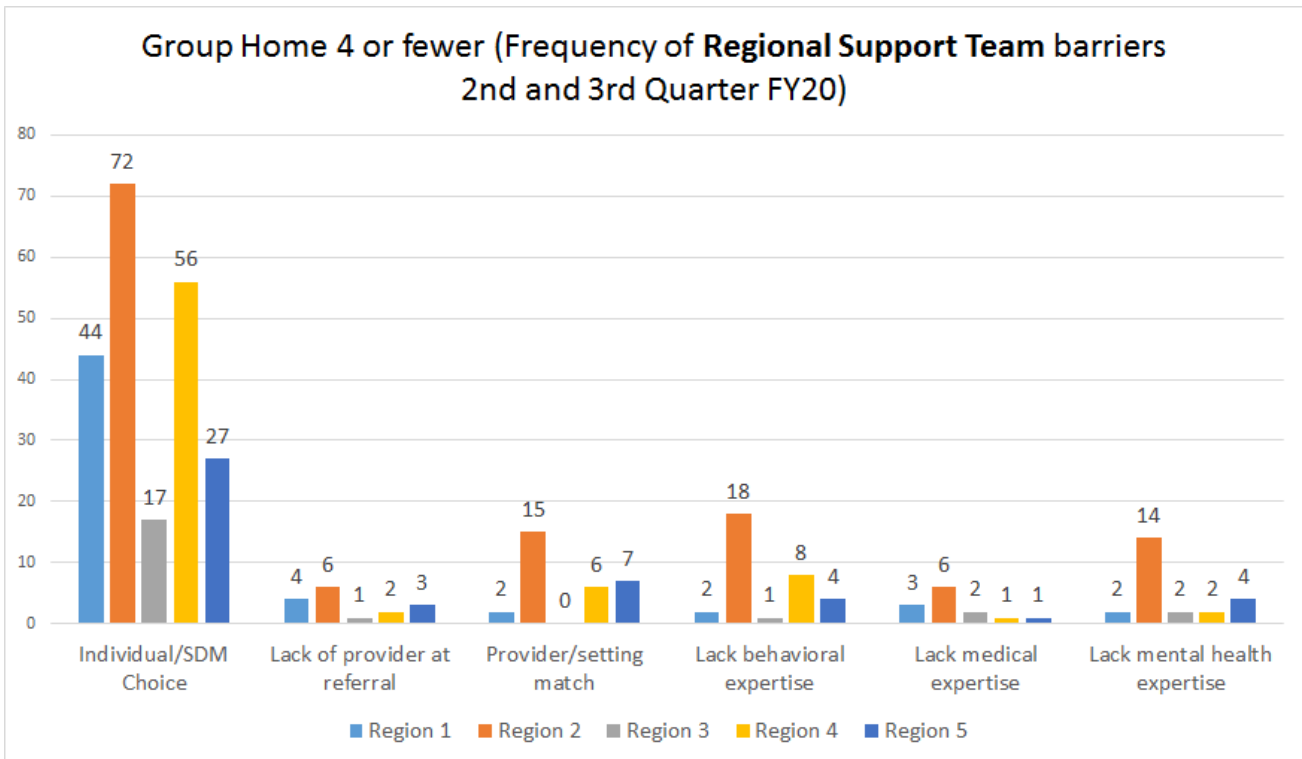
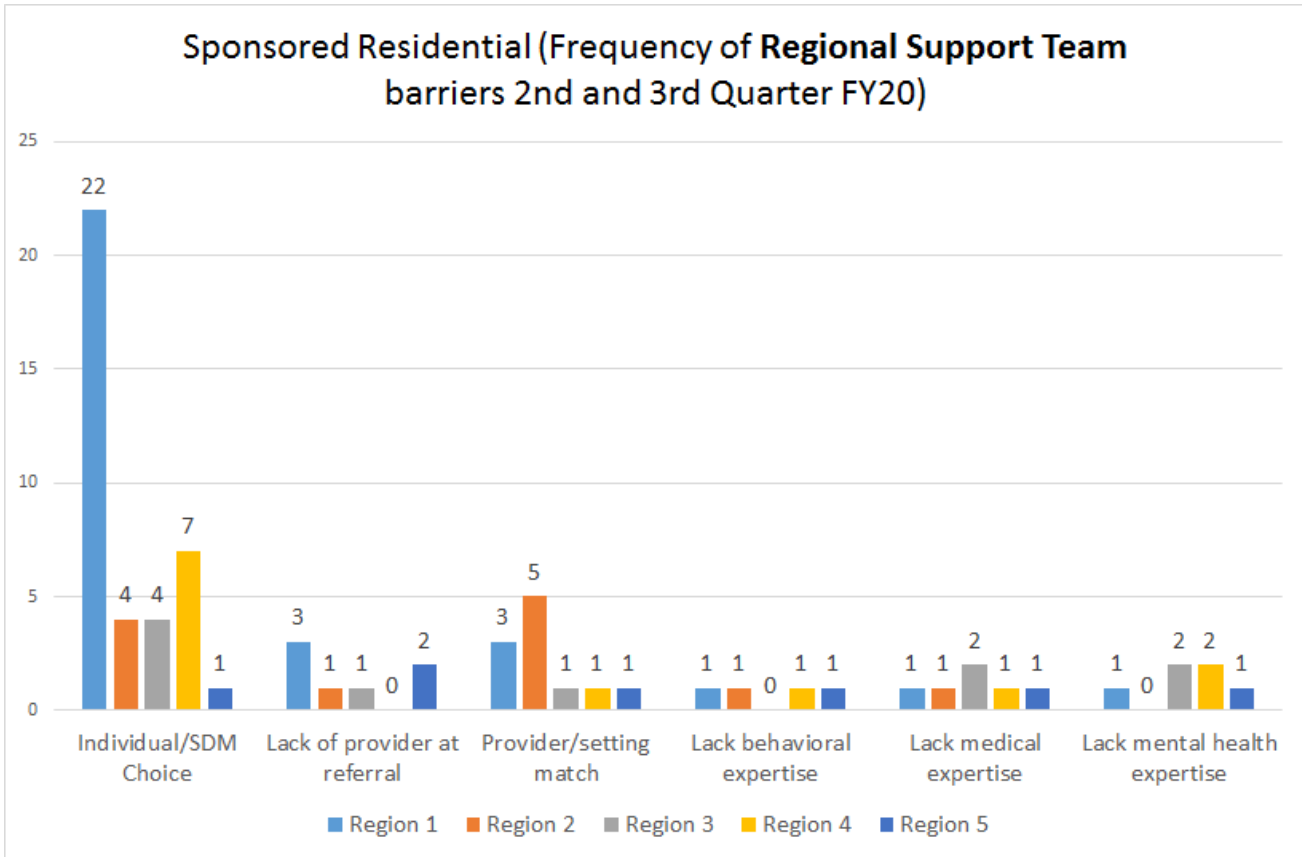
### Barrier Themes

- **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
- **Lack of provider at referral** 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/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 behavioral expertise** includes: Direct Support Staff–may not have experience or demonstrate competency to provide support with behavioral expertise
- **Lack medical expertise** includes: Direct Support Staff–may not have experience or demonstrate competency to provide support with medical expertise
- **Lack mental health expertise** includes: Direct Support Staff–may not have experience or demonstrate competency to provide support with mental health expertise

The following services were excluded from analysis due to having three or fewer instances of these reported barriers: Therapeutic Consultation, Benefits Planning, Crisis Support Services, Private Duty Nursing, Skilled Nursing, Community Coaching, Community Engagement, Peer Mentoring, and Electronic Home-based Services. Of the remaining services, the highest counts appear under the theme "Individual/SDM Choice," while the majority of barriers for a lack of behavioral, medical, and/or mental health expertise were reported in the Northern region. Increased barrier reasons are also noted in the two congregate services assessed across all themes as illustrated in the following graphs.







Region 1 Subareas

A	B	C	D
Charlottesville	Rockingham	Bath	Lynchburg
Albemarle	Harrisonburg	Alleghany	Amherst
Green	Augusta	Lexington	Appomattox
Louisa	Staunton	Rockbridge	Campbell
Nelson	Highland	Buena Vista	Bedford
Fluvanna	Waynesboro	Covington	

Charlottesville City  
 Rockbridge County  
 Waynesboro City  
 Harrisonburg City

Specific localities with at least 50 people with DD waiver and fewer than three integrated service options.

Region 2 Subareas

A	B	C	D
Alexandria	Fauquier	Stafford	Frederick
Arlington	Rappahannock	King George	Winchester
Falls Church	Culpeper	Caroline	Shenandoah
Fairfax City	Madison	Fredericksburg	Warren
Fairfax County	Orange	Spotsylvania	Page
Loudoun			Clarke
Manassas			
Manassas Park			
Prince William			

Arlington County  
 Orange County  
 Shenandoah County

Region 3 Subareas

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

Allegheny County  
 Campbell County  
 Carroll County  
 Franklin County  
 Henry County  
 Pittsylvania County  
 Pulaski County  
 Russell County  
 Scott County

Region 4 Subareas

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

Dinwiddie County  
 Halifax County  
 Prince Edward  
 Petersburg City

Region 5 Subareas

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

Richmond County  
 York County  
 Northampton County