



Regional Support Teams

State Fiscal Year 2024, 1<sup>st</sup> Quarter

## Overview

Five Regional Support Teams (RSTs) were implemented in March 2013 by the Department of Behavioral Health and Development Services (DBHDS). Virginia’s focus through RSTs is on supporting individuals with developmental disabilities in the most integrated community setting that is consistent with their informed choice of all available options and opportunities. Each Regional Support Team (RST) consists of professionals well-versed in supporting individuals with developmental disabilities within a community setting. This expertise extends to individuals with exceptional behavioral and medical requirements, highlighting the RST's comprehensive capability in meeting diverse needs.

### Purpose

- A. To identify and seek to resolve individual, regional, or system barriers that prevent individuals from receiving services in the most integrated setting of their choice.
- B. To make recommendations for resolving barriers to receiving services in integrated settings.

RSTs seek to ensure that no individual in the target population moves to a nursing facility or congregate setting with five or more individuals unless the move is consistent with the individual’s needs and informed choice. This process involves a comprehensive review conducted by both a DBHDS Community Resource Consultant (CRC) and, when the referral criteria are met, by the Regional Support Team (RST). This dual review ensures that any such transition is well-informed and consistent with the individual's unique circumstances and desires.

### Target Population for referrals to RST

- A. Individuals with intellectual/developmental disability (I/DD), who:
  1. Live in training centers,
  2. Meet the ID or DD Waivers waitlist criteria, and
  3. Meet the criteria for referral to the RST as outlined in III.E and IV.D.3 of the Settlement Agreement (SA).

### Referral Criteria for RST Review

- a.) within five calendar days of an individual being presented with any of the following residential options:
  - i. an intermediate care facility,
  - ii. a nursing facility,
  - iii. a training center, or a
  - iv. group home with a licensed capacity of five beds or more;
- b.) if the CSB is having difficulty finding services within 30 calendar days after the individual's enrollment in the waiver; or
- c.) immediately when an individual is displaced from his or her residential placement for a second time.

### Criteria for RST Referrals and Consultation

1. Prior to or immediately after a service has not been identified within 3 months of receiving a waiver slot.

## Regional Support Teams – FY24 Q1

2. Within five calendar days of an individual being presented with any of the following residential options: an intermediate care facility, a nursing facility, a training center, or a group home with a licensed capacity of five beds or more.
3. Immediately when family expresses any interest in a setting considered to be less integrated. (timing of referral is key to RST making recommendations for more integrated options)
4. Immediately when an individual is displaced from his or her residential placement for a second time.
5. Immediately if the individual is moving before the next scheduled RST meeting. Please submit and identify the referral as being late for that reason.
6. Immediately once the SC is notified that a person has already moved to a less integrated setting. Please submit and identify the referral as being late due to the lack of notification.

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Contact for RST Consultation	Ronnitta Clements (Individual and Family Waiver Lead) <a href="mailto:ronnitta.clements@dbhds.virginia.gov">ronnitta.clements@dbhds.virginia.gov</a> 804-382-2490
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### Data Collection Period

- A. This reporting period is the first Quarter of FY24 (July- September 2023).

## RST Source System Transition

To enhance the reliability and accuracy of data, the transition from manual and spreadsheet-based methods to the Waiver Management System (WaMS) took place on January 1, 2023 for both the Regional Support Team referral form and the Virginia Informed Choice form. This shift empowers DBHDS to utilize contemporary software for data management and visualization, significantly reducing the potential for human errors.

Back-end data, which first became available in June 2023, assists in the development of this report, which is based on data gathered through the WaMS platform and visualized using Microsoft PowerBI. The structure and content of this report will undergo further refinement in upcoming quarters. Any modifications to the reporting approach are duly documented within the report itself and stem from any adjustments to the WaMS RST module.

### RST Referral Data

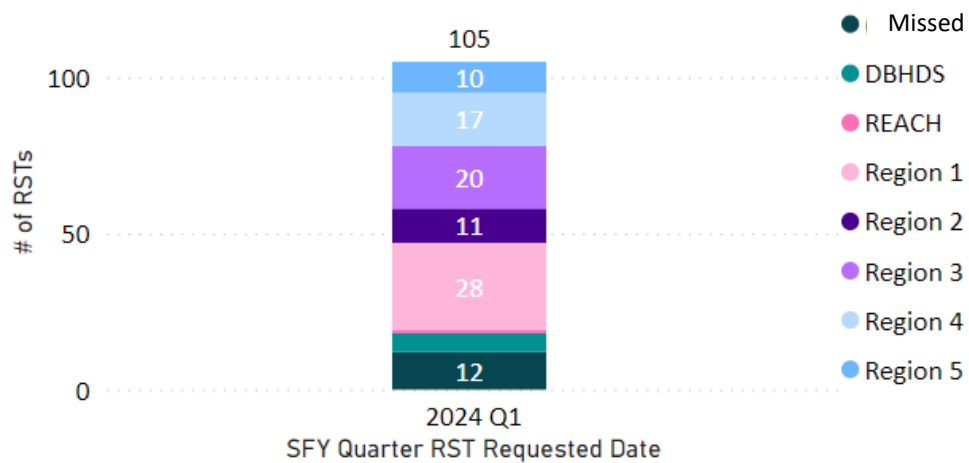
There was a total of 93 referrals made with an RST requested date occurring in Q1 FY24 with the largest number seen in Region 1 (28) and the lowest in Region 5 (10) (Fig. 1).

**Fig. 1 (note: factoring in missed referrals brings the referral count to 105 with 93 submissions)**

#### # of RST referrals by Region

Region	2024 Q1	Total
DBHDS	6	6
REACH	1	1
Region 1	28	28
Region 2	11	11
Region 3	20	20
Region 4	17	17
Region 5	10	10
<b>Total</b>	<b>93</b>	<b>93</b>

#### # of RST referrals by Region



## Regional Support Teams – FY24 Q1

When considering the number of individuals, the 93 referrals are attributed to 93 unique individuals. Of those actively enrolled in a DD Waiver, 69 receive Community Living waiver and 5 had the Family and Individual Supports waiver, and zero had Building Independence waiver (Fig 2). Sixteen individuals did not have a DD Waiver or were not on the wait list. There were two people on the DD Waitlist: zero on Priority 1, zero on Priority 2, and two on Priority 3 (Fig. 3).

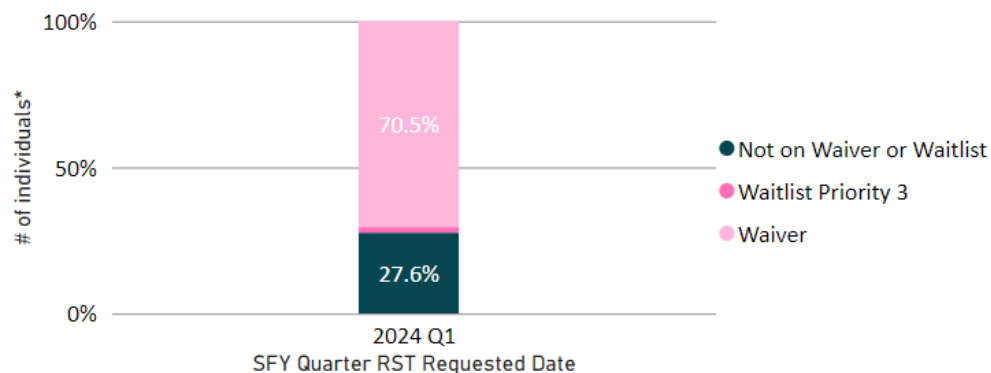
### # of Individuals Actively Enrolled on a Waiver by Type

Waiver Type	2024 Q1	
	# of individuals*	% of Total
Community Living	69	93.2%
Family and Individual Supports	5	6.8%
<b>Total</b>	<b>74</b>	<b>100.0%</b>

Fig. 2

### # of Unique Individuals with an RST in the Quarter by Waiver Status

Waiver Status Collapsed	2024 Q1	
	# of Individuals	% of Individuals
Waiver	74	70.5%
Not on Waiver or Waitlist	29	27.6%
Waitlist Priority 3	2	1.9%
<b>Total</b>	<b>105</b>	<b>100.0%</b>



\* unique count of individuals but not RSTs; one person can have more than 1 RST in a quarter.

Regional Support Teams – FY24 Q1

92 referrals were submitted were from individuals living in the community while one was submitted for an individual residing in the training center setting (Fig 4). Community referral reasons are provided in Fig. 5.

**# of RST Identified as Community Referrals and Reason**

<b>2024 Q1</b>		
<b>Community Referral</b>	<b># of RSTs</b>	<b>% of RSTs</b>
Missed	12	11.4%
No	1	1.0%
Yes	92	87.6%
<b>Total</b>	<b>105</b>	<b>100.0%</b>

Fig. 4

<b>Community referral reason</b>	<b>2024 Q1</b>
At REACH without disposition	1
Difficulty finding resources in the community within any timeframe	5
Difficulty finding services in the community within 3 months of receiving a slot	1
Moving to a group home of five or more individuals	53
Moving to a nursing home or ICF	26
Pattern of repeatedly being removed from the home	6
<b>Total</b>	<b>92</b>

Fig. 5

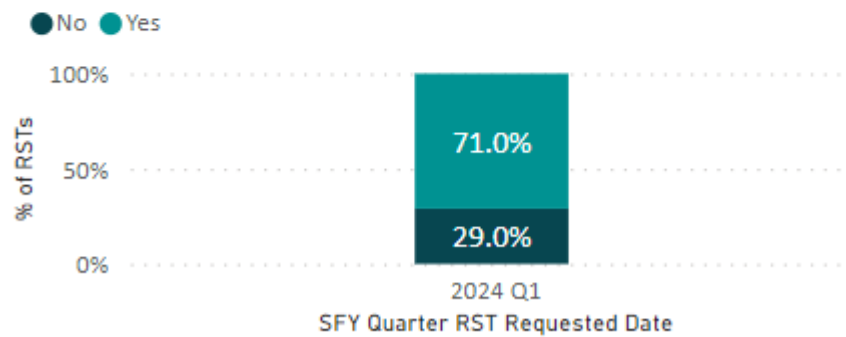
Of the 93 referrals submitted, 66 (71.0%) were related to a need for residential services. (Fig. 6)

**Fig. 6**

### # of RST identified as Residential Services

	2024 Q1		Total	
	# of RSTs	% of RSTs	# of RSTs	% of RSTs
No	27	29.0%	27	29.0%
Yes	66	71.0%	66	71.0%
<b>Total</b>	<b>93</b>	<b>100.0%</b>	<b>93</b>	<b>100.0%</b>

### % of RST identified as Residential Services



Regional Support Teams – FY24 Q1

Considering the source of community referrals, the largest number (14) were submitted by Rappahannock Area CSB. 13 CSBs submitted only one referral. (Fig. 7)

SFY Quarter RST Requested Date	2024 Q1	
CSB	# of RSTs	% of RSTs
ALLEGHANY HIGHLANDS CSB	2	1.9%
ARLINGTON MENTAL HEALTH	1	1.0%
BLUE RIDGE CSB	6	5.7%
CHESAPEAKE INTERGRATED BEHAV HEALTHCARE	2	1.9%
CHESTERFIELD CSB	10	9.5%
CITY OF VA BEACH CSB MHMRSAS	1	1.0%
COLONIAL BEHAVIORAL HEALTH	3	2.9%
CROSSROADS CSB	5	4.8%
CUMBERLAND MNTL HLTH CTR	2	1.9%
DANVILLE-PITTSYLVANIA COM SERV	1	1.0%
DBHDS	6	5.7%
DBHDS on behalf of REACH	1	1.0%
Eastern Shore CSB	1	1.0%
FAIRFAX-FALLS CHURCH CSB	6	5.7%
HAMPTON-NN CSB	2	1.9%
HANOVER COUNTY COMMUNITY SERVICES	1	1.0%
HARRISONBURG-ROCKINGHAM CSB	1	1.0%
HENRICO AREA MENTAL HLTH & DEVLPMNTL SVC	2	1.9%
HORIZON BEHAVIORAL HEALTH	1	1.0%
LOUDOUN COUNTY CSB	2	1.9%
MIDDLE PENINSULA NORTHERN NECK CSB	1	1.0%
MOUNT ROGERS CSB	6	5.7%
NEW RIVER VALLEY COMMUNITY SERVICES	1	1.0%
NORFOLK COMMUNITY SERVICES BOARD	3	2.9%
NORTHWESTERN COMMUNITY SVCS	8	7.6%
PIEDMONT COMMUNITY SERVICES	1	1.0%
PLANNING DISTRICT ONE CSB	2	1.9%
PORTSMOUTH DEPT OF BEHAVIORAL	1	1.0%
PRINCE WILLIAM COUNTY CSB	2	1.9%
RAPPAHANNOCK AREA COMMUNITY SERVICES BRD	14	13.3%
REGION TEN CMMNTY SVCS BRD	3	2.9%
RICHMOND BHVRL HLTH AUTHORITY	3	2.9%
Southside Behavioral Health	2	1.9%
WESTERN TIDEWATER COMMUNITY SERVICES BOA	2	1.9%
<b>Total</b>	<b>105</b>	<b>100.0%</b>

Applied filters: RSTFormKey is greater than -1 SFY Quarter RST Requested Date is 2024 Q1 RequestedDa

**\* Six referrals were submitted by DBHDS**

Fig. 7



## Regional Support Teams – FY24 Q1

The RST referral collects the desired region where an individual prefers to live and access services. 26 (27.9%) referrals indicated that the person wanted to receive services in Region 1. Only 11 (11.8%) referrals reflected a desire to receive services in Region 2. (Fig 8)

### # of RST Referrals by Desired Region

# of RST Referrals by Desired Region

Desired Region	2024 Q1
Missed	12
Region I	26
Region II	11
Region III	19
Region IV	22
Region V	15
<b>Total</b>	<b>105</b>

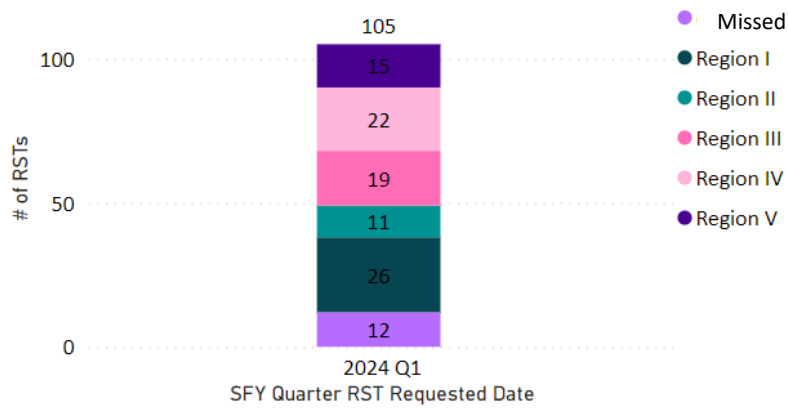


Fig. 8

### # of Emergency Referrals by CSB and Reason

No emergency referrals occurred or were confirmed by Community Resource Consultants as emergencies in Q1. (Fig. 9, note that NULL represents missed referrals)

Does CRC Recommend Emergency Meeting	2024 Q1	Total
▲ NULL	12	12
No	93	93
<b>Total</b>	<b>105</b>	<b>105</b>

Fig. 9

**Late Referrals**

The export of data from the PowerBI dashboard for referral counts by CSB includes the number that did not meet any late criteria, the number that met Reason A (Individual has or will move prior to the RST meeting due to SC not submitting the referral within 5 calendar days of presenting a less integrated setting), Reason B (Individual has or will move without sufficient time to implement RST Recommendation(s), Reason C (Individual moved without CSB notification), and missed referrals. For these counts in Q1, data was pulled from RST confirmations for 93 referrals and 12 missed referrals for a total count of 105. (Fig. 10)

Location	Submitter	1. No late criteria apply	2. Reason A: Individual has or will move prior to the RST meeting due to SC not submitting the referral within 5 calendar days of presenting a less integrated setting	3. Reason B: Individual has or will move without sufficient time to implement RST Recommendation(s)	4. Reason C: Individual moved without CSB notification	5. Missed	Total
DBHDS	<b>Total</b>	1	2	3	0	0	6
REACH	<b>Total</b>	1	0	0	0	0	1
Region 1	<b>Total</b>	11	1	15	1	0	28
Region 2	<b>Total</b>	7	0	4	0	0	11
Region 3	<b>Total</b>	8	3	8	1	1	21
Region 4	<b>Total</b>	12	0	5	0	4	21
Region 5	<b>Total</b>	2	0	6	2	7	17
<b>Total</b>		42	6	41	4	12	105

**Fig. 10**

A “Late Referral” is defined as a referral where:

- an Individual has moved to a less integrated setting prior to a scheduled RST Meeting (Reason A);
- an Individual is planning to move to a less integrated setting without sufficient time to implement RST recommendation(s) and consultation with CRC/CIM/RST Coordinator has not occurred (Reason B); or
- an Individual has moved to a less integrated setting without CSB prior notification (Reason C).
- an individual moved to a group home of five or more beds and an RST referral was not provided (missed).

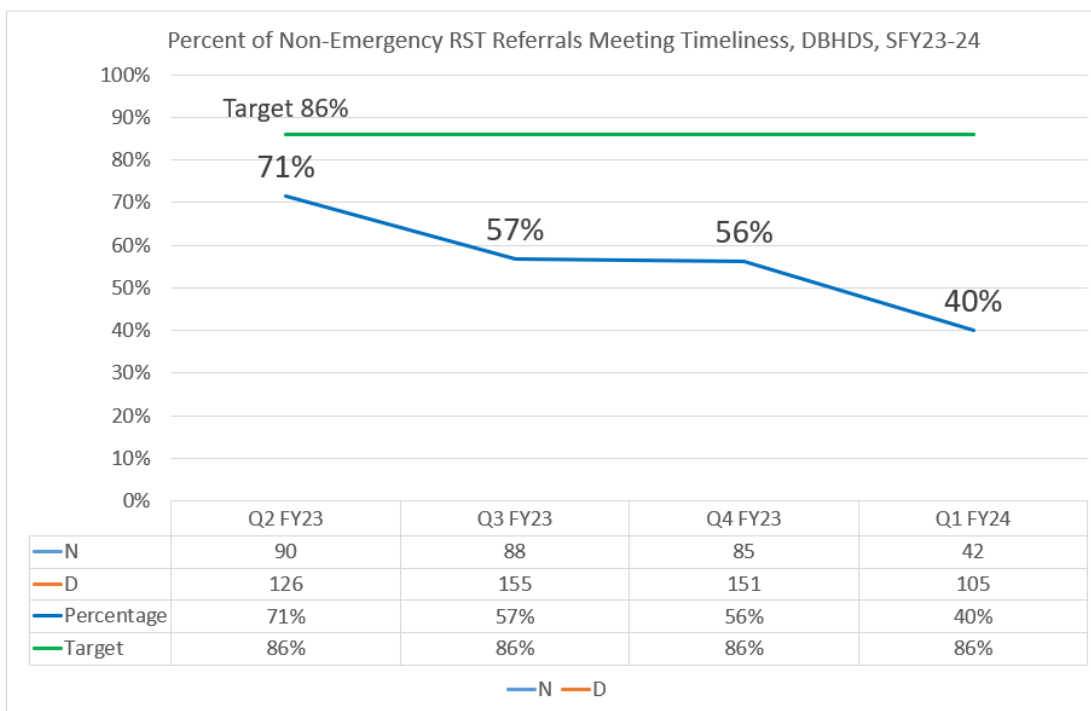
These four reasons provide data related to calculating two measures monitored by the Case Management Steering Committee. The following charts reflect the lateness of RST referrals. By conducting a review of WaMS service authorization data, it was determined that 12 additional referrals were needed but were not submitted. CSBs receive compliance results reflecting actual

## Regional Support Teams – FY24 Q1

counts and the names of individuals missed, so that choice can be provided and documented for each person. There are two indicators related to the timeliness of RST referrals.

Results for the 1<sup>st</sup> Quarter FY24 are provided below:

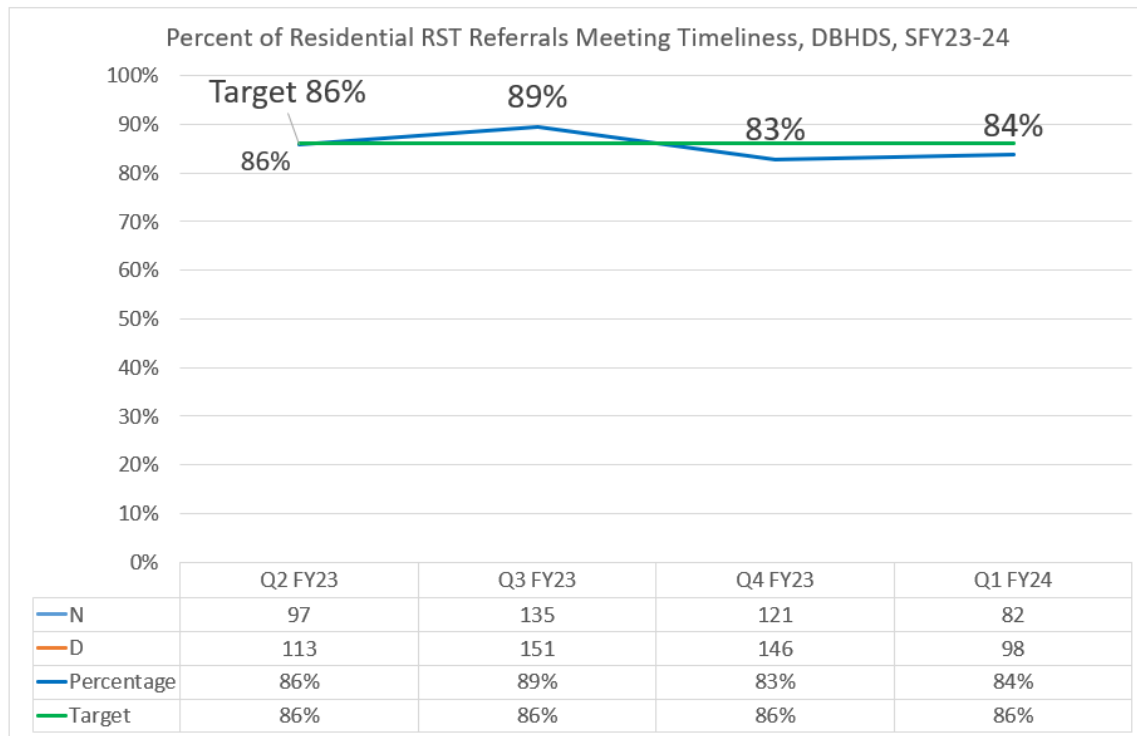
**86% of all statewide non-emergency referrals, as such referrals are defined in the DBHDS RST Protocol, meet the timeliness requirements of the DBHDS RST Protocol.** There was 1 Training Center referral, 86 CSB-submitted referrals, 6 DBHDS-submitted community referrals, 0 accepted outside of WaMS, and 12 missed community referrals. The Case Management Steering Committee will work to determine the causes of this decreasing trend and make recommendations for improvement where possible. A total of 105 referrals were submitted or missed in Q1. For this reporting period, the result is 40% (42/105) timely, which does not meet the target of 86%. (Graph 1)



**Graph 1**

Regional Support Teams – FY24 Q1

**86% of all statewide situations meeting criteria for referral to the RSTs with respect to home and community-based residential services are referred to the RSTs by the case manager as required by the DBHDS RST Protocol.** There were 86 CSB-submitted community referrals in WaMS, 0 accepted outside of WaMS, and 12 missed CSB community referrals. A total of 98 referrals were submitted or missed by CSBs in Q1. 12 were not provided and another 4 were reported as late for reason A for a total of 16 late referrals related to CSB accountability (16.3% late). For this reporting period, the result is 84% (82/98) timely, which does not meet the target of 86%.



**Graph 2**

Regional Support Teams – FY24 Q1

A third measure related to the RST process required by the Settlement Agreement is stated as “People with a DD waiver, who are identified through indicator #13 of III.D.6, 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. No referrals in Q1 met the criteria for this measure. A regional summary is provided below. (Table 1)

**RST Referral Form Question:** Are more integrated residential options (to include Independent Living Services, In-home Support Services, Supported Living, Sponsored Residential) not operating in the desired location, if requested?)

Region	2024 Q1		Total
	No	Total	
Region I	29	29	29
Region II	11	11	11
Region III	19	19	19
Region IV	21	21	21
Region V	13	13	13
<b>Total</b>	<b>93</b>	<b>93</b>	<b>93</b>

Numerator and Denominator	Count
Numerator = Number of referrals confirmed as resolved within the 9-month timeframe calculated in WaMS	N/A
Denominator = Number of RST referrals where the RST confirmed the barrier stated as “Are more integrated residential options (to include Independent Living Supports, In-home Support Services, Supported Living, Sponsored Residential) not operating in the desired location, if requested?” as yes.	0

**Table 1**

### Referral Submissions by Source for Q1 FY24 (Fig.12)

Location	Submitter	1. No late criteria apply	2. Reason A: Individual has or will move prior to the RST meeting due to SC not submitting the referral within 5 calendar days of presenting a less integrated setting	3. Reason B: Individual has or will move without sufficient time to implement RST Recommendation(s)	4. Reason C: Individual moved without CSB notification	5. Missed	Total
DBHDS	<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>6</b>
DBHDS	DBHDS	1	2	3	0	0	6
REACH	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
REACH	DBHDS on behalf of REACH	1	0	0	0	0	1
Region 1	<b>Total</b>	<b>11</b>	<b>1</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>28</b>
Region 1	ALLEGHANY HIGHLANDS CSB	0	1	1	0	0	2
Region 1	HARRISONBURG-ROCKINGHAM CSB	1	0	0	0	0	1
Region 1	HORIZON BEHAVIORAL HEALTH	0	0	1	0	0	1
Region 1	NORTHWESTERN COMMUNITY SVCS	1	0	6	0	0	7
Region 1	RAPPAHANNOCK AREA	6	0	7	1	0	14
Region 1	REGION TEN COMMUNITY SVCS BRD	3	0	0	0	0	3
Region 2	<b>Total</b>	<b>7</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>11</b>
Region 2	ARLINGTON MENTAL HEALTH	1	0	0	0	0	1
Region 2	FAIRFAX-FALLS CHURCH CSB	5	0	1	0	0	6
Region 2	LOUDOUN COUNTY CSB	0	0	2	0	0	2
Region 2	PRINCE WILLIAM COUNTY CSB	1	0	1	0	0	2
Region 3	<b>Total</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>21</b>
Region 3	BLUE RIDGE CSB	4	0	1	1	0	6
Region 3	CUMBERLAND MNTL HLTH CTR	2	0	0	0	0	2
Region 3	DANVILLE-PITTSYLVANIA COM SERV	0	0	1	0	0	1
Region 3	MOUNT ROGERS CSB	0	2	4	0	0	6
Region 3	NEW RIVER VALLEY COMMUNITY SERV	1	0	0	0	0	1
Region 3	PIEDMONT COMMUNITY SERVICES	0	1	0	0	0	1
Region 3	PLANNING DISTRICT ONE CSB	1	0	1	0	0	2
Region 3	Southside Behavioral Health	0	0	1	0	1	2
Region 4	<b>Total</b>	<b>12</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>21</b>
Region 4	CHESTERFIELD CSB	8	0	1	0	1	10
Region 4	CROSSROADS CSB	2	0	2	0	1	5
Region 4	HANOVER COUNTY COMMUNITY SERV	1	0	0	0	0	1
Region 4	HENRICO AREA	0	0	1	0	1	2
Region 4	RICHMOND BHVRL HLTH	1	0	1	0	1	3
Region 5	<b>Total</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>17</b>
Region 5	CHESAPEAKE INTERGRATED BEHAV HE	0	0	1	0	1	2
Region 5	CITY OF VA BEACH CSB MHMRSAS	0	0	0	0	1	1
Region 5	COLONIAL BEHAVIORAL HEALTH	1	0	2	0	0	3
Region 5	Eastern Shore CSB	0	0	0	0	1	1
Region 5	HAMPTON-NN CSB	0	0	2	0	0	2
Region 5	MIDDLE PENINSULA NORTHERN NECK	0	0	1	0	0	1
Region 5	NORFOLK COMMUNITY SERVICES BOA	0	0	0	2	0	2
Region 5	PORTSMOUTH DEPT OF BEHAVIORAL	1	0	0	0	2	3
Region 5	WESTERN TIDEWATER COMMUNITY S	0	0	0	0	2	2
<b>Total</b>		<b>42</b>	<b>6</b>	<b>41</b>	<b>4</b>	<b>12</b>	<b>105</b>

**RST Recommendations**

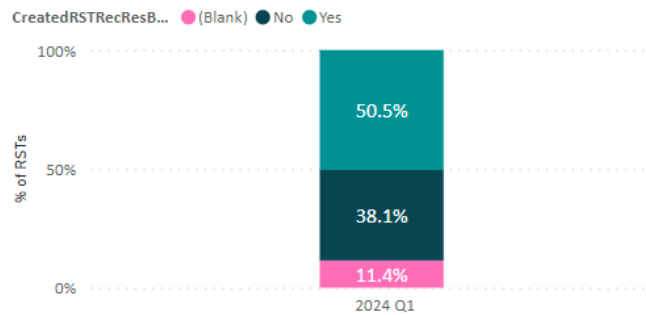
Of the 93 referrals submitted through WaMS, 53 (57%) of referrals included recommendations from RSTs (Fig. 14). Further, of the 93 referrals, 46 (43%) were not considering more integrated services. (Fig. 15)

**Note Fig. 15 and 16 include 12 missed referrals in row 1.**

# of RST referrals with RST recommendations to resolve barriers or address concerns

CreatedRSTRecResBarrier	2024 Q1		Total	
	# of RSTs	% of RSTs	# of RSTs	% of RSTs
	12	11.4%	12	11.4%
No	40	38.1%	40	38.1%
Yes	53	50.5%	53	50.5%
<b>Total</b>	<b>105</b>	<b>100.0%</b>	<b>105</b>	<b>100.0%</b>

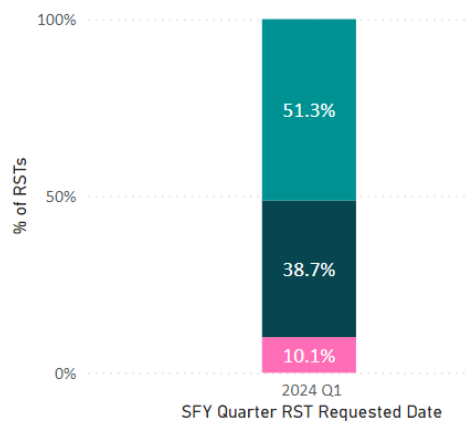
# of RST referrals with RST recommendations to resolve barriers or address concerns



**Fig. 14**

Number not considering more integrated services

SFY Quarter RST Requested Date	2024 Q1		Total	
	# of RSTs	% of RSTs	# of RSTs	% of RSTs
	12	10.1%	12	10.1%
No	46	38.7%	46	38.7%
Yes	47	51.3%	47	51.3%
<b>Total</b>	<b>105</b>	<b>100.0%</b>	<b>105</b>	<b>100.0%</b>



**Fig. 15**

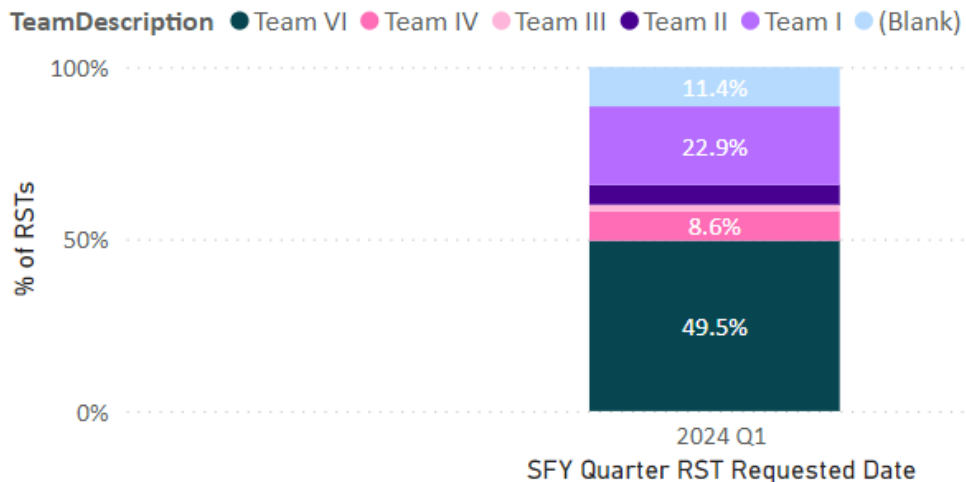
**Referrals by Regional Support Team**

There are six regional support teams. Five of these teams support their relative DBHDS regions and one (Team VI) was formed to improve the timeliness of referrals systemwide. Through a Quality Improvement Initiative (QII), it was determined that Reason B (Individual has or will move without sufficient time to implement RST Recommendation(s)) was the most significant factor impacting timeliness. By holding a cross-regional team once per month, referrals that would have been late are processed in time for recommendations to be made and acted on. In the 1<sup>st</sup> quarter of FY24, 49.5% of the referrals were processed through Team VI. (Fig.16)

**Teams**

SFY Quarter RST Requested Date	2024 Q1		Total	
TeamDescription	# of RSTs	% of RSTs	# of RSTs	% of RSTs
	12	11.4%	12	11.4%
Team I	24	22.9%	24	22.9%
Team II	6	5.7%	6	5.7%
Team III	2	1.9%	2	1.9%
Team IV	9	8.6%	9	8.6%
Team VI	52	49.5%	52	49.5%
<b>Total</b>	<b>105</b>	<b>100.0%</b>	<b>105</b>	<b>100.0%</b>

**Teams**



**Fig. 16**



Regional Support Teams – FY24 Q1

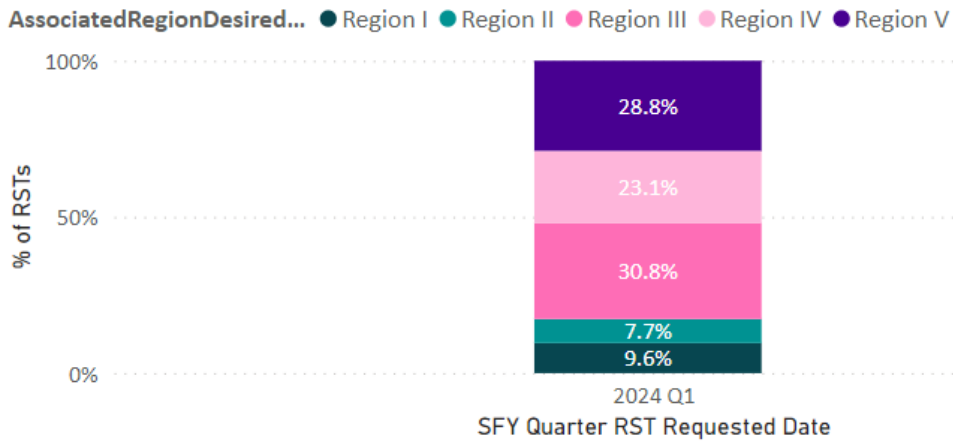
**Distribution of referrals reviewed by Team VI**

As seen below, most referrals reviewed by Team VI are attributed to Regions III, IV and V at 30.8%, 23.1% and 28.8% respectively. (Fig. 17)

**Teams**

SFY Quarter RST Requested Date AssociatedRegionDesiredDescription	2024 Q1		Total	
	# of RSTs	% of RSTs	# of RSTs	% of RSTs
Region I	5	9.6%	5	9.6%
Region II	4	7.7%	4	7.7%
Region III	16	30.8%	16	30.8%
Region IV	12	23.1%	12	23.1%
Region V	15	28.8%	15	28.8%
<b>Total</b>	<b>52</b>	<b>100.0%</b>	<b>52</b>	<b>100.0%</b>

**Teams**



**Fig. 17**

## Barriers

Data in the 1<sup>st</sup> quarter FY24 reflects all barriers identified across regions and services. Barrier data reflects all barriers identified based on seeking services in the desired region.

### Barriers by Region and Service

The largest number of barriers were identified in Regions 1 and 2.

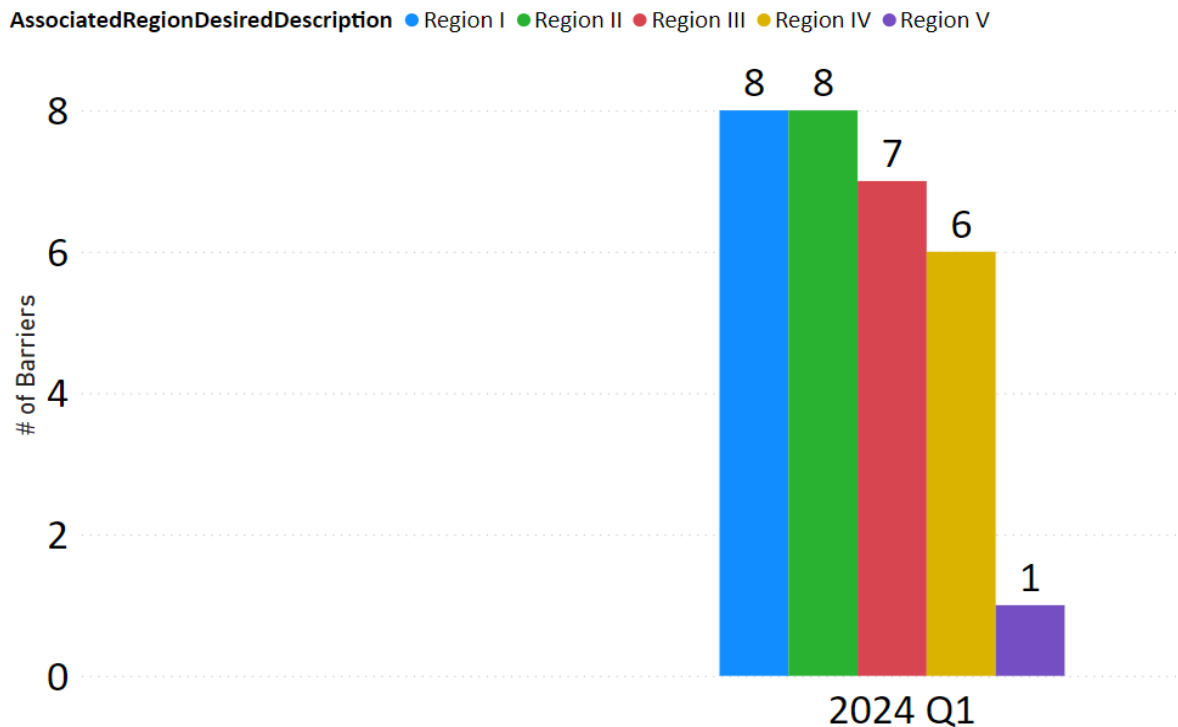


Fig. 18

In the transition to WaMS, barrier labels were streamlined to common themes and the primary barrier became required for each more integrated service considered. This transition is expected to result in more manageable and meaningful barrier data for analysis and trending over time. Barrier data assists with a statewide gap analysis conducted semi-annually. The largest number of barriers were encountered in Regions 1 and 2, which accounted for 16 of the 30 barriers identified. 7 referrals or 23.3% of the total number were related to individual and SDM choice. Barriers and the related services and regions shown below. (Fig. 19).

### Barrier to Service by Type FY24 Q1

Barrier to Service	Considered Service Option	Region I	Region II	Region III	Region IV	Region V	Total
Individual/SDM Choice	<b>Total</b>		<b>3</b>	<b>2</b>	<b>2</b>		<b>7</b>
	Group Home Residential (4 or fewer)		2	2	2		6
	Sponsored Residential		1				1
Lack of behavioral expertise	<b>Total</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>5</b>
	Community Coaching			1			1
	Community Engagement			1			1
	Group Home Residential (4 or fewer)		1	1			2
	Sponsored Residential				1		1
Lack of medical expertise	<b>Total</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>3</b>
	Group Home Residential (4 or fewer)	1	1			1	3
Lack of mental health expertise	<b>Total</b>		<b>1</b>				<b>1</b>
	Group Home Residential (4 or fewer)		1				1
Lack of provider at referral (other than integrated residential)	<b>Total</b>	<b>4</b>	<b>1</b>		<b>3</b>		<b>8</b>
	Environmental Modifications				1		1
	Group Home Residential (4 or fewer)	2			1		3
	Sponsored Residential	2			1		3
	Therapeutic Consultation		1				1
	Provider available, but access delayed						
Provider/setting match	<b>Total</b>	<b>1</b>		<b>2</b>			<b>3</b>
	Community Engagement			1			1
	Group Home Residential (4 or fewer)	1		1			2
<b>Total</b>		<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>30</b>

Fig. 19

The RST referral form specifically asks all submitters to report concerns with transportation. For Q1 FY24, two of 93 referrals reported concerns, which was 2.2% of all referrals. (Fig. 20)

#### Transportation Concerns

SFY Quarter RST Requested Date	2024 Q1		Total	
	# of RSTs	% of RSTs	# of RSTs	% of RSTs
▲				
No	12	11.4%	12	11.4%
Yes	91	86.7%	91	86.7%
<b>Total</b>	<b>105</b>	<b>100.0%</b>	<b>105</b>	<b>100.0%</b>

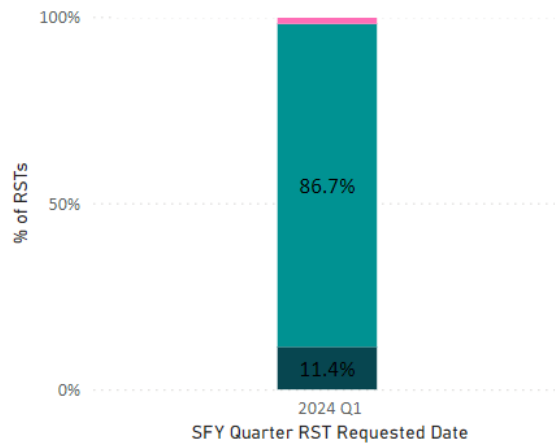


Fig. 20

### RST Workflow Status

The tables below offer a breakdown of RST referrals, distinguishing between those that have already been closed and those that are awaiting closure by the CSB. Monitoring these numbers is essential for evaluating the efficiency of the RST process. CSBs have the capability to filter the outstanding referrals within the WaMS system, which allows for internal reviews and the resolution of pending submissions. As of the current report, there are 45 referrals that have been identified as pending status. These referrals will be reviewed by the DBHDS Case Management Steering Committee to explore ways to ensure they are closed more in a timely manner. (Fig. 21) Regional statuses by CSB are provided in Fig. 22.

**Note: in Fig. 21, 12 missed referrals are included in the row above the total.**

# of RST referrals by Region

SFY Quarter RST Requested Date	2024 Q1			Total
	Closed	Pending Submitter Closure	Total	
Referring Agency Region Description				
Region V	5	8	13	13
Region IV	16	5	21	21
Region III	13	6	19	19
Region II	7	4	11	11
Region I	24	5	29	29
	12		12	12
<b>Total</b>	<b>12</b>	<b>65</b>	<b>28</b>	<b>105</b>

Fig. 21

**RST Workflow Status by Submitter (Fig. 22)**

**FY24 Q1**

Location	Submitter	RST Workflow Status	# of RSTs
Region I	ALLEGHANY HIGHLANDS CSB	Closed	2
Region I	HORIZON BEHAVIORAL HEALTH	Closed	1
Region I	NORTHWESTERN COMMUNITY SVCS	Closed	7
Region I	RAPPAHANNOCK AREA COMMUNITY SERVICES BRD	Closed	10
Region I	REGION TEN CMMNTY SVCS BRD	Closed	2
Region I	HARRISONBURG-ROCKINGHAM CSB	Pending Submitter Closure	1
Region I	PLANNING DISTRICT ONE CSB	Pending Submitter Closure	1
Region I	RAPPAHANNOCK AREA COMMUNITY SERVICES BRD	Pending Submitter Closure	4
Region I	REGION TEN CMMNTY SVCS BRD	Pending Submitter Closure	1
Region II	ARLINGTON MENTAL HEALTH	Closed	1
Region II	FAIRFAX-FALLS CHURCH CSB	Closed	5
Region II	FAIRFAX-FALLS CHURCH CSB	Pending Submitter Closure	1
Region II	LOUDOUN COUNTY CSB	Pending Submitter Closure	2
Region II	PRINCE WILLIAM COUNTY CSB	Pending Submitter Closure	2
Region III	SOUTHSIDE CSB	Missing	1
Region III	BLUE RIDGE CSB	Closed	4
Region III	CUMBERLAND MNTL HLTH CTR	Closed	1
Region III	MOUNT ROGERS CSB	Closed	6
Region III	PLANNING DISTRICT ONE CSB	Closed	1
Region III	Southside Behavioral Health	Closed	1
Region III	BLUE RIDGE CSB	Pending Submitter Closure	2
Region III	CUMBERLAND MNTL HLTH CTR	Pending Submitter Closure	1
Region III	DANVILLE-PITTSYLVANIA COM SERV	Pending Submitter Closure	1
Region III	NEW RIVER VALLEY COMMUNITY SERVICES	Pending Submitter Closure	1
Region III	PIEDMONT COMMUNITY SERVICES	Pending Submitter Closure	1
Region IV	CHESTERFIELD CSB	Missing	1
Region IV	CROSSROADS CSB	Missing	1
Region IV	HENRICO AREA MENTAL HLTH & DEVLPMNTL SVC	Missing	1
Region IV	RICHMOND BHVRL HLTH AUTHORITY	Missing	1
Region IV	CHESTERFIELD CSB	Closed	7
Region IV	CROSSROADS CSB	Closed	4
Region IV	DBHDS	Closed	2
Region IV	HANOVER COUNTY COMMUNITY SERVICES	Closed	1
Region IV	RICHMOND BHVRL HLTH AUTHORITY	Closed	1
Region IV	CHESTERFIELD CSB	Pending Submitter Closure	2
Region IV	COLONIAL BEHAVIORAL HEALTH	Pending Submitter Closure	1
Region IV	DBHDS on behalf of REACH	Pending Submitter Closure	1
Region IV	HENRICO AREA MENTAL HLTH & DEVLPMNTL SVC	Pending Submitter Closure	1
Region IV	RICHMOND BHVRL HLTH AUTHORITY	Pending Submitter Closure	1
Region V	CHESAPEAKE INTERGRATED BEHAV HEALTHCARE	Missing	1
Region V	Eastern Shore CSB	Missing	1
Region V	NORFOLK COMMUNITY SERVICES BOARD	Missing	2
Region V	CITY OF VA BEACH CSB MHMRSAS	Missing	1
Region V	WESTERN TIDEWATER COMMUNITY SERVICES BOA	Missing	2
Region V	COLONIAL BEHAVIORAL HEALTH	Closed	1
Region V	DBHDS	Closed	1
Region V	HAMPTON-NN CSB	Closed	2
Region V	MIDDLE PENINSULA NORTHERN NECK CSB	Closed	1
Region V	CHESAPEAKE INTERGRATED BEHAV HEALTHCARE	Pending Submitter Closure	1
Region V	COLONIAL BEHAVIORAL HEALTH	Pending Submitter Closure	1
Region V	DBHDS	Pending Submitter Closure	3
Region V	NORFOLK COMMUNITY SERVICES BOARD	Pending Submitter Closure	2
Region V	PORTSMOUTH DEPT OF BEHAVIORAL	Pending Submitter Closure	1

## Acronyms and Abbreviations

The Key below contains the acronyms and abbreviations referenced in this report.

### Key

<b>N</b> – Number of referrals – used to determine percentages	<b>CSB(s)</b> – Community Service Board(s)
<b>Closed</b> – RST made recommendations and final disposition has been made by individual/AR. This includes referrals that were submitted late to the RST.	<b>Open</b> - Requested additional information from Community SC/TC. RST has not made recommendations.
<b>DBHDS</b> – Department of Behavioral Health and Developmental Services	<b>Pending</b> - Pended - RST made recommendations and awaiting final disposition.
<b>SFY/FY</b> – State Fiscal Year	<b>Q</b> – Quarter
<b>WaMS</b> – Waiver Management System	<b>R</b> – Region
<b>I/DD</b> – Intellectual/Developmental Disability	<b>RST(s)</b> - Regional Support Team(s)
<b>ICF</b> – Intermediate Care Facility	<b>SA</b> - Settlement Agreement
<b>LG</b> – Legal Guardian	<b>TC(s)</b> – Training Center(s)