

Virginia's Individual and Family Support Program

State Plan for Increasing Support for Virginians with Developmental Disabilities

FY 2023 Update

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 Commonwealth's HCBS DD Waiver Waiting List (the Waitlist). The IFSP's target population includes individuals who have a developmental disability and their families. Since its initiation, the IFSP has grown to extend varying types of supports to individuals on Virginia's DD Waivers Waiting List (Waitlist).

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 Waitlist. 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 individuals and families.

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 Program Activities Required under the State Plan and grantee satisfaction
- Summary of communication efforts, including:
 - o Utilization of the *My Life, My Community* website and
 - o External communication to individuals on the Waitlist about available resources (the IFSP Funding program, case management, and family and peer mentoring.)
- Summary of IFSP Regional Council activities, and
- Summary of activities supporting family and peer mentoring.

Additionally, each fiscal year, IFSP staff in collaboration with the state council will review the existing State Plan and identify updates and revisions if needed.

Overview

The following is a summary update on the program indicators and outcomes from July 1, 2022, to June 30, 2023. The IFSP State Plan was revised in February of 2023 to reflect input from the State Council. Annual updates will be made to the State Plan to reflect changing program priorities and needs. If needed, the IFSP will partner with the State Council to adopt formal revisions.

Annual Summary of IFSP-Funding Program Activities Required under the State Plan and grantee satisfaction.

Each fiscal year, the IFSP develops the *IFSP-Funding Summary*¹ with a detailed overview of the funds awarded for each funding period and the results of the IFSP satisfaction survey.

The 2022 General Assembly directed DBHDS to utilize emergency authority to promulgate regulations changing the distribution of annual IFSP funds from a first-come, first-served basis to utilization of program categories and set criteria. The emergency action was approved in FY 2023 and new funding guidelines were developed based on the regulations. The IFSP State Council provided input into development of the guidelines before finalization.

The new guidelines prioritize funding for individuals with a Priority 1 DD Waivers Waitlist Status in the Waiver Management System (WaMS) based on their Critical Needs Score. This ensures those with the highest risk of institutionalization receive funding. As there are also individuals with Priority 2 and 3 statuses presenting with critical needs, the newly proposed model provides some funding to those individuals as well. After P1 prioritization, the IFSP funding methodology awards funds to a randomized sample of individuals on the Waitlist until all applicants in Priority 2 and 3 have had the opportunity to access funding before repeating funding for previous awardees. The new funding guidelines also allow 30 days for applicants to apply. Moving away from “first-come, first-served” allows those with limited access to technology and/or who need more support to complete their application to have the same opportunity as those who are more independent and/or connected to supports.

In June 2022, the IFSP team collaborated with internal and external partners to develop a new Funding Application Portal in WaMs. The IFSP team developed training materials and shared them widely prior to the opening of the Portal. Individuals on the DD Waivers Waitlist were notified of funding availability through an announcement in the Annual Notification message, a notification sent to all individuals on the DD Waivers Waitlist annually, as well as through additional funding announcements. The Portal opened to receive applications in January and February 2023. The FY 2023 IFSP-Funding Summary¹ includes detailed information related to the number of applicants, approvals, denials, and regional data. In FY 2023, the IFSP received 4,914 applications, and approved and awarded funds to 3,770 applicants. The total amount of funding awarded was \$2,499,620.20. The IFSP Program Manager also led the coordination efforts with internal and external partners to ensure process steps were followed to apply funding to debit cards for IFSP-Funding awardees. Awardees received their cards in the mail during the month of April 2023.

The IFSP collaborated with the DBHDS Office of Epidemiology and Health Analytics to develop,

¹ The IFSP-Funding Summary is posted on the DOJ Document Library: <https://dojsettlementagreement.virginia.gov/>

distribute, and analyze its Annual Satisfaction Survey. The Survey included questions to measure respondents' knowledge of the family and peer mentoring programs, their satisfaction with the IFSP-Funding Program, as well as other important feedback to consider for further enhancement of the IFSP Program. The IFSP-Funding Summary² also includes a summary of results from the satisfaction survey.

Based on feedback from applicants, My Life, My Community call center staff, satisfaction survey responses, and collaboration with state and regional councils, the IFSP is collaborating with internal and external partners to update the application process and portal features to enhance the application experience for the FY 2024 funding period.

Communication to Individuals on the DD Waivers Waitlist

The IFSP continued its efforts towards providing more comprehensive information to families in FY 2023. The IFSP continues to improve its information and referral supports through collaboration with SeniorNavigator regarding the My Life, My Community website (MLMC). The IFSP met with MLMC call center staff weekly throughout the Funding Program key dates to ensure consistent messaging and support was provided to individuals and families with questions about IFSP- Funding and other resources. The IFSP collected feedback from SeniorNavigator to consider future enhancements to the Funding Program.

The IFSP updated and implemented its Communication Plan in FY 2023. Among other communications, this included distributing monthly digests as well as the Annual Notification to Individuals on the DD Waivers Waitlist. In January 2023, the IFSP provided outreach materials to 95% of individuals on the DD Waivers Waitlist via the Annual Notification to Individuals on the Waitlist mailer. These communications ensured individuals were notified of their eligibility for case management and IFSP network resources including Family to Family and Peer to Peer Supports, IFSP Funding eligibility, and the timeline for the FY 2023 Funding Cycle. The IFSP team also attended multiple in-person and virtual events throughout the year where they provided information about resources to partners and community members. The IFSP also completed its annual update of the document, "IFSP: First Steps," which is included in both the electronic and postal mail versions of the annual notification. The "First Steps" document was also distributed to physicians who were likely to have contact with children and families on the Waitlist. A total of 1,400 "First Steps" documents and cover letters were mailed to 70 medical professionals.

Summary of Family and Peer Mentoring Activities

The 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 Waitlist. The Partnership's Center for Family Involvement (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 over 20 staff and 46 active volunteer Family Navigators. Six CFI staff serve as Regional Network Coordinators on IFSP's five Regional Councils. The Partnership provides support to the IFSP program by providing emotional, informational, and systems navigation

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support to families. CFI reported 635 unduplicated calls for support in FY 2023 and began collecting data about callers' waiver status in January 2023. From January – June 2023, CFI reported 69 requests for support from families on the DD Waivers Waitlist, and 23 from families with DD Waiver funding. Those same families received family mentoring support.

The Partnership is also home to the Leadership for Empowerment and Abuse Prevention (LEAP) training curriculum. LEAP provides training and information on healthy relationships and preventing abuse of adults with disabilities. Each closed training is led by an adult with a disability. The Partnership held over twice as many LEAP sessions as had been planned in their initial scope of work this fiscal year.

The IFSP continues to partner with The Arc of Virginia to implement a peer support model for self-advocates. Each year, the Arc of Virginia uses its expertise in supporting its existing self-advocacy alliance to provide training for self-advocates who are interested in providing peer mentoring support. The IFSP plans to continue providing The Arc with ongoing financial support to increase the capacity to serve people on the DD Waivers and Waitlist, so that individuals with DD have access to both the self-advocacy alliance and 1:1 subsidized peer supports. The Arc also holds quarterly professional development trainings for peer mentors based on peer mentors' schedules and topics of interest. As of June 30, 2023, The Arc has trained 18 peer mentors. They have a new provider currently in the process of adding the service, which will bring the total to 3 providers. In FY 23, the program received an increasing number of referrals throughout the year. There was a total of 13 matches for people using waiver services and 9 for individuals on the DD Waivers Waitlist.

To ensure individuals and their families are aware of these resources, DBHDS updated the electronic version of its Virginia Informed Choice (VIC) form to require case managers to indicate whether they had informed individuals about the family and peer mentoring programs, and whether the individual requested assistance with the referral. DBHDS Provider Development also incorporated these two questions into the paper version of the VIC. These additions must go through the fiscal analysis and public comment process before they can be required. The anticipated date the paper version will be available for use is August 2023.

Utilization of the *My Life, My Community* website and call center

The IFSP continues to partner with SeniorNavigator to maintain the *My Life, My Community* (MLMC) website, which was launched in 2019. In FY 23, SeniorNavigator reported that the site received 76,260 visits from 66,009 users with 82% new visitors. The numbers of visits and users doubled from FY 2022 to FY2023. This partnership also allows for the continuation of high-quality customer support via the MLMC call center. Operators fielded 3,294 calls from individuals, families, and providers in FY 2023. The IFSP team met with MLMC staff weekly as needed to coordinate and provide quality support to individuals and families applying for IFSP Funding in early 2023.

Summary of the IFSP State and Regional Council Activities

In FY 2023, the IFSP collaborated with VCU Regional Network Coordinators to recruit and interview potential State and Regional Council Members. A Council meeting was held on April 20, 2023, where orientation materials were reviewed. Council members were officially notified of their appointment in May 2023. State Council meetings occurred in January, April, June, and September of 2022, and in January, April, and June of 2023. The IFSP State Plan was reviewed and revised in collaboration with the State Council in February 2023. The regional councils began work in June 2023, holding planning meetings for the upcoming Coordinated Council meeting to be held in July.

Council members agreed to continue the Coordinated Council model for the foreseeable future. This format allows for the IFSP to conduct an informational statewide main presentation, followed by regional breakout sessions where Councils can learn more about related resources or programs in their communities. This model was developed using feedback from IFSP council members and VCU CFI's Regional Network Coordinators (RNCs). In April 2023, all council members were surveyed to learn about the topics most important to them. *Health Advocacy* and *What happens when you get a DD Waiver* were the two highest ranked topics from the survey. As a result, the June State Council meeting included a presentation from the Office of Integrated Health about health advocacy. The Councils also plan to feature an information session about the DD Waivers for the July Coordinated Council meeting. The IFSP Community Coordination Supervisor works closely with the CFI RNCs and Council Members, to provide support and guidance as they work together to address the needs of Virginians with Developmental Disabilities.

Future Updates

In August 2023, the IFSP will begin mailing a welcome letter to all new DD Waiver enrollees. The letter highlights peer and family mentoring as available resources for individuals and families as they begin the process of choosing their supports and navigating the DD Waiver System.



The Individual and Family Support Program

The Individual and Family Support Program State Plan for
Increasing Support for Virginians with Developmental Disabilities

Annual Progress Report: July 1, 2022 – June 30, 2023

Prepared August 28, 2023

Goal 1: Ensure that at least 3,000 individuals with developmental disabilities and their families have access to funding that prioritizes those with the greatest needs and most at risk of institutionalization every year.				
Outcome 1.1: At least 1,250 individuals most at risk of institutionalization on the priority one waiting list receive funding each year.				
Outcome 1.1 FY 2023 progress: In FY 2023, 1,261 individuals on the priority one waiting list received funding.				
Activities	Output	Data Methodology	Due Date	Progress
1.1.1 DBHDS with input from the state and regional council as well as statewide stakeholder will create funding implementation guidelines that prioritize individuals most at risk of institutionalization.	Funding Guidelines	N/A	12/1/2022	New guidelines were finalized in January 2023.
1.1.2 DBHDS will send out notification of the funding cycle via email and postal mail.	Letter	<ul style="list-style-type: none"> Numerator: Letters sent - letters returned + emails sent - emails returned Denominator: All individuals on the waitlist regardless of priority 	12/23/2022	<ul style="list-style-type: none"> Numerator: 13,534 Denominator: 14,238 DBHDS sent out notification of the funding cycle to 95% of individuals on the DD Waiver WL.
1.1.3 DBHDS will receive applications for Priority 1 (P1) funding.	WaMS Module	<ul style="list-style-type: none"> Numerator: Number of people on P1 who submitted applications Denominator: Total number of people on P1 	1/23/2023-2/23/2023	<ul style="list-style-type: none"> Numerator: 1,351 Denominator: 3,382 40% of individuals with P1 status applied for funding.
1.1.4 DBHDS will review applications at the end of	WaMS data extract	<ul style="list-style-type: none"> Number of applications 	2/23/2023-3/15/2023	<ul style="list-style-type: none"> Number of applications submitted: 1,351

the application cycle to address common errors.		<p>submitted</p> <ul style="list-style-type: none"> Number submitted appropriately Number needing following up Number that did not meet requirement 		<ul style="list-style-type: none"> Number submitted appropriately: 1,261 Number needing following up: 110 Number that did not meet the requirement (did not follow up by deadline to correct application) : 41
1.1.5 DBHDS will determine of all submissions the 1,250 individuals most at risk of institutionalization based on Critical Needs Summary Score.	WaMS data extract		3/15/2023	Priority 1 applications approved: 1,261
1.1.6 DBHDS will notify applicants of approval or denial of submission.	Email Notification		3/15/2023	All applicants were notified of approval or denial by email.
1.1.7 DBHDS will produce Conduent extract for card distribution.	Spreadsheet		3/15/2023	DBHDS provided data to Conduent for card distribution on April 5, 2023.
1.1.8 Conduent will distribute funds to individual/families.	Mailer		4/1/2023	Funds were distributed/mailed to approved applicants on April 5, 2023. A fund issuance notice was emailed to approved applicants, as well.
1.1.9 Conduent will track card activation and provide DBHDS information for follow up.	Conduent Report			Conduent and DBHDS collaborated weekly regarding card activation.
1.1.10 DBHDS will record monthly from card distribution until activation the number of cards that have been activated and will follow up with families for cards that are not activated.	Spreadsheet	<ul style="list-style-type: none"> Numerator: Number of cards activated Denominator: Total number of cards distributed 	8/1/2023	<p>As of the end of the fiscal year (6/30/2023), 86% of cards were activated.</p> <ul style="list-style-type: none"> Number of cards activated: 1,082 Total: 1,263
1.1.11 DBHDS will include as part of the Annual report data regarding funding for Priority 1: a. Mean/Average CNS score b. Number of individuals approved c. Funding category d. Card activation	Annual Report			<p>a. Mean/Average CNS Score: 11.99</p> <p>b. Number of Applications approved: 1,261</p> <p>c. Priority 1 Funding Categories:</p> <ul style="list-style-type: none"> Safe Living: 689 Improved Health Outcomes: 645

				<ul style="list-style-type: none"> Community Integration: 625 d. Cards activated by 6/30/23: 1,082 for Priority 1
<p>Outcome 1.2: At least 2,500 individuals on priorities 2 and 3 through a random sampling methodology will receive funding annually until all individuals who wish to receive funding on Priority 2 and 3 have had an opportunity to receive funding.</p>				
<p>Outcome 1.2 FY 2023 progress: In FY 2023, 2,509 individuals on priorities 2 and 3 received funding using a random sampling methodology.</p>				
Activities	Output	Data Methodology	Due Date	Progress
1.2.1 DBHDS with input from the state and regional council as well as statewide stakeholder will create funding implementation guidelines for individuals on priority 2 and 3.	Funding Guidelines	N/A	12/1/2022	New guidelines were finalized in January 2023.
1.2.2 DBHDS will send out notification of the funding cycle via email and postal mail.	Letter	<ul style="list-style-type: none"> Numerator: Letters sent - letters returned + emails sent - emails returned Denominator: All individuals on the waitlist regardless of priority 	12/23/2022	<ul style="list-style-type: none"> Numerator: 13,534 Denominator: 14,238 <p>DBHDS sent out notification of the funding cycle to 95% of individuals on the DD Waiver WL Numbers include all priorities.</p>
1.2.3 DBHDS will receive applications for Priority 2 (P2) and Priority 3 (P3) funding.	WaMS Module	<ul style="list-style-type: none"> Numerator: Number of people on P2 and P3 who submitted applications Denominator: Total number of people on P2 and P3 	1/25/2023-2/25/2023	<ul style="list-style-type: none"> Numerator: Number of people on P2 and P3 who submitted applications: 3,563 Denominator: Total number of people on P2 and P3: 10,867 <p>33% of individuals with Priority 2 or 3 status applied for funding.</p>
1.2.4 DBHDS will review applications at the end of the application cycle to address common errors.	WaMS data extract	<ul style="list-style-type: none"> Number of applications submitted Number submitted appropriately Number needing following up Number that did not meet requirement 	2/25/2023-3/15/2023	<ul style="list-style-type: none"> Number of applications submitted for P2 and P3: 3,563 Number submitted appropriately (P2/3): 3,390 Number needing following up (P2/3): 175 Number that did not meet requirement (P2/3): 53

1.2.5 DBHDS will utilize a random sample methodology to award funding to individuals from Priority 2 and 3 that applies.	WaMS data extract	Office of Integrated Support Services will randomize the sample of application approved	3/15/2023	Priority 2: 1,413 applications approved Priority 3: 1,096 applications approved
1.2.6 DBHDS will notify applicants of approval or denial of submission.	Email Notification		3/15/2023	Applicants were notified of approval or denial by email.
1.2.7 DBHDS will produce Conduent extract for card distribution for individuals awarded funding.	Spreadsheet		3/15/2023	DBHDS provided data to Conduent for card distribution on April 5, 2023.
1.2.8 Conduent will distribute funds to individual/families.	Mailer		4/1/2023	Funds were distributed/mailed to approved applicants on April 5, 2023. A fund issuance notice was emailed to approved applicants, as well.
1.2.9 DBHDS and Conduent will track card activation.	Conduent Report			
1.2.10 DBHDS will record monthly from card distribution until activation the number of cards that have been activated and will follow up with families for cards that are not activated.	Spreadsheet	<ul style="list-style-type: none"> • Numerator: Number of cards activated • Denominator: Total number of cards distributed 	8/1/2023	As of the end of the fiscal year (6/30/2023), 86% of cards were activated for Priority 2 and 3. Number of cards activated as of 6/30/23: 2,161 Total cards: 2,509 (P2 and 3)
1.2.11 DBHDS will include as part of the Annual report data regarding funding for priority 2 and 3: a. Mean/Average CNS score b. Number of individuals approved c. Funding category d. Card activation	Annual Report			a. No CNS Scores for P2 and P3. Funding was awarded based on randomization. b. Priority 2 # of approved applicants: 1,413 Priority 3 # of approved applicants: 1,096 c. Funding Categories for Priority 2 and 3: <ul style="list-style-type: none"> • Safe Living: 1,143 • Improved Health Outcomes: 1,102 • Community Integration: 1,093 d. Cards activated as of 6/30/2023 for Priority 2 and 3: 2,161

Outcome 1.3: Annually review data from the funding cycle with both the state and regional councils to determine if modification to funding guidelines and/or applications are needed.

Outcome 1.3 FY 2023 progress: Funding data was shared with the State Council during the June Council meeting. No changes were made to the guidelines prior to the FY 24 funding cycle.

Activities	Output	Data Methodology	Due Date	Progress
1.3.1 DBHDS will compile data from the funding cycle.	Funding Data Report	<ul style="list-style-type: none"> • Number of applicants by priority • Number of applicants by regions • Amount funded by priority • Amount funded by region • Reasons for funding • Number of applicants denied • Reasons for denial 	3 months after end of funding cycle	<p>Number of applicants by priority:</p> <ul style="list-style-type: none"> • P1: 1351 • P2: 1975 • P3: 1588 <p>Number of applicants by Region:</p> <ul style="list-style-type: none"> • Region 1: 905 • Region 2: 1,595 • Region 3: 583 • Region 4: 1,068 • Region 5: 763 <p>Amount funded by Priority:</p> <ul style="list-style-type: none"> • Priority 1: \$1,249,984.59 • Priority 2: \$703,178.98 • Priority 3: \$546,456.63 <p>Reasons for Funding:</p> <ul style="list-style-type: none"> • Safe Living: 37% • Improved Health Outcomes: 32% • Community Integration: 31% <ul style="list-style-type: none"> • Number of applications denied: 1,144 • Reasons for denial: Applicants requested funds for ineligible items/services: 94; Funds exhausted: 1,050.
1.3.2 State and Regional Councils will review data and assess if modifications are needed to the funding guidelines and/or application process.	Funding Analysis Report		January	Funding data was shared with the State Council during the June meeting. No changes were made to the guidelines prior to the FY 24 funding cycle.
1.3.3 State and Regional Councils will make recommendations for modifications to the guidelines and/or application process.	Meeting Minutes		January	Funding data was shared with the State Council during the June meeting. No changes were made to the guidelines prior to the FY 24 funding cycle.

1.3.4 DBHDS will update guidelines and/or application process based on feedback from the councils as needed.	Updated Guidelines		February	Funding data was shared with the State Council during the June meeting. No changes were made to the guidelines prior to the FY 24 funding cycle.
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Goal 2: Establish an active individual and family council structure that is made up of one statewide council and a regional council in each of the 5 DBHDS regions for the purpose of assessing needs and distributing information to individuals on the waiting list.

Outcome 2.1: Establish an IFSP State Council that advises DBHDS semi-annually on the priorities for Virginia’s Individual and Family Support Program.

Outcome 2.1 FY 2023 progress: The IFSP State Council continues to advise DBHDS.

Activities	Output	Data Methodology	Due Date	Progress
2.1.1 Re-visit the governance structure of the IFSP Council and determine if any updates are needed.	IFSP Council Charter	N/A	June	There were no updates to the IFSP Council Charters.
2.1.2 Review, update and approve the IFSP State Plan semi-annually.	IFSP State Plan	N/A	June/ January	The State Plan was reviewed, revised, and updated, with final version complete in February 2023.
2.1.3 Identify topics for discussion at semi-annual meetings.	Meeting minutes	N/A	June/ January	Council members provided topics via a post meeting survey in April 2023.
2.1.4 Review and revise (as appropriate) satisfaction survey for annual implementation.	Annual Satisfaction Survey	N/A	June	The annual IFSP Satisfaction Survey was developed in collaboration with the State Council and Office of Epidemiology and Health Analytics and the IFSP State Council. The survey was open to responses. It was open for responses for 3 weeks and closed on February 6, 2023.
2.1.5 Review Data from the Satisfaction Survey and make recommendations.	Survey Report, Meeting minutes	<ul style="list-style-type: none"> Percent satisfied with IFSP-Funding Program Percent with knowledge of Family and Peer Mentoring 	January	<ul style="list-style-type: none"> Percent satisfied with IFSP Funding Program: 83.3% Percent with knowledge of Family: 22.72% Percent with knowledge of Peer Mentoring: 26.99%
2.1.6 Leverage expertise from the state council to identify organizations in Virginia who provide supports to families and	Resource Document- Update MLMC Website search portal with this	N/A	Ongoing	DBHDS collected contact information for organizations from council members and invited them to the July Regional Coordinated Council

individuals with DD (i.e., information, referral, training, peer support, parent support, concrete services, and cash subsidies).	information			Meeting.
Outcome 2.2: Each of the 5 Regional Councils will develop a work plan and establish annual goals that include a regional gap analysis and plan for Increasing support for Virginians with Developmental Disabilities.				
Outcome 2.2 FY 2023 progress: The 5 Regional Councils began meeting in June and will begin developing their regional plans in their next meetings.				
Activities	Output	Data Methodology	Due Date	Progress
2.2.1 Re-visit the governance structure of the Regional IFSP Council and determine if any updates are needed.	Regional IFSP Council Charter		4 th Quarter (April, May June)	There were no updates to the IFSP Council Charters.
2.2.2 Determine best strategy to gather information on support gaps in the region and gather information.	Meeting minutes and Findings		4 th quarter (April, May June)	The Regional Councils began meeting in June 2023 and have begun discussing strategy.
2.2.3 Develop a regional plan based on support gaps.	Regional Plan		1 st Quarter (July, August, September)	The Regional Councils began meeting in June and will begin developing their regional plans in their next meetings.
2.2.4 Implement plan and update quarterly.	Regional Plan with updates		Quarterly	N/A
2.2.5 Leverage expertise from the regional council to identify organizations in the region who provide supports to families and individuals with DD (i.e., information, referral, training, peer support, parent support, concrete services, and cash subsidies).	Resource Document- Update MLMC Website search portal with this information		Ongoing	DBHDS collected contact information for organizations from council members and invited them to the July Regional Coordinated Council Meeting.
Outcome 2.3: Ensure there is at least one person with lived experience on the state and each regional council.				
Outcome 2.3 FY 2023 Progress: 2 people on the State Council have lived experience as self-advocates. The rest are family members. All Regional Councils include at least 1 self-advocate, except for the Northern Region. The rest of the Regional Council members all have lived experience as family members.				
Activities	Output	Data Methodology	Due Date	Progress
2.3.1 Develop recruiting materials specific to individuals with lived experience.	Recruiting Material		February	Recruitment material will be developed by October for the upcoming recruitment cycle.

2.3.2 Recruit one person for the state council with lived experience.	Membership Roster		Updated according to membership guidelines	2 people on the state council have lived experience as self-advocates. The rest are family members.
2.3.3 Recruit one person for each regional council with lived experience.	Membership Roster		Updated according to membership guidelines	All Regional Councils include at least 1 self-advocate, except for the Northern Region.
2.3.4 Ensure each person has the supports they need to actively participate in the State/Regional Council for each meeting.	DBHDS staff meet with person to understand needs and coordinate for appropriate supports		Ongoing	DBHDS made available closed captioning based on feedback from council members. Additional support is available upon request.

Goal 3: DBHDS develops a comprehensive communication plan that provides information to individuals and families as well as stakeholders who support them at least semi-annually.

Outcome 3.1: DBHDS produces an IFSP newsletter, once per month with feedback from the State and Regional Councils.

Outcome 3.1 FY 2023 progress: DBHDS produces an IFSP newsletter every month of FY 2023.

Activities	Output	Data Methodology	Due Date	Progress
3.1.1 DBHDS manages a newsletter recommendation email box and monitor information received.	Email Box	N/A	Ongoing	IFSP continues to monitor the Communications email inbox.
3.1.2 DBHDS markets the newsletter email box to the councils and advocacy networks.	Emails containing Council minutes and agenda	<ul style="list-style-type: none"> • Numerator: Number of emails sent to councils and/or advocacy network • Denominator: 4 	Quarterly	<ul style="list-style-type: none"> • Numerator: 4 • Denominator: 4
3.1.3 DBHDS sends a reminder in the IFSP newsletter about the email box.	Newsletter	<ul style="list-style-type: none"> • Numerator: Number of newsletters sent out containing reminder • Denominator: 12 	Monthly	<ul style="list-style-type: none"> • Numerator: 12 • Denominator: 12
3.1.4 DBHDS develops monthly newsletters based on information shared through the mailbox and updates from DBHDS.	Monthly Newsletter	<ul style="list-style-type: none"> • Numerator: Number of newsletters sent out • Denominator: 12 	Monthly	<ul style="list-style-type: none"> • Numerator: 12 • Denominator: 12

Outcome 3.2: DBHDS with input from the state and regional councils will develop a process for ensuring, at a minimum, that people with lived experience who are the target audience have provided input and feedback on communications for families and self-advocates prior to any IFSP document distribution.

Outcome 3.2 FY 2023 Progress: The development of this process is in progress.

Activities	Output	Data Methodology	Due Date	Progress
3.2.1 Input gathered from state council on best way to gather input from individuals and families.	Meeting minutes		June	At June 2023 State Council meeting, input was requested from Council Members. Discussion and email correspondence followed.
3.2.2 Input gathered from regional councils on best way to gather input from individuals and families.	Meeting minutes		1 st regional council meeting following the June State Council meeting	N/A
3.2.3 Process developed that explains how input will be gathered.	Process Document		2 months after all Regional Council meetings	To be developed in FY 24.
3.2.4 Process reviewed and vetted through Councils.	Meeting minutes		January	To be developed in FY 24.

Outcome 3.3: DBHDS will develop annual updates related to resources available to individuals waiting for services including but not limited to the funding program and case management services.

Outcome 3.3 FY 2023 progress: DBHDS sent out annual outreach materials to 95% of individuals on the DD Waiver WL. This mailer was sent in January 2023. The mailer included updates to resources available to individuals including but not limited to the funding program and case management services.

Activities	Output	Data Methodology	Due Date	Progress
3.3.1 DBHDS will develop a communication plan for the funding cycle and review this with the councils for feedback.	Communications Plan, Meeting minutes, Document outlining proposed schedule, Materials from funding cycle notifications	See data collection for funding above	Annually each June	The IFSP Communication Plan was updated on February 10, 2023. This was shared with Council Members in June 2023.
3.3.2 DBHDS will develop a plan for distributing annual outreach materials with input from the councils.	Meeting Minutes, document outlining proposed schedule, materials from outreach notification	<ul style="list-style-type: none"> Numerator: Emails sent - emails returned + postal mail sent - postal mail returned Denominator: Total number of people on the waiting list 	Annually	<ul style="list-style-type: none"> Numerator: 13,534 Denominator: 14,238 DBHDS sent out annual outreach materials to 95% of individuals on the DD Waiver WL. This mailer was sent in January 2023.

3.3.3 DBHDS will distribute funding announcements, training information, guidelines, and other funding information according to the Communication Plan.	Communication Plan	See data collection above in Funding Outcomes	Annually	See data collection above in Funding Outcomes
3.3.4 DBHDS will distribute annual outreach information according to their Communication Plan.	Communication Plan	<ul style="list-style-type: none"> • Numerator: Emails sent - emails returned + postal mail sent - postal mail returned • Denominator: Total number of people on the waiting list 	Annually	<ul style="list-style-type: none"> • Numerator: 13,534 • Denominator: 14,238 <p>DBHDS sent out annual outreach materials to 95% of individuals on the DD Waiver WL. This mailer was sent in January 2023.</p>
3.3.5 DBHDS will work with councils to identify information needed for individuals and families statewide and regionally.	Meeting minutes		Ongoing	**DBHDS provided surveys to council members to identify information of interest.
3.3.6 DBHDS will update existing materials to ensure they have been reviewed by individuals and families and develop materials for individuals and families based on feedback from councils as recommended by the State and Regional Councils.	Materials will have new review date footnotes as evidence of review by individuals with lived experience		Ongoing	**This will begin in FY 24.
Outcome 3.4: DBHDS shares information with stakeholders who support individuals on the waiting list that help them link individuals to supports and services, at least 2 stakeholder groups are contacted annually.				
Outcome 3.4 FY 2023 Progress: DBHDS continues to share information with stakeholders who support individuals on the waiting list. For FY 2023, the primary mailer campaign included medical professionals. The IFSP team also shared information at in-person and virtual events.				
Activities	Output	Data Methodology	Due Date	Progress
3.4.1 Develop and regularly update a comprehensive list of entities that should receive information about supporting individuals with developmental disabilities.	List of stakeholders		Update annually 4 th quarter – April - June	IFSP focused on developing a list of medical professionals for FY 23.
3.4.2 Draft a strategy for sharing general	Communications Plan	<ul style="list-style-type: none"> • Numerator: number of mailer campaigns 	Annually	1 mailer campaign was planned in FY 23 for medical

information with partners and stakeholders (including outreach at local and state events and conferences).		<p>sent</p> <ul style="list-style-type: none"> • Denominator: number of mailers campaigns planned • Numerator: number of events attended/year • Denominator: number of events planned/year 		<p>professionals. 70 mailers were sent on May 26, 2023.</p> <ul style="list-style-type: none"> • Numerator: 1 • Denominator:1 <p>Events attended:</p> <ul style="list-style-type: none"> • Numerator: 4 • Denominator:4 <p>The 4 events attended in FY 23 were: DBHDS Provider Roundtable, DBHDS Support Coordinator Roundtable, Transition Fair (Charlottesville), and DBHDS System LEAD Training Event</p>
3.4.3 Create partnerships with schools to provide informational marketing materials that can be distributed to families at Individualized Education Program meetings.	Marketing materials		Ongoing	Outreach to schools is planned for the next mailer campaign in FY 24.

Goal 4: The IFSP Program will connect individuals to appropriate supports and services while waiting on the waiting list through My Life My Community, Family to Family, Peer Supports and/or the Regional Council Structure.				
Outcome 4.1: At least 50% of people who access the My Life, My Community website annually will be new users				
Outcome 4.1 FY 23 Progress: This Outcome was met and will continue for FY 2023. 82% of people who accessed the MLMC website were new users.				
Activities	Output	Data Methodology	Due Date	Progress
4.1.1 DBHDS share information about MLMC through the email list and on the Facebook page.	Emails; Screenshares of Facebook Page		Monthly newsletter; Quarterly DBHDS Facebook Posts	DBHDS continued to share information about MLMC through monthly newsletters and Facebook posts.
4.1.2 DBHDS reviews metrics on MLMC website to determine most visited areas.	Data from MLMC		Quarterly	DBHDS received 4 quarterly reports from Virginia Navigator related to MLMC website. Information on “most visited areas” is not yet being collected by Virginia Navigator. For the 4 th quarter of the Fiscal Year, 94% of the website visitors were “new visitors”.
4.1.3 Based on data metrics and feedback	Documented updates to the		Ongoing	DBHDS continues to provide updated information for the

DBHDS with input from council updates and refreshes information on the MLMC site.	pages on MLMC			MLMC to be updated with the most current information.
4.1.4 DBHDS reviews data regarding: <ul style="list-style-type: none"> • Who contacts MLMC • When they contact MLMC • Why individual contacts MLMC • Most requested information from MLMC 	Data from MLMC		Quarterly	DBHDS received and reviewed 4 quarterly reports from Virginia Navigator/MLMC during FY 23. <ul style="list-style-type: none"> • 79% of calls were from Individuals; 21% were from Providers • The highest call volume was between October 2022 and March 2023 • Calls topics: IFSP-Funding, help with staying on the DD Waiver Waitlist, finding a provider/resources/service, general questions about the waitlist, Medicaid
4.1.5 Based on data and input from council, DBHDS reviews ways to improve MLMC call center utilization/experience.	Meeting minutes		Semi-annually	Data is reviewed with the State Council semi-annually and input is considered for potential program enhancements.
Outcome 4.2: At least 300 people will access the Family to Family Network (F2F) annually.				
Outcome 4.2 FY 23 Progress: VCU/CFI reported 635 unduplicated calls for support in FY 2023. This outcome was met and will continue.				
Activities	Output	Data Methodology	Due Date	Progress
4.2.1 DBHDS reviews data regarding: <ul style="list-style-type: none"> • Who contacts F2F (waiver/waitlist families) • When they contact F2F • Why individual contacts F2F • Most requested information from F2F 	Data from VCU		Quarterly	DBHDS received 4 quarterly reports from VCU/CFI for the year: July 1, 2022 – June 30, 2023. <ul style="list-style-type: none"> • Of the individuals contacting CFI, 29 were currently on the DD Waiver WL; 7 currently had DD Waiver; 112 whose Waiver/waitlist status is unknown • Contacts were related to the following topics: Waiver, IFSP, IEP and/or 504, Mental Health, Guardianship, Residential Transition, General Resources, and Deaf/Blind Supports

				<ul style="list-style-type: none"> The most requested information subjects were: IEP and/or 504, New Autism Diagnosis, and General Resources
4.2.2 Based on data and input from council, DBHDS reviews ways to improve F2F utilization/experience	Meeting minutes		Semi-annually	Data is reviewed with the State Council semi-annually and input is considered for potential program enhancements.
Outcome 4.3: At least 40 people will request additional information on the peer mentoring (P2P) program.				
Outcome 4.3: The Arc of Virginia reported 66 referrals for peer mentoring in FY 23. This outcome was met and will continue.				
Activities	Output	Data Methodology	Due Date	Progress
4.3.1 DBHDS reviews data regarding: <ul style="list-style-type: none"> Who contacts P2P (waiver/waitlist individuals) When they contact P2P Why individual contacts P2P Most requested information from P2P 	Data from The Arc of the Piedmont		Quarterly	DBHDS received 4 quarterly reports from The Arc of Virginia between July 1, 2022, and June 30, 2023. <ul style="list-style-type: none"> # of Peer Mentee referrals (Waiver): 41 # of Peer Mentee referrals (Waiver Waitlist): 25 Socialization continued to be the most requested goal, followed by independent living skills.
4.3.2 Based on data and input from Council, DBHDS reviews ways to improve P2P utilization/experience.	Meeting minutes		Semi-annually	Data is reviewed with the State Council semi-annually and input is considered for potential program enhancements.
Outcome 4.4: Regional Councils will leverage their Council Facebook pages to share two posts per month regarding resources or opportunities for individuals waiting for services.				
Outcome 4.4 FY 23 Progress: This outcome is in progress and will continue.				
Activities	Output	Data Methodology	Due Date	Progress
4.4.1 Regional Councils identify through their gap analysis (2.2.2 above) information families want to receive	Outline from work on 2.2.2 above		Annually	Regional Councils had their first planning meetings in June 2023. This activity is in progress.
4.4.2 Regional Councils post information at least twice per month	Facebook Posts		2x Monthly	Regional Councils members are learning about posting to Facebook. They have begun using Facebook to share

				information.
4.4.3 DBHDS seeks feedback through the satisfaction survey related to regional councils' information shared.	Annual Satisfaction Survey		Annually	The most recent IFSP Satisfaction Survey was completed prior to the formation of the current Regional Councils. This feedback will be collected in the upcoming Satisfaction Survey in the summer of 2023.