



The Individual and Family Support Program

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

Prepared February 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: At least 1,250 individuals most at risk of institutionalization on the priority one waiting list receive funding each year.			
Activities	Output	Data Methodology	Due Date
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
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
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
1.1.4 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 	2/23/2023-3/15/2023
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
1.1.6 DBHDS will notify applicants of approval or denial of submission.	Email Notification		3/15/2023
1.1.7 DBHDS will produce Conduent extract for card distribution.	Spreadsheet		3/15/2023

1.1.8 Conduent will distribute funds to individual/families.	Mailer		4/1/2023
1.1.9 Conduent will track card activation and provide DBHDS information for follow up.	Conduent Report		
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
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		
Outcome 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.			
Activities	Output	Data Methodology	Due Date
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
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
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
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
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

1.2.6 DBHDS will notify applicants of approval or denial of submission.	Email Notification		3/15/2023
1.2.7 DBHDS will produce Conduent extract for card distribution for individuals awarded funding.	Spreadsheet		3/15/2023
1.2.8 Conduent will distribute funds to individual/families.	Mailer		4/1/2023
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
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		
Outcome 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.			
Activities	Output	Data Methodology	Due Date
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
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
1.3.3 State and Regional Councils will make recommendations for modifications to the guidelines and/or application process.	Meeting Minutes		January
1.3.4 DBHDS will update guidelines and/or application process based on feedback from the councils as needed.	Updated Guidelines		February

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

Activities	Output	Data Methodology	Due Date
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
2.1.2 Review, updated and approve the IFSP State plan semi-annually.	IFSP State Plan	N/A	June/ January
2.1.3 Identify topics for discussion at semi-annual meetings.	Meeting Minutes	N/A	June/ January
2.1.4 Review and revise (as appropriate) satisfaction survey for annual implementation.	Annual Satisfaction Survey	N/A	June
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
2.1.6 Leverage expertise from the state council to identify organizations in Virginia 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	N/A	Ongoing

Outcome 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.

Activities	Output	Data Methodology	Due Date
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)
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)
2.2.3 Develop a regional plan based on support gaps.	Regional Plan		1 st Quarter

			(July, August, September)
2.2.4 Implement plan and update quarterly.	Regional Plan with updates		Each quarter
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
Outcome 3: Ensure there is at least one person with lived experience on the state and each regional council.			
Activities	Output	Data Methodology	Due Date
2.3.1 Develop recruiting materials specific to individuals with lived experience.	Recruiting Material		February
2.3.2 Recruit one person for the state council with lived experience.	Membership Roster		Updated according to membership guidelines
2.3.3 Recruit one person for each regional council with lived experience.	Membership Roster		Updated according to membership guidelines
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

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 1: DBHDS produces an IFSP newsletter, once per month with feedback from the State and Regional Councils.			
Activities	Output	Data Methodology	Due Date
3.1.1 DBHDS manages a newsletter recommendation email box and monitor information received.	Email Box	N/A	ongoing
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/advocacy network • Denominator: 4 	Quarterly
3.1.3 DBHDS send out 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

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
Outcome 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.			
Activities	Output	Data Methodology	Due Date
3.2.1 Input gathered from state council on best way to gather input from individuals and families.	Meeting Minutes		June
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
3.2.3 Process developed that explains how input will be gathered.	Process Document		2 months after all regional council meetings
3.2.4 Process reviewed and vetted through councils.	Meeting minutes		January
Outcome 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.			
Activities	Output	Data Methodology	Due Date
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
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
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

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
3.3.5 DBHDS will work with councils to identify information needed for individuals and families statewide and regionally.	Meeting Minutes		Ongoing
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 council.	Materials will have new review date footnotes as evidence of review by individuals with lived experience		Ongoing
Outcome 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.			
Activities	Output	Data Methodology	Due Date
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
3.4.2 Draft a strategy for sharing general information with partners and stakeholders (including outreach at local and state events and conferences).	Communications Plan	<ul style="list-style-type: none"> • Numerator: number of mailer campaigns sent • Denominator: number of mailers campaigns planned • Numerator: number of events attended/year • Denominator: number of events planned/year 	Annually
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

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 1: At least 50% of people who access the My Life My Community website annually will be new users			
Activities	Output	Data Methodology	Due Date
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
4.1.2 DBHDS reviews metrics on MLMC website to determine most visited areas.	Data from MLMC		Quarterly
4.1.3 Based on data metrics and feedback DBHDS with input from council updates and refreshes information on the MLMC site.	Documented updates to the pages on MLMC		Ongoing
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
4.1.5 Based on data and input from council, DBHDS reviews ways to improve MLMC call center utilization/experience.	Meeting Minutes		Semi-Annually
Outcome 2: At least 300 people will access the Family to Family Network (F2F) annually			
Activities	Output	Data Methodology	Due Date
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
4.2.2 Based on data and input from council, DBHDS reviews ways improve F2F utilization/experience	Meeting Minutes		Semi-Annually
Outcome 3: At least 40 people will request additional information on the peer mentoring (P2P) program.			
Activities	Output	Data Methodology	Due Date
4.3.1 DBHDS reviews data regarding: <ul style="list-style-type: none"> • Who contacts P2P (waiver/waitlist individuals) • When they contact P2P 			

<ul style="list-style-type: none"> • Why individual contacts P2P • Most requested information from P2P 			
4.3.2 Based on data and input from council, DBHDS reviews ways to improve P2P utilization/experience.	Meeting Minutes		Semi-Annually
Outcome 4: Regional Councils will leverage their Council Facebook pages to share two posts per month regarding resources or opportunities for individuals waiting for services.			
Activities	Output	Data Methodology	Due Date
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
4.4.2 Regional Councils post information at least twice per month	Facebook Posts		2x Monthly
4.4.3 DBHDS seeks feedback through the satisfaction survey related to regional councils' information shared.	Annual Satisfaction Survey		Annually