



Regional Managers:

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DBHDS-Licensed Public and Private Providers

- There are approximately 1,000 licensed providers in the Commonwealth.
- These providers operate in over 8,500 locations in Virginia.
- Department of Justice Settlement Agreement Impact: As of June 2016, there are over 500 licensed ID providers operating approximately 5100 different locations.
- Over 200 new providers have submitted licensing applications and are in varying stages of review.
- DBHDS handles an average of 20 new licensed providers per month.
- Licensing receives on average 800 serious injuries and death reports each month

Most Frequent Provider Citations (Year 2015)

- 665.A.1- ISP Requirements (Writing Comprehensive ISPs)
- 675.B- Updating ISPs Appropriately and Reviewing
- 680- Progress Notes and Other Documentation
- 150.4- Human Rights Regulations (Abuse/Neglect/ Exploitation)

Office of Licensing Changes to Adjust to Increased Demand

- Nine new licensing specialists approved in the FY 2017 budget will improve capability to complete enhanced provider visit requirements, better coordinate routine reviews and investigations, and more rapidly review new applications for licenses.
- The licensing office conducted a detailed business process-mapping project in 2015 to determine how to improve efficiency and work production given increased demands.
- Recommendations are now being implemented and initial efforts include regionalizing the oversight of the licensing specialists. Regional supervisors have been hired.
- DBHDS is in the process of completing a matrix that will track existing licensing regulations (to the extent possible) with national criteria for substance use disorder services, to assist with DMAS connecting criteria for billing in the new Substance Use Disorder (SUD) waiver.
- DBHDS has worked with DMAS to complete a similar matrix for the new ID/DD waiver services, to tie them to current DBHDS licenses for services. This will enable providers to bill for new services that are connected to existing licenses.
- The Quality Management Division will be sending out a survey to all providers in August/September to study baseline Risk Management Programs and Quality Assurance.

DBHDS Primary Regions (Office of Licensing)

As of: May 2016

-  Region 1 Northwest
-  Region 2 - Northern
-  Region 3 - Southwest
-  Region 4 - Central
-  Region 5 - Eastern

