

## **Virginia's Individual and Family Support Program State Plan for Increasing Support for Virginians with Developmental Disabilities**

### **FY 2024 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 Home and Community Based (HCBS) Developmental Disabilities (DD) Waivers Waiting List (the Waitlist). The IFSP's target population includes individuals who have a developmental disability and their families.

#### **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 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 the 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:
  - Utilization of the *My Life, My Community* website and
  - 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 and progress report on the program goals, outcomes, and activities from July 1, 2023, to June 30, 2024. The IFSP State Plan was revised in February of 2023 and again in June 2024 with input from the State Council. Annual updates are made to the State Plan to reflect changing program priorities and needs.

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

At the end of each fiscal year, the IFSP prepares the *IFSP-Funding Summary*<sup>1</sup>. This document provides a detailed overview of the funds awarded during each funding period along with the results of the IFSP satisfaction survey.

The 2022 General Assembly directed the DBHDS to use emergency authority to implement new regulations for the distribution of annual IFSP Funds. This shift moved away from a “first-come, first-served” model to a more structured approach using program categories and set criteria. The emergency action was approved in FY 2023, leading to the development of new funding guidelines 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 (P1) DD Waivers Waitlist Status in the Waiver Management System (Warms) based on their Critical Needs Score. This prioritization ensures those with the highest risk of institutionalization receive necessary funding. Recognizing that individuals with Priority 2 (P2) and 3 (P3) statuses may also present critical needs, the new model allocates some funding to those groups as well. After addressing P1 prioritization, the IFSP funding methodology awards funds to a randomized sample of individuals on the Waitlist until all applicants in Priorities 2 and 3 have the opportunity to access funding before repeating funding for previous awardees. Additionally, the new guidelines provide a 30-day application window, allowing applicants ample time to submit their requests. Moving away from a “first-come, first-served” system ensures equal opportunity for those who may have limited access to technology or require additional support to complete their application, making the process more inclusive.

To make these emergency amendments permanent, regulatory actions were taken for the IFSP [12VAC35-230] in accordance with Item 313.NN. of the 2022 Appropriation Act (Chapter 2, 2022). These changes will become final on July 17, 2024, although the emergency regulations have been in place since January 19, 2023. Multiple opportunities were given for public comment throughout the amendment process.

The IFSP Funding program completed a funding cycle in the fall of 2023 under the new funding guidelines. Based on feedback from applicants, My Life, My Community call center staff, satisfaction survey responses, and collaboration with state and regional councils, the IFSP worked closely with internal and external partners to update the application process and portal features for the FY 2024 funding period. Key improvements included a comprehensive redesign to ensure portal compatibility across various devices, browsers, and mobile platforms. Applicants were given the flexibility to modify or delete their applications as long as the application period remained open. Additionally, a new drop-down menu was introduced, allowing applicants to specify their intended use of funds. Notably, for the FY 2024 Funding and subsequent cycles, the application open period dates were decoupled from individuals' priority status on the Waiver Waitlist (WWL). This strategic change aimed to prevent confusion among applicants who might attempt to apply without understanding their priority status.

The IFSP team met weekly with the My Life, My Community (MLMC) Call Center staff before, during, and after the funding period. These meetings provided a platform for both teams to exchange updates, provide feedback, and collaboratively address any challenges faced by applicants. The MLMC staff observed a significant decrease in the volume of calls from applicants compared to previous funding periods, noting a 50% reduction in call

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

numbers since the FY 2023 Funding Cycle.

In FY 2024, with input from the IFSP State Council, a revision to the IFSP-Funding Guidelines was drafted. These guidelines, which relate to the regulatory action, will open for public comment for 30 days ending on September 12, 2024. The updates include a provision allowing Priority 1 applicants who do not receive funding to be included in the funding pool alongside Priority 2 and Priority 3 applicants, giving the remaining unfunded Priority 1 applicants another opportunity to receive an award. These changes aim to benefit applicants, enhancing program fairness, and ensuring clarity in language for all participants.

Individuals on the DD Waivers Waitlist were notified of funding availability through the Annual Notification message, a notification sent to all individuals on the DD Waivers Waitlist annually. Additional funding announcements were made to ensure awareness. The IFSP team developed training materials and disseminated them widely to potential applicants ahead of the FY 2024 Funding Application Period. The My Life, My Community Funding page offered online access to the guidelines, frequently asked questions and answers, user guides, and additional tools to assist applicants. Essential documents were also translated into Spanish for accessibility. The IFSP Funding application portal was open from October 16 to November 14, 2023. The FY 2024 IFSP-Funding Summary<sup>2</sup> includes detailed information on the number of applicants, approvals, denials, and regional data. In FY 2024, the IFSP received 4,872 applications and approved and awarded funds to 3,765 applicants. The total amount of funding awarded was \$2,499,339.00. The IFSP Program Manager coordinated efforts with internal and external partners to ensure proper steps were followed to apply funds to debit cards for IFSP-Funding awardees. Awardees received their cards in the mail in December 2023. Since then, the IFSP Team has worked with the card vendor to address requests for assistance from applicants needing to order new cards and resolve card-related issues. By the end of FY 2024, 95% of issued cards were activated, and the IFSP continues to support applicants in resolving issues.

The IFSP collaborated with the DBHDS Office of Clinical Quality Management to revise, distribute and analyze its Annual Satisfaction Survey. This survey included questions to measure respondents' knowledge of the family and peer mentoring programs, their satisfaction with the IFSP-Funding Program, and other important feedback for potential improvements to the IFSP Program. The survey was open for responses from September 1 to September 24, 2023. The IFSP presented the FY 2024 Funding Program and Survey Results at the January 19, 2023, IFSP All-Council Meeting. The IFSP-Funding Summary<sup>3</sup> also includes a summary of results from the satisfaction survey.

### **Annual Summary of Communication and Outreach Efforts to Individuals on the DD Waivers Waitlist**

Throughout FY 2024, the IFSP has been diligently working to provide more comprehensive information to families through a series of strategic initiatives and partnerships. Notably, the IFSP partnered with Senior Navigator to enhance the My Life, My Community (MLMC) website. On February 26, 2024, SeniorNavigator launched a major update to the MLMC site, featuring a modern and refreshed appearance, improved search options, and enhanced performance and speed.

The IFSP also updated and implemented its Communication Plan in August 2023. This plan encompasses a range

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<sup>2</sup> The IFSP Funding Summary is posted on the DOJ Document Library at <https://dojsettlementagreement.virginia.gov/>

<sup>3</sup> See note 2

of communication items, including monthly digests and the Annual Notification to Individuals on the DD Waivers Waitlist (WWL). These communications ensure that individuals are informed of their eligibility for case management and IFSP resources, including Family-to-Family and Peer-to-Peer Supports. The Annual Notification also informs individuals on the WWL about their eligibility for funding.

To keep information current, the IFSP team collaborated with internal and external partners to update the IFSP-First Steps document with the latest information before the FY 2024 Annual Notification. An electronic mailer was sent to everyone on the waitlist with an email address on September 1, 2023, while a postal mailer was sent to those without email addresses. When 1,023 email mailers bounced back, the IFSP staff successfully located their mailing addresses and sent them postal mailers, ensuring they received the necessary information. With this added effort, the total number of successful deliveries reached 14,793. The success rate of the mailer distribution was 98%, accounting for all individuals who eventually received either email or postal mailers. Additionally, the 316 postal mailers returned due to undeliverable addresses were resent when new addresses were found. The 13 mailers that were returned twice were sent to the assigned Community Services Board (CSB) support coordinators for delivery assistance.

The IFSP has expanded its strategies to include not only the monthly digest but also a series of targeted email campaigns related to the Funding Program. These campaigns featured comprehensive "issuance notices," informing applicants when to expect their debit cards by mail and providing instructions on activation. Additionally, reminders were sent to applicants to verify the completeness of their submissions in the Funding Portal. Each monthly digest consistently included a "funding update" section to keep readers informed about the latest developments in the funding program.

In February 2024, the IFSP monthly digest introduced a new segment called "Council Corner," which highlights resources provided by Regional Council members. This addition aims to enhance the sharing of information and resources within the community.

The IFSP has also placed a significant emphasis on social media to reach a wider audience. The program's social media presence has significantly improved, with regular sharing of information relevant to individuals with developmental disabilities (DD) and their families. This enhanced engagement has resulted in the IFSP Community Facebook platform reaching over 1,000 followers, demonstrating the team's commitment to effectively supporting and connecting with the community. Collaborative efforts with the IFSP Regional Councils have focused on leveraging social media channels to disseminate important information to individuals and families. During the January 2024 All Council Meeting, members received guidance on effective and appropriate social media engagement, aiming to improve communication within their regions. Council members, both new and returning, brought forward inquiries and suggested ways to enhance the communication of essential information to individuals and families. Since January 2024, each Regional Council has posted to their regional Facebook page at least twice, with most councils posting much more frequently.

In March 2024, the IFSP team took proactive steps to distribute the IFSP First Steps resource document to 85 medical professionals via postal mail. Contacts and mailing addresses were identified at 40 local early intervention (EI) lead agencies, as well as 45 pediatric medical offices across all 5 DBHDS CSB regions, which included an increase of 15 additional contacts compared to the previous year. IFSP staff collaborated with Regional Network Coordinators and council members to identify these new contacts. Each contact received a cover letter and 15 copies of the First Steps document for immediate distribution to clients and their families.

In April 2024, the IFSP sent the IFSP First Steps document to 50 educators via electronic mail. Contacts were identified across a range of educational entities, including but not limited to state educational associations, public and private special education programs, Special Education Advisory Committees, Parent Resource Centers, Vocational education programs, and after-school programs. In this effort, IFSP staff worked with regional network coordinators and council members to identify appropriate contacts.

Throughout FY 2024, the IFSP actively participated in various events, both in person and virtually, to engage with stakeholders, share valuable information, and strengthen community relationships. These events aimed to disseminate crucial information about IFSP's programs, funding opportunities, and resources available to individuals with developmental disabilities and their families.

### IFSP Virtual Events

The IFSP attended three DBHDS Provider Roundtable virtual events to share program updates with service providers and support coordinators, encouraging attendees to share the information with individuals and families.

### IFSP In-Person Events

IFSP staff attended several in-person events to promote the IFSP and engage with the disability community and stakeholders on topics related to transition, career exploration, self-determination, and community engagement.

- Transition Fair in Charlottesville
- MOVE Summit in Petersburg
- I'm Determined Youth and Family Summit
- DBHDS System LEAD Training Event.

Through these seven events, the IFSP strengthened its community connections and demonstrated its commitment to empowering individuals and families by providing crucial resources and support.

### **Summary of Family and Peer Mentoring Activities**

The IFSP continues to support family and peer mentoring programs for individuals on the DD Waiver Waitlist and those receiving DD Waiver services through ongoing partnerships with VCU's Center for Family Involvement and The Arc of Virginia. Renewed contracts with these partners have strengthened the provision of family-to-family (F2F) and peer-to-peer (P2P) supports. DBHDS has implemented a new process to ensure that individuals new to the DD Waivers or considering less integrated services, receive comprehensive information about these supports before making service choices. This process also tracks and reports data on the utilization of F2F and P2P services.

Upon enrollment in the DD Waivers, individuals now receive a Welcome Letter that highlights available family and peer mentoring programs and includes a link to the DD Waiver-First Steps resource, a tool tailored for those awarded a DD Waiver. DBHDS monitors requests for support through the Virginia Informed Choice Form and collects quarterly reports from The Arc of Virginia and VCU Center for Family Involvement on the number of individuals who seek and receive support. Additionally, DBHDS tracks transitions between residential providers to ensure individuals are connected to the most integrated services.

The Partnership for People with Disabilities at Virginia Commonwealth University (VCU) provides peer family supports to individuals on the Waitlist through the Family-to-Family Network of Virginia (F2F Network). This network offers direct support to families of children and adults with intellectual and developmental disabilities, supported by over 20 staff and more than 40 active volunteer Family Navigators. Six staff members from the Center for Family Involvement (CFI) serve as Regional Network Coordinators on IFSP's five Regional Councils, offering emotional, informational, and systems navigation support to families. In FY 2024, CFI reported 744 unduplicated calls for support, with 93 requests from families on the DD Waivers Waitlist and 42 from families with DD Waiver funding. These families received essential family mentoring support.

The Partnership also hosts the Leadership for Empowerment and Abuse Prevention (LEAP) training curriculum, which provides education on healthy relationships and preventing abuse of adults with disabilities. Each training is led by an adult with a disability. They have held 20 sessions total 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 interested in providing peer mentoring support. The IFSP continues to provide financial support to expand its capacity to serve people on the DD Waivers and Waitlist, ensuring access to both the self-advocacy alliance and 1:1 subsidized peer supports. The Arc also conducts quarterly professional development trainings for peer mentors tailored to peer mentors' schedules and topics of interest. In FY 2024, the program received an increasing number of referrals, resulting in 16 matches for people using waiver services and 9 for those on the DD Waivers Waitlist.

### **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 2024, SeniorNavigator reported that the site received 64,775 visits from 46,645 users with 78% new visitors. This partnership also allows for the continuation of high-quality customer support via the MLMC call center. Operators fielded 1,877 calls from individuals, families and providers in FY 2024. 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 FY 2024.

### **Summary of the IFSP State and Regional Council Activities**

The IFSP State and Regional Councils are key components in the furtherance of Virginia's State Plan to Increase Supports for People with Developmental Disabilities (the State Plan). The IFSP State Council is a coalition that acts as an advisory board to DBHDS, providing feedback on various IFSP programmatic functions. The State Council meets four times each year, including the All-Council strategic planning meeting in January. The IFSP's five Regional Councils are a coalition of individuals working at a grassroots level to increase supports in their communities. IFSP Regional Councils hold four public meetings and also attend the All-Council strategic planning meeting in January. Both State and Regional Council membership includes self-advocates, family members, caregivers, and developmental disability professionals who have current or previous knowledge of the DD Waiver Waiting list. The input from these Councilmembers with lived experience helps inform the activities undertaken by the IFSP to improve the general information and referral services the program provides to individuals and families on the Waitlist, according to the State Plan.

The IFSP Community Coordination Supervisor has continued to lead the team's efforts with State and Regional Council activity and recruitment. In November 2023, an IFSP Support Specialist was hired to support the administrative duties of the IFSP-Funding Program and the IFSP State and Regional Councils. This staff member is

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supervised by the IFSP Community Coordination Supervisor.

The IFSP continues to partner with six Regional Network Coordinators (RNCs) at the Center for Family Involvement at VCU (CFI). The RNCs facilitate Regional Council meetings and events. They also leverage their expertise on families to enhance their administrative support to their IFSP Regional Councils.

In FY 2024, the IFSP Community Coordination Supervisor modified the reporting data and tools used by the RNCs. Beginning in January 2024, RNCs used a new reporting format to capture essential data about IFSP Council activities and accomplishments, RNC responsibilities, and other phases of IFSP programmatic components as laid out in the IFSP State Plan. This format will provide structure for RNCs and Council members to focus on sharing of ideas, community resources and information, and training. It is also a vehicle for sharing input from Council planning and business meeting sessions.

Monthly All-Hands meetings between IFSP staff and the VCU RNCs, occurred throughout the year. These meetings allowed IFSP staff and RNCs to openly discuss the work of the councils, collaborate on ideas, and prioritize and clarify expectations.

In FY 2024, the IFSP partnered with VCU RNCs to recruit and interview potential State and Regional Council members, with new appointments made in January 2024. When no individuals with developmental disabilities applied for the Northern Regional Council, an additional recruitment period was conducted in February and March 2024. With recruitment assistance from The Arc of Virginia, this effort successfully filled the open council position.

Regional Coordinated Council Meetings were held in July 2023, October 2023, March 2024, and May 2024. Topics were: "What happens after I get a DD Waiver Slot in Virginia," "Supported Decision Making," "Mental Health Support for People with Developmental Disabilities," and "DD Waiver Slots in Virginia: What You Need to Know." The IFSP held an All-Council Meeting in January 2024 and State Council meetings were held in June 2023, September 2023, April 2024 and May 2024. Each State Council meeting included an educational component, program updates, and other essential council business. This year, the IFSP prioritized including council members as facilitators at each meeting. Whenever appropriate and possible, the IFSP invited people with lived experience to be part of the presentations.

As part of the IFSP State Plan, the IFSP Regional Councils are required to develop workplans to identify and address resource gaps within their regions. To facilitate this, the IFSP staff collaborated with Virginia's Community of Practice (CoP) technical assistance facilitator to create a brainstorming tool based on the University of Missouri Kansas City's Charting the Life Course (CtLC) framework. At the January meeting, the IFSP Program Manager reviewed State Plan goals and FY 2023 accomplishments, while the CoP facilitator guided Councils in envisioning regional impacts of achieving these goals. During breakout sessions, Council members discussed regional strengths and weaknesses concerning the State Plan objectives. This discussion aimed to connect state-level goals to local contexts. Following the main session, the CoP facilitator explained the CtLC framework and the use of the brainstorming tool, which was then used to guide regional workshop meetings. Each region had a workshop session in February or March 2024. Through this process, each Regional Council developed a regional workplan aligning with the IFSP State Plan and Council Charter through actionable plans based on regional need as of June 30, 2024.

Feedback from these sessions also informed State Plan revisions. At the June State Council meeting, the IFSP completed a review of the IFSP State Plan with the council members and discussed potential changes for FY 2025. Council members were offered the opportunity to provide input. A new version of the State Plan will be effective July 1, 2024.

## **Future Updates**

Moving forward, the IFSP aims to continue to expand outreach efforts, enhance communication strategies, and seek input from those with lived experience to align with the State Plan goals. Recruitment materials will be updated and refreshed for the 2025 IFSP State and Regional Council and the recruitment process will begin earlier in the year to allow time for more comprehensive orientation for council members. Plans include updating council charters and enhancing social media presence to strengthen community engagement.

The IFSP plans to continue to prioritize including people with lived experience as part of council presentations. The IFSP is planning an in-person council event for the fall of 2024. This event will be open to the public and allow for attendees to learn about Assistive Technology resources available to them.

As discussed with council members at the June meeting, the IFSP will implement a new approach to gather input from individuals with lived experience this year. The IFSP Communications and Program Coordinator will periodically attend monthly council business meetings to share materials and collect feedback. This effort aims to involve individuals with lived experience in the development of materials designed for them.



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

Annual Progress Report  
July 1, 2023 – June 30, 2024

Prepared August 28, 2024

<b>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.</b>				
<b>Outcome 1.1 FY 2024 progress: In FY 2024, 1,257 individuals on the priority one waiting list received funding.</b>				
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Due Date</b>	<b>Progress</b>
1.1.1 DBHDS, with input from the state and regional council as well as statewide stakeholders, 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. No changes to the guidelines were made in FY 24.
1.1.2 DBHDS will send out notification of the funding cycle via email and postal mail.	Letter	<ul style="list-style-type: none"> <li>Numerator: Letters sent - letters returned + emails sent - emails returned</li> <li>Denominator: All individuals on the waitlist regardless of priority</li> </ul>	12/23/2022 for FY 23  FY 24 target date 1 month prior to Funding Program opening	DBHDS initially sent outreach materials to 93% of individuals on the DD Waivers Waitlist (the Waitlist), achieving a successful delivery rate of 98% after addressing bounced emails and resending postal mailers.  Original Numerator: 14,086 Original Denominator: 15,109  Updated Numerator: 14,793  The IFSP ensured that 14,793 individuals received the necessary information by successfully locating new addresses for bounced mail and working with Community Services Boards for those whose mailers were returned twice.

1.1.3 DBHDS will receive applications for priority 1 (P1) funding.	WaMS module	<ul style="list-style-type: none"> <li>• Numerator: Number of people on P1 who submitted applications</li> <li>• Denominator: Total number of people on P1</li> </ul>	FY 24 Funding Cycle	<ul style="list-style-type: none"> <li>• Numerator: 1,368</li> <li>• Denominator: 3,425</li> <li>• 40% of individuals with P1 status applied for funding.</li> </ul>
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"> <li>• Number of applications submitted</li> <li>• Number submitted appropriately</li> <li>• Number needing follow up</li> <li>• Number that did not meet requirement</li> </ul>	FY 23 2/23/2023-3/15/2023  FY 24 December 2024	<ul style="list-style-type: none"> <li>• Number of applications submitted: 1,368</li> <li>• Number submitted appropriately: 1,368</li> <li>• Number needing following up: N/A</li> <li>• Number that did not meet the requirement (did not follow up by deadline to correct application): N/A</li> </ul> <p>The application process was revised for FY 24 to require that all fields be completed in full before submission.</p>
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		FY 23 3/15/2023  FY 24 December 2024	Priority 1 applications approved: 1,257  92% of priority 1 applications were approved on December 1, 2024.
1.1.6 DBHDS will notify applicants of approval or denial of submission.	Email notification		FY 23 3/15/2023  FY 24 December 2024	All applicants were notified of approval or denial by email.
1.1.7 DBHDS will produce Conduent extract for card distribution.	Spreadsheet		FY 23 3/15/2023  FY 24 December 2024	DBHDS provided data to Conduent for card distribution on 12/6/2024.
1.1.8 Conduent will distribute funds to individual/families.	Mailer		FY 23 4/1/2023  FY 24 12/5/23	Conduent distributed/mailed funds to approved applicants on December 5, 2023. The IFSP sent a fund issuance notice to all approved applicants on the same date.

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"> <li>Numerator: Number of cards activated</li> <li>Denominator: Total number of cards distributed</li> </ul>	FY 23 8/1/2023  FY 24 6/30/24	Work continued in FY 24 to assist applicants with card activation from the FY 23 Funding Cards. As of the end of FY 24, 99% of FY 23 cards were activated. As of the end of the fiscal year (6/30/2024), 96% of FY 24 cards were activated for priority 1. <ul style="list-style-type: none"> <li>Number of cards activated: 1310</li> <li>Total: 1368</li> </ul>
1.1.11 DBHDS will include as part of the Annual report data regarding funding for priority 1: <ol style="list-style-type: none"> <li>Mean/Average CNS score</li> <li>Number of individuals approved</li> <li>Funding category</li> <li>Card activation</li> </ol>	Annual Report			<ol style="list-style-type: none"> <li>Mean/Average CNS Score: 11.83</li> <li>Number of Applications approved: 1,257</li> <li>Priority 1 Funding Categories: <ul style="list-style-type: none"> <li>Safe Living: \$443,610</li> <li>Improved Health Outcomes: \$409,817</li> <li>Community Integration: \$395,774</li> </ul> </li> <li>Cards activated by 6/30/24 for priority 1: 1310</li> </ol>
<b>Outcome 1.2:</b> 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.				
<b>Outcome 1.2 FY 2024 progress:</b> In FY 2024, 2,508 individuals on priorities 2 and 3 received funding using a random sampling methodology.				
Activities	Output	Data Methodology	Due Date	Progress
1.2.1 DBHDS with input from the state and regional council as well as statewide stakeholders, will create funding implementation guidelines for individuals on priority 2 and 3.	Funding Guidelines	N/A	FY 23 12/1/2022  Annually	No changes to the guidelines were made prior to the FY 24 funding program. Guidelines were revised with input from the state council in the Spring of 2024. The guidelines will be posted to the Town Hall for public comment in August 2024 prior to the FY 25 funding cycle.

1.2.2 DBHDS will send out notification of the funding cycle via email and postal mail.	Letter	<ul style="list-style-type: none"> <li>• Numerator: Letters sent - letters returned + emails sent - emails returned</li> <li>• Denominator: All individuals on the waitlist regardless of priority</li> </ul>	FY 23 12/23/2022  Annually	See 1.1.2 progress
1.2.3 DBHDS will receive applications for priority 2 (P2) and Priority 3 (P3) funding.	WaMS module	<ul style="list-style-type: none"> <li>• Numerator: Number of people on P2 and P3 who submitted applications</li> <li>• Denominator: Total number of people on P2 and P3</li> </ul>	FY 23 1/25/2023 - 2/25/2023  Annually	<ul style="list-style-type: none"> <li>• Numerator: Number of people on P2 and P3 who submitted applications = 3,504</li> <li>• Denominator: Total number of people on P2 and P3 = 11,580</li> </ul> <p>30% 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"> <li>• Number of applications submitted</li> <li>• Number submitted appropriately</li> <li>• Number needing following up</li> <li>• Number that did not meet requirement</li> </ul>	FY 23 2/25/2023-3/15/2023  Annually	<ul style="list-style-type: none"> <li>• Number of applications submitted for P2: 1,938</li> <li>• Number of applications submitted for P3: 1,566</li> <li>• Total P2/P3: 3,504</li> <li>• Number submitted appropriately (P2/3): 3,504</li> <li>• Number needing following up (P2/3): N/A</li> <li>• Number that did not meet requirement (P2/3): N/A</li> </ul> <p>The application process was revised for FY 24 to require that all fields be completed in full before submission.</p>
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	FY 23 3/15/2023  Annually	<ul style="list-style-type: none"> <li>• Priority 2: 1,366 applications approved</li> <li>• 70% of P2 applications approved</li> <li>• Priority 3: 1,142 applications approved</li> <li>• 73% of P3 applications approved</li> </ul>
1.2.6 DBHDS will notify applicants of approval or denial of submission.	Email notification		FY 23 3/15/2023  Annually	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		FY 23 3/15/2023  Annually	DBHDS provided data to Conduent for card distribution on 12/6/2024.
1.2.8 Conduent will distribute funds to individual/families.	Mailer		4/1/2023  Annually	Conduent distributed/mailed FY 24 funds to approved applicants on December 5, 2023. IFSP sent a fund issuance notice to all approved applicants on the same date.
1.2.9 DBHDS and Conduent will track card activation.	Conduent report			Conduent and DBHDS collaborated weekly regarding card activation.
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"> <li>• Numerator: Number of cards activated</li> <li>• Denominator: Total number of cards distributed</li> </ul>	8/1/2023  Ongoing	<p>Work continued in FY 24 to assist applicants with card activation from the FY 23 Funding Cards. As of the end of FY 24, 99% of FY 23 cards were activated. As of the end of the fiscal year (6/30/2024), 93% of FY 24 cards were activated for Priority 2.</p> <ul style="list-style-type: none"> <li>• Number of P2 cards activated: 1,267</li> <li>• Total issued: 1,366</li> </ul> <p>As of the end of the fiscal year (6/30/2024), 92% of FY 24 cards were activated for priority 3</p> <ul style="list-style-type: none"> <li>• Number of P3 cards activated: 1,052</li> <li>• Total issued: 1,142</li> </ul>
1.2.11 DBHDS will include as part of the Annual report, data regarding funding for priorities 2 and 3: a. Mean/Average CNS score b. Number of individuals approved c. Funding category d. Card activation	Annual Report			<p>a. No CNS Scores for P2 and P3. Funding was awarded based on randomization.</p> <p>b. Priority 2 # of approved applicants: 1,366 Priority 3 # of approved applicants: 1,142</p> <p>c. Funding Categories for Priority 2 and 3:</p> <ul style="list-style-type: none"> <li>• Safe Living: \$590,431.00</li> </ul>

				<ul style="list-style-type: none"> <li>Improved Health Outcomes: \$575,501.00</li> <li>Community Integration: \$579,947.00</li> </ul> <p>d. FY 24 Cards activated as of 6/30/2024 for Priority 2: 93% Cards activated as of 6/30/24 for priority 3: 92%</p> <p>Of note: The IFSP continued card activation support for FY 23 Funding throughout the year, and as of 6/30/24, 99% of FY 23 cards were activated.</p>
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**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 2024 progress:** Funding data was shared with the State Council during the January 2024 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"> <li>Number of applicants by priority</li> <li>Number of applicants by regions</li> <li>Amount funded by priority</li> <li>Amount funded by region</li> <li>Reasons for funding</li> <li>Number of applicants denied</li> <li>Reasons for denial</li> </ul>	3 months after end of funding cycle	<ul style="list-style-type: none"> <li>Number of applicants by priority: <ul style="list-style-type: none"> <li>P1: 1,368</li> <li>P2: 1,938</li> <li>P3: 1,566</li> </ul> </li> <li>Number of applicants by region: <ul style="list-style-type: none"> <li>Region 1: 865</li> <li>Region 2: 1609</li> <li>Region 3: 639</li> <li>Region 4: 1040</li> <li>Region 5: 719</li> </ul> </li> <li>Amount funded by priority: <ul style="list-style-type: none"> <li>Priority 1: \$1,249,201.00</li> <li>Priority 2: \$681,840.00</li> <li>Priority 3: \$568,298.00</li> </ul> </li> <li>Reasons for Funding: <ul style="list-style-type: none"> <li>Safe Living: 35%</li> <li>Improved Health Outcomes: 33%</li> <li>Community Integration: 32%</li> <li>Number of applications denied: 1,107</li> </ul> </li> <li>Reasons for denial: <ul style="list-style-type: none"> <li>Applicants requested</li> </ul> </li> </ul>

				<p>funds for ineligible items/services: 0</p> <ul style="list-style-type: none"> <li>○ Funds exhausted: 1,107.</li> </ul>
<p>1.3.2 State and Regional Councils will review data and assess if modifications are needed to the funding guidelines and/or application process.</p>	<p>Funding analysis report</p>		<p>January</p>	<p>Funding data was shared with the State and Regional Councils during the January meeting. No changes to the guidelines were made prior to the FY 24 funding program. Changes were made to the application process to improve the experience for users and reduce the potential for errors.</p> <p>Funding Guidelines were revised with input from the State Council in the Spring of 2024. The guidelines will be posted to the Town Hall for public comment in August 2024 prior to the FY 25 funding cycle.</p>
<p>1.3.3 State and Regional Councils will make recommendations for modifications to the guidelines and/or application process.</p>	<p>Meeting minutes</p>		<p>January</p>	<p>Funding data was shared with the State and Regional Councils during the January meeting. No changes to the guidelines were made prior to the FY 24 Funding program. Changes were made to the application process to improve the experience for users and reduce the potential for errors.</p> <p>Funding Guidelines were revised with input from the state council in the Spring of 2024. The guidelines will be posted to the Town Hall for public comment in August 2024 prior to the FY 25 funding cycle.</p>
<p>1.3.4 DBHDS will update guidelines and/or application process based on feedback from the councils as needed.</p>	<p>Updated Guidelines</p>		<p>February</p>	<p>Funding data was shared with the State and Regional Councils during the January meeting. No changes to the guidelines were made prior to the FY 24 Funding program.</p>

				<p>Changes were made to the application process to improve the experience for users and reduce the potential for errors.</p> <p>Funding Guidelines were revised with input from the State Council in the Spring of 2024. The guidelines will be posted to the Town Hall for public comment in August 2024 prior to the FY 25 funding cycle.</p>
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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 2024 progress:** The IFSP State Council continues to advise DBHDS.

Activities	Output	Data Methodology	Due Date	Progress
2.1.1 Revisit 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 during FY 24.
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 in June 2024.
2.1.3 Identify topics for discussion at semi-annual meetings.	Meeting minutes	N/A	June/January	For the second half of 2023, Councilmembers were surveyed for meeting topics in May 2023. Councilmembers provided topics via a post meeting survey in January/February 2024 and during their interviews for the first half of 2024.



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 between September 1 and September 24, 2023.
2.1.5 Review data from the Satisfaction Survey and make recommendations.	Survey report; meeting minutes	<ul style="list-style-type: none"> <li>Percent satisfied with IFSP-Funding Program</li> <li>Percent with knowledge of Family and Peer Mentoring</li> </ul>	January	<ul style="list-style-type: none"> <li>Percent satisfied with IFSP Funding Program: 71%</li> <li>Percent with knowledge of family mentoring: 28%</li> <li>Percent with knowledge of peer mentoring: 36%</li> </ul>
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	DBHDS collected contact information for organizations from councilmembers through the monthly RNC reports.

**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 2024 progress:** The 5 Regional Councils each developed a work plan and established annual goals. These workplans were initiated on July 1, 2024.

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		4th quarter (April, May June)	There were no updates to the IFSP Council Charters in FY 24.
2.2.2 Determine best strategy to gather information on support gaps in the region and gather information.	Meeting minutes and findings		4th quarter (April, May June)	The strategy was determined in January 2024.
2.2.3 Develop a regional plan based on support gaps.	Regional Plan		1st quarter (July, August, September)	The Regional Councils in collaboration with IFSP staff developed regional work plans. Those work plan implementation begins July 1, 2024.

2.2.4 Implement plan and update quarterly.	Regional Plan with updates		Quarterly	Development of work plans began in FY 24. Implementation begins in FY 25.
2.2.5 Leverage expertise from the Regional Councils 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 through the monthly RNC reports.
<b>Outcome 2.3:</b> Ensure there is at least one person with lived experience on the state and each regional council.				
<b>Outcome 2.3 FY 2024 progress:</b> Four people on the State Council have lived experience as self-advocates (people with a developmental disability). All Regional Councils include at least 1 self-advocate.				
Activities	Output	Data Methodology	Due Date	Progress
2.3.1 Develop recruiting materials specific to individuals with lived experience.	Recruiting material		February	Recruitment material was developed in October 2024 for the fall/winter recruitment cycle. Additional recruitment material was developed in January for a second recruitment cycle for the Northern Regional Council specifically to recruit self-advocates.
2.3.2 Recruit one person for the state council with lived experience.	Membership roster		Updated according to membership guidelines	Four 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. The rest are family members and 2 professionals (non-family members)
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 2024 progress:** DBHDS produced an IFSP newsletter 11 months in FY 2024.

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"> <li>Numerator: Number of emails sent to Councils and/or advocacy network</li> <li>Denominator: 4</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>Numerator: 4</li> <li>Denominator: 4</li> </ul> <p>The newsletter email box was marketed at least quarterly.</p>
3.1.3 DBHDS sends a reminder in the IFSP newsletter about the email box.	Newsletter	<ul style="list-style-type: none"> <li>Numerator: Number of newsletters sent out containing reminder</li> <li>Denominator: Number of newsletters sent</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Numerator: 11</li> <li>Denominator: 11</li> </ul> <p>The reminder about the email box was included in all newsletters.</p>
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"> <li>Numerator: Number of newsletters sent out</li> <li>Denominator: 12</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Numerator: 11</li> <li>Denominator: 12</li> </ul> <p>For June and July 2023, the newsletter was combined.</p>

**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 2024 Progress:** DBHDS has developed a process with input from the councils. This process involves the IFSP Communications and Program Coordinator attending Regional Council Business Meetings to receive input from council members on IFSP materials.

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 2024 State Council meeting, input was requested from Council Members.

3.2.2 Input gathered from Regional Councils on best way to gather input from individuals and families.	Meeting minutes		1st Regional Council meeting following the June State Council meeting	This topic was discussed with State Council members and will be introduced to Regional Council members in Business Meetings beginning in July 2024.
3.2.3 Process developed that explains how input will be gathered.	Process Document		2 months after all Regional Council meetings	Process added to the Communications Plan
3.2.4 Process reviewed and vetted through Councils.	Meeting minutes		January	Process reviewed with State Council at June 2024 Meeting
<b>Outcome 3.3:</b> 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.				
<b>Outcome 3.3 FY 2024 progress:</b> DBHDS sent out annual outreach materials to 98% of individuals on the Waitlist. This mailer was sent in September 2024. 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 August 24, 2023. This was shared with Councilmembers at the January 2024 All Council Meeting.
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	Numerator: Emails sent - emails returned + postal mail sent - postal mail returned Denominator: Total number of people on the waiting list	Annually	DBHDS initially sent outreach materials to 93% of individuals on the DD Waivers Waitlist (WWL), achieving a successful delivery rate of 98% after addressing bounced emails and resending postal mailers. <ul style="list-style-type: none"> <li>• Original Numerator: 14,086</li> <li>• Original Denominator: 15,109</li> <li>• Updated Numerator: 14,793</li> </ul>

				The IFSP ensured that 14,793 individuals received the necessary information by successfully locating new addresses for bounced mail and working with Community Services Boards for those whose mailers were returned twice.
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"> <li>• Numerator: Emails sent - emails returned + postal mail sent - postal mail returned</li> <li>• Denominator: Total number of people on the Waiting list</li> </ul>	Annually	See progress for 3.3.2.
3.3.5 DBHDS will work with councils to identify information needed for individuals and families statewide and regionally.	Meeting minutes		Ongoing	In May 2023 and February 2024, information topics were collected through surveys. IFSP also collected survey ideas through interviews with council members during the recruitment/interview process.
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	Materials were shared with State Council for review prior to meetings and documented in the minutes.
<b>Outcome 3.4:</b> 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.				
<b>Outcome 3.4 FY 2024 Progress:</b> DBHDS continues to share information with stakeholders who support individuals on the waiting list. For FY 2024, the primary mailer campaigns included medical and educational professionals. The IFSP team also shared information at 7 events, including in-person and virtual.				

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 4th quarter – April - June	The IFSP focused on developing a list of medical professionals and a list of education contacts for FY 24.
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"> <li>• Numerator: number of mailer campaigns sent</li> <li>• Denominator: number of mailers campaigns planned</li> <li>• Numerator: number of events attended/year</li> <li>• Denominator: number of events planned/year</li> </ul>	Annually	<p>2 mailer campaigns were planned in FY 24 and completed.</p> <p>85 mailers were sent in March 2024 to Medical Professionals. 50 mailers were sent in April 2024 to contacts identified within the education system.</p> <ul style="list-style-type: none"> <li>• Numerator: 2</li> <li>• Denominator:2</li> </ul> <p>Events attended:</p> <ul style="list-style-type: none"> <li>• Numerator: 7</li> <li>• Denominator:4</li> </ul> <p>The 7 events attended in FY 24 were: 3 DBHDS Provider Roundtable virtual events, Transition Fair (Charlottesville), DBHDS System LEAD Training Event, MOVE Summit, I’m Determined Youth and Family Summit</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	50 mailers were sent to contacts identified within the education system in April 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 24 Progress:** 78% of people who accessed the MLMC website were new users.

Activities	Output	Data Methodology	Due Date	Progress
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4.1.1 DBHDS shares 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	<p>DBHDS received 4 quarterly reports from Virginia Navigator related to the MLMC website. Data was collected about the most visited areas on the website beginning in Quarter 2. Reports indicated the most frequently accessed pages were:</p> <p>Q2</p> <ol style="list-style-type: none"> <li>1. IFSP-Funding</li> <li>2. Search Results</li> <li>3. Waiver Information</li> <li>4. Resources for Families</li> <li>5. General Information</li> </ol> <p>Q3</p> <ol style="list-style-type: none"> <li>1. IFSP-Funding</li> <li>2. Waiver Information</li> <li>3. Resources for Families</li> <li>4. WaMS</li> <li>5. Providers</li> </ol> <p>Q4</p> <ol style="list-style-type: none"> <li>1. MLMC Program Search Results</li> <li>2. Resources for Families</li> <li>3. Waiver Information</li> <li>4. Find a Provider</li> <li>5. IFSP-Funding</li> </ol>
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	DBHDS continues to provide updated information for the MLMC to be updated with the most current information.

<p>4.1.4 DBHDS reviews data regarding:</p> <ul style="list-style-type: none"> <li>• Who contacts MLMC</li> <li>• When they contact MLMC</li> <li>• Why individual contacts MLMC</li> <li>• Most requested information from MLMC</li> </ul>	Data from MLMC		Quarterly	<p>DBHDS received and reviewed 4 quarterly reports from Virginia Navigator/MLMC during FY 24.</p> <ul style="list-style-type: none"> <li>• 61% of calls were from Individuals/Families; 39% were from Providers.</li> <li>• The highest call volume was between October 2023 and December 2023.</li> <li>• Individual/Family Calls topics: IFSP-Funding, help with staying on the WWL, finding a provider/resources/service, general questions about the Waitlist, seeking a Waiver, needs services while on the Waitlist, and how to update their person information in the system.</li> <li>• Provider call topics: Helping someone stay on the waitlist, becoming a provider, wants to be added to the MLMC Resource Directory, Help with WaMS, Billing/Authorization Questions, General Questions about Waivers</li> </ul>
<p>4.1.5 Based on data and input from council, DBHDS reviews ways to improve MLMC call center utilization/ experience.</p>	Meeting minutes		Semi-annually	<p>Data was reviewed with the State Council at the September 2023 and April 2024 State Council meetings. Councilmembers were offered opportunity to provide input.</p>
<p><b>Outcome 4.2:</b> At least 300 people will access the Family to Family Network (F2F) annually.</p>				
<p><b>Outcome 4.2 FY 24 Progress:</b> VCU/CFI reported 744 unduplicated calls for support in FY 2024.</p>				
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Due Date</b>	<b>Progress</b>



<p>4.2.1 DBHDS reviews data regarding:</p> <ul style="list-style-type: none"> <li>• Who contacts F2F (Waiver/Waitlist families)</li> <li>• When they contact F2F</li> <li>• Why individual contacts F2F</li> <li>• Most requested information from F2F</li> </ul>	Data from VCU		Quarterly	<p>DBHDS received 4 quarterly reports from VCU/CFI for the year: July 1, 2023 – June 30, 2024.</p> <ul style="list-style-type: none"> <li>• Of the 744 individuals contacting CFI, 93 were currently on the Waitlist; 42 currently had DD Waiver; 609 whose Waiver/Waitlist status is unknown.</li> <li>• The highest call volume was in Quarter 3, January – March 2024.</li> <li>• Contacts were related to the following topics: Waiver, Waiver Waitlist, IFSP, IEP and/or 504, Mental Health, Guardianship, Residential Transition, New Autism Diagnosis, General Resources, and Deaf/Blind Supports.</li> <li>• The most requested information topics were IEP and/or 504, New Autism Diagnosis, and General Resources</li> </ul>
<p>4.2.2 Based on data and input from Council, DBHDS reviews ways to improve F2F utilization/ experience</p>	Meeting minutes		Semi-annually	<p>Data was reviewed with the State Council at the September 2023 and April 2024 State Council meetings. Councilmembers were offered opportunity to provide input.</p>
<p><b>Outcome 4.3:</b> At least 40 people will request additional information on the peer mentoring (P2P) program.</p>				
<p><b>Outcome 4.3 FY 2024 progress:</b> The Arc of Virginia reported 81 referrals for peer mentoring in FY 24.</p>				
Activities	Output	Data Methodology	Due Date	Progress
<p>4.3.1 DBHDS reviews data regarding:</p> <ul style="list-style-type: none"> <li>• Who contacts P2P (waiver/waitlist individuals)</li> <li>• When they contact P2P</li> <li>• Why individual contacts P2P</li> <li>• Most requested</li> </ul>	Data from The Arc of Virginia		Quarterly	<p>DBHDS received 4 quarterly reports from The Arc of Virginia between July 1, 2023, and June 30, 2024.</p> <ul style="list-style-type: none"> <li>• # of Peer Mentee referrals (Waiver): 54</li> <li>• # of Peer Mentee referrals (Waiver Waitlist): 26</li> <li>• Socialization continued to</li> </ul>

information from P2P				be the most requested goal.
4.3.2 Based on data and input from Council, DBHDS reviews ways to improve P2P utilization/ experience.	Meeting minutes		Semi-annually	Data was reviewed with the State Council at the September 2023 and April 2024 State Council meetings. Councilmembers were offered opportunity to provide input.
<b>Outcome 4.4:</b> Regional Councils will leverage their Council Facebook pages to share two posts per month regarding resources or opportunities for individuals waiting for services.				
<b>Outcome 4.4 FY 24 Progress:</b> Between January and June 2024, all 5 Regional Councils have posted at least 2 times monthly to their regional Facebook pages. Posts include resources and opportunities.				
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 participated in facilitated workshops to identify resource, service, and knowledge gaps. These workshops were held in February and March of 2024.
4.4.2 Regional Councils post information at least twice per month.	Facebook posts		2x monthly	Between January and June 2024, all 5 Regional Councils have posted at least 2 times monthly to their regional Facebook pages.
4.4.3 DBHDS seeks feedback through the satisfaction survey related to Regional Councils' information shared.	Annual Satisfaction Survey		Annually	<p>The IFSP Satisfaction Survey was completed in September 2023. Questions related to IFSP Regional Councils include:</p> <ul style="list-style-type: none"> <li>• <b>How would you rate the usefulness of the IFSP Virtual Coordinated Council Regional Meetings in the last 12 months?</b> Of 23 respondents, 17 found this "very or somewhat useful" with 0 reporting "not at all useful" and 6 reporting they have not used it.</li> <li>• <b>How would you rate the usefulness of the IFSP Regional Councils in the last 12 months?</b> 23 respondents, 10 saying</li> </ul>

				<p>they have not used it; 13 reporting "very useful" or "somewhat useful".</p> <ul style="list-style-type: none"><li>• <b>Do you know about IFSP Virtual Coordinated Regional Council Meetings? + Do you know about the IFSP Regional Councils?</b> Of 115 respondents, 23 said yes and 92 said no.</li></ul>
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