



Virginia Department of Behavioral Health
and Developmental Services

Virginia's Individual and Family Support Program

State Plan for Increasing Support for Virginians with Developmental Disabilities: FY 2025 Update

September 30, 2025

A Life of Possibilities for All Virginians

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Background

In March 2013, the Department of Behavioral Health and Developmental Services (DBHDS) launched the Individual and Family Support Program (IFSP) to support individuals on Virginia's Developmental Disabilities (DD) Waivers Waiting List (the Waitlist). The program provides assistance to individuals with DD and their families while they wait for services through the Commonwealth's Home and Community Based (HCBS) DD Waivers.

Annual Updates

In 2017, the IFSP State and Regional Councils adopted a strategic plan to guide Virginia's efforts that focused on expanding access, strengthening coordination, and improving communication for individuals with DD and their families. The intent was to ensure funding reaches those with the greatest needs, supports statewide and regional councils to assess and respond to community priorities, delivers timely and relevant information, and connects people to essential services while they wait for waiver access.

Virginia's State Plan to Increase Supports for People with Developmental Disabilities (the State Plan) outlines four core goals that shape the IFSP's work across funding, coordination, communication, and connection:

1. Goal 1: Ensure that at least 3,000 individuals and families annually receive IFSP funding, with a focus on those most at risk of institutionalization.
2. Goal 2: Facilitate the IFSP Community Coordination Program through one State and five Regional Councils to assess needs and share resources with individuals on the DD Waivers Waiting List.

3. Goal 3: Implement a comprehensive Communications Plan that delivers timely, relevant information to individuals, families, and stakeholders.
4. Goal 4: Connect individuals to appropriate supports while they wait through My Life My Community (MLMC) website, Family to Family (F2F), Peer Supports (P2P), and Regional Council outreach.

Together, these goals form a coordinated strategy to ensure that individuals and families are not left waiting in isolation, but are actively supported, informed, and empowered. In partnership with the IFSP State Council, DBHDS has agreed to provide an annual update on the State Plan that includes an:

- Annual Summary of IFSP-Funding Program Activities Required under the State Plan and participant satisfaction
- Annual 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.)
- Annual Summary of IFSP Regional Council activities, and
- Annual Summary of activities supporting family and peer mentoring.

Each year, the IFSP staff and the IFSP State Council also review and revise the State Plan to reflect evolving needs, lived experience, and opportunities for improvement. This ongoing process ensures that Virginia’s approach remains responsive, person-centered, and rooted in community voice.

Overview

The following is a summary update and progress report on the program goals, outcomes, and activities from July 1, 2024, to June 30, 2025. The IFSP State Plan was revised in June of 2024 with input from the State Council.

Annual Summary of IFSP-Funding Program Activities Required Under the State Plan and Participant Feedback and Satisfaction

The IFSP-Funding Program provides direct funding to individuals with DD and their families on Virginia's DD Waivers Waiting List. It helps people remain in their own homes and communities, lowering the need for institutional care.

Funding may be approved in three primary categories:

1. Safe living – including home modifications, safety equipment, and other supports that promote stability and security.
2. Improved health outcomes – such as therapies, adaptive devices, and medical supports that enhance physical and behavioral health, and;
3. Community integration – including transportation, social supports, and resources that foster inclusion and participation in everyday life.

Applicants apply online through the Virginia Waiver Management System (WaMS) IFSP Portal.

Annual funding is awarded following the *IFSP-Funding Guidelines*¹ prioritizing those most at risk of institutionalization.

¹ The IFSP-Funding Guidelines are posted on Virginia's Regulatory Town Hall at [IFSP-Funding Guidelines](#)

Funding Summary

Each fiscal year, the IFSP prepares the *IFSP-Funding Summary*², which includes a detailed overview of the funds awarded during each funding period and the results of the annual satisfaction survey.

In Fiscal Year 2025, the application portal opened on October 15, 2024 and remained open for 30 days, following the release of updated guidelines on September 12. A key change to the guidelines allowed Priority 1 applicants who were not initially selected to be included in the general funding pool, to be included alongside Priority 2 and Priority 3 applicants. This adjustment ensured that all eligible Priority 1 applicants ultimately received funding and reinforced the program's commitment to prioritizing those at highest risk of institutionalization.

Funds were issued on January 31, 2025. The program received 5,198 applications, the highest volume in the past three years. Of those, 3,807 were approved and 1,391 were denied. A total of \$2,499,959.00 was distributed, with an average award of \$657 per recipient. Funding was provided to both children and adults, with applicants under age 18 continuing to represent the majority (65%). Of the total applicants, 1,251 were first-time participants, reflecting ongoing outreach and growing awareness of the program.

Funding was distributed across all five regions, closely aligned with the geographic distribution of individuals on the waitlist. Region 2 (Northern) received the largest share - \$966,382 – which

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

reflects its disproportionate share on the Waitlist. At the time of funding distribution, Region 2 accounted for 33.4% of all individuals on the Waitlist, and 33% of all funding applicants came from that region.

Other regions showed similar patterns:

- Region 1 (Western) received \$488,273, representing 18.7% of applicants and 19.6% of the Waitlist.
- Region 3 (Southwestern) received \$302,670, with 13.7% of applicants and 14.2% of the Waitlist
- Region 4 (Central) received \$505,538, with a slightly higher share of applicants (21.5%) compared to 17.6% share of the Waitlist, suggesting strong outreach and engagement.
- Region 5 (Eastern) received \$237,096, with 13.1% of applicants and 13.9% of the Waitlist.

These figures reflect the program's broad statewide impact and highlight areas, like Region 4, where outreach efforts may be especially effective. They also point to opportunities for continued focus on equitable access across all regions.

Application Process and Support

The IFSP-Funding application process is re-evaluated each year. The FY 2025 evaluation includes feedback from users/applicants, survey responses, input from MLMC Center staff, the IFSP Councils, and collaboration with the WaMS data team. Updates to the application helped reduce confusion and made it easier for applicants to complete the process confidently. IFSP staff provided consistent support throughout the cycle, resolving help tickets efficiently and managing seasonal increases in inquiries. Outreach efforts, including mailers, newsletters, and

Regional Council engagement, helped ensure potential applicants were informed and supported. As the program continues to evolve, the FY 2025 cycle reflected both stability and growth. The increase in applications, especially from first-time participants, suggests continued demand and growing trust in the program. The regional distribution of funds closely mirrored the geographic spread of individuals on the waitlist, reinforcing the programs commitment to equitable access.

Communication and Training

Individuals on the Waitlist were notified of funding availability through the Annual Notification message. Additional funding announcements were made to ensure awareness. The IFSP team developed training materials and hosted multiple virtual training sessions to guide applicants through the process. The MLMC Funding page provided easy access to guidelines, frequently asked questions and answers, user guides, and other tools to assist applicants. Key materials were also translated into Spanish to improve accessibility. Each week during the application period, the IFSP shared highlights from the Frequently Asked Questions in a “Friday FAQ” feature on Facebook. The IFSP Team worked closely with the card vendor to support applicants with card-related issues. By the end of FY 2025, 95% of issued cards were activated, and the team continues to assist with any remaining concerns.

Satisfaction and Feedback

The IFSP distributed its Annual Satisfaction Survey from September 11 to October 11, 2024. This survey gathered feedback on the IFSP-Funding Program, awareness of family and peer mentoring programs, and suggestions for IFSP improvements. Survey results were presented at

the April 2025 IFSP State Council Meeting and are summarized in the IFSP-Funding Summary.³

Although the survey had a 1.6% response rate, 79% reported high overall satisfaction with the IFSP-Funding Program. This is consistent with prior years and reflective of the program's ongoing value to families. When asked about their greatest needs while awaiting services, 51% identified additional funding to access or cover necessary supports. Responses highlighted ongoing opportunities to increase awareness of mentoring programs, Regional Council meetings, and online resources, and offered meaningful insight into participant experience and areas for targeted outreach.

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

Throughout FY2025, the IFSP worked to improve how families access information through a series of strategic initiatives and partnerships. A key collaboration with SeniorNavigator helped strengthen the MLMC website as a trusted, inclusive resource for individuals with DD and their families.

Key improvements included:

- **Inclusive Page Naming:** Page titles were updated to use person-centered language that directly welcomes individuals with DD, not just families.
- **Live Chat Feature (Coming Fall 2025):** A new chat tool was developed to provide real-time support and navigation assistance.
- **Information Access Badge:** A visual badge was added to highlight the site's commitment to accessible, plain-language content for all users.

³ See note 2

- Assistive Technology Expo Page: A dedicated page was launched to help attendees prepare for the expo, including maps, exhibitor logos, tips and other helpful resources.
- New *IFSP: First Steps* Webpage: In addition to the downloadable PDF, a mobile-friendly version of the guide was created to improve accessibility.

These enhancements reflect the IFSP's ongoing commitment to transparency, accessibility, and inclusion, making it easier for individuals and families to find the information they need.

Strengthening Communication

The IFSP Communications Plan was updated in June 2024 and again in July 2025. It outlines key communication efforts including:

- Monthly IFSP Digests
- Notification about the IFSP-Funding Program
- Annual Notification to Individuals on the DD Waivers Waitlist.

The Annual Notification message ensures that DBHDS informs individuals of their eligibility for case management and IFSP resources, including F2F and P2P Supports. The Annual Notification also informs individuals on the Waitlist about their eligibility for IFSP-Funding. To keep information current, the IFSP team worked with internal and external partners to update its annual notification materials and the *IFSP: First Steps* guide before distribution.

The FY 2025 mailer included:

- A cover letter explaining the contents and announcing the upcoming IFSP-Funding application period.
- A postcard promoting the FY 2024 Annual Satisfaction Survey on one side and the

Regional Council Assistive Technology Expo on the other;

- The updated *IFSP: First Steps* guide.

A key update in FY 2025 was the reorganization of a statewide resource guide for individuals with DD and their families, regardless of Waiver status. Previous versions of this guide listed resources and programs in no particular order. The updated version grouped them into clear categories to help individuals and families find what they need more easily:

- Help with finding resources
- Connecting with others
- Getting personalized help or general assistance
- Health services and health advocacy
- Resources for youth
- Resources for transition-age and adults

At the end of FY 2025, in preparation for the FY 2026 notification, the IFSP added a new one-page flyer to the postal mailer. One side featured peer and tech mentoring through The Arc of Virginia; the other side highlighted family mentoring through the VCU Center for Family Involvement (CFI). The *IFSP: First Steps* guide was also updated to include a statement confirming that it had been reviewed by people with lived experience. Additional updates focused on answering common questions about navigating Virginia’s DD system from families in plain, accessible language. Lastly, the resource section was reorganized again using the “three buckets” framework from the Community of Practice:

- Finding information,
- Connecting with people, and
- Getting goods and services.

On September 16, 2024, an electronic mailer was sent to everyone on the Waitlist with an email address. Those without an email address received a postal mailer. When mailers bounced back, IFSP staff successfully located their mailing addresses and sent the printed versions, bringing the number of successful deliveries to a 96% success rate.

The IFSP expanded its communication strategies in FY 2025 to include:

- Monthly Digests with a Funding Update section and a Council Corner, featuring Regional Council resources.
- Targeted email campaigns with detailed issuance notices, card activation instruction, and reminders to complete application submissions in the IFSP-Funding Portal.
- Social media outreach and regular sharing of DD information to individuals and families, which significantly increased engagement. The IFSP's Facebook page reached over 1,300 followers, and all five Regional pages remained active.

The IFSP Team worked closely with the DBHDS Communications team to share updates across all official platforms, including Facebook, Instagram, and Linked In. In January 2025, Regional Council members received guidance on effective and appropriate social media use from a state government perspective. This guidance was updated with Council member feedback and shared

with Council members in April 2025.

To increase awareness of available supports, the IFSP distributed the *IFSP: First Steps* guide to professionals across Virginia. In March 2025, 100 mailers were sent to medical professionals, including early intervention (EI) lead agencies and pediatric offices across all five DBHDS CSB regions. An additional 65 mailers were sent during FY 2025 to contacts within the education system including state educational associations, public and private special education programs, Special Education Advisory Committees, Parent Resource Centers, vocational education programs, and after-school programs. The goal was to ensure that trusted professionals had accessible tools to connect families with developmental disability supports. Each mailing included a cover letter and 15 copies of the *First Steps* guide for immediate distribution to families. These efforts were supported by Regional Network Coordinators (RNCs) and Council members who helped identify key contacts.

Throughout FY 2025, the IFSP team actively participated in in-person and virtual events, to engage with stakeholders, share valuable information, and strengthen community relationships. These events helped raise awareness about the IFSP's programs, funding opportunities, and available resources for individuals with DD and their families.

IFSP Virtual Events

The IFSP staff attended two virtual DBHDS Provider Roundtable events to share program updates with service providers and support coordinators, encouraging attendees to share the information with individuals and families. Additionally, the IFSP staff also attended a virtual ALLY (A Life Like Yours) Alliance Meeting, where they shared IFSP information and continued recruitment efforts.

IFSP In-Person Events

The IFSP staff attended multiple in-person events to promote the program and engage directly with individuals with developmental disabilities, families, and community stakeholders on topics such as transition planning, career exploration, self-determination, and community engagement:

- Life After High School Transition Fair (Charlottesville)
- DBHDS SystemLEAD Training Event (Richmond area)
- I'm Determined Youth and Family Summit (James Madison University)
- Enhancing Independence through Assistive Technology (Blue Ridge Community College)
- The Arc of Virginia Statewide Convention (Virginia Beach)
- Virginia Down Syndrome Association event

These opportunities strengthened the IFSP's community connections and demonstrated its ongoing commitment to empowering individuals and families by providing timely information, resources and support.

Summary of Family and Peer Mentoring Activities

In FY 2025, the IFSP continued its support of family and peer mentoring programs for individuals on the Waitlist and those receiving DD Waiver services through sustained partnerships with the Partnership for People with Disabilities' (The Partnership) Center for Family Involvement (CFI) at Virginia Commonwealth University (VCU) and The Arc of Virginia. These partnerships remain central to Virginia's commitment to person- and family-

centered supports, informed choice, and access to the most integrated settings.

Family to Family Supports

In FY 2025, the IFSP continued to support family and peer mentoring for individuals on the DD Waiver Waiting List and those receiving DD Waiver services. This work was carried out through sustained partnerships with:

- The Center for Family Involvement (CFI) at Virginia Commonwealth University's Partnership for People with Disabilities
- The Arc of Virginia

These partnerships are central to Virginia's commitment to person- and family-centered supports, informed choice, and access to the most integrated settings.

CFI provided direct support to families through its Family-to-Family (F2F) Network, responding to 851 unduplicated calls or contacts for assistance.

- 167 were from individuals on the Waitlist,
- 29 from individuals with DD Waiver services, and
- 658 whose waiver status was unknown.

The number of active Family Navigators grew from 34 to 53 by year-end, expanding the network's capacity and engagement. Six RNCs continued to support the IFSP Regional Councils by:

- Facilitating meetings
- Recruiting and interviewing members,
- Promoting events

- Maintaining monthly documentation and reporting.

Throughout FY 2025, CFI team members presented at 85 in-person and virtual events, reaching:

- 1,210 families
- 1,716 professionals.

These events included conferences, workshops, support groups, and community meetings, often with tailored technical assistance. In addition to contracted staff, CFI's work was supported by a multidisciplinary team funded through other state agencies, including cultural brokers, specialists in mental health, aging, sensory disabilities, rural outreach, and communications.

CFI team members and Family Navigators also participated in 488 professional development events as attendees, covering topics such as

- Vocational support
- Trauma-informed care
- Transition planning
- Medicaid Waiver navigation.

CFI also expanded its digital reach, with over 90,000 Facebook views in the final quarter and a 60% increase in Instagram engagement.

Upon enrollment in the DD Waivers, individuals receive a Welcome Letter that highlights available family and peer mentoring programs and includes a link to the DD Waiver-*First Steps* guide. DBHDS monitors requests for support through the Virginia Informed Choice Form and

collects quarterly reports from The Arc of Virginia and CFI on the number of individuals who seek and receive support. DBHDS also tracks transitions between residential providers to ensure individuals are connected to the most integrated services.

Peer to Peer Supports

In FY 2025, The Arc of Virginia continued to lead the development of the statewide Peer Mentor Support System, focusing on training, outreach, and infrastructure.

- Referrals - The program received 63 referrals - 43 for individuals with DD waiver services and 20 for individuals on the Waitlist.
- Matches – 13 new peer matches were made during the year.
- Referral sources - Included CSBs, families, the IFSP/My Life My Community, and other community partners.
- Recruitment - Seven new self-advocates were trained as Peer Mentors, bringing the total number of trained mentors statewide to 23.

The Arc of Virginia hosted four professional development workshops, with topics selected by mentors. These included strategies for navigating match endings, rescheduling challenges, supporting mentees with socialization goals, and maintaining HIPAA compliance while using technology. Mentors also received guidance on hiring processes, match logistics, and balancing personal and professional responsibilities.

A major outreach milestone was the launch of The Arc of Virginia’s redesigned website, featuring a fully updated Peer Mentor Support page with mentor profiles, meeting preferences,

and certification details. Additionally, new funding supported the development of a new Tech Mentor initiative, allowing Peer Mentors to become certified to assist individuals with everyday technology such as smartphones, tablets, apps, and home devices to promote independence and inclusion.

Leadership for Empowerment and Abuse Prevention (LEAP) Program

As part of the DBHDS contract supporting the VCU Partnership for People with Disabilities and its work with the IFSP Councils and F2F initiatives, the LEAP Program continued to expand its community reach and impact with community trainings held during FY 2025. LEAP provides peer-led education for adults with DD focused on healthy relationships, personal safety, and abuse prevention.

During the period (July 1, 2024, to June 30, 2025), LEAP accomplished the following:

- Trainings: five LEAP trainings were held, delivering 19 sessions (with a 20th session occurring just after the fiscal year ended).
- Participants: forty individuals with disabilities
- New Regions Reached: Harrisonburg (Western Region) and Wytheville (Southwest Region).
- New Trainers: four new trainers were certified,
- Certified Centers: One new organization designated as a Certified Center for Abuse Prevention and Safety (C-CAPS), bringing the total to three C-CAPS sites.

LEAP also delivered four webinars reaching approximately 380 direct support professionals

(DSPs) and provided the following non-contractual presentations:

- VDOE I'm Determined Parent Summit (19 parents)
- Safe Harbor (8 volunteers supporting survivors of sexual and domestic violence and human trafficking).

As of August 12, 2025, the following DBHDS-funded/-supported efforts are underway:

- Four additional organizations actively pursuing C-CAPS certification.
- Two more organizations are in the planning or consideration phase.
- Six emerging sites and up to 18 new LEAP trainers.
- An additional provider is preparing to launch LEAP training statewide, with a Train-the-Trainer session scheduled for early September.

Utilization of the My Life, My Community Website and Call Center

As part of the ongoing partnership between the IFSP and SeniorNavigator, the My Life, My Community (MLMC) website continues to serve as a central hub for individuals with DD, families, and providers seeking information, resources, and support. In FY 2025, the website saw steady growth and engagement with users:

Website Reach

- 67,077 sessions
- 48,908 users, reflecting a broad reach across Virginia.
- 46% of sessions occurring via mobile devices
- New visitor rates ranged from 70% to 93% across quarters.

Most Visited Pages

- IFSP-Funding
- DD Waivers
- Program Search Results
- Resources for Individuals and Families
- Provider Directories

The MLMC call center remained a vital support system for families navigating the IFSP-Funding program, eligibility, and system access.

- Calls handled: 2,079 calls
- Peak volume: During the IFSP-Funding cycle.
- Topics: Login help, application support, card distribution, denial clarification, and portal access.
- Individualized support: The help ticket system continued to provide timely resolution for complex issues.

Call Demographics:

- 53% to 77% of calls were from individuals and families across quarters. Common questions: how to stay on the Waitlist, update eligibility information, and navigate the next steps after receiving a waiver.
- 23% to 47% of calls were from providers seeking guidance or updates. Common questions: supporting families, updating the MLMC Resource Directory, and navigating WaMS.

There was also a noticeable increase in interest from organizations exploring how to become DD providers or expand services. The MLMC Resource Directory continued to grow, with 150 new agencies added over the year, bringing the total to 447 statewide.

Throughout FY 2025, the IFSP team met weekly with MLMC staff to ensure responsive, high-quality support for individuals and families applying for IFSP-Funding. This collaboration supports Virginia's broader goals of making systems more accessible, transparent, and person- and family-centered.

Summary of the IFSP State and Regional Council Activities

The IFSP State and Regional Councils continue to play a key role in advancing Virginia's State Plan to Increase Supports for People with Developmental Disabilities. These councils ensure that individuals and families on the Waitlist are heard and have a voice in shaping the direction of IFSP program activities.

The State Council serves as a statewide advisory body to DBHDS, providing strategic feedback on IFSP priorities, communications, and funding processes. Members meet quarterly, including the annual All-Council Meeting each January, to review progress, share insights, and agree on IFSP program goals.

The five Regional Councils operate at the grassroots level, bringing together self-advocates,

family members, caregivers, and professionals committed to expanding supports within their local communities.

The IFSP also maintained its partnership with the CFI to support council operations. The RNCs facilitated Regional Coordinated Council Meetings and events, supported recruitment, and provided administrative and strategic guidance and expertise, developed from working with families. Monthly All-Hands meetings between IFSP staff and RNCs created space for collaboration, troubleshooting, and shared planning throughout the year.

IFSP Council Recruitment and Orientation

In FY 2025, the IFSP led a coordinated recruitment effort to fill State and Regional Council vacancies:

- RNCs conducted first-round interviews to identify candidates with strong lived experience and community insight.
- IFSP staff conducted second-round interviews and finalized appointments in December.

The IFSP Orientation process was a team effort led by the IFSP, supported by RNCs and current council members. It was delivered in two sessions (October and November) and included:

- Overview of IFSP program structure, council responsibilities and expectations and charter details.
- Clarification of RNC support roles and meeting structure
- Insights from current council members to welcome and guide new participants.

The format was designed to ensure consistent onboarding and clarify expectations across all

council roles.

Representation remained a priority for the IFSP Community Coordination program.

- The State Council included four self-advocates with lived experience,
- Each Regional Council included at least one person with DD, with a total of nine individuals with DD serving across the five regions.
- The majority of members included family representatives.

Their involvement helped shape regional workplans, inform meeting topics, and elevate the voices of those most directly impacted by the DD service system.

IFSP Council Operations

In FY 2025, the IFSP Community Coordination Supervisor led several improvements to council operations to strengthen member engagement, streamline council operations, and elevate public representation.

- **Regional Council Meeting Format:** Regional Coordinated Council Meetings were restructured to empower and support members in public-facing roles. IFSP staff and RNCs now support members in planning and hosting meetings, with council members serving as moderators, panelists, and discussion leaders.
- **Expanded Member Roles:** Council members actively shape meeting content by identifying high-interest topics, securing presenters, developing questions, and sharing lived experience. State Council members also report on regional activities and workplan progress, offering insights, recommendations, and resource connections.
- **Addition to Agenda:** A new standing agenda item was added to State Council meetings

for members to provide updates on regional activities and workplan goals, improving communication and accountability.

- **Improved Orientation Timing:** Orientation now occurs immediately after recruitment, rather than during the Annual All-Council Meeting. This allows for deeper onboarding, expanded Q&A, and a more focused, time-efficient meeting.
- **Quarterly Topic Input:** In response to feedback, the monthly topic suggestion survey was replaced with a quarterly input process, allowing for more thoughtful and timely contributions from council members.
- **Council Contributions to the IFSP Digest:** A new section, the IFSP Council Corner, was added to the IFSP Digest to feature articles submitted by council members. This section highlights resources, regional updates, and amplifies council voices across the broader DD community.

Council Meeting Overview

Throughout FY 2025, the IFSP State and Regional Councils continued to meet regularly to guide program activities, share lived experience and strengthen alignment with the State Plan. Meeting formats were refined to better support council member leadership, streamline planning, and ensure meaningful engagement across all levels.

The annual All-Council Meeting was held on January 24, 2025, bringing together State and Regional Council members for a full-day session focused on shared goals and statewide coordination. The agenda included:

- A review of the IFSP State Plan and Council Goals

- A progress update,
- Regional breakout discussions
- Communications updates,
- Partner roundtables featuring cross-agency collaboration.

This meeting served as an opportunity to review progress, elevate member insights, and prepare for the year ahead.

The State Council met quarterly, with each meeting featuring a combination of program updates, strategic discussion, and informational presentations from subject matter experts. Topics included:

- Home and Community-Based Services (HCBS)
- Supported Decision-Making
- Mobile Rehabilitation Engineering Services.

In alignment with the State Plan, the IFSP staff regularly reviewed program components and priorities with Council members throughout FY 2025. Council members provided feedback during meetings or through post-meeting surveys. This structured feedback process helped ensure that Council perspectives were considered in ongoing program development and decision-making. A new agenda item was added to allow State Council members to formally report on regional activities, including community engagement, resource sharing, and recommendations for improvement.

The Regional Coordinated Council Meetings were held quarterly and focused on topics selected by council members based on community interest and relevance. FY 2025 sessions included:

- Understanding and Preparing for Independent Living (Virtual)
- Enhancing Independence Through Assistive Technology (In-Person Resource and Networking Expo)
- Navigating Foster, Adoptive, and Kinship Care for Children & Youth with DD in Virginia (Virtual)
- It's Never Too Late: Transition Planning Resources for Adults with Developmental Disabilities (Virtual)

Each meeting featured expert speakers, lived experience panels, and active participation from council members in planning and moderating discussion. The September 2024 meeting was held in person as a resource and networking expo, with 17 organizations represented and full regional participation both onsite and virtually.

Monthly business meetings continued to support coordination and planning across the councils.

These meetings focused on:

- Planning for regional meeting logistics
- Tracking for workplan progress
- Resource sharing,
- Providing administrative updates.

Council members also used this space to provide feedback on community services and contribute

to IFSP monthly reports.

- Quarterly Topic Input - In response to member feedback, the monthly topic suggestion survey was replaced with a quarterly input process, allowing for more thoughtful contributions.
- Council Social Media

Annually, IFSP invites two Council members from each region to serve as Communications Representatives (CRs). These members support outreach through regional Facebook groups by sharing a minimum of three resources per month highlighting timely supports, services, and tools that individuals with DD and their families can use immediately within their regions and across Virginia. In the 2024–2025 Council year, CRs exceeded expectations across all regions, demonstrating strong engagement and a commitment to community outreach.

Regional Workplan, State Plan, and Charter Revisions

Throughout FY 2025, the IFSP and Council members collaborated to review and strengthen core program elements.

- Council Charters were reviewed during orientation and again at the April 2025 State Council meeting. Final revisions were approved in May and signed by all members in June.
- Council members contributed to updates to the IFSP State Plan, offering feedback during meetings and through post-meeting surveys. Their input helped refine plan priorities, language, and implementation strategies to better reflect lived experience and regional

needs.

- While formal gap analyses were not conducted, each Regional Council reviewed its workplan and progress data to assess local service and support needs. Councils launched their initial workplans in July 2024 and used quarterly updates and feedback to assess progress and revise goals, outcomes, and activities for the upcoming year.

In January 2025, RNCs submitted updated resource lists to DBHDS. These lists help families quickly connect to organizations offering DD supports and continue to grow through active relationship-building and information-sharing across regions.

Elevating Self-Advocate Voices: Launch of IFSP Forums

To better understand and support the experiences of self-advocate Council members, the IFSP launched its first self-advocate forums in May of 2025. The sessions were created as a space to meaningfully gather perspectives from self-advocate Council members about their experiences. Recognizing that people with disabilities have often been excluded from conversations about disability and accessibility, the team sought to create a dedicated space for dialogue, reflection, and leadership.

- Two self-advocate forums were held, with five Council members participating across both sessions representing both State and Regional Councils.
- Discussions focused on members' personal definitions of accessibility and inclusion, ideas for making Council roles more welcoming and supportive, and suggestions for

strengthening belonging and participation.

Participants also shared insights on how they first learned about Council and offered recommendations for improving outreach and recruitment.

Key themes emerged:

- The importance of creating meaningful leadership opportunities for self-advocates
- Listening is not enough. There is a desire to see their feedback reflected in decisions and materials.
- Every voice should be heard. A need for accessible meeting formats and inclusive participation.
- Many members learned about Council through friends or colleagues. The value of peer-to-peer outreach is important in growing advocacy leadership

These forums marked an important step toward deeper inclusion and will inform future efforts to center self-advocate perspectives in Council development, outreach, and decision-making.

At the final State Council meeting of the fiscal year, the IFSP introduced a new agenda item focused on the State Plan. The segment highlighted feedback received from Council members and the specific actions taken in response. This addition created a formal space to reflect on member feedback shared during meetings and through post-meeting surveys to demonstrate how that input directly shapes State Plan priorities and system improvements. While this was specific to the State Plan, it reflects a growing commitment to regularly close the loop with Council members by showing how their insights inform system improvements.

New Initiatives

Collaboration with The Arc of Virginia – Videos and Virtual Information Sessions

The IFSP is partnering with The Arc of Virginia to create a series of short, accessible videos designed to help individuals with DD and their families understand the system and navigate available supports. Each video is under one minute and uses plain language, visual storytelling, and real-life perspectives to introduce DD topics:

- DD resources while you Wait
- Peer and family mentoring,
- Navigating the DD system.

Three of these new videos are featured in the updated *IFSP: First Steps* guide and are being shared with individual and families through social media and the IFSP Digest in ways that feel clear, welcoming, and useful.

Looking ahead to FY 2026, the IFSP and The Arc of Virginia will launch a virtual information session for individuals newly added to the Waitlist or approved for a DD Waiver. These sessions will offer timely, accessible guidance on available resources, next steps, and system navigation, with the goal of improving early understanding and connection to supports.

The Community of Practice on Supporting Families

In June 2025, in partnership with the National Community of Practice (CoP) for Supporting Families Across the Lifespan, Virginia hosted a 1.5 day technical assistance visit with community stakeholders, to deepen its work on co-creating shared values that guide how the system supports individuals with DD and their families. This initiative, facilitated by National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the University of Missouri-Kansas City, Institute for Human Development (UMKC-IHD), was intended to support states in building person and family-centered systems within the DD system and the community, to support individuals. Virginia has participated as a full member of the CoP since 2019.

Day 1 brought together individuals with DD, family members, providers, and leaders from DBHDS, The Arc of Virginia, the Department of Medical Assistance Services (DMAS), the Department for Aging and Rehabilitative Services (DARS), the Virginia Board for People with Disabilities, and Community Services Boards. Time was spent reflecting on Virginia's transformation under the DOJ Settlement Agreement and the opportunity to recommit to a person-centered system. Participants participated in small group discussions to identify and prioritize values.

Day 2 focused on synthesizing input and outlining next steps. Six core values emerged as priorities for Virginia:

1. Simplicity
2. Transparency
3. Honesty
4. Choice & Equal Opportunity
5. Belonging
6. Cross-Agency Collaboration

These values were explored through two lenses:

1. How people are treated by the system (e.g., with dignity, kindness, autonomy, and respect)
2. What people expect to receive from the system (e.g., access, empowerment, problem-solving, and meaningful choices)

The visit concluded with a proposed action plan that included:

- Defining each value with clear examples
- Gathering additional input from individuals and families
- Assessing system alignment
- Developing a communications strategy to embed shared values into policy, training, and quality improvement efforts.

Additional discussion and framing work has occurred internally with the CoP, with plans to conduct a shared values session during the upcoming Arc of Virginia Convention.

Program Summary and Next Steps

In summary, during FY 2025, the IFSP program strengthened its statewide infrastructure through:

- Coordinated efforts across regional and state councils
- Expanded communication tools
- Strategic use of the My Life, My Community website.

The Councils played a key role in identifying local needs, shaping resource development, and supporting outreach efforts. Communication enhancements included revised guides, new one-pagers, and more accessible digital formats. The MLMC website served as a central hub for families and professionals, with increased engagement and updates to core materials. The program also continued to enhance the IFSP-Funding program for ease of use, while partnerships with agencies and community organizations helped align efforts expand access to peer and family mentoring.

Looking ahead to FY 2026, the IFSP team will continue to build on these foundations by refining tools and resources, expanding collaborations with partners, and supporting councils to improve access, alignment and responsiveness statewide.



Virginia Department of Behavioral Health
and Developmental Services

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

Annual Progress Report
July 1, 2024 – June 30, 2025

Prepared September 30, 2025

Goal 1: Annually, ensure that at least 3,000 individuals with developmental disabilities and their families receive funding, prioritizing those with the greatest needs and highest risk of institutionalization.				
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 2025 progress: In FY 2025, 1,236 individuals on the priority one waiting list received funding. 100% of P1 applicants who were eligible at the time of funding issuance were approved.				
Outcome 2.1: At least 2,500 individuals with priority 2 and 3 status on the waiting list receive funding annually through a random sampling methodology until all individuals who wish to receive funding have had an opportunity.				
Outcome 2.1 FY 2025 progress: In FY 2025, 2,571 individuals with priority 2 and 3 status on the waiting list received funding				
Activities	Output	Data Methodology	Timing and Frequency	Progress
1.1.1 DBHDS notifies all individuals on the waitlist of the funding cycle dates via email or postal mail.	Letters and/or emails	<ul style="list-style-type: none"> Numerator: Letters sent - letters returned + emails sent - emails returned Denominator: All individuals on the waitlist regardless of priority 	6 weeks prior to Application Open date	DBHDS reached 96% of individuals on the DD Waivers Waitlist with outreach materials announcing the funding cycle dates. For those whose emails bounced back, follow-up mailings were sent to ensure continued outreach. <ul style="list-style-type: none"> Numerator: 14,573 Denominator: 15,177
1.1.2 DBHDS receives funding applications for all priorities.	WaMS IFSP-Funding Portal data extract	<ul style="list-style-type: none"> Number of P1, P2, and P3 applications Denominator: Total number of people with P1, P2, and P3 waiting list status 	End of Funding Application period	<ul style="list-style-type: none"> Numerator: 5,198 Denominator: 14,405 36% of individuals on the waiting list applied for funding.

1.1.3 (Outcome 1) DBHDS reviews and determines funding awards for priority 1 applications based on Critical Needs Summary (CNS) scores.		<ul style="list-style-type: none"> • Numerator: Number of P1 approved • Denominator: Total number of P1 applications 	Within 45 days of the close of application period	<ul style="list-style-type: none"> • Numerator: 1,236 • Denominator: 1,428 • 87% of individuals with P1 status who applied were approved for funding. • 100% of P1 applicants who were eligible at the time of funding issuance were approved.
1.1.4 (Outcome 2) DBHDS reviews and determines funding awards for priority 2 and 3 applications and any remaining unfunded priority 1 applications based on random sampling methodology.		<ul style="list-style-type: none"> • Numerator: Number of P2 and P3 approved • Denominator: Total number of P2 and P3 applications • Office of Integrated Support Services will randomize the applications 	Within 45 days of the close of application period	<ul style="list-style-type: none"> • Numerator: 2,571 • Denominator: 3,770 • 68% of individuals with P2/P3 status who applied were approved for funding.
1.1.3 DBHDS notifies applicants of funding approval or denial.	Email Notification		Within 45 days of the close of application period	All applicants were notified of approval or denial by email.
1.1.4 DBHDS receives requests for reconsideration		<ul style="list-style-type: none"> • Numerator: Number of reconsideration requests submitted • Denominator: Total number of denied applicants 	30 days after denial notices are sent	<ul style="list-style-type: none"> • Numerator: 64 reconsideration requests received • Denominator: 1,391 • 4.6% of denied applicants submitted a request for reconsideration

1.1.5 DBHDS reviews and make determinations for all reconsideration requests.			30 days post reconsideration submission period	DBHDS reviewed and responded to all reconsideration requests within 30 days of submission. Upon review, one applicant's request for reconsideration was approved.
1.1.6 DBHDS prepares data for Conduent to distribute funds.	Spreadsheet		Within 75 days of the close of application period	DBHDS provided data for Conduent to distribute funds on 1/25/25, 74 days after the close of the application period.
1.1.7 Conduent distributes funds to individuals/families.	Conduent report		Within 90 days for the close of application period	Conduent distributed funds on 1/29/2025, 79 days from the close of the application period.
1.1.8 Conduent tracks card activation and provides DBHDS information for follow up weekly	Conduent Report		Ongoing	Conduent and DBHDS collaborated weekly regarding card activation.
1.1.9 DBHDS monitors the activation of funding cards and routinely follows up with applicants when cards have not been activated.	Spreadsheet	<ul style="list-style-type: none"> • Numerator: Number of cards activated • Denominator: Total number of cards distributed 	Ongoing	Work continued in FY25 to assist applicants with card activation from the FY24 Funding Cards. Total percent of cards activated: 95%.
1.1.10 DBHDS includes as part of the Annual report the funding data for priorities 1,2, and 3: a. Mean/Average CNS score of Priority applicants b. Number of applications approved c. Funding categories d. Card activation data	Annual report		August	<p>a. Mean/Average CNS Score: 10.94</p> <p>b. Number of Applications approved: P1: 1236 P2: 1392 P3: 1179 Total: 3807</p> <p>c. Funding Categories: P1 <ul style="list-style-type: none"> • Safe Living: \$456,634 • Improved Health </p>

				<p>Outcomes: \$471,125</p> <ul style="list-style-type: none"> • Community Integration: \$484,954 <p>P2</p> <ul style="list-style-type: none"> • Safe Living: \$306,587 • Improved Health Outcomes: \$351,700 • Community Integration: \$377,304 <p>P3</p> <ul style="list-style-type: none"> • Safe Living: \$292,581 • Improved Health Outcomes: \$280,822 • Community Integration: \$266,691 <p>d. Cards activated by 6/30/25</p> <p>Priority 1 Cards: 96% activated P1 cards activated: 1187 Total P1 cards distributed: 1236</p> <p>Priority 2 Cards: 94% activated P2 cards activated: 1312 Total P2 cards distributed: 1392</p> <p>Priority 3 Cards: 94% activated P3 cards activated: 1109 Total P3 cards distributed: 1180</p>
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Outcome 1.3: Annually review funding data to assess and modify guidelines and application process.

Outcome 1.3 FY 2025 Progress: The State Council reviewed FY25 funding data and survey results in April 2025. No changes were recommended to the guidelines or application process for FY26; feedback focused on marketing and data collection. IFSP implemented user experience enhancements to the application, including updated eligibility questions, plain language revisions, and clearer instructions.

Guidelines had previously been revised in Spring 2024 with State Council input and finalized in Fall 2024 following public comment.

Activities	Output	Data Methodology	Timing and Frequency	Progress
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1.3.1 DBHDS compiles funding and satisfaction survey data.	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	Funding data report for FY 2025 was completed including all required data on March 25,2025.
1.3.2 State Council reviews funding data and survey results to determine if modifications are needed.	Meeting minutes		April	<ul style="list-style-type: none"> • FY25 data and survey results were shared in April 2025. • For FY26, no guideline changes were recommended. The feedback centered on marketing and data collection.
1.3.3 State Council makes recommendations for modifications to the guidelines and/or application process if needed.	Meeting minutes		April	In FY25, the State Council did not recommend any changes to guidelines for FY26. Feedback centered on marketing and data collection.
1.3.4 If modifications to the guidelines are needed, draft changes are posted to the Virginia Regulatory Town Hall for comments.	Regulatory Town Hall		May	Funding Guidelines were revised with input from the State Council in the Spring of 2024. The guidelines were posted to the Virginia Regulatory Town Hall for public comment in August 2024, prior to the FY25 funding cycle.
1.3.5 DBHDS implements recommended updates to the guidelines and application process.	Updated Guidelines and/or Application process		July	The IFSP enhanced the application with clearer eligibility questions, plain language updates, and revised instructions to reduce confusion. Changes were completed in June 2025 prior to the FY26 Funding cycle.

Goal 2: Facilitate and support the Individual and Family Support Community Coordination Program, structured as one State and five Regional Councils for the purpose of assessing the needs of the community, and distributing information to meet the needs of individuals on the DD Waivers Waiting List.

Outcome 2.1: The IFSP State Council advises DBHDS semi-annually or as required on priorities for Virginia’s Individual and Family Support Program.

Outcome 2.1 FY 2025 Progress: The IFSP State Council provided input to DBHDS throughout FY25, offering guidance on program priorities and emerging needs. Council members shared feedback grounded in lived experience and based on regional insights, helping shape strategies to strengthen supports for individuals and families across Virginia.

Activities	Output	Data Methodology	Timing and Frequency	Progress
2.1.1 Annually, DBHDS reviews the governance and structure of the IFSP State Council for updates or revisions with input from the State Council.	IFSP Council Charter	N/A	4 th State Council meeting	<p>The IFSP reviewed the charter with council members during council orientation, and during the April 2025 state council meeting</p> <p>Revisions were finalized in May and signed off in June by all council members.</p>
2.1.2 Annually, DBHDS reviews, updates and approves the IFSP State plan with input from the State Council.	IFSP State Plan	N/A	3 rd State Council meeting	<p>The IFSP reviewed the State Plan with State council members during Orientation, and the January and April meetings. Council members provided input. The revised version was reviewed with the State Council in June 2025 and finalized on July 1, 2025.</p>
2.1.3 Annually, survey council members for educational topics for the Regional Coordinated Council Meetings.	Survey distributed after All Council Annual Meeting	N/A	All Council Annual Meeting	<p>Council members were surveyed for their ideas for educational topics throughout the year:</p> <ul style="list-style-type: none"> • Post orientation survey in October 2024 • monthly reports • applications and interviews
2.1.4 Annually, DBHDS reviews and revises (as appropriate) the satisfaction survey for implementation with input from State Council.	Annual Satisfaction Survey	N/A	N/A	<p>The satisfaction survey was reviewed, revised and open for responses between 9/11/24 and 10/11/24.</p>

2.1.5 State Council reviews data from the Satisfaction Survey and makes recommendations.	Annual Satisfaction Survey report/Meeting minutes; Recommendations from survey distributed to Council after All council Annual Meeting	<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: 79% Percent with knowledge of family mentoring: 19% Percent with knowledge of peer mentoring: 30% <p>This data and additional survey data was shared with State Council members at the April 2025 meeting. Council members provided input during meeting and through post-meeting survey.</p>
2.1.6 DHBDS leverages 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	N/A	Ongoing	In January 2025, DBHDS received updated resource lists from all Regional Network Coordinators (RNCs). These lists help to quickly connect families to organizations offering DD supports. RNCs continue to expand the lists and build relationships to share information and strengthen referrals.
Outcome 2.2: Annually, each of the 5 Regional Councils conducts a gap analysis and develops and implements a work plan that includes goals, outcomes, and activities to increase supports for Virginians with developmental disabilities.				
Outcome 2.2 FY 2025 progress: Regional Councils launched workplans in July 2024. Rather than conducting formal gap analyses in FY 2025, each council reviewed its progress and data to assess what was working. Councils used these reflections to revise their workplans for the upcoming year.				
Activities	Output	Data Methodology	Timing and Frequency	Progress
2.2.1 Re-visit the governance structure of the Regional IFSP Council and determine if any updates are needed.	IFSP Regional Council Charter		4th State Council meeting	<p>The IFSP reviewed the charter with council members during council orientation, and during the April 2025 state council meeting</p> <p>Revisions were finalized in May and signed off in June by all council members.</p>
2.2.2 Annually, each Regional Council identifies gaps in services, supports, and information access.	RNC quarterly reports to review progress of data year-to-		May Regional Business meetings	While formal gap analyses were not conducted in FY25, each Regional Council reviewed its workplan and progress data to reflect service and support needs. These

	year; Council input; Regional gap analysis and/or needs assessment			discussions informed work plan revisions.
2.2.3 Annually, each Regional Council reviews, revises or develops new goals, outcomes, and activities for the regional workplan based on supporting data.	Regional workplans; RNC quarterly reports		June Regional Business meetings	The Councils launched their initial workplans in July 2024. Throughout FY25, they assessed progress and used those insights to revise goals, outcomes, and activities for the upcoming year.
2.2.4 Each Regional Council implements the workplan and updates quarterly.	Regional Plan with updates; RNC quarterly reports		Quarterly	Each Regional Council actively implemented its workplan and engaged in ongoing reflection. Quarterly updates were provided via quarterly reports.
2.2.5 DBHDS leverages 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		Ongoing	In January 2025, DBHDS received updated resource lists from all RNCs. These lists help to quickly connect families to organizations offering DD supports. RNCs continue to expand these lists and build relationships to share information and strengthen referrals.

Outcome 2.3: Ensure active and meaningful representation of individuals with developmental disabilities on all State and Regional Councils.

Outcome 2.3 FY 2025 progress: Recruitment efforts and targeted outreach led to active representation of individuals with DD on all State and Regional Councils, including four self-advocates on the State Council and nine across Regional Councils. In partnership with The Arc of Virginia, the IFSP hosted self-advocate forums to elevate lived experience, identify barriers to engagement, and inform future recruitment strategies centered on peer-connection, leadership development, and accessible participation.

Activities	Output	Data Methodology	Timing and Frequency	Progress
2.3.1 Develop targeted recruitment materials to encourage individuals with developmental disabilities to apply.	Recruiting material		Q 3 of fiscal year	Recruitment materials were developed in October 2024 for the fall/winter recruitment cycle. Additional recruitment materials were developed in January 2025 for a second recruitment cycle for the

				Western Regional Council targeted to self-advocates.
2.3.2 Recruit and appoint a minimum of one person with a developmental disability for the state council.	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 and appoint a minimum of one person with a developmental disability (DD) for each regional council.	Membership roster		Updated according to membership guidelines	All Regional Councils included at least one person with DD. A total of nine people with DD are represented across all five regional councils.
2.3.4 Ensure each person has the opportunity to identify and receive the necessary supports to actively participate in the State/Regional Council activities.	Interview/Or ientation process; Support from The Arc of Virginia as needed		Ongoing	In January 2025, the IFSP began exploring ways to elevate self-advocate voices within council work. In partnership with The Arc of Virginia, two self-advocate forums were held in May 2025, engaging five council members (two State, three Regional). Participants discussed accessibility, inclusion, and council engagement through prepared and ad-hoc questions. Key themes included the need for leadership opportunities, meaningful feedback loops, accessible meeting formats, and targeted outreach. For recruitment, participants emphasized peer-to-peer connections and conversations about council roles as effective strategies to identify and engage future members—especially those interested in advocacy and community impact.

Goal 3: DBHDS implements a comprehensive communications plan that provides timely and relevant information to individuals, families, and stakeholders.

Outcome 3.1: DBHDS produces an IFSP newsletter monthly, ensuring a minimum of 10 issues per year with input from the State and Regional Councils.

Outcome 3.1 FY 2025 progress: DBHDS produced an IFSP newsletter all 12 months in FY 2025.				
Activities	Output	Data Methodology	Timing and Frequency	Progress
3.1.1 DBHDS manages a newsletter recommendation email box and monitors information received.	Email box	N/A	Ongoing	The IFSP continues to monitor its email box for newsletter recommendations. The IFSP is exploring developing a submission form to make the recommendation process easier.
3.1.2 DBHDS markets the newsletter email box to the Councils and stakeholders.	Monthly digest; Emails containing Council minutes and agenda; Facebook	<ul style="list-style-type: none"> • Numerator: Number of emails sent to Councils and/stakeholders • Denominator: 4 	Quarterly	The IFSP advertises the newsletter email box at all 4 State Council meetings per Council year. These notices are sent to all Council members and posted to My Life, My Community. This email box is also advertised in each IFSP Digest and on the IFSP Facebook page.
3.1.3 DBHDS receives and reviews monthly reports from Regional Councils for potential newsletter content.	Monthly Regional Council Reports	<ul style="list-style-type: none"> • Numerator: Number of reports received • Denominator: 4 	Monthly	DBHDS received and reviewed monthly reports from each regional council for all 12 months. At least one submission from the Regional Councils was included in the IFSP Digest every month, beginning in February 2024.
3.1.4 DBHDS develops and disseminates monthly newsletters based on information shared from the mailbox, the monthly council reports, and updates from DBHDS.	Monthly newsletter	<ul style="list-style-type: none"> • Numerator: Number of newsletters sent out • Denominator: 10 	Monthly	<ul style="list-style-type: none"> • Numerator: 12 • Denominator: 10 <p>DBHDS exceeded this target by publishing 12 newsletters - one each month. This represents a 20% increase from the original target, ensuring consistent communication and timely updates for individuals, families, and partners across Virginia.</p>
Outcome 3.2: DBHDS, with input from the State and Regional Councils, ensures 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 2025 Progress: IFSP State Council members were provided with an opportunity for feedback during each State Council meeting, while Regional Councils were provided with an opportunity at least three times during the Council year.				
Activities	Output	Data Methodology	Timing and Frequency	Progress

3.2.1 DBHDS reviews and updates the process for gathering State and Regional Council input on IFSP communications annually.	Meeting minutes		January	An IFSP Communications Update is a standing item during State Council meetings; State Councilmembers can provide their input at any time. Three times a year, the IFSP Communications and Program Coordinator attends Regional Council business meetings to gain feedback about materials.
3.2.2 IFSP drafts communications items for review and shares with State and Regional Councils for input.	State Council Meeting Minutes, Business Meeting Notes		Minimum of 3 times per year as needed	Please see 3.2.1 above
3.2.3 DBHDS updates existing materials to reflect that they have been reviewed by individuals and families with lived experience.	Materials will include a designation indicating that they have been reviewed by people with lived experience		Ongoing	At the end of FY25, the IFSP: First Steps guide was updated with the text <i>“This guide was developed and revised with input from people with developmental disabilities and their families. Their lived experience shapes our efforts to make sure that this material is clear, accessible, and useful for everyone!”</i>

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

Outcome 3.3 FY 2025 progress: DBHDS updated the IFSP Communications Plan in June 2024, reviewing it at the January 2025 All-Council Meeting. Council members were invited throughout the year to provide feedback and ask questions about the products outlined in the plan and how outreach to individuals and families could be improved. The IFSP worked with The Arc of Virginia and the VCU Center for Family Involvement to create a one-page fact sheet about peer and family mentoring and will develop dedicated one-pagers about the IFSP-Funding Program and the IFSP Councils.

Activities	Output	Data Methodology	Timing and Frequency	Progress
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3.3.1 DBHDS develops a communications plan for the funding cycle and reviews this with the councils for feedback.	Communi- cations Plan, Meeting minutes, Document outlining proposed schedule, Materials from funding cycle notifications	See data collection for funding above	Annually each June	FY 25 update: Updated in June 2024
3.3.2 DBHDS develops 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 reached 96% of individuals on the DD Waivers Waitlist with outreach materials. For those whose emails bounced back, follow- up mailings were sent to ensure continued outreach. • Numerator: 14,573 • Denominator: 15,177
3.3.3 DBHDS distributes funding announcements, training information, guidelines, and other funding information according to the Communication Plan.	Communica- tions Plan	See data collection above in Funding Outcomes	Annually	See data collection above in Funding Outcomes
3.3.4 DBHDS distributes annual outreach information according to the Communication Plan.	Communica- tions 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	See progress for 3.3.2.

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 2025 Progress: DBHDS continues to share information with stakeholders who support individuals on the waiting list.

Expanded Outreach – FY25 Mailer Campaigns

Medical Professionals Mailer: Reach grew from 85 to 100 contacts — a 17.6% increase

Educational mailer: Reach grew from 50 to 65 contacts — a 30% increase

Council members shared contacts to further increase the reach. Together, these campaigns extended our total reach by 35 additional contacts, reflecting intentional efforts to broaden awareness and ensure more individuals and families receive timely, accessible information.

The IFSP team also shared information at 9 events throughout the fiscal year, including in-person and virtual.

Activities	Output	Data Methodology	Timing and Frequency	Progress
3.4.1 DBHDS develops and regularly updates 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 growing the lists of medical professionals and education contacts for FY 25.
3.4.2 DBHDS drafts 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	<p>2 mailer campaigns were planned in FY25 and completed.</p> <p>100 mailers were sent in March 2024 to medical professionals. 65 mailers were sent in FY25 to contacts identified within the education system.</p> <ul style="list-style-type: none"> • Numerator: 2 • Denominator:2 <p>Events attended:</p> <ul style="list-style-type: none"> • Numerator: 9 • Denominator:4 <p>The IFSP staff attended the following events to share information with the public in FY 2025:</p> <ul style="list-style-type: none"> • 2 DBHDS Provider Roundtable virtual events • Transition Fair (Charlottesville) • DBHDS SystemLEAD Training Event • I’m Determined Youth and Family Summit • Enhancing Independence through Assistive Technology – Blue Ridge Community College • Arc of Virginia Convention • Virginia Down Syndrome Association event • Ally Alliance Meeting

3.4.3 DBHDS creates partnerships with schools to provide informational marketing materials that can be distributed to families at Individualized Education Program meetings.	Marketing materials		Ongoing	65 mailers were sent to contacts identified within the education system in FY 2025.
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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 2025 Progress: 85.5% of people who accessed the MLMC website were new users.

Activities	Output	Data Methodology	Timing and Frequency	Progress
4.1.1 DBHDS shares information about MLMC through the email list and on the Facebook page.	Emails; Screenshares of Facebook page; Council Communications Representative's posts on Regional Facebook pages		Monthly newsletter; Quarterly DBHDS Facebook posts	DBHDS continued to share information about MLMC through monthly newsletters and Facebook posts. The IFSP Regional Councils were also encouraged to post about the My Life, My Community website and call center on Regional pages and personal social media.
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 the MLMC website. Reports indicated the most frequently accessed pages were: Top Accessed Pages (Consistent Across Quarters): <ul style="list-style-type: none"> • IFSP Funding • DD Waivers Information • MLMC Program Search Results • Resources for Individuals and Families • Find a Provider
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 site to be updated with the most current information.

<p>4.1.4 DBHDS reviews data regarding:</p> <ul style="list-style-type: none"> • Who contacts MLMC • When they contact MLMC • Why individual contacts MLMC • Most requested information from MLMC 	<p>Data from MLMC</p>		<p>Quarterly</p>	<p>DBHDS received and reviewed 4 quarterly reports from Virginia Navigator/MLMC during FY 25.</p> <p>Who contacts MLMC:</p> <ul style="list-style-type: none"> • 85% of calls were from Individuals/Families; 15% were from Providers. <p>When they contact MLMC:</p> <p>Peak periods:</p> <ul style="list-style-type: none"> • Q1 (Oct–Dec): During IFSP funding cycle • Q2 (Jan–Mar): Card distribution and follow-up • Q4 (Sep): Pre-funding cycle inquiries and portal access issues • Lower volume: • Q3 (Apr–Jun): After most families have received and used IFSP funds • Summer months (Jul–Aug): Fewer calls, mostly card-related <p>Individual/Family Calls topics:</p> <ul style="list-style-type: none"> • IFSP-Funding, • Help with staying on the WWL, • Finding a provider, resources, or service, • General questions about the Waitlist, • Seeking a Waiver, • Needs services while on the Waitlist, • How to update personal information in the system. <p>Provider call topics:</p> <ul style="list-style-type: none"> • Helping someone stay on the waitlist, • Becoming a provider, • Wants to be added to the MLMC Resource Directory, • Help with WaMS • Billing/Authorization
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				<p>Questions,</p> <ul style="list-style-type: none"> • General Questions about Waivers
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 was reviewed with the State Council at State Council meetings. Council members were offered the opportunity to provide input.
Outcome 4.2: At least 300 people will access the Family to Family Network (F2F) annually.				
Outcome 4.2 FY 2025 Progress: VCU/CFI reported 851 unduplicated calls for support in FY 2025.				
Activities	Output	Data Methodology	Timing and Frequency	Progress
<p>4.2.1 DBHDS reviews data regarding:</p> <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	<p>DBHDS received 4 quarterly reports from VCU/CFI.</p> <p>Who contacts CFI:</p> <ul style="list-style-type: none"> • Of the individuals contacting CFI, 167 were currently on the Waitlist; 29 currently had DD Waiver; 658 whose Waiver/Waitlist status is unknown. <p>When they contact CFI:</p> <ul style="list-style-type: none"> • The highest call volume was in Quarter 3, January – March 2025. <p>Why individuals contact CFI:</p> <ul style="list-style-type: none"> • Contacts were related to the following topics: DD Waiver/IFSP, Waitlist, IEP and/or 504, Mental Health/Behavioral Health, Residential/Housing, New Autism Diagnosis, General Resources, Deaf, Hard of Hearing, Blind, visual impairment, Vocational/Pre-ITS/Employment. <p>Most requested information from CFI:</p> <ul style="list-style-type: none"> • The most requested

				information topics were IEP and/or 504, Deaf/Hard of Hearing/Blind/Visual Impairment, and Vocational/Pre-ETS/Employment.
4.2.2 Based on data and input from Council, DBHDS reviews ways to improve F2F utilization/experience	Meeting minutes		Semi-annually	Data was reviewed with the State Council at the January 2025 State Council meetings. Council members were offered the opportunity to provide input during state council meetings and also through a survey in June 2025.
Outcome 4.3: At least 40 people are referred to or contact the peer mentoring program (P2P) for more information, and at least 50% of those are matched with mentors to receive the service.				
Outcome 4.3 FY 2025 progress: The Arc of Virginia reported 63 referrals for peer mentoring in FY 25.				
Activities	Output	Data Methodology	Timing and Frequency	Progress
4.3.1 DBHDS reviews data regarding: <ul style="list-style-type: none"> Who contacts P2P (waiver/waitlist individuals) Initial Contact/Referral Date Referral Source Number of matches 	Data from The Arc of Virginia		Quarterly	DBHDS received 4 quarterly reports from The Arc of Virginia. <ul style="list-style-type: none"> # of Peer Mentee referrals (Waiver): 43 # of Peer Mentee referrals (Waiver Waitlist): 20 Referral Source: <ul style="list-style-type: none"> CSB/Case Manager: 32 Parent/Family: 2 Friend: 1 IFSP/MLMC: 13 Family to Family 3 The Arc of Virginia: 10 Other: 4 Number of new matches: 13
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 January 2025 State Council meetings. Councilmembers were offered opportunity to provide input during state

				council meetings and also through a survey in June 2025.
Outcome 4.4: Regional Councils will leverage their Council Facebook pages to share three posts per month regarding resources or opportunities for individuals waiting for services.				
Outcome 4.4 FY 2025 Progress: Between January and June 2025, all 5 Regional Councils have posted at least 3 times monthly to their regional Facebook pages. Posts include resources and opportunities.				
Activities	Output	Data Methodology	Timing and Frequency	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; RNC monthly reports		Annually	While formal gap analyses were not conducted in FY25, each Regional Council reviewed its workplan and progress data to reflect on service and support needs. These discussions informed work plan revisions.
4.4.2 Regional Councils post information at least three times per month.	Facebook posts		3x monthly	<p>Regional Council Outreach – FY25 Social Media Activity</p> <p>Each region significantly exceeded the minimum posting goal of 36 posts per year (3/month). On average, regions posted between 244% and 394% of the target, reflecting strong engagement and consistent outreach.</p> <ul style="list-style-type: none"> • Region 1 (Western): 123 posts – avg. 10/month • Region 2 (Northern): 88 posts – avg. 7/month • Region 3 (Southwest): 88 posts – avg. 7/month • Region 4 (Central): 142 posts – avg. 12/month • Region 5 (Eastern): 132 posts – avg. 11/month <p>This level of engagement reflects proactive communication and growing regional visibility, helping families and individuals stay informed about support and opportunities for engagement/outreach.</p>

<p>4.4.3 DBHDS seeks feedback through the satisfaction survey related to Regional Councils' information shared.</p>	<p>Annual Satisfaction Survey</p>		<p>Annually</p>	<p>The IFSP Satisfaction Survey was completed in September 2024. Questions related to IFSP Regional Councils include:</p> <ul style="list-style-type: none"> • How would you rate the usefulness of the IFSP Virtual Coordinated Council Regional Meetings in the last 12 months? Of 72 respondents, 35 found this "very or somewhat useful" with 2 reporting "not at all useful" and 35 reporting they have not used them. • How would you rate the usefulness of the IFSP Regional Councils in the last 12 months? Of 62 respondents, 31 reported they have not used them; 29 reported them to be "very useful" or "somewhat useful", and 2 reported them to be "not at all useful". • Do you know about IFSP Virtual Coordinated Regional Council Meetings? Of 247 respondents, 72 said yes and 175 said no. • Do you know about the IFSP Regional Councils? Of 242 respondents, 62 said yes and 180 said no.