



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

Effective July 1, 2024

<b>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.</b>			
<b>Outcome 1:</b> At least 1,250 individuals most at risk of institutionalization on the priority one waiting list receive funding each year.			
<b>Outcome 2:</b> 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.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
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"> <li>• Numerator: Letters sent - letters returned + emails sent - emails returned</li> <li>• Denominator: All individuals on the waitlist regardless of priority</li> </ul>	6 weeks prior to Application Open date
1.1.2 DBHDS receives funding applications for all priorities.	WaMS IFSP-Funding Portal data extract	<ul style="list-style-type: none"> <li>• Numerator: Number of P1, P2, and P3 applications</li> <li>• Denominator: Total number of People with P1, P2, and P3 waiting list status</li> </ul>	End of Funding application period (30 days)
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"> <li>• Numerator: Number of P1 approved</li> <li>• Denominator: Total number of P1 applications</li> </ul>	Within 45 days of the close of application period
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"> <li>• Numerator: Number of P2 and P3 approved</li> <li>• Denominator: Total number of P2 and P3 applications</li> <li>• Office of Integrated Support Services will randomize the applications</li> </ul>	Within 45 days of the close of application period
1.1.3 DBHDS notifies applicants of funding approval or denial.	Email notification		Within 45 days of the close of application period

1.1.4 DBHDS receives requests for reconsideration.		<ul style="list-style-type: none"> <li>• Numerator: Number of reconsideration requests submitted</li> <li>• Denominator: Total number of denied applicants</li> </ul>	30 days after denial notices are sent
1.1.5 DBHDS reviews and make determinations for all reconsideration requests.			30 days post reconsideration submission period
1.1.6 DBHDS prepares data for Conduent to distribute funds.	Spreadsheet		Within 75 days of the close of application period
1.1.7 Conduent distributes funds to individual/families.	Conduent report		Within 90 days of the close of application period
1.1.8 Conduent tracks card activation and provides DBHDS information for follow up weekly.	Conduent report		Ongoing
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"> <li>• Numerator: Number of cards activated</li> <li>• Denominator: Total number of cards distributed</li> </ul>	Ongoing
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 1 applicants b. Number of applications approved c. Funding categories d. Card activation data	Annual report		August
<b>Outcome 3:</b> Annually review funding data to assess and modify guidelines and application process.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
1.3.1 DBHDS compiles funding and satisfaction survey data.	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
1.3.2 State Council reviews funding data and survey results	Meeting minutes		April

to determine if modifications are needed.			
1.3.3 State Council makes recommendations for modifications to the guidelines and/or application process if needed.	Meeting minutes		April
1.3.4 If modifications to the guidelines are needed, draft changes are posted to the Virginia Regulatory Town Hall for comments.			May
1.3.5 DHBDS implements recommended updates to the guidelines and application process.	Updated Guidelines and/or Application process		July

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

<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
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	4th State Council meeting
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 <sup>rd</sup> State Council meeting
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
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	3 <sup>rd</sup> State Council meeting
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	<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>	2 <sup>nd</sup> State Council meeting

	Council after All Council Annual meeting		
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
2.1.7 DBHDS provides newly identified resource information to Virginia Navigator for the MLMC Website.	MLMC website		Ongoing, and annual review in December
<b>Outcome 2:</b> 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.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
2.2.1 Annually, DBHDS reviews the governance and structure of the IFSP Regional Councils for updates or revisions with input from the State Council.	IFSP Regional Council Charter		4 <sup>th</sup> State Council meeting
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-year; Council input; Regional gap analysis and/or needs assessment		May Regional Business meetings
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
2.2.4 Each Regional Council implements the workplan and updates quarterly.	Regional workplans with updates; RNC quarterly reports		Each quarter
2.2.5 DHBDS 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	Resource Document		Ongoing

support, concrete services, and cash subsidies).			
2.2.6 DBHDS provides newly identified resource information to VirginiaNavigator for the MLMC website.	MLMC website		Ongoing and annual review in December
<b>Outcome 3:</b> Ensure active and meaningful representation of individuals with developmental disabilities on all State and Regional Councils.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
2.3.1 Develop targeted recruitment materials to encourage individuals with developmental disabilities to apply.	Recruitment materials		Q3 of fiscal year
2.3.3 Recruit and appoint a minimum of one person with a developmental disability for the state council.	Membership roster		Updated according to membership guidelines
2.3.3 Recruit and appoint a minimum of one person with a developmental disability for each regional council.	Membership roster		Updated according to membership guidelines
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/Orientation process; Support from The Arc of Virginia as needed		Ongoing

<b>Goal 3: DBHDS implements a comprehensive communications plan that provides timely and relevant information to individuals, families, and stakeholders.</b>			
<b>Outcome 1:</b> DBHDS produces an IFSP newsletter monthly, ensuring a minimum of 10 issues per year with input from the State and Regional Councils.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
3.1.1 DBHDS manages a newsletter recommendation email box and monitors information received.	Email Box	N/A	Ongoing
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"> <li>• Numerator: Number of emails sent to Councils/advocacy network</li> <li>• Denominator: 4</li> </ul>	Quarterly
3.1.3. DBHDS receives and reviews monthly reports from	Monthly Regional Council Reports	<ul style="list-style-type: none"> <li>• Numerator: Number of reports received</li> <li>• Denominator: 60</li> </ul>	Monthly

Regional Councils for potential newsletter content.			
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"> <li>• Numerator: Number of newsletters sent out</li> <li>• Denominator: 10</li> </ul>	Monthly or as needed
<b>Outcome 2:</b> 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.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
3.2.1 DBHDS reviews and updates the process for gathering State and Regional Council input on IFSP communications annually.	Meeting Minutes		January
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
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
<b>Outcome 3:</b> 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.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
3.3.1 DBHDS develops a communications plan for the funding cycle and reviews this with the councils for feedback.	Communications Plan, Meeting Minutes, Document outlining proposed schedule, Materials from funding cycle notifications	See data collection for funding above	Annually each June
3.3.2 DBHDS develops a plan for distributing annual outreach materials with input from the councils.	Meeting Minutes, document outlining proposed schedule, materials from outreach notification	<ul style="list-style-type: none"> <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
3.3.3 DBHDS distributes funding announcements, training information, guidelines, and other funding information	Communications Plan	See data collection above in funding Outcomes	Annually

according to the Communications Plan.			
3.3.4 DBHDS distributes annual outreach information according to the Communications Plan.	Communications 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
<b>Outcome 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.			
Activities	Output	Data Methodology	Timing and Frequency
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 4 <sup>th</sup> quarter – April - June
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"> <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
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

<b>Goal 4: The IFSP program connects individuals and families to appropriate supports and services while on the waiting list through My Life, My Community, Family to Family, Peer Supports, and/or the Regional Council Structure.</b>			
<b>Outcome 1: At least 50% of people who access the My Life My Community website annually will be new users</b>			
Activities	Output	Data Methodology	Timing and Frequency
4.1.1 DBHDS share 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

4.1.2 DBHDS reviews metrics on MLMC website to determine most visited areas.	Data from MLMC		Quarterly
4.1.3 Based on data metrics and feedback, DBHDS with input from council updates and refreshes information on the MLMC site.	Documented updates to the pages on MLMC		Ongoing
4.1.4 DBHDS reviews data regarding: <ul style="list-style-type: none"> <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
4.1.5 Based on data and input from council, DBHDS reviews ways to improve MLMC call center utilization/experience.	Meeting minutes		Annually
<b>Outcome 2:</b> At least 300 people access Family to Family Network (F2F) support annually.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
4.2.1 DBHDS reviews data regarding: <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
4.2.2 Based on data and input from council, DBHDS reviews ways improve F2F utilization/experience	Meeting minutes		Annually
<b>Outcome 3:</b> 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.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Timing and Frequency</b>
4.3.1 DBHDS reviews data regarding: <ul style="list-style-type: none"> <li>• Who contacts or is referred to P2P (waiver/waitlist individuals)</li> <li>• Initial Contact/Referral Date</li> <li>• Referral Source</li> <li>• Number of matches</li> </ul>	Data from The Arc of Virginia		Quarterly

4.3.2 Based on data and input from council, DBHDS reviews ways to improve P2P utilization/experience.	Meeting Minutes		Annually
<b>Outcome 4:</b> Regional Councils will leverage their Council Facebook pages to share three posts per month regarding resources or opportunities for individuals waiting for services.			
<b>Activities</b>	<b>Output</b>	<b>Data Methodology</b>	<b>Due Date</b>
4.4.1 Regional Councils identify through their needs assessment/gap analysis (2.2.2 above) information families want to receive.	Outline from work on 2.2.2 above; RNC monthly reports		Annually
4.4.2 Regional Councils post information at least three times per month.	Facebook posts		3x monthly
4.4.3 DBHDS seeks feedback through the satisfaction survey related to regional councils' information shared.	Annual Satisfaction Survey		Annually