

Individual and Family Support Program IFSP-Funding Frequently Asked Questions (FAQs)

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Looking for the IFSP-Funding Program Guidelines? They are posted on the [Virginia TownHall Guidance Document Forum](#).

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If you have questions or need additional assistance, please contact My Life, My Community operators at **844-603-9248**.

Application and Submission

1. I would like to apply for IFSP-Funding. Where is the application located?

All applications must be submitted using the online application. ***There are no paper applications.*** When the application is open, you will be able to access it on the IFSP-Funding Portal at <https://dbhds.virginia.gov/ifsponline>. The following link will also take you to the login page: <https://dbhds.virginia.gov/waitlistforms>.

2. When can I apply for funding?

Eligible applicants may apply any time between October 15, 2024 at 9:00 a.m. and November 13, 2024 at 11:59 p.m. The IFSP encourages applicants to take their time to apply anytime during the application open period.

To review the timelines, please visit the My Life, My Community IFSP-Funding webpage at <https://mylifemycommunityvirginia.org/ifsp-funding>. If you are signed up for the IFSP email list, you will receive an email with important information. If you are not signed up for the IFSP email list, click on the following link to sign up: <http://tiny.cc/ifsp-email>.

3. What is the maximum amount of money I can request? Is there a minimum amount?

The maximum amount of IFSP funds you can apply for is based on your priority status on the DD Waivers Waiting List (or “the Waitlist”). The maximum funding for individuals with priority 1 status on the Waitlist is \$1,000. The maximum funding for individuals with priority 2 or priority 3 status on the Waitlist is \$500. This amount may be divided among multiple funding categories if needed or may be all in one category.

There is no minimum amount of funding. For more information about funding amounts, please refer to *Section III: Prioritized Funding Categories* of the [IFSP-Funding Program Guidelines](#), which are linked here from the Virginia TownHall Guidance Document Forum. You can also find the guidelines linked from the My Life, My Community IFSP-Funding page:

<https://mylifemycommunityvirginia.org/ifsp-funding>.

4. What is my priority status? Do I need to know my priority number to apply?

You do not need to know your priority status to apply. When you are on the Waitlist, your Community Services Board/Behavioral Health Authority (CSB/BHA) or support coordinator/case manager completes an assessment, and your priority status on the Waitlist is determined based on the information you provide. Your priority status is updated as you report changes in your situation and/or needs.

5. How does the IFSP decide who is approved and who is denied?

For more information regarding the IFSP’s funding determination process, please refer to *Section III: Prioritized Funding Categories*, *Section VI: Application Review Criteria*, and *Section VII: Funding*

Award Process in the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

6. If I am signed up for the emails, will I receive the application by email?

No, you will not receive the application by email. If you are signed up for the IFSP email list, you will receive an update telling you when and how to access the IFSP-Funding Portal where you can apply for funds.

7. How do I log into the IFSP-Funding Portal to fill out an application?

To log into the Funding Portal, you will need your last name, date of birth, and the last six (6) digits of your Social Security number.

Specific instructions on how to log in, navigate, and complete an application are in the IFSP-Funding Portal User Guide. Applicants can also review a step-by-step video guide for completing the application. All materials can be found on the My Life, My Community website at <https://mylifemycommunityvirginia.org/ifsp-funding>.

8. Can I use my smartphone or tablet to complete my application?

For maximum ease of use, the IFSP recommends using a computer or a tablet device to complete your application. If you run into problems, please call our toll-free My Life, My Community helpline at 844-603-9248.

9. When will I hear that my application has been accepted into the system?

After you submit your application, you will immediately receive a confirmation email. If you do not see the message, please check your junk mail or spam folders. Please remember all communication about your application will be sent via the email address that you provide on your application. Also, please note that receipt of an application does not guarantee funding. If you apply as a “custodial family member”, the email will be sent to the custodial family member’s email address.

10. After I submit my application, when will I find out whether it has been approved?

The IFSP expects to notify applicants of an award decision within three (3) months after the Funding Portal closes on November 13, 2024. The IFSP will communicate all award decisions to you via email.

11. What is WaMS? How do I know if my information is correct in it?

WaMS stands for the Virginia Waiver Management System. It is the system that DBHDS uses to store information about individuals who are seeking or receiving DD Waiver services. Please contact your Community Services Board/Behavioral Health Authority (CSB/BHA) or support coordinator/case manager to confirm that your information is correct in WaMS.

12. What do I do if the information that is automatically populated in my application is incorrect?

Please double check that your information is correct before submitting your application. This

information includes your mailing address, Social Security number, and date of birth.

It is possible that your information needs to be updated in WaMS. Information about the person on the Waitlist was entered by your CSB/BHA when you were placed on the Waitlist. You must contact your CSB/BHA/support coordinator/case manager to make updates to your information in WaMS.

The IFSP encourages you to correct the auto-populated information on your application. Changing your information on your Funding application does not change it in WaMS, so you will still need to notify your CSB/BHA if your address, birthday, or other important information needs to be updated in WaMS.

13. How much detail do I need to include in my application about my planned use of funds?

When you apply, you will choose from a drop-down menu of allowable items and services. You will not need to type in your planned use of funding. Please refer to Section IV of the **IFSP-Funding Program Guidelines** on the My Life, My Community IFSP-Funding page:

<https://mylifemycommunityvirginia.org/ifsp-funding>.

14. What if my need changes after I have submitted my application?

You may edit your application any time before the application closes on November 13th at 11:59 p.m. However, if you have already submitted your application, you may withdraw it and complete a new one before the Funding Portal closes. For instructions on how to change and withdraw your application, please review the **IFSP-Funding Portal User Guide** on

<https://mylifemycommunityvirginia.org/ifsp-funding>.

Please remember that all funds must be spent on allowable expenses as indicated in your application. For that list of allowable expenses, please refer to *Section IV: Covered and Non-Covered Services and Supports* of the **IFSP-Funding Program Guidelines**, linked on

<https://mylifemycommunityvirginia.org/ifsp-funding>.

15. Will funds be issued via debit card?

The IFSP will continue to provide funds via the Way2Go debit card.

16. Who can help me complete my application?

If you need assistance to complete your application, you may reach out to your CSB/BHA/support coordinator/case manager. You may also get assistance from a trusted friend or family member, or call the toll-free My Life, My Community helpline at 844-603-9248.

17. Can I receive funding if I don't have a permanent address or reliable mailing address?

Yes, you can receive funding. Please include a reliable postal mailing address in your application. If you do not have a personal mailing address, you may designate (with permission) the local CSB/BHA where you receive case management services, or a trusted friend or family member to receive and

secure your funding card. However, the address of the CSB/BHA or friend/family member must be entered on your application. You must also make their name “in care of” (for example, “c/o John Doe”).

18. I need the IFSP application translated into another language.

The IFSP-Funding Portal in WaMS has a Spanish translation function. Please refer to the **IFSP-Funding Portal User Guide** for instructions on how to translate the application. It can be found on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

Necesito que traduzcan la solicitud en Español.

*El portal de financiación IFSP en WaMS tiene una herramienta de traducción al español. Por favor consulta la **Guía del usuario del portal de financiación IFSP** para obtener instrucciones sobre cómo traducir la solicitud. Se pueden encontrar la Guía del usuario en el sitio web My Life, My Community (Mi vida, mi comunidad) en <https://mylifemycommunityvirginia.org/ifsp-funding>.*

19. Can I print my application?

Although the IFSP does not accept paper applications, there is an option to print your application if you would like to keep a copy for your own records. Please review the **IFSP-Funding Portal User Guide** for instructions on how to print your application. It can be found on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

Allowable Costs

20. What can I purchase and not purchase with these funds?

You can find a complete list of covered and non-covered expenses in the IFSP-Funding Program Guidelines Section IV, Covered and Non-Covered Services and Supports. The IFSP-Funding Program Guidelines are located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

The IFSP recommends that you do one of the following within 6 months of receiving the debit card:

1. Use the funding immediately to purchase items or services as requested.
2. Create a PIN to withdraw funds from an ATM.
3. Transfer funds from the debit card into a bank account in good standing. The bank must have a physical location in your area. The bank cannot be online only.

21. Can I buy groceries or clothing with these funds?

IFSP funds can be used to purchase medical supplements and foods prescribed if they are related to special dietary needs associated with the disability. IFSP funds can be used to cover food if they are part of a recreational experience that supports community integration. Specialty clothing related to the disability is an allowable expense. General clothing and footwear are not covered.

For more details, please review the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

22. Can I use IFSP funds for rent, mortgage, or utilities?

Rent, mortgage, and basic utilities bills are not covered. You can find a complete list of covered and non-covered expenses in *Section IV: Covered and Non-Covered Services and Supports* in the **IFSP-Funding Program Guidelines** located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>

23. Do you make exceptions for emergencies to pay for non-covered items?

No, the IFSP-Funding Program can only cover items listed in *Section IV: Covered and Non-Covered Services and Supports* of the **IFSP-Funding Program Guidelines**.

24. Can I be reimbursed for things I have already paid for before my award notification was received?

The IFSP-Funding Program does not reimburse for items purchased before funds are awarded. There is one exception for the cost of gas, tolls, or transportation related an activity supporting community integration, only after funding has been received. For example, you have a friend transport you somewhere and agree to reimburse them for gas or mileage.

25. Are cost reimbursements okay after receiving funds or after receiving approval?

As in the past, costs must be incurred after the Way2Go debit card is received and registered. Please see the exception in Question 25 above.

26. Will I have better chance of being approved if I request funding for certain items/services, or specific amounts for certain items/services?

No. Approvals are not based on a requested item or service. To review the IFSP’s determination process, please refer to *Section III: Prioritized Funding Categories* and *Section VI: Application Review Criteria* in the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

General Information

27. What is the IFSP?

“IFSP” is an acronym for the Individual and Family Support Program at DBHDS. The IFSP assists individuals with developmental disabilities and their families with accessing person-centered and family-centered resources, supports, and services and other assistance. The program’s primary target population is individuals on the Waitlist for Virginia’s Developmental Disabilities Medicaid Waivers and residing in the community. The goal of the program is to support continued community living. To learn more about all the parts of the IFSP, please watch our informational video or download our “IFSP: First Steps” document. Both are posted on the “Resources for Individuals and

Families” page on the My Life, My Community website at <https://mylifemycommunityvirginia.org/resources>.

28. Who is eligible to apply?

Only individuals who are living on their own or in a family home and are on the DD Waivers Waitlist are eligible for IFSP-Funding. For details regarding eligibility, please review *Section II: Program Eligibility Requirements* in the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

29. Is there an age limit to apply for IFSP-Funding?

No, there is no age limit.

30. If I am the responsible party/custodial family member for more than one person, can I apply more than once?

IFSP-Funding applications are connected to the individual on the Waitlist. Applicants can only apply for assistance once during the funding period. However, one person can be the responsible party for multiple applicants. Each approved applicant will receive a separate award issued by debit card.

For example, a father of twins, both of whom are on the Waitlist may submit an application for each child and be the responsible party listed on each of the two submitted applications. If the applications are approved, the father would receive two debit cards, one for each child.

31. What is a custodial family member?

A “custodial family member” is a family member who has primary authority to make all major decisions affecting the individual and with whom the individual primarily resides. Related to IFSP-Funding, the Custodial Family Member is the responsible party to account for funding use, including retention of receipts in case of audit. When communicating with the card issuer, the Custodial Family Member must give the issuer their identification information, not the applicant’s information.

32. I have a CCC Plus waiver. Am I still eligible to apply for IFSP-Funding?

Yes, you are still eligible to apply for and receive IFSP funds. If you receive this waiver, you should use your IFSP funds to purchase services, supports, or items that are not covered by CCC Plus.

33. I never got funds in the past. Am I eligible for IFSP-Funding?

You are eligible to apply for IFSP-Funding if you are on the Waitlist and live in your own home or in the family home at the time you submit your application, regardless of whether you received funding in the past. For details regarding eligibility, please review *Section II: Program Eligibility Requirements* in the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

34. When I applied for IFSP-Funding, I was not selected to receive funding. How does the IFSP decide who gets funding?

Prior to 2023, IFSP funds were available on a first-come, first-served basis. Funding is now awarded based on criteria listed in the **IFSP-Funding Program Guidelines**. You can review these guidelines on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

The IFSP-Funding Program has always had more interest and applicants than funds available. Unfortunately, requests for assistance outweigh available funding to serve everyone.

35. English is not my primary language, and I need help. Who can help me?

The IFSP can assist you more quickly if you have someone who speaks English who can contact us to best explain your need. We also recommend contacting your CSB/BHA/support coordinator/case manager for translation assistance with understanding general information. The IFSP-Funding application portal in WaMS has a Spanish translation function. Additional IFSP-Funding Program materials are available in Spanish and may be found on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

If you need assistance in another language, please contact operators at our My Life, My Community helpline (operated by SeniorNavigator) at 844-603-9248.

36. I live in a rural area and my Wi-Fi is unreliable. I do not have a computer. How can I apply? Is there someone who can help me?

All applications must be submitted online. In addition to using a computer, the IFSP recommends completing the application using a tablet. If you do not have access to any of these devices, please consider using a computer at a local public library. To find a library where you live, please search online at <https://www.lva.virginia.gov/public/libraries.asp>.

Your CSB/BHA/support coordinator/case manager can also provide assistance with completing the application. To find your local CSB/BHA, visit <https://vacsb.org/csb-bha-directory>.

If you need assistance with completing the web application, please review the application training materials. They can be found on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

37. What if I don't have an email address?

The IFSP requires an email address for an application to be submitted and to send applicants future communications from us. Notifications may include updates regarding whether your application was received, approved, or denied. If you do not have a personal email address, you may enter the email address of someone you trust who can receive communications from the IFSP. This person should be able to accurately respond to inquiries on your behalf.

38. What should I do if I don't have a support coordinator/case manager or don't know who my support coordinator/case manager is?

You should contact your local Community Services Board/Behavioral Health Authority (CSB/BHA). If you don't know your CSB/BHA, you can search for it at <https://vacsb.org/csb-bha-directory>.

39. If I am signed up for the IFSP email list, do I have to sign up again after each funding cycle?

No, you only need to sign up once for the IFSP email list. You will only need to sign up if you have previously unsubscribed. If you need to update your email address, please email us at IFSPSupport@dbhds.virginia.gov.

40. Does the Funding Program end when the Settlement Agreement ends?

IFSP-Funding is available as long as the Virginia General Assembly allocates funds for the program.

Returning Applicants

41. If I received the funding on a debit card last time we received funds, will I be able to use the same card this year?

No, a new card is issued for each IFSP-Funding cycle. Funds for a new year cannot be put on a card from a previous year. Please discard any previously used cards with a \$0 balance.

42. I applied for and received IFSP funds last year. Can I still apply?

Yes, you can apply again this year.

43. Will I automatically get funds this year if I didn't get funds last year?

No. Applicants who did not receive funds in the previous funding cycle will be prioritized each year. However, this does not automatically guarantee that your application will be approved. You will need to apply each year that you are interested in the funding and are eligible. Funding is awarded based on criteria established in the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

Receipts

44. What do I do with my receipts?

IFSP-Funding recipients should hold on to receipts for three (3) years and be prepared to provide them if requested. As part of our ongoing quality improvement process, the IFSP may contact recipients to learn more about how you used your funds.

IFSP-Funding recipients must spend their funds on allowable services or supports. Please refer to *Section IV: Covered and Non-Covered Services and Supports* of the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at

<https://mylifemycommunityvirginia.org/ifsp-funding>.

45. How do I submit receipts from a previous funding period?

Please do not send receipts unless you are contacted and asked for them.

The DD Waivers Waiting List (“the Waitlist”) and Eligibility

46. How can I find out if I am on the Waitlist? How do I get on the Waitlist? How do I find out who my support coordinator/case manager is?

You must be on the Waitlist to apply for IFSP funds. If you have questions about your DD Waitlist status, please contact your local CSB/BHA. They can also help you with identifying your support coordinator/case manager if you have one. If you are not on the Waitlist, they can help you get on the Waitlist if you are eligible. If you are on the Waitlist and don’t have a support coordinator/case manager, they can talk with you about eligibility for that service. To find your local CSB/BHA, visit <https://vacsb.org/csb-bha-directory>.

47. What if the applicant who is on the Waitlist has a part-time job?

The IFSP does not take income into consideration for eligibility. An individual who is working can still apply for IFSP-Funding.

48. How long does an individual have to be on the Waitlist before they can apply for IFSP-Funding?

There is no time requirement. You must be on the Waitlist at the time of application submission to be eligible to apply for IFSP funds.

49. What if I am awarded a DD Waiver slot before the funds are issued or I am no longer on the Waitlist?

Per [IFSP regulations](#), the IFSP cannot issue funding to individuals who are not on the Waitlist. If someone is approved for funding but then is removed from the Waitlist or enrolled in a DD Waiver prior to the IFSP’s funding issuance, they will not receive funding. Eligibility is checked prior to final approval before any funds are issued.

Please refer to *Section X: Termination of Funding* in the **IFSP-Funding Program Guidelines**, located on the My Life, My Community IFSP-Funding page at <https://mylifemycommunityvirginia.org/ifsp-funding>.

If you have questions or need additional assistance, please visit <https://mylifemycommunityvirginia.org/ifsp-funding> or contact My Life, My Community operators at **844-603-9248**.

