



The Individual and Family Support Program

Funding Guidelines

These annual guidelines are developed in collaboration with the IFSP State Council and published in accordance with regulation, Operation of the Individual and Family Support Program [12VAC35-230].

Version Date: 01/09/2023.

NOTE: These guidelines will not be effective until the [emergency action](#) amending 12VAC35-230 is effective.

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

I. Program Description

12VAC35-230-20

Funding through the Virginia Department of Behavioral Health and Developmental Services' ("department") Individual and Family Support Program ("IFSP") assists individuals on a waiting list for a Virginia Medicaid Home and Community-Based Services (HCBS) Developmental Disability Waiver ("DD Waiver Waiting List") and their families with accessing resources, supports, and services. The program supports the continued residence of individuals with developmental disabilities in their own homes or in the family home of the individual.

II. Program Eligibility Requirements

12VAC35-230-35

To be eligible, applicants must meet all of the following criteria when funds are requested:

1. Applicants must be on the Virginia DD Waiver Waiting List, and
2. Applicants must be living in their own homes or in a family home.

Applications may be submitted either by the individual who is on the DD Waiver Waiting List or a custodial family member applying on behalf of the individual(s) on the DD Waiver Waiting List. Individuals on the DD Waiver Waiting List who also receive assistance through other programs like the Commonwealth Coordinated Care Waiver (CCC Plus) or the Early and Periodic Screening Diagnosis and Treatment Program (EPSDT) may apply for funds if the request is for items that are not available through this or a similar program. IFSP encourages all applicants to maximize assistance by accessing other supports and resources where appropriate.

III. Program Funding Categories

12VAC35-230-45

The amount applicants may request is based upon the applicable funding category.

This year, the program expects to provide no less than approximately \$2.5 million in direct assistance to individuals on the DD Waiver Waiting List.

Funding Categories

- **Priority 1: 50% of funds (\$1,250,000).** A maximum of \$1000 per approved recipient. Application period will be open until funding is exhausted. Funding approval will be given to individuals in Priority 1 who are most at-risk of institutionalization indicated by a Critical Needs Summary score, as well as the date and time of the application is received.
- **Priorities 2 and 3 (combined): 50% of funds (\$1,250,000).** A maximum of \$500 per approved recipient. Application period will be open for a month and then closed. No applications will be reviewed or funds distributed before the application period is closed. Funding approval will be given randomly to applicants within Priorities 2 and 3 based on the number of applications received and funds requested not to exceed predetermined funding amounts. IFSP will award funds to a randomized sample until all applicants in Priority 2 and 3 have had opportunity to access funding before repeating funding for previous awardees.

The funding application schedule, including application deadlines, are posted on the My Life, My Community website at <https://mylifemycommunityvirginia.org>.

All applications must be submitted via the department's WaMS IFSP Funding Application Portal located at <https://www.dbhds.virginia.gov/waitlistforms>.

Applications will be reviewed by the department at the following intervals:

- **Priority 1:** Monthly until all funds are exhausted; and
- **Priorities 2 and 3:** One month from the close of the application period. After the one month period, any undistributed funds will be added to the Priority 1 category until all funds are spent.

IV. Covered and Non-Covered Services and Supports

12VAC35-230-55

The following items and services are eligible for funding as allowable expenditures under the IFSP.

Please note: IFSP funds are one-time funds and are not guaranteed to be awarded in future years.

Safe Living

- Backup generator
- Furniture, including beds, sofa, chairs, tables, lamps, and dressers
- Adaptive furniture
- Mattresses and bedding
- Handrails and grab bars
- Home modifications to improve accessibility, including door widening, additional flooring, kitchen or bathroom remodels, and driveway installations and window installation
- Appliances
- Heating, cooling, and plumbing systems conversion, installation, and repairs
- General home repairs
- Location devices and GPS trackers, including Project Lifesaver and AngelSense, personal alarms, locator services, and associated trainings
- Respite
- Fencing
- Home security systems, including home alarms and cameras
- Wheelchair ramp and other ramps
- Stairlifts
- Legal fees, including fees to establish guardianship, power of attorney, microboards, trusts, etc.

Community Integration

- Companion services, peer support, and mentoring
- Childcare and afterschool care
- Community activities/recreation
- Conferences, family education, and trainings
- Day support programs
- Self-advocate education or training
- Summer camp
- Supported employment
- Therapeutic activities and copays
- Transportation services including Uber, Lyft, cabs, buses, etc.
- Sports activities and lessons, including tournaments
- Recreational and entertainment activities that support community integration
- Recreational activities, including art classes, music lessons, dance lessons, gym memberships, etc.
- Recreational equipment, including swings and playset equipment
- In-state vacations
- Passes for recreational activities
- Tuition
- Modifications to a vehicle, including wheelchair lifts
- Reimbursement for transportation costs including gas, tolls, etc.

Improved Health Outcomes

- Attendant care
- Behavior therapy/applied behavioral analysis
- Communication and assistive technology, including computers, tablets, laptops, iPads, apps, mobile phones, mobile phone services, warranties and repairs, internet services, speech applications, and speech products
- Telecommunication services that enhance community access and involvement, including SIM cards, internet, mobile phone service, and applications that link individuals to community activities
- Assistive technology repair
- Dental care, procedures, and equipment
- Hearing care, procedures, and equipment
- Medical care copays
- Medication
- Equipment, including bikes, wheelchairs, strollers, car seats, and highchairs
- Sensory items, including toys
- Nutritional supports, including nutritional drinks like Boost, Ensure, formula, adult formula for feeding tubes, etc.
- Therapies, including occupational therapy, physical therapy, speech therapy, massage therapy, and chiropractic therapy
- Personal hygiene items, including incontinence supplies, skin ointments, wipes, specialized toothbrushes, and costs associated with professional grooming services such as haircuts, manicures, and pedicures
- Therapeutic horseback riding/hippotherapy
- Vision care, procedures, and equipment
- Durable medical equipment, including clothing and compression garments and apparel that simplifies self-dressing and offers solutions to meet a multitude of physical challenges. Eligible clothing items include the following:
 - Bibs and clothing protectors
 - Soft clothing for sensory sensitivity
 - Clothing with Velcro, snaps, or zipping closures
 - Orthopedic shoes

IFSP Funds may NOT cover the following costs:

- Clothing not related to the applicant's disability¹;
- Food (not related to special dietary needs associated with the disability or as part of a recreational experience);
- Installment payments for automobiles and auto insurance; and
- Any services or items not listed in these Guidelines or if covered by another entity.

¹ This does not exclude accessible clothing items (e.g., adaptive clothing or footwear, weighted vests, etc.). These items are covered under the Improved Health Outcomes section.

V. Application for Funding

12VAC35-230-65

The application can be found on the **WaMS IFSP Funding Application Portal** located at <https://www.dbhds.virginia.gov/waitlistforms>.

IFSP funds may only be used to cover expenses incurred after the applicant receives the award approval notice.

All program funds will be issued by debit card. Applicants are expected to register the card immediately upon receipt. Failure to register the card may affect the applicant's eligibility for future funds.

By applying, the individual or custodial family member agrees to:

1. Maintain all receipts documenting items or services purchased with IFSP funds for three calendar years from the date of purchase and, upon request, provide the receipts to the department for auditing²;
2. Acknowledge that failure to comply with the program's policies may result in recovery of awarded funds and denial of future funding requests.

VI. Application Review Criteria

Upon receipt of a completed application, the department shall:

1. Verify that the individual is on the waiting list for a Medicaid Home and Community-Based Services (HCBS) DD Waiver;
2. Confirm that the items or services for which funding is requested are eligible; and
3. If applicable, confirm that the applicant complied with past program requirements. Failure to provide all the requested application information shall result in an application denial.

² IFSP stopped requiring receipts in 2020. However, applicants are still expected to maintain receipts documenting expenditures for eligible items and providing them as requested as part of a program audit.

VII. Funding Award Process

12VAC35-230-85

The department shall provide a written notice to the individual or custodial family member who submitted the application indicating whether the application was approved or denied.

Denials

Applications may be denied if the department determines that:

- The requesting individual or custodial family member has not complied with IFSP policies or regulations for previously awarded funds. This includes failure to register debit cards with prior year's awards, or failure to provide receipts for previously received IFSP funds as requested.
- The IFSP funding annual appropriation has been expended.

In future funding cycles, an individual on Priority 2 or Priority 3 who was previously awarded IFSP funding may not be awarded funding in a consecutive funding cycle until all eligible applicants in Priority 2 or Priority 3 have an opportunity to access and be awarded funding.

VIII. Requests for Reconsideration

12VAC35-230-90

For applications denied for the previously listed reasons, the department will provide written notice via email stating the reason(s) why the requested services, supports, or other items were denied, and information on how to appeal the decision.

Application appeals must be submitted in writing using the directions provided in the denial message. Reconsiderations must be submitted no later than 30 days after receiving the denial notice. A determination will be made within 30 days of receipt of the request and provided to the Responsible Party in writing. This decision will be final.

IX. Post-Funding Review

12VAC35-230-100

Department staff may request documentation or verification that funds have been used in accordance with the program guidelines to purchase only approved services or items as described in the application and approved by the department. By receiving IFSP funds, recipients agree to provide all information requested by the department for three years following the funding cycle. Failure to provide information when requested may result in recovery of such funds by the department, or prohibition from receiving future funds.

X. Termination of Funding

12VAC35-230-110 120

Funding through the IFSP shall be terminated when the individual is enrolled in a Medicaid HCBS DD Waiver, if the individual is found to be no longer eligible to be on a waiting list for a Medicaid HCBS DD Waiver in accordance with 12VAC30-122-90 and all appeals have been exhausted, or if approved funds are used for purposes not approved by the department in its written notice. Any funds approved but not released will be forfeited in such circumstances.

If you need answers to questions related to IFSP, please visit the DBHDS My Life, My Community website at <https://mylifemycommunityvirginia.org>.



Virginia Department of
Behavioral Health &
Developmental Services





The Individual and Family Support Program

IFSP-Funding Frequently Asked Questions (FAQs)

Version Date: 1/10/2023

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Application and Submission

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

A. There is no minimum amount this year. The maximum funding for individuals with Priority 1 status on the waiting list is \$1,000. The maximum funding for individuals with Priority 2 or 3 status is \$500. This amount may be divided among multiple funding categories if needed or can be all in one category. Please review the IFSP-Funding Program Guidelines on the My Life, My Community website at <https://tinyurl.com/mlmc-funding>.

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

A. 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://www.dbhds.virginia.gov/waitlistforms>.

Please check the My Life, My Community website at <https://tinyurl.com/mlmc-funding> for timelines. 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: <https://tinyurl.com/IFSPList>.

Q. I am signed up for the emails, so will I receive the application by email?

A. 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 how to access the IFSP-Funding Portal where you can apply for funds.

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

A. Specific instructions on how to 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://tinyurl.com/mlmc-funding>.

Q. When will the application be available?

A. Please check the My Life, My Community website at <https://tinyurl.com/mlmc-funding> for IFSP-Funding timelines. If you are signed up for the IFSP email list, you will be notified via email. If you are not signed up for the IFSP email list, click on the following link to sign up: <https://tinyurl.com/IFSPList>.

Q. When can I submit my application?

A. Please check the My Life, My Community website at <https://tinyurl.com/mlmc-funding> for IFSP-Funding timelines. You will not be able to submit your application(s) until the date that is listed for your waitlist priority status. If you do not know your priority status, please contact your CSB and/or support coordinator.

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

A. 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.

Q. How long will it take before a funding decision is reached after I submit my application?

A. IFSP will communicate all award decisions to you via email after applications have been submitted and reviewed. We expect to notify applicants of an award decision within 1-2 months after the application submission period closes.

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

A. WaMS stands for Virginia Waiver Management System. It is the system that DBHDS uses to store information about individuals who are seeking or receiving Waiver services. Please contact your case manager to confirm your information is correct in WaMS.

Q. In the past, I had issues with the information I submitted on my application not being properly matched in WaMS. How can I ensure the same thing does not happen this year?

A. It is possible that your information was entered incorrectly in WaMS. Information about the person on the Waiver Waiting List was entered by your CSB when you were placed on the Waiver Waiting List. You must contact your case manager to make updates to your information in WaMS.

Since IFSP uses information directly from WaMS to verify the IFSP applicant's Waiver Waiting List status, it is important that the information that you have entered on your IFSP application matches the information that is in WaMS.

Changing your information on your Funding application does not change it in WaMS, so you will still need to notify your CSB if your address, birthday, or other important information needs to be updated in WaMS.

Q. What is my Priority number? How do I find out if I don't know it?

A. Your assigned CSB will usually assign a support coordinator/case manager who assesses and updates your information while you are on the waitlist. Your priority status on the waitlist is determined based on intake information included on the Priority Needs Checklist Level for a status of 1, 2, or 3. Contact your support coordinator/case manager to find out your current priority. You should also contact them if your support needs change. Priority levels can change as your need for services change, which you should discuss with your support coordinator/case manager.

Q. How much detail do I need to include in my application about requested items or services?

A. IFSP can make determination considerations more easily based on the details you provide in the description of the funding categories. Providing detailed descriptions of the items or services you are requesting communicates clear intentions and appropriate use for the funding. Please refer to Section IV of the Program Guidelines on My Life, My Community.

Q. What if my need changes after I have completed the application?

A. If you are trying to revise a submitted application, please note, IFSP does not allow changes to the application once it is submitted. If you feel that you need to withdraw an application, you will need to contact My Life, My Community to request a help ticket.

Please remember that all funds must be spent on allowable expenses. Covered and non-covered services and supports are explained in the IFSP-Funding Program Guidelines which can be found on the My Life, My Community website at <https://tinyurl.com/mlmc-funding>.

Q. Will funds be issued via debit card?

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

Q. Who can help me complete my application?

A. The assigned support coordinator/case manager at your local CSB can assist you with completing your application online. You may also get assistance from a trusted friend or family member to complete your application.

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

A. 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 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 or friend/family member must be entered on your application. You must also make their name "in care of" (example: c/o John Doe).

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

A. The IFSP-Funding Portal in WaMS has a Spanish translation function. Please see the IFSP-Funding Portal User Guide for instructions on how to translate the application. It can be found on the My Life, My Community website at <https://tinyurl.com/mlmc-funding>.

Q. Can I print my application?

A. This year, there is no option to print your application. Again, IFSP does not accept paper applications. However, if you would like to keep a copy for your own records, you can screenshot your application. Once your application has been submitted, you can continue to access and review your application in the WaMS Portal.

Allowable Costs

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

A. You can find a complete list of covered and non-covered expenses in the IFSP-Funding Program Guidelines section titled *Covered and Non-Covered Services and Supports*.

The IFSP-Funding Program Guidelines are located on the My Life, My Community website at <https://tinyurl.com/mlmc-funding>.

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

A. IFSP funds can be used to purchase medical supplements and foods prescribed as part of a treatment plan. Also, funds can be used to cover the cost of meals related to recreational activities and events. Specialty clothing that addresses a medical need, like weighted vests and incontinence-related clothing, are allowable expenses. General clothing and footwear are not covered.

For more details, please review the IFSP-Funding Program Guidelines, located on the My Life, My Community website at <https://tinyurl.com/mlmc-funding>.

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

A. No, the IFSP program does not cover emergency expenses.

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

A. The IFSP-Funding Program does not reimburse for items purchased before funds are awarded.

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

A. As in the past, costs must be incurred after the funds are received. Each applicant’s approval notification will provide a date that will specify when costs may be incurred for IFSP-Funds.

General Information

Q. What is IFSP?

A. IFSP is the acronym for the Individual and Family Support Program. To learn more about all of the parts of the IFSP, please watch our informational video or download our “IFSP: First Steps” document. Both are posted on the My Life, My Community website at <https://mylifemycommunityvirginia.org/taxonomy/mlmc-menu-zone/resources-families>.

Q. Who is eligible for this money?

A. Only individuals who are living on their own or in a family home and are on the DD Waiver Waiting List are eligible for IFSP-Funding. For more details, please

review the IFSP-Funding Program Guidelines, located on the My Life, My Community website at <https://tinyurl.com/mlmc-funding>. It includes details regarding Program Eligibility Requirements.

Q. Is there an age limit in order to apply for IFSP-Funding?

A. No, there is no age limit.

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

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

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

Q. What is a custodial family member?

A. "Custodial family member" means a family member who has primary authority to make all major decisions affecting the individual and with whom the individual primarily resides.

Q. I have an EDCD (Elderly and/or Disabled with Consumer Direction Waiver) or the Assisted Technology Waiver (Tech Waiver) or participate in CCC Plus. Am I still able to apply for IFSP-Funding?

A. Yes, you are still eligible to apply for and receive IFSP Funds. If you receive one of these waivers, you should use your IFSP funding to purchase services, supports, or goods that are not covered by one of these programs.

Q. I never got the funds in the past. Does that make me eligible for IFSP-Funding?

A. You are eligible for IFSP-Funding as long as you are on the DD Waiver Waiting List, regardless of whether you received funding in the past.

Please review the IFSP-Funding Program Guidelines, located on the My Life, My Community website at <https://tinyurl.com/mlmc-funding> for details regarding eligible applicants.

Q. Whenever I apply for IFSP-Funding, I never get selected to receive funding. Why?

A. In past years, IFSP funds were available on a first-come, first-served basis. This year, the funding will be awarded based on criteria established in Question #10. The IFSP-Funding Program has always had more interest than funds. Unfortunately, requests for assistance outweigh available funding to serve everyone.

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

A. We recommend contacting your case manager for translation assistance with understanding general information. The IFSP Funding Application portal in WaMS has a Spanish translation function. If you still need assistance for other languages, please contact operators at our My Life, My Community helpline (operated by SeniorNavigator) at 844-603-9248.

Q. 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?

A. All applications must be submitted online. In addition to using a computer, you can complete the application using a smartphone or 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>. Also, consider contacting your case manager at the CSB where you signed up for the DD Waiver Waiting List.

Your case manager can also provide assistance with completing the application. To find your CSB, please search online at <https://mylifemycommunityvirginia.org>.

If you need assistance with completing the web application, please review the application training materials. They can be found at the My Life, My Community website at <https://tinyurl.com/mlmc-funding>.

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

A. An email address is required for the application to be submitted and for future communications with IFSP. Notifications may include updates regarding whether your application was received, approved, pended, 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 IFSP. This person should be able to accurately respond to inquiries on your behalf.

Q. What should I do if I don't know who my case manager is?

A. You should contact your local CSB.

Q. If I do not have a case manager, will my application be delayed?

A. No, IFSP takes applications directly from the applicant.

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

A. 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.

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

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

Returning Applicants

Q. I applied online in the past. Can I use the same login and email address to complete this year's application?

A. No. The application is a new module in the WaMS website. The email address that you use to register will be the one that the IFSP staff uses to communicate with you about your application.

The IFSP-Funding Portal User Guide provides instructions on how to create a login. It can be found on the My Life, My Community website at

<https://tinyurl.com/mlmc-funding>.

Q: 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?

A: 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.

Receipts

Q. Where can I send my receipts for the most recent funding cycle?

A. Receipts are not required for IFSP-Funding. IFSP-Funding recipients must spend their funds on allowable services or supports. Please refer to the IFSP-Funding Program Guidelines for a list of allowable expenses.

As part of our ongoing quality improvement process, IFSP may contact recipients to learn more about how you used your funds. In the past, IFSP asked funding recipients to hold on to receipts for one (1) year; going forward, IFSP-Funding recipients should hold on to receipts for three (3) years.

Q. How do families submit receipts from the previous funding period? Are they not able to log into the Portal to upload them like before?

A. IFSP no longer accepts receipts for previous funding cycles.

IFSP Data Breach

Q. How do I know if my information was breached when I submitted an application for funding during the last funding cycle?

A. We have already reached out to individuals regarding the IFSP Data Breach. If you did not receive an email from us, your information was not breached. If someone saw your personal information, we would have notified you. Please refer to the October 2021 Breach Information located on the My Life, My Community website at <https://tinyurl.com/mlmc-funding> for more details.

DD Waiver Waiting List and Eligibility

Q. How can I find out if I am on the DD Waiver Waiting List? How do I get on the DD Waiver Waiting List? How do I find out who my case manager is?

A. You must be on the DD Waiver Waiting List in order to receive IFSP funds. If you have questions about your DD Waiver Waiting List status, please contact your local CSB. They can also help you with getting on the DD Waiver Waiting List and identifying your case manager. To find your local CSB, visit <https://mylifemycommunityvirginia.org>.

Q. What if the applicant that is on the DD Waiver Waiting List has a part-time job?

A. We do not take income into consideration for eligibility. An individual who is working can still apply for IFSP-Funding.

Q. How long does an individual have to be on the DD Waiver Waiting List before they can apply for IFSP-Funding?

A. There is no time requirement. You must be on the DD Waiver Waiting List at the time of application submission in order to receive IFSP funds.

Q. What makes someone active on the DD Waiver Waiting List?

A. Please contact your case manager for details regarding the DD Waiver Waiting List.

Q. Do I have to have a case manager in order to apply for IFSP-Funding?

A. No, you do not need to have a case manager to apply for IFSP-Funding.

If you need answers to IFSP-related questions, please visit the My Life, My Community website at <https://mylifemycommunityvirginia.org>



Virginia Department of
Behavioral Health &
Developmental Services

