

# **Department of Behavioral Health and Developmental Services**



## **Individual and Family Support Program Guidelines**

Updated August 2018

**Table of Contents**

I. Program Description .....3

II. Program Eligibility Requirements .....3

III. Program Implementation.....4

IV. Covered and Non-Covered Services and Supports.....4

V. Application for Funding .....6

VI. Application Review Criteria .....6

VII. Funding Decision-Making Process.....7

VIII. Requests for Reconsideration.....8

IX. Post-Funding Review .....8

X. Termination of Funding.....9

XI. Frequently Asked Questions ..... 10

    Allowable Costs ..... 10

    Application Submission ..... 11

    General Information ..... 13

    Receipts ..... 14

    Awards..... 14

    DD Waiver Waiting List and Eligibility ..... 15

    Returning Applicants..... 16

## **I. Program Description**

The Individual and Family Support Program (IFSP) Funding assists individuals on Virginia's Developmental Disability (DD) Waiver Waiting List and their families with accessing resources, supports, and services. The program is designed to support the continued residence of an individual with a developmental disability in his/her own home or the family home. IFSP funds are distributed directly to the requesting individual or his/her Responsible Party.

## **II. Program Eligibility Requirements**

The applicant must meet all of the following criteria at the time the application is submitted in order to be eligible for IFSP Funding:

- Living on their own home or in a family home
- On the Virginia's DD Waiver Waiting List (Individuals may confirm placement on the DD Waiver Waiting List by contacting their case manager /support coordinator at their local community services board (CSB) or their local behavioral health authority (BHA).)

Applications may be completed by the individual who is on the waiting list or by the individual's Responsible Party.

Individuals on the DD Waiver Waiting List and who currently have a CCC Plus Waiver through Medicaid (formerly known the Elderly or Disabled with Consumer Direction Waiver (EDCD) or Technology Assisted Waiver) may apply for funds if the requested assistance pays for items that are not available through the CCC Plus Waiver. In addition, IFSP applicants

should maximize assistance through accessing the Early and Periodic Screening Diagnosis and Treatment Program (EPSDT) or other similar programs, if eligible.

### **III. Program Implementation**

IFSP funds are limited by the amount of funds allocated to the program by the General Assembly. The maximum annual amount of funding that an eligible individual may request for Fiscal Year 2019 is \$1,000. An applicant may apply for less than the maximum amount; however, requests above the maximum annual amount will not be accepted. All application information is posted on the DBHDS website and the program application can be found online at <https://ifsponline.dbhds.virginia.gov/>.

FY 2019 IFSP Funding applications may be submitted beginning at 9:00 am on October 10, 2018, through 5:00 pm on November 8, 2018. Applications shall be considered by the Department on a first-come, first served basis.

### **IV. Covered and Non-Covered Services and Supports**

Services and items funded through the IFSP are intended to support the continued residence of an individual in his/her own home or the family home and may include items in the following categories<sup>1</sup>:

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<sup>1</sup> Please note: this is not a comprehensive list.

## Safe Living

- Backup Generator
- Family Education and Training
- Furniture
- Handrails
- Home Modifications
- Home Repairs
- Other
- Project Lifesaver
- Respite
- Safety Fence
- Security System
- Wheelchair Ramp

## Improved Health Outcomes

- Attendant care
- Behavior Therapy/ Applied Behavioral Analysis
- Communication Device/ Ipad
- Dental Care
- Hearing
- Medical Care
- Medication
- Modified equipment (bike , wheelchair, stroller)
- Nutritional Supports
- Occupational Therapy/ Physical Therapy/ Speech Therapy
- Other
- Personal Hygiene
- Therapeutic Horseback Riding/ Hippo Therapy
- Vision Care

## Community Integration

- Companion/ Peer Support/ Mentoring
- Childcare/ After School Care
- Community Activity
- Conferences
- Day Support
- Other
- Self-advocate education or training
- Summer Camp
- Supported Employment
- Therapeutic Activities
- Transportation Services

## Emergency Supports to Prevent

- Mortgage Assistance
- Rental Assistance
- Utility Assistance

Services and items not funded by the IFSP include:

- Clothing;
- Food;
- Purchase of vehicles;
- Luxury vacations;
- Car payments, insurance, repairs;
- Internet service; and
- Cell phone service.

## **V. Application for Funding**

The application can be accessed through the Department of Behavioral Health and Developmental Services and the IFSP Application portal at <https://ifsponline.dbhds.virginia.gov/>.

IFSP Funds may not be used to cover expenses incurred prior to the funds being awarded and received by the applicant.

Completed applications shall include a signed statement in which the Responsible Party agrees to the following:

- To provide the Department with receipts documenting items and/or services purchased with IFSP Funds, as requested;
- Acknowledgement of the program requirements to purchase only covered services or items; and
- Acknowledgement that failure to comply with the program's policies may result in recovery of awarded funds and denial of subsequent funding requests.

## **VI. Application Review Criteria**

Upon receipt of a completed application, the Department shall:

1. Verify that the individual is on the statewide Medicaid DD Waiver waiting list;

2. Confirm that the services or items for which funding is being requested are eligible for funding in accordance with 12 VAC 35-230-50 (See Section IV, “Covered Services and Non-Covered Services and Supports” above);
3. Determine that the services or items for which funding is requested will support the continued residence of the individual with a developmental disability in his/her own home or the family home;

Failure to provide all the requested application information shall result in an application denial.

## **VII. Funding Decision-Making Process**

The Department shall provide a written notice to the individual or Responsible Party who submitted the application indicating the funding decision.

### **Approvals**

Applicants will receive notice on whether or not their request was approved and, if approved, the amount that the individual will receive. Note: The Department may approve applications at a reduced amount in order to maximize the number of people the program serves on an annual basis.

### **Denials**

Applications may be denied if the Department determines that

- The requesting individual or Responsible Party has not complied with IFSP policies or regulations for previously awarded funds.

- The requesting individual or Responsible Party has not returned receipts for previously received IFSP funds.
- The total annual IFSP funding appropriated by the General Assembly has been expended for the applicable fiscal year.

Applications for which funding is denied or approved at a reduced amount, the Department's notice shall state the reason(s) why the requested services, supports, or other items were denied or approved at a reduced amount. The Department will also provide information on the process for requesting a reconsideration.

### **VIII. Requests for Reconsideration**

Applications that are denied or approved at an amount lower than requested may submit a written request for reconsideration to the IFSP Manager via email no later than 30 days after receiving notification of denial. The IFSP Manager will review the reconsideration request and make a determination within 30 days of receipt of the request. The Responsible Party will receive a decision in writing. The decision made during the reconsideration shall be binding.

### **IX. Post-Funding Review**

The Department staff may request and review documentation or verification that funds have been used in accordance with the program guidelines. Reviews may include home visits and/or requests for supporting documentation of expenses. By receiving IFSP funds, recipients agree to cooperate with such reviews and provide all information requested by the Department. Failure to



use funds in accordance with the published guidelines and the authorizing program regulations may result in recovery of such funds by the Department, and/or prohibition from receiving future funds.

**X. Termination of Funding**

Funding through the Individual and Family Support Program shall be terminated if the applicant moves outside of the Commonwealth of Virginia or is deceased before the annual fund issuance.



## IFSP FY 2019 Funding Application

### Frequently Asked Questions

Version date: 8/30/18

This document covers some frequently asked questions for the Individual and Family Support Program (IFSP) Funding. Staff will update the document with additional information, so please watch for updates.

Directions: Click on any of the links in the following list to go directly to the topic that you want to know more about.

1. [Allowable Costs](#)
2. [Application Submission](#)
3. [General Information](#)
4. [Receipts](#)
5. [Awards](#)
6. [DD Waiver Waiting List and Eligibility](#)
7. [Returning Applicants](#)

#### Allowable Costs

**Q. What can I purchase with these funds?**

A. You can find a complete list of allowed expenses in the FY 2019 IFSP Program Guidelines section titled [Covered and Non-Covered Services and Supports](#).

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

A. For information on expenses that are not allowed, please see the FY 2019 IFSP Program Guidelines section titled [Covered and Non-Covered Services and Supports](#).

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

A. The IFSP Funding Program does not pay for items purchased before funds are awarded. For additional details, see the FY 2019 IFSP Program Guidelines section titled [Application for 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 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.

## Application Submission

**Q. When will I hear that my application has been accepted?**

A. You will receive a confirmation email once you have submitted your application.

**Q. Where is the paper application?**

A. All applications must be submitted using the online application. If you need assistance with completing the web application, please review the application training materials. For additional assistance, please contact My Life, My Community/Senior Navigator at **(844) 603-9248**.

**Q. When will the application be available?**

A. The application will be available no later than September 10<sup>th</sup>, 2018. The following are the FY 2019 IFSP Application deadlines.

<b>IFSP Application Announcement</b>	August 13 <sup>th</sup>
<b>First day to access the application and save a draft</b>	September 10 <sup>th</sup>
<b>Dates to complete a draft of the FY 2019 IFSP application</b>	September 10 <sup>th</sup> -October 10 <sup>th</sup>
<b>First day you can submit an application</b>	October 10 <sup>th</sup> at 9:00 am
<b>Last day you can submit an application</b>	November 8 <sup>th</sup> at 5:00 pm

**Q. I do not have a computer. How can I apply?**

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 visit <http://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 provide assistance with completing the application. To find your CSB, please visit the online listing at [www.vacsb.org](http://www.vacsb.org).

If you need assistance with completing the web application, please review the application training materials that accompany the application. For additional assistance, please visit the IFSP webpage for contact information. <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services>

**Q. I do not have an email address. Do I need one to submit an application?**

A. You will need an email address to complete an application for IFSP Funding. All communications will be sent by email including the decision on your application. If you need to sign up for a free email address, see the following link for a video on how to sign up for a free email account. <https://www.youtube.com/watch?v=d-qrP03Z1Dg>.

**Q. Can I fax or email my application?**

A. No, all applications must be submitted using the online application. Please visit the IFSP website at <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services> for links to the application and instructions.

**Q. When will the application close?**

A. The IFSP application will close no later than November 8<sup>th</sup>, at 5:00 pm. Applications will not be accepted after this date.

**Q. How will you let people know about the application?**

A. All communications will be sent via email. It is important to register on the IFSP Application Portal with an email address that you check regularly.

**Q. Who should I call for help with the application?**

A. If you need assistance with completing the web application, please review the application training materials. For additional assistance, please contact My Life, My Community/Senior Navigator at (844) 603-9248.

Also, consider contacting your case manager at the CSB where you signed up for the DD Waiver Waiting List. To find your CSB, please visit the online listing at <http://www.dbhds.virginia.gov/library/community%20contracting/csb-address-list%202017-apr-updated.pdf>.

**Q. I just saved a draft of my application, but I don't see the button to submit the application?**

A. Applicants will not be able to submit an application before the Submission Period opens. For FY 2019, you will not be able to submit an application before October 10, 2018 at 9:00 am. You will not be able to submit an application after November 8, 2018 at 5:00 pm.

**Q. I just submitted an application, but I need to make a change. What should I do?**

A. If you need to change a completed and submitted application, you will need to contact the IFSP Staff by email at [IFSPSupport@dbhds.virginia.gov](mailto:IFSPSupport@dbhds.virginia.gov). In your email, please include your application number. You can find the application number in the confirmation message that you

received for your submitted application. Please include a phone number in the email in case staff needs to contact you.

## **General Information**

### **Q. What is the maximum amount of money I can request?**

A. For FY 2019, the maximum amount an applicant may request is \$1,000.

### **Q. How do I get to the IFSP application?**

A. To access the IFSP Application Portal website, please go to [www.ifsponline.dbhds.virginia.gov](http://www.ifsponline.dbhds.virginia.gov).

To access the training materials on the DBHDS website, please go to <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services>.

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

A. Please view the [IFSP Application Portal User Guide](#) for instruction on how to translate the application.

### **Q. What should I do if I need to update my contact information after I have submitted the application?**

A. Please email or call the IFSP staff using the contact information included on the IFSP website at <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services>.

### **Q. Is there someone in my community who can help me?**

A. Your case manager at the CSB where you signed up for the DD Waiver Waiting List can assist you with completing the application. To find your CSB, please visit the online listing at [www.vacsb.org](http://www.vacsb.org).

### **Q. How much money do you give away?**

A. Information on the IFSP Funding Program activity is available in the IFSP Annual Report at <http://www.dbhds.virginia.gov/library/ifsp%20annual%20report%20fy%202016.pdf>.

### **Q. Where does the money come from?**

A. Information on the IFSP Funding Program Activity is available in the IFSP Annual Report at <http://www.dbhds.virginia.gov/library/ifsp%20annual%20report%20fy%202016.pdf>.

### **Q. Where can I find out more about IFSP? What is IFSP?**

A. For general information on the IFSP please go to <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services>.

### **Q. Who can I talk to about specific questions on my application/submitting my receipts/general questions?**

A. Please email or phone the IFSP staff using the contact information included on the IFSP website at <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services>.

**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 are encouraged to use your IFSP Funding to purchase services, supports, or goods that are not covered by one of these programs. You are also encouraged to discuss strategies for maximizing your assistance with your case manager.

## Receipts

**Q. The vendor that I use does not provide receipts. What should I do?**

A. All expenses must be confirmed. If your vendor does not provide receipts, you may provide a written statement from the vendor that includes the date, amount, provider name, description of the item purchased, and the provider signature.

**Q. How will I know that you have received and processed my receipts?**

A. Given the volume of calls and requests for assistance, IFSP staff is unable to confirm received receipts once the application opens. If you have receipts to submit, please send them using the instructions on the [FY 2018 Receipt Guide](#) page. If information is needed regarding receipts, IFSP staff will contact you.

## Awards

**Q. How long after I am approved will I receive my funds?**

A. You will receive information about anticipated funds release date with your application approval notification.

**Q. How will I get my funds?**

A. All FY 2019 funds will be issued via debit card.

**Q. Do I need to spend all the funds I have been awarded?**

A. Yes, all awarded funds should be spent. If you have difficulty spending your award, please review the section titled [Covered and Non-Covered Services and Supports](#) of the FY 2019 IFSP Program Guidelines for ideas on other items that can be purchased using IFSP funds.

**Q. If I have funds leftover, what should I do?**

A. All funds should be spent. If you have difficulty spending your award, please review the section titled [Covered and Non-Covered Services and Supports](#) in the FY 2019 IFSP Program Guidelines for ideas on other items that can be purchased using IFSP funds.

**Q. Do you pay the vendor?**

A. No, IFSP does not make direct payments to vendors.

**Q. How are decisions made about the funding?**

A. For information on the determination process, please see the FY 2019 IFSP Program Guidelines section titled [Funding Decision-Making Process](#).

**Q. I need to appeal your decision. How do I appeal?**

A. If you have received written notification and need to appeal the application decision, please see the FY 2019 IFSP Program Guidelines section titled [Request for Reconsideration](#).

**Q. How often do you award funds?**

A. Typically, IFSP awards funds once per fiscal year.

**Q. How long do I have to spend the money?**

A. Information can be found in the FY 2019 IFSP Program Guidelines in the [Approvals](#) section.

**Q. Is this money taxable?**

A. No, these funds are not taxable. The IFSP has received documentation from the Internal Revenue Service (IRS) that these funds are non-taxable.

**DD Waiver Waiting List and Eligibility**

**Q. How can I find out if I am on the DD Waiver Waiting List?**

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 to find out your DD Waiver Waiting List status. To find your local CSB, visit [www.vacsb.org](http://www.vacsb.org).

**Q. How do I get on the DD Waiver Waiting List?**

A. Your local CSB is your first stop for connecting with resources. To be added to the DD Waiver Waiting List, please contact your local CSB to be added. To find your local CSB, go to [www.vacsb.org](http://www.vacsb.org).

**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, and family members who are assisting those individuals, are eligible for IFSP funds. For more information on eligibility go to the FY 2019 IFSP Program Guidelines section titled [Program Eligibility Requirements](#).

**Q. How do I find out who my case manager is?**

A. Contact your local CSB. Visit [www.vacsb.org](http://www.vacsb.org) for more information.

## **Returning Applicants**

**Q. I applied last year online. Can I use the same login to complete this year's application?**

A. Yes, if you applied last year as the Responsible Party for someone, please use the same email address to create new applications this year. You do not need to register again. Since the email address that you use for registration will be the one that the IFSP staff uses to communicate with you about your application, you should create a new login if you previously registered with an email address that you no longer have access to. Follow the steps in the [IFSP Application Portal User Guide](#) to create a login.

**Q. I completed an application last year, but I don't remember the email address I used. What should I do?**

A. Please register with a new email address. If you need help creating a new registration, follow the steps in the [IFSP Application Portal User Guide](#).

**If you need answers to IFSP related questions, please visit the IFSP website at <http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-support-services>.**