Provider Development

Division of Developmental Services

2017
Overview

Provider Training Plan (our internal working document around PD)
• FY 2016 – FY 2018
• 3 Goals
• Deliverables for each goal

Provider Survey and Database
• Online, voluntary survey
• Enables provider search and geo-coding of providers

Provider Development Process
• Describes provider development activities around program enhancement and program remediation
• Describes the role of the CRCs in supporting the provider network

Next steps
Goal 1:

Providers know and comply with expectations for providing person-centered practices and keeping people healthy and safe, including knowledge and competencies required of direct support professionals and their supervisors to support individuals in their services.

**Long-term outcome:** Individuals with developmental disabilities are supported in person-centered ways by competent, well-trained staff.

**Deliverables:** Orientation training, advanced training requirements, testing, basic and advanced competencies.
Provider Training Plan

Orientation Manual for Direct Support Professionals (DSPs) and Supervisors: Supporting People in their Homes and Communities
Goal 2:
Providers are able to report in a central location that they meet DBHDS requirements and competencies and can assess themselves against established criteria of best practices and other providers.

Long-term outcome: There is an online system for provider self-reporting of their agency’s standing in relation to federal and state expectations for quality services.

Deliverables: a self-assessment process that provides an indication of relative provider quality.
Provider Training Plan

Provider Self-Assessment (Home Supports)

1. Enter the name of your agency: 

2. Enter the name of your location: 

3. Enter your name: 

4. Enter your title: 

5. Enter your phone number: 

6. Enter your email address: 

7. Enter the total number of individuals supported at your location: 27

8. Enter the following totals from the number in item 7:

   - Total who have an employment a goal in the ISP: 8, 30%
   - Total who have had a physical exam in the past 12 months: 10, 37%
   - Total who have had a dental exam in the past 6 months: 2, 7%
   - Total who had an eye exam/vision screening in the past 2 years: 1, 4%
   - Total who had a hearing test in the past 5 years: 2, 7%
   - Total currently taking medications for behavioral challenges: 6, 22%
   - Total who need some or extensive behavioral support: 9, 33%
   - Total who have a mental health diagnosis: 2, 7%
   - Total who have limited or full guardianship: 1, 4%

*additional items collected from Data Warehouse
Goal 3:
Individuals and families easily locate qualified providers matching their preferences and needs.

Long-term outcome: There is an online database that lists providers by location and self-assessed standing in relation to qualifications and expertise.

Deliverables: Provider survey, CSB survey, process for filling gaps in services.
DD Service Availability Survey

Please complete ONE per physical location.

* Required

1. Enter the agency's name.
Enter name of the entire agency, not just this location.

Your answer

2. Enter the name of this location.
Enter name of the location you are referencing in this survey (if different from agency name).

Your answer
Provider Survey Key Elements

• Location details
• Contact information
• Services planned
• Cities/counties covered
• Capacity
• Willingness to expand
PROVIDER DATABASE
DBHDS Division of Developmental Services

PROVIDER SURVEY
Anticipated providers of DD Waiver Services as of March 31, 2017
Support Options

Employment Supports
View employment support options

Home supports
## Virginia DD Service Providers

*Only those agencies that have completed the DD Provider Survey are featured.*

**Step 1:** Select a city or county

(All)

**Step 2:** Select a service

(All)

### Provider Contact Information

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Phone Number</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A &amp; C Alternative Care LLC</td>
<td>Virginia Beach</td>
<td>757-333-7613</td>
<td><a href="mailto:cherylwright@aandcllc.com">cherylwright@aandcllc.com</a></td>
</tr>
<tr>
<td></td>
<td>Virginia Beach - Greenway</td>
<td>757-333-7613</td>
<td><a href="mailto:cherylwright@aandcllc.com">cherylwright@aandcllc.com</a></td>
</tr>
<tr>
<td>A Grace Place Adult Care</td>
<td>No location name</td>
<td>804-261-0205</td>
<td><a href="mailto:kwebb@agprva.org">kwebb@agprva.org</a></td>
</tr>
<tr>
<td>A Greater Destiny</td>
<td>No location name</td>
<td>434-770-3887</td>
<td><a href="mailto:agreaterdestiny7@gmail.com">agreaterdestiny7@gmail.com</a></td>
</tr>
<tr>
<td>Aaron Homes LLC</td>
<td>Greene/ Ruckersville</td>
<td>703-541-8360</td>
<td>maria@caringhandsmatter...</td>
</tr>
<tr>
<td>Aaron Homes, LLC</td>
<td>Old Farm</td>
<td>(703) 541-8360</td>
<td>maria@caringhandsmatter...</td>
</tr>
<tr>
<td>Acclaim Care</td>
<td>Agra House</td>
<td>804-755-4424</td>
<td>abbydickson@acclaimcarein...</td>
</tr>
<tr>
<td></td>
<td>Hollins Glen House</td>
<td>804-755-4424</td>
<td>abbydickson@acclaimcarein...</td>
</tr>
<tr>
<td></td>
<td>Hungary House</td>
<td>804-755-4424</td>
<td>abbydickson@acclaimcarein...</td>
</tr>
<tr>
<td></td>
<td>Laurel Pine House</td>
<td>804-755-4424</td>
<td>abbydickson@acclaimcarein...</td>
</tr>
</tbody>
</table>
Provider Database

**DD Service Provider Survey Data Dashboard**

- **Service Status**:
  - Post-waiver amendment
  - Pre-waiver amendment

- **Service Type**:
  - (All)

- **Service Group**:
  - (All)

- **CSB**:
  - (All)

- **DBHDS Region**:
  - (All)

City/County service area: Augusta

Number of unique providers offering services in this area: 18

Number of provider locations offering services in this area: 45

**Data Table**

<table>
<thead>
<tr>
<th>Number of Providers</th>
<th>Number of Service Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>277</td>
<td>28</td>
</tr>
</tbody>
</table>

**Provider Information**

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Phone Number</th>
<th>Capacity</th>
<th>Willing to expand?</th>
<th>E-Mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A &amp; C Alternative Care LLC</td>
<td>Virginia Beach</td>
<td>757-333-7613</td>
<td>Null</td>
<td>Statewide</td>
<td><a href="mailto:cherylwright@andcllc.com">cherylwright@andcllc.com</a></td>
</tr>
<tr>
<td>A &amp; C Alternative Care LLC</td>
<td>Virginia Beach - Greenwich</td>
<td>757-333-7613</td>
<td>26%</td>
<td>To another region</td>
<td><a href="mailto:cherylwright@andcllc.com">cherylwright@andcllc.com</a></td>
</tr>
</tbody>
</table>

*Only those agencies that have completed the DD Provider Survey are featured here.*

Pre-waiver amendment refers to services offered prior to 9/1/2016.
Next steps

- Obtain results from HCBS self-assessment to compare with voluntary survey listing
- Survey CSB SC/CMs to collect perceived need
- Obtain WaMS data to determine distribution and concentration by levels statewide
- Prioritize areas for development
- Schedule “state of the state” update webinar to inform providers and garner interest
- Collaborate with Licensing to prioritize applications