

OL & CONNECT Spotlight

Office of Licensing

Issue I: January - March 2024

Director's Corner

Dear DBHDS Licensed Providers and Stakeholders:

Welcome to the first issue of the CONNECT Spotlight, which covers January 1st through March 31st, 2024. This publication is intended to provide updates, tips and reminders related to the Office of Licensing and CONNECT.

2024 has been a busy year thus far. Between January 1st and March 31st, 2024, the DBHDS Office of Licensing approved 220 location modifications and 202 service modifications; and licensed approximately 154 new providers. During that same timeframe, the office also conducted approximately 350 investigations and 1,692 inspections.

On January 11th and 12th, the DBHDS OL provided the 2024 DD Inspections Kick off Training. There were over 1,000 attendees total for both days. This was an exceptional turn out!

There were 5,420 death or serious incidents (DSIs) reported to the DBHDS OL and 317 incidents met the individual care concern threshold criteria. Additionally, 96.31% of DSIs were reported on-time. As a reminder, regulation 12VAC35-105-160.D.2 states, "Level II and Level III serious incidents shall be reported using the department's web-based reporting application and by telephone or email to anyone designated by the individual to receive such notice and to the individual's authorized representative within 24 hours of discovery."

Moving forward into the second quarter of 2024, the DBHDS is excited to continue partnering with licensed providers on the track to success. Stay tuned- there's more to come from the DBHDS Office of Licensing!

Jae Benz

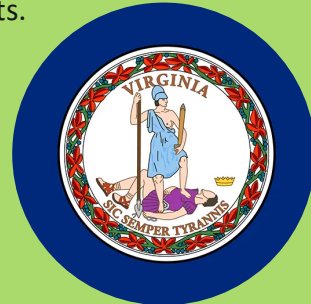


OUR MISSION:

To be the regulatory authority for DBHDS licensed service delivery systems through effective oversight.

OUR VISION:

The Office of Licensing will provide consistent, responsive, and reliable regulatory oversight to DBHDS licensed providers by supporting high quality services to meet the diverse needs of its clients.

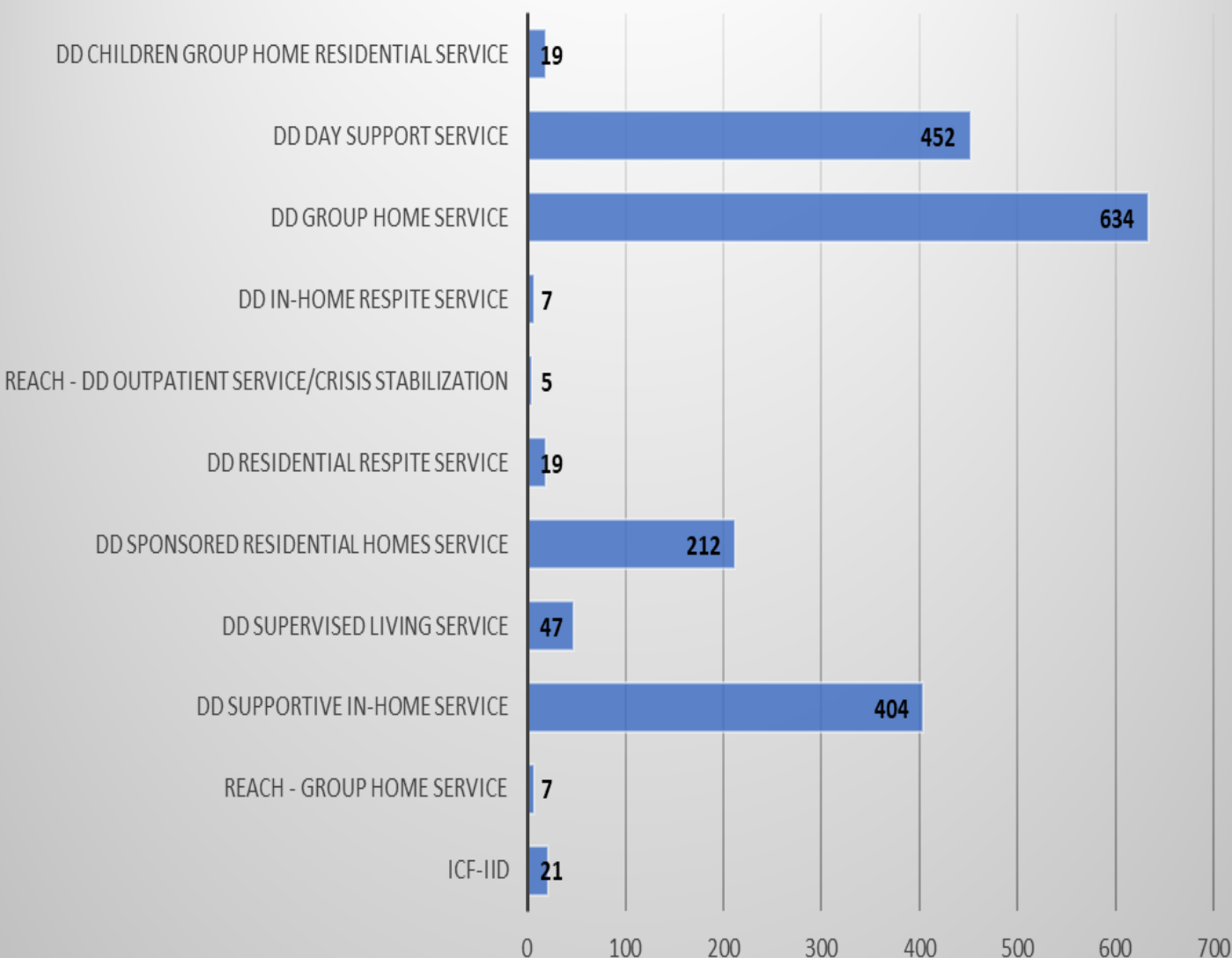


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Number of Licensed Developmental Services in Virginia as of 4/1/24

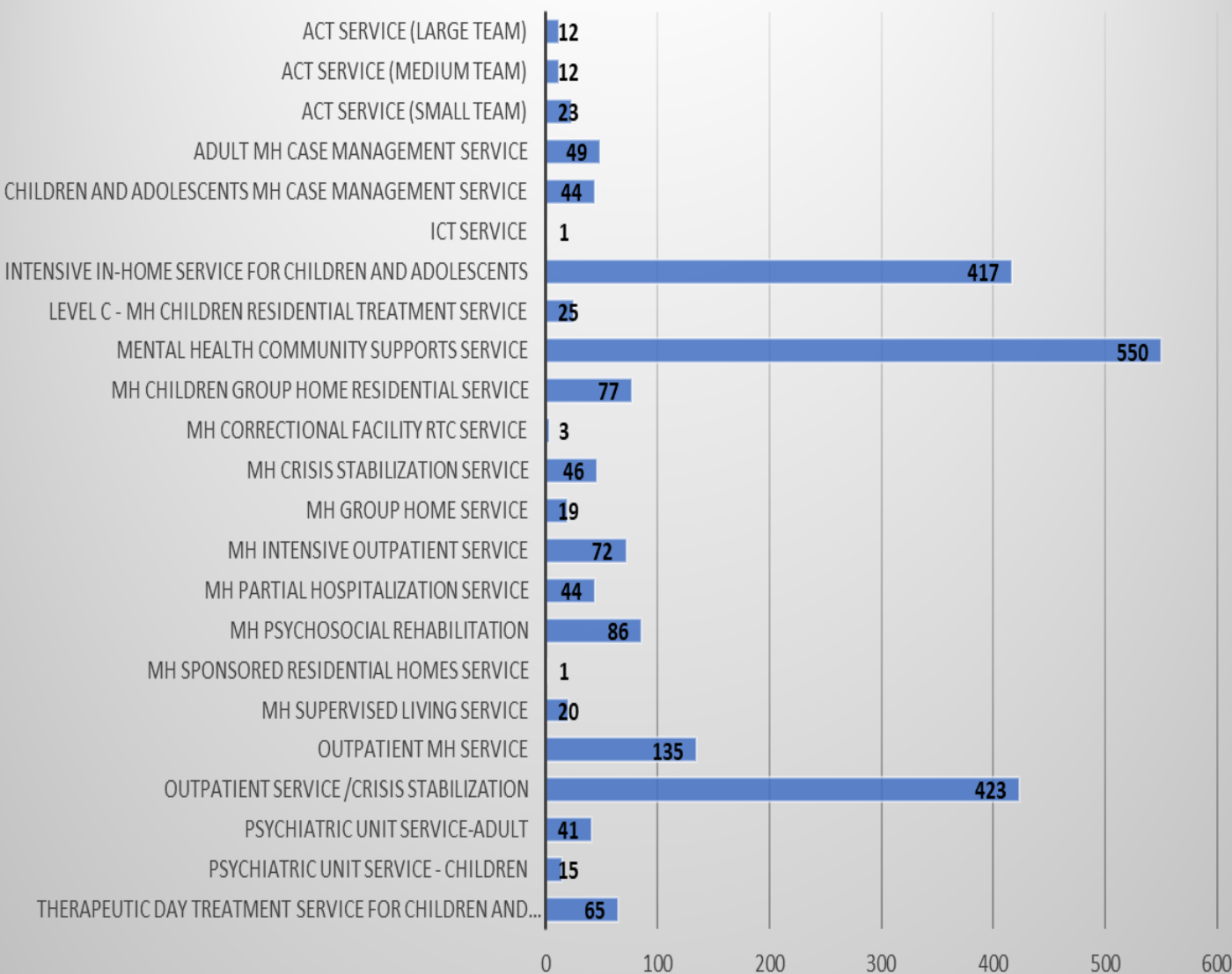


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Number of Licensed Mental Health Services in Virginia as of 4/1/24

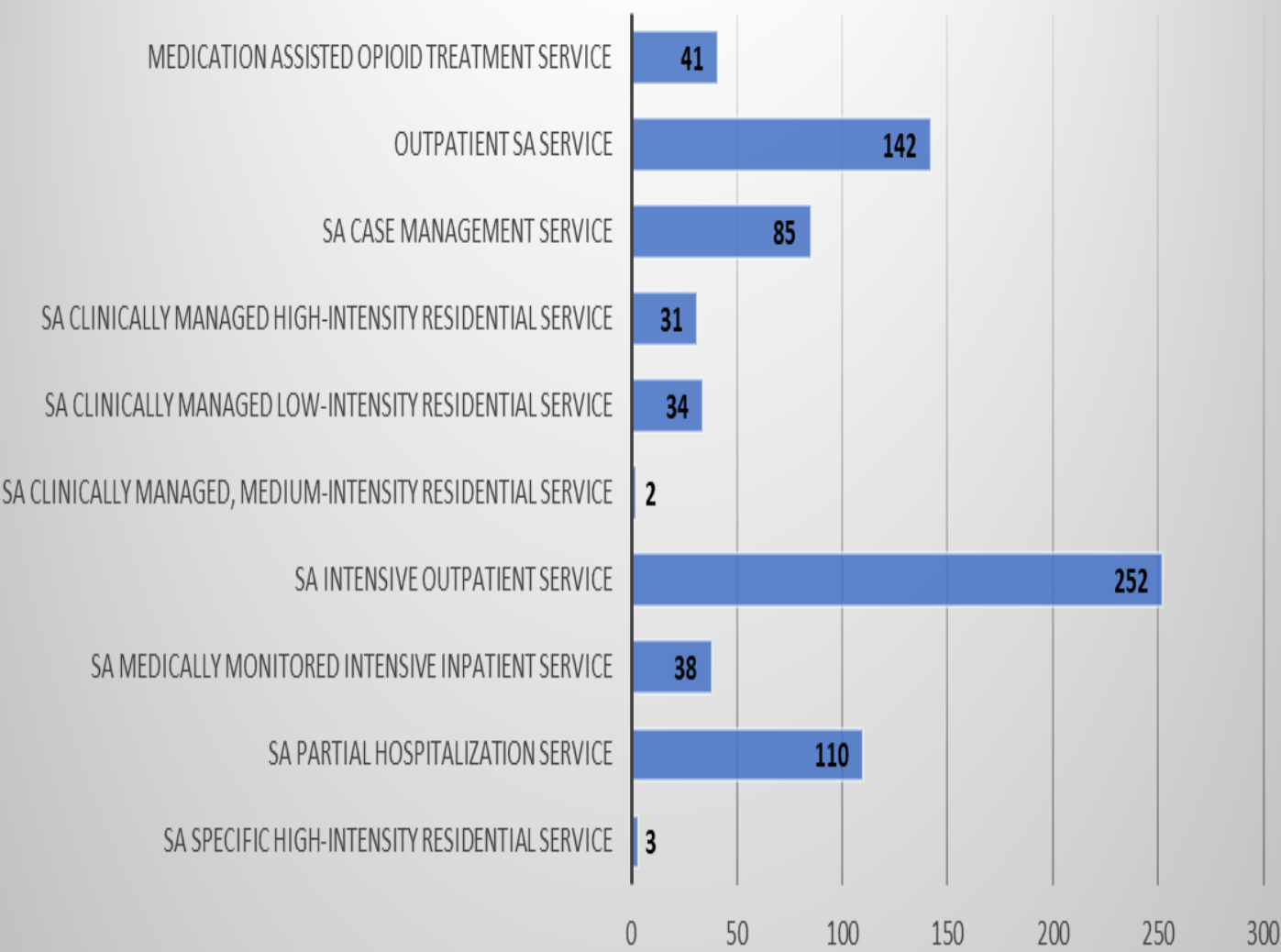


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Number of Licensed Substance Use Services in Virginia as of 4/1/24

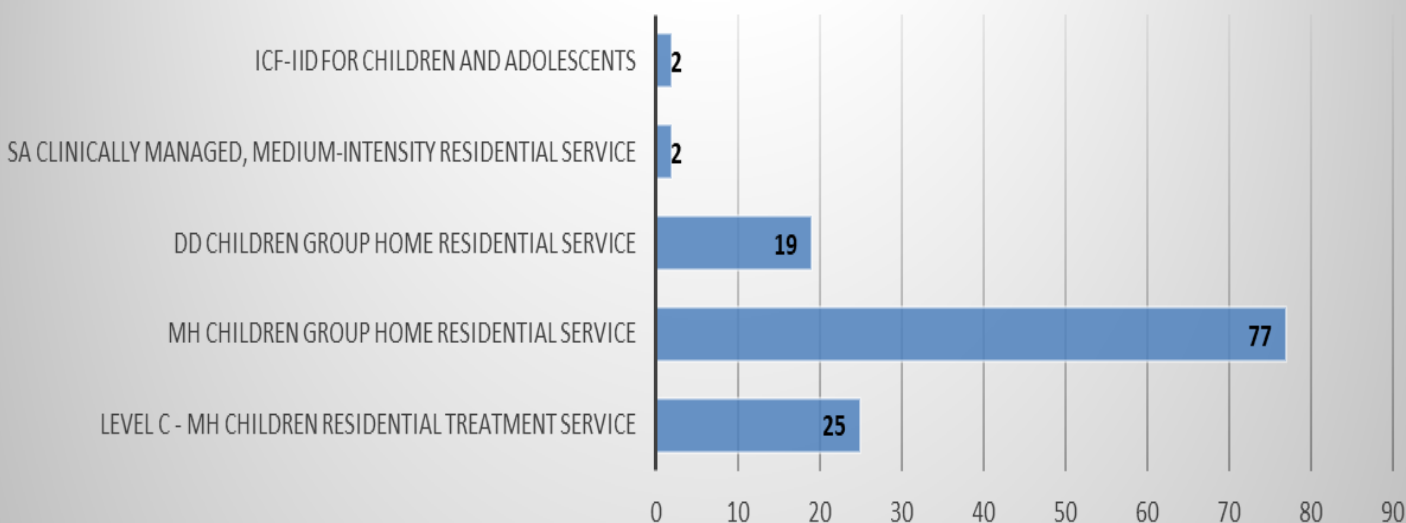


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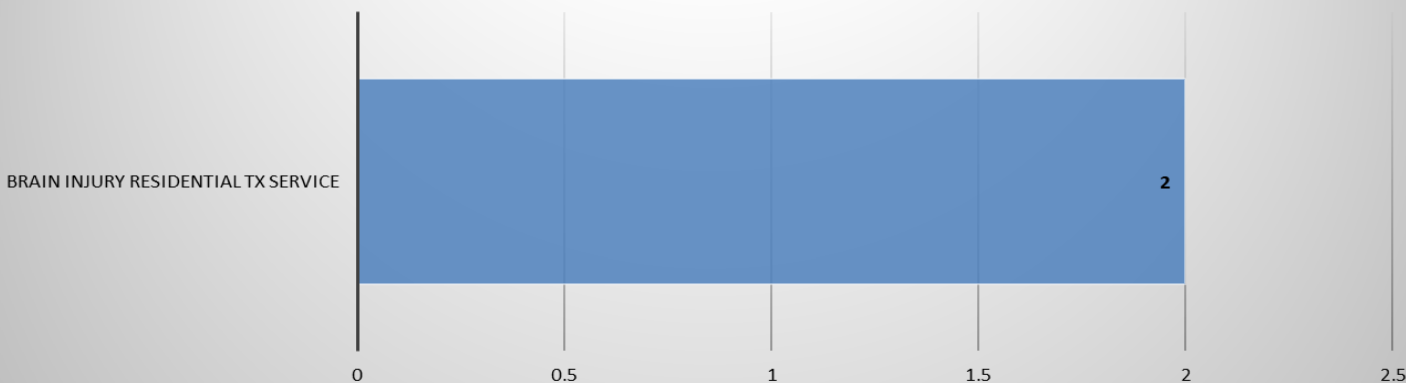
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Number of Licensed Children's Residential Services in Virginia as of 4/1/24



Number of Licensed Brain Injury Residential Treatment Services in Virginia as of 4/1/24



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CONNECT Reminders

The CONNECT Help Desk is authorized to reset passwords for the Main Authorized Contact (MAC). The MAC is the person responsible for managing the CONNECT users for their provider organization. This includes adding new users, removing users who are no longer with the provider organization, and resetting passwords.

Remember to check Spam/Junk folders for temporary password emails. Also, it is important to add: noreply-connect@dbhds.virginia.gov to your list of Safe Senders.

Once a CONNECT user successfully completes the three security questions, they will automatically be taken to the Provider Selection page.

Please remember that the CONNECT Help Desk is only able to offer support with issues directly related to the CONNECT System. For issues related to licensing, the provider should contact their assigned Licensing Specialist or licensingadmins@dbhds.virginia.gov

Providers are limited to three (3) pending submission applications in CONNECT for each of the modification types available: Service Modification, Location Modification, and Information Modification. If your modification menu in the CONNECT Portal is unavailable and you cannot click the link, the reason may be is that your provider organization has reached its maximum pending submissions. Withdraw or complete pending submissions to resolve this issue.



Beginning May 9, the DBHDS Office of Licensing will be providing live CONNECT Trainings which will include demonstrations of various processes within the CONNECT system. Please register using the attached flyer: [Weekly CONNECT Training](#)

To submit a CONNECT Help Desk ticket, please click here: <https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/> and select CONNECT Help Desk

All CONNECT Job Aids are available on the DBHDS Office of Licensing public website. Below are links to the most recent published job aids:

- [How Do I Manage My Background Check Contacts in the CONNECT Provider Portal?](#)
- [How Do I Use the Forgot Password Link?](#)
- [How Do I Add a Service in the CONNECT Provider Portal?](#)
- [How Do I Send a Message in the CONNECT Provider Portal Job Aid?](#)
- [How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?](#)

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Modification Type/Menu	When to submit this type of application:
<p>Add New Service</p>	<p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license.</p> <p>This option is found at the top of the Active Licenses on the Provider Portal Dashboard.</p>
<p>View/Add New Location</p>	<p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add an additional location to an existing service OR relocate a service requiring a change in physical address from one location to another.</p> <p>*If a provider is changing their address (moving their current location to another physical location), the provider will also need to submit an Information Modification to close the current location/address (see below).</p> <p>Note for Sponsored Residential Services: If a provider currently holds a license for a sponsored residential service, they will not submit a location modification to add the location. The sponsored provider will need to follow the Sponsored Provider Certification Process (November 2021). Please use this Sponsored Certification Form when requesting to add additional Sponsored Residential Locations.</p>
<p>Information Modification</p>	<p>This type of modification, along with the required supporting documentation, must be submitted to make general changes. The appropriate information modification type must be selected for the Office of Licensing to process your request for change. If the correct information modification type is not selected, the Information Modification will be withdrawn by the OL and the provider will be advised to resubmit.</p> <p>The Information Modification can be submitted for the following reasons:</p> <ul style="list-style-type: none"> • Provider Name Change (include SCC certificate) • Organizational Structure Change (include organization chart) • Close Provider Organization • Service Description Change • Geographical Area Served Change • Population Served Change (Age, Gender, Disability) • Close Service or Number of Beds or Capacity Change • Demographic Information Change • Building or Home Modification Change • Close Location • Other Modification (Use for changing Main Authorized Contact) <p>This menu option is found to the left of the Provider Portal Dashboard screen in the blue menu box.</p>

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How to reach the Office of Licensing for CONNECT Help and other Support Issues

Type of Question	Contact	Report an Issue
<p>Questions related to the CONNECT licensing system or if you are the Main Authorized Contact (MAC) in need of a password reset</p>	<p>CONNECT Help Desk</p>	<p>Please navigate to the DBHDS Office of Licensing's webpage, and find the CONNECT Help Desk button in order to report an issue or email: licensingconnectinquiry@dbhds.virginia.gov</p>
<p>Questions related to reporting a serious incident</p>	<p>Office of Licensing Incident Management Unit</p>	<p>Please contact the Incident Management Unit at: incident_management@dbhds.virginia.gov</p>
<p>Questions related to background checks</p>	<p>Office of Background Investigation Unit</p>	<p>Please contact the DBHDS Background Investigations Unit at: malinda.roberts@dbhds.virginia.gov or belinda.turner@dbhds.virginia.gov</p>
<p>Questions related to licensing regulations & policy inquiry</p>	<p>Office of Licensing Administrative Support</p>	<p>Please contact the Office of Licensing at: licensingadminsupport@dbhds.virginia.gov</p>
<p>Complaints</p>	<p>Office of Licensing Legal & Regulatory</p>	<p>Please use the CONNECT portal to submit a complaint related to a DBHDS licensed provider.</p>
<p>Questions related to the Computerized Human Rights Information System (CHRIS)</p>	<p>Delta Production</p>	<p>Please contact a DELTA Security Officer at: deltaprod@dbhds.virginia.gov</p>

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Office of Licensing Regional Contacts

Region 1

Rebekah Greenfield	Regional Manager – Region 1	804-382-1515	rebekah.greenfield@dbhds.virginia.gov
Christopher Cart	Licensing Specialist – Region 1	703-501-2525	christopher.cart@dbhds.virginia.gov
Ryan Long	Licensing Specialist – Region 1	804-615-7834	ryan.long@dbhds.virginia.gov
VACANT	Licensing Specialist – Region 1		
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Ann Mays	Licensing Specialist – Region 1	804-243-0039	ann.mays@dbhds.virginia.gov
Makenzie Daniels	Licensing Specialist – Region 1	804-873-5338	makenzie.daniels@dbhds.virginia.gov

Region 2

Tina Whitfield-Johnson	Regional Manager – Region 2	804-840-5382	tina.whitfieldjohnson@dbhds.virginia.gov
Chantelle Blackson Dixon	Licensing Specialist – Region 2	804-389-9205	chantelle.blackson@dbhds.virginia.gov
Andrew Williams III	Licensing Specialist – Region 2	804-920-5284	andrew.williamsiii@dbhds.virginia.gov
Kecia David	Licensing Specialist – Region 2	804-971-2043	kecia.david@dbhds.virginia.gov
Tantanea Williams	Licensing Specialist – Region 2	804-938-1139	tantanea.williams@dbhds.virginia.gov
VACANT	Licensing Specialist – Region 2		

Region 3

Christine Morris	Licensing Manager Team Lead	804-382-1569	christine.morris@dbhds.virginia.gov
VACANT	Licensing Specialist – Region 3		
Dale Hamann	Licensing Specialist – Region 3	804-243-3611	dale.hamann@dbhds.virginia.gov
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Region 4

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Christie Wilson	Licensing Specialist – Region 4	804-709-6262	christie.wilson@dbhds.virginia.gov
Josie Russell	Licensing Specialist – Region 4	804-584-0055	josie.russell@dbhds.virginia.gov
Allison Powers	Licensing Specialist – Region 4	804-399-6094	allison.powers@dbhds.virginia.gov

Region 4.5

Jennifer Thomasson	Regional Manager – Region 4.5	804-539-8974	jennifer.thomasson@dbhds.virginia.gov
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Vashti Colson	Licensing Specialist – Region 4.5	804-405-3055	vashti.colson@dbhds.virginia.gov
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Melonie Beatty	Licensing Specialist – Region 4.5	804-877-2909	melonie.beatty@dbhds.virginia.gov

Region 5

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Qua'Shai Goins	Licensing Specialist – Region 5	804-584-0749	quashai.goins@dbhds.virginia.gov
Darragh Walker	Licensing Specialist – Region 5	804-539-2840	darragh.walker@dbhds.virginia.gov

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Region 5.5

Carrie Craddock	Regional Manager – Region 5.5	804-944-7140	carrie.craddock@dbhds.virginia.gov
VACANT	Licensing Specialist – Region 5.5		
Eve Cabey	Licensing Specialist – Region 5.5	804-248-2726	evmarian.cabey@dbhds.virginia.gov
Kiashia Hargis	Licensing Specialist – Region 5.5	804-873-3827	kiashia.hargis@dbhds.virginia.gov
Kitisha Green	Licensing Specialist – Region 5.5	804-688-7681	kitisha.green@dbhds.virginia.gov
Nicole Buckley	Licensing Specialist – Region 5.5	804-248-2854	nicole.buckley@dbhds.virginia.gov

Licensing Specialists for Substance Use Providers

Jordan Hyde	Regional Manager	804-773-5919	jordan.hyde@dbhds.virginia.gov
Kelly Murphy	Licensing Specialist – Region 1	804-625-1664	kelly.murphy@dbhds.virginia.gov
Marian Smith	Licensing Specialist – Region 2	804-944-3263	marian.smith@dbhds.virginia.gov
Cherie Adams	Licensing Specialist – Region 3	804-546-9856	cherie.adams@dbhds.virginia.gov
Leanna Stone	Licensing Specialist – Region 3	804-874-1286	leanna.stone@dbhds.virginia.gov
Shirlene Eaddy	Licensing Specialist – Region 4	804-625-1052	shirlene.eaddy@dbhds.virginia.gov
Dennis Riddick	Licensing Specialist – Region 5	757-319-2638	dennis.riddick@dbhds.virginia.gov