



# COMMONWEALTH of VIRGINIA

NELSON SMITH  
COMMISSIONER

DEPARTMENT OF  
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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March 2, 2022

To: Licensed Developmental Disability Service Providers and Community Services Boards  
From: Heather Norton; DBHDS Assistant Commissioner, Developmental Services  
Ann Bevan; DMAS, Division Director, High Needs Supports  
Re: **SFY 21 Quality Service Reviews: Resumption of In-person On-site Reviews**

Dear Licensed Providers and Community Services Boards,

SFY 21 saw an increase in the COVID-19 positivity rate and hospitalizations due, in part, to the onset of the omicron variant. In response, the Department of Behavioral Health and Developmental Services (DBHDS) suspended *in-person* site visits, for Round 3 of the Quality Service Reviews (QSR), in favor of conducting virtual QSRs, to protect individuals served, service provider and QSR vendor personnel, and the Commonwealth's hospital systems. Now that the Commonwealth's positivity rate has made a significant decline and continues to trend favorably, DBHDS has instructed the QSR vendor (Health Services Advisory Group-HSAG) to resume performing QSR activities in-person and on site, effective March 7, 2022.

The QSR process aids the Commonwealth in the evaluation of programs and services to ensure that they are of good quality, meet individuals' needs, and help individuals achieve positive outcomes, including avoidance of harms, stable community living, and increased integration, independence, and self-determination in all life domains (e.g., community living, employment, education, recreation, healthcare, and relationships), and helps to ensure that appropriate services are available and accessible for individuals receiving Developmental Disability waiver services.

To demonstrate such assurances, two components of the QSR process require HSAG to conduct them in-person and on site (staff, family, and individual interviews and service observations), which is considered a national standard and also a requirement for the Commonwealth to be considered compliant with Department of Justice Settlement Agreement (DOJ SA) requirements. HSAG will contact licensed service providers and Community Services Boards impacted, as soon as possible, to reschedule any and all previously scheduled virtual reviews, scheduled to occur on or after March 7, 2022.

DBHDS is aware that many providers have already scheduled virtual QSRs, and we do sincerely apologize for the inconvenience but please know that your flexibility is greatly appreciated and

will help bring the Commonwealth closer to compliance with the DOJ SA, thus increasing the potential for timely DOJ SA exit.

As always, if you need assistance, you may contact HSAG. If you have questions about the process, please contact Shauna Hooker, QSR Coordinator. ([dbhds\\_qsr@dbhds.virginia.gov](mailto:dbhds_qsr@dbhds.virginia.gov) or call 804-385-5591).

cc: Nelson Smith; Commissioner  
Alexis Aplasca; Chief Clinical Officer  
Katherine Means; Senior Director of Clinical Quality Management  
Shauna Hooker; QSR Coordinator  
Jenni Schodt; Settlement Agreement Director  
Jae Benz; Licensing Director