

# OL & CONNECT Spotlight

Office of Licensing

Issue II: April - June 2024

**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.



**\* Director's Corner \***

Dear DBHDS Licensed Providers and Stakeholders,

2024 continues to be a busy and productive year for DBHDS! Between January 1st and June 30th, the Office of Licensing approved 429 location modifications and 389 service modifications; and licensed approximately 311 new providers. During that same timeframe, the office also conducted approximately 683 investigations and 2,616 inspections.

Throughout this quarter, several DBHDS offices worked diligently to prepare for the crisis services regulatory changes that took effect on July 17th, 2024. DBHDS offered the Crisis Services Regulatory Training for licensed providers of crisis services on July 10<sup>th</sup>. This training was developed by the Office of Licensing in collaboration with the Division of Crisis Services and the Office of Human Rights. A lot of information was covered! If you were unable to attend, we hope you will take the opportunity to review the crisis training documents located on the OL website. Our aim is to ensure that providers have a thorough understanding of the crisis regulatory changes and how these changes affect crisis services going forward.

If you have questions related to crisis services, please submit them via this link: [Crisis Services Regulatory Training Q&A Submission Form for Licensed Providers](#) - updated answers will be posted to our website weekly for the next few months.

Other helpful links/tools are listed below:

- [Crisis Services Regulatory Training Recorded Webinar \(July 2024\)](#)
- [Crisis Services Regulatory Training PowerPoint \(July 2024\)](#)
- [At A Glance Crisis Chart \(July 2024\)](#)
- [DBHDS Policy & Procedure Attestation Form for CRC and CSU Services \(July 2024\) – MUST BE DOWNLOADED](#)
- [DBHDS Seclusion Attestation Form for CRC and CSU Services \(July 2024\) – MUST BE DOWNLOADED](#)

Since January 1st, 2024, there have been 11,035 death or serious incidents (DSIs) reported to the department. 655 of these incidents met the individual care concern threshold criteria. 96.67% of DSIs were reported on-time. Kudos to providers for continuing to do a great job with reporting incidents!

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## CONNECT Reminders

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 [licensingadminsupport@dbhds.virginia.gov](mailto:licensingadminsupport@dbhds.virginia.gov) OV.

All providers have access to view their most current license in the CONNECT Provider Portal. Be sure to review this information for accuracy and immediately report any discrepancies to your Licensing Specialist.

Information Modifications can be used to change the name of the Provider organization and to report organizational structure changes, however this does not include the Change of Ownership process. Providers must follow the Change of Ownership process beginning with notifying the Office of Licensing using the link in the Provider Portal Dashboard.

Be sure to add the following email addresses to your list of Safe Senders so that automated messages from CONNECT are not blocked:

[noreply-connect@dbhds.virginia.gov](mailto:noreply-connect@dbhds.virginia.gov)

[smtprelay@glolutions.com](mailto:smtprelay@glolutions.com)

As a final reminder, please remove Authorized Contacts from CONNECT when they are no longer employed by the Provider organization. The Main Authorized Contact for the Provider can do this by clicking "Manage Authorized Contacts" in the blue menu box of the Provider Portal Dashboard.



**All CONNECT Job Aids** are available on the DBHDS Office of Licensing public website. In addition, thank you to all the Providers who attended and submitted questions to the weekly CONNECT Live Demonstrations that began in May!

### CONNECT Live Demonstrations

- CONNECT: [Provider Portal Overview Recorded Webinar](#)
- CONNECT: [Provider Portal Overview PowerPoint](#)
- CONNECT: [Adding Locations Recorded Webinar](#)
- CONNECT: [Adding Locations PowerPoint](#)
- CONNECT: [Adding Services Recorded Webinar](#)
- CONNECT: [Adding Services PowerPoint](#)
- CONNECT: [Corrective Action Plans Recorded Webinar](#)
- CONNECT: [Corrective Action Plans PowerPoint](#)
- CONNECT: [Correspondence and Messaging Recorded Webinar](#)
- CONNECT: [Correspondence and Messaging PowerPoint](#)
- CONNECT: [Information Modification Recorded Webinar](#)
- CONNECT: [Information Modification PowerPoint](#)
- CONNECT: [License Renewals Recorded Webinar](#)
- CONNECT: [License Renewals PowerPoint](#)
- CONNECT: [Managing Contacts Recorded Webinar](#)
- CONNECT: [Managing Contacts PowerPoint](#)
- CONNECT: [Password Management and Variance Applications Recorded Webinar](#)
- CONNECT: [Password Management and Variance Applications PowerPoint](#)

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

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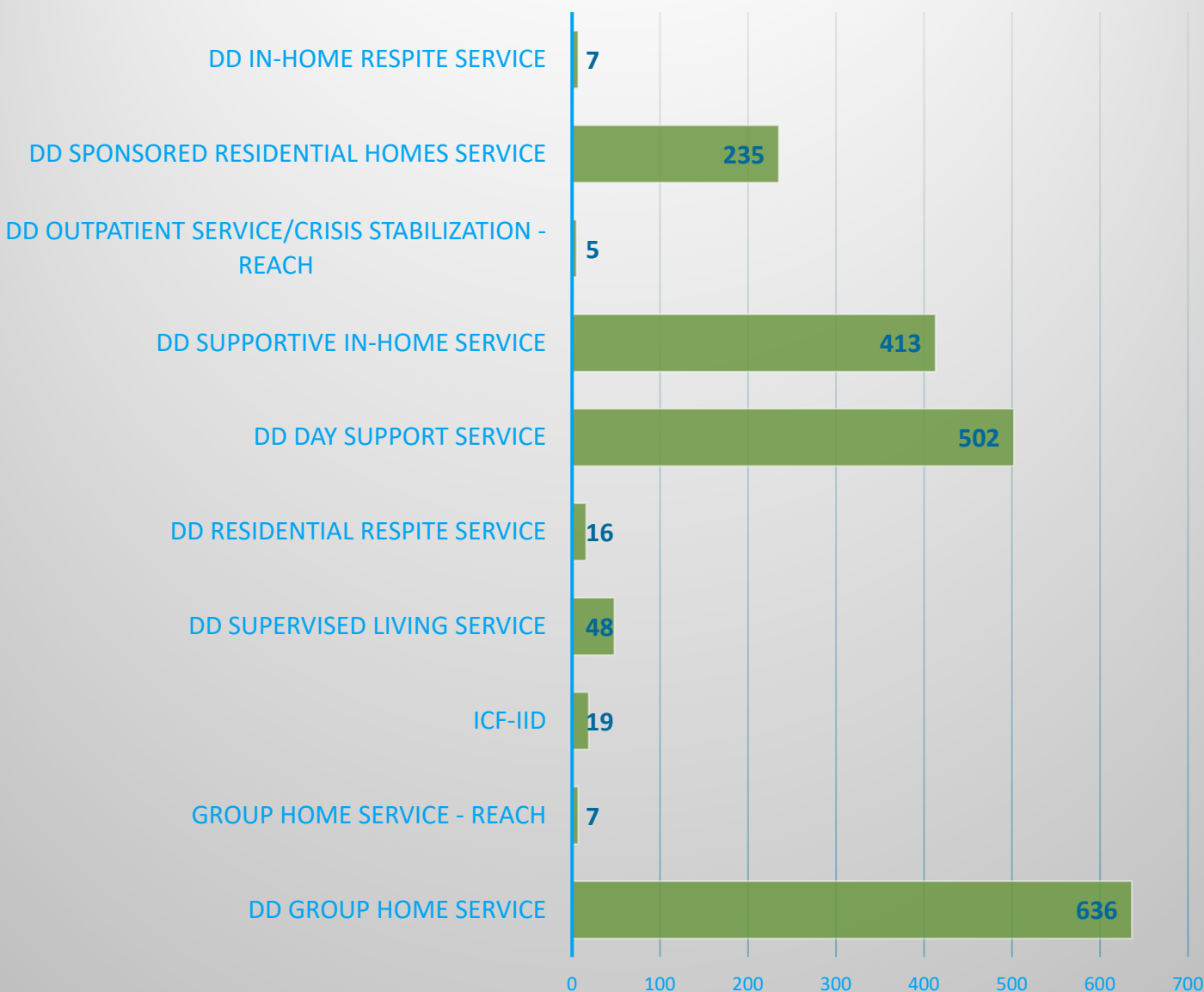
Modification Type/Menu	When to submit this type of application:
<p><b>Add New Service</b></p>	<p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license.</p> <p>This option is found at the top of the Active Licenses on the Provider Portal Dashboard.</p>
<p><b>View/Add New Location</b></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><b>*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).</b></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 <a href="#">Sponsored Provider Certification Process (November 2021)</a>. Please use this <a href="#">Sponsored Certification Form</a> when requesting to add additional Sponsored Residential Locations.</p>
<p><b>Information Modification</b></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"> <li>• Provider Name Change (include SCC certificate)</li> <li>• Organizational Structure Change (include organization chart)</li> <li>• Close Provider Organization</li> <li>• Service Description Change</li> <li>• Geographical Area Served Change</li> <li>• Population Served Change (Age, Gender, Disability)</li> <li>• Close Service or Number of Beds or Capacity Change</li> <li>• Demographic Information Change</li> <li>• Building or Home Modification Change</li> <li>• Close Location</li> <li>• Other Modification (Use for changing Main Authorized Contact)</li> </ul> <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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## Number of Licensed Developmental Services in Virginia as of 7/1/24



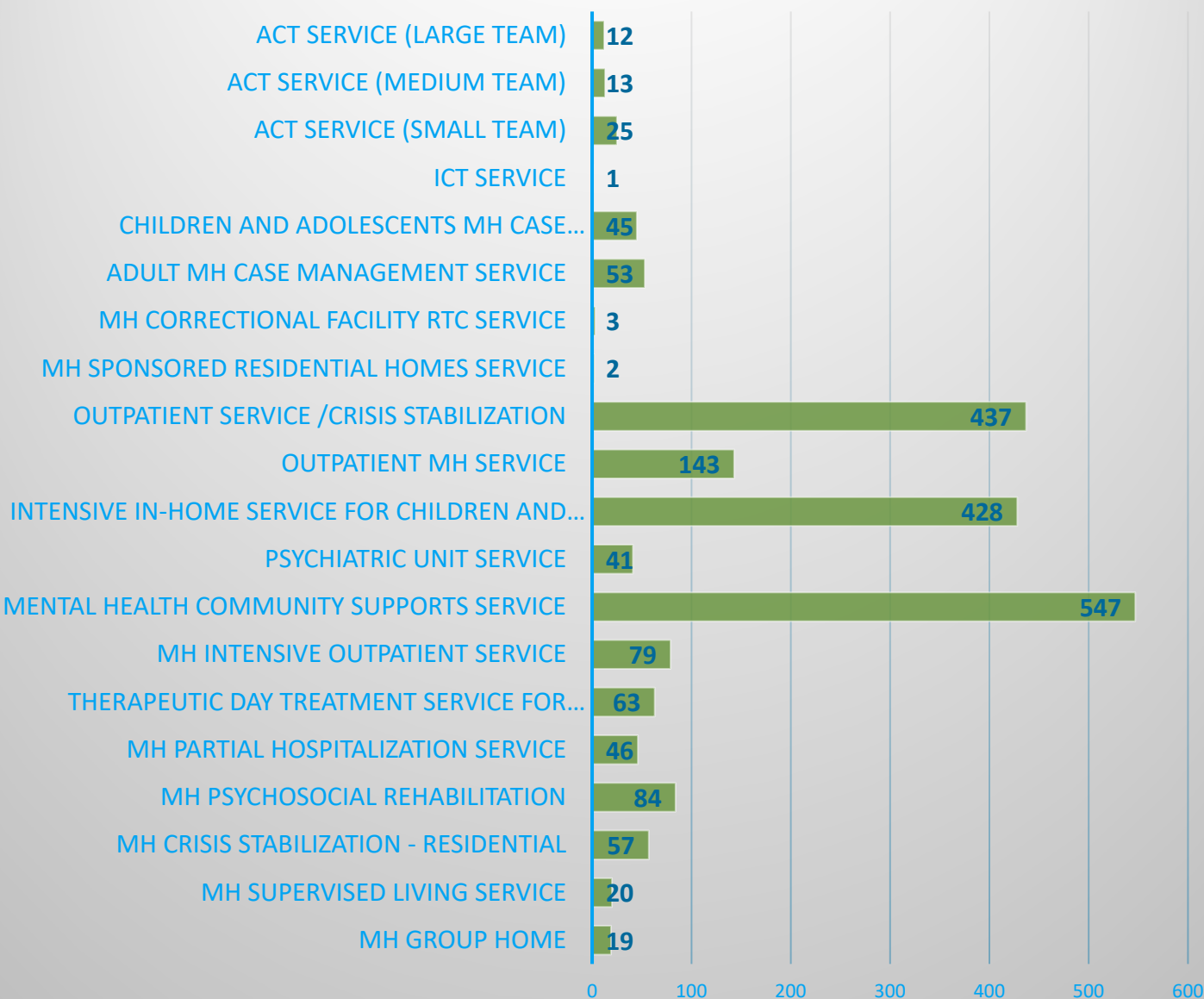


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## Number of Licensed Mental Health Services in Virginia as of 7/1/24

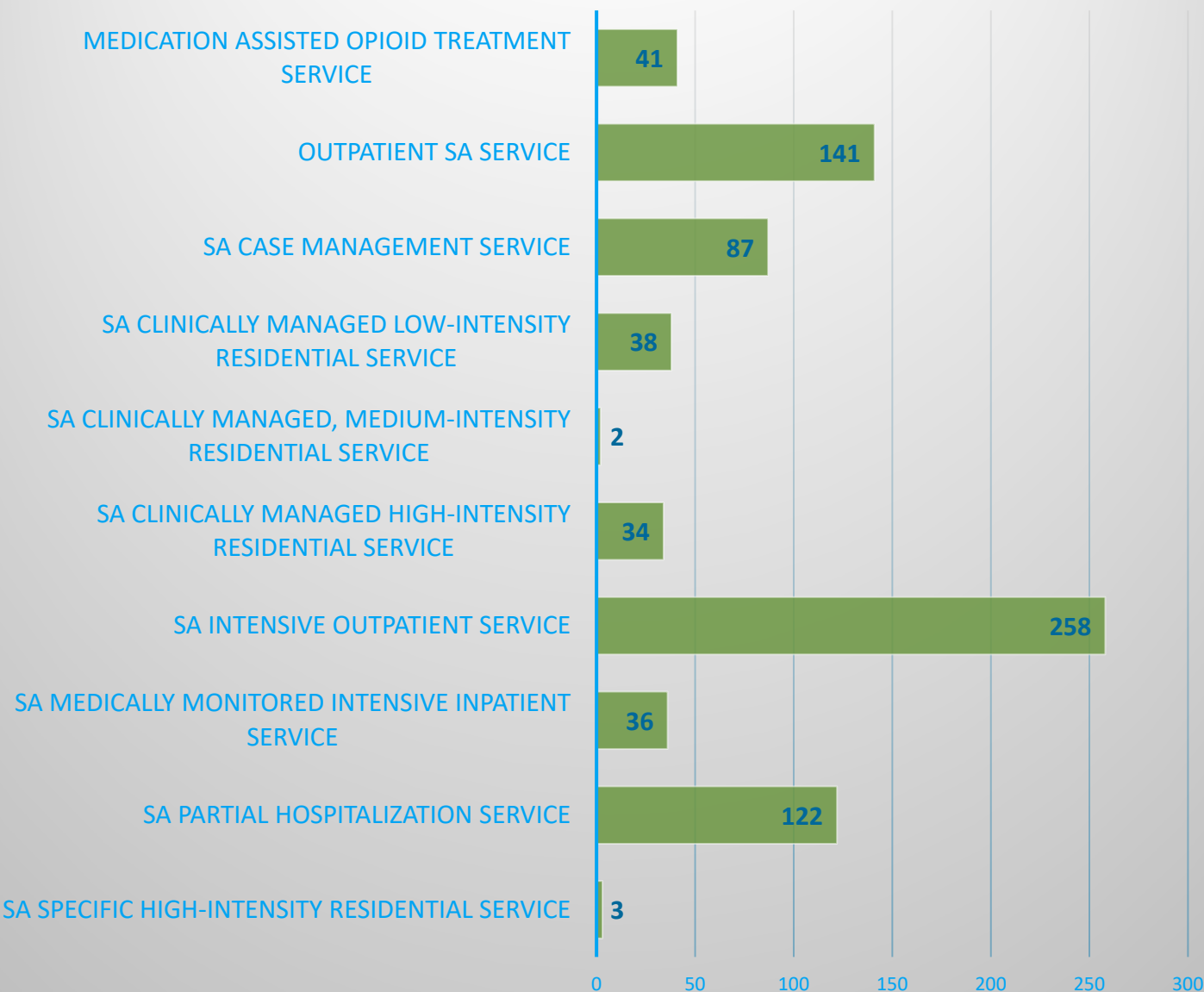


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## Number of Licensed Substance Use Services in Virginia as of 7/1/24

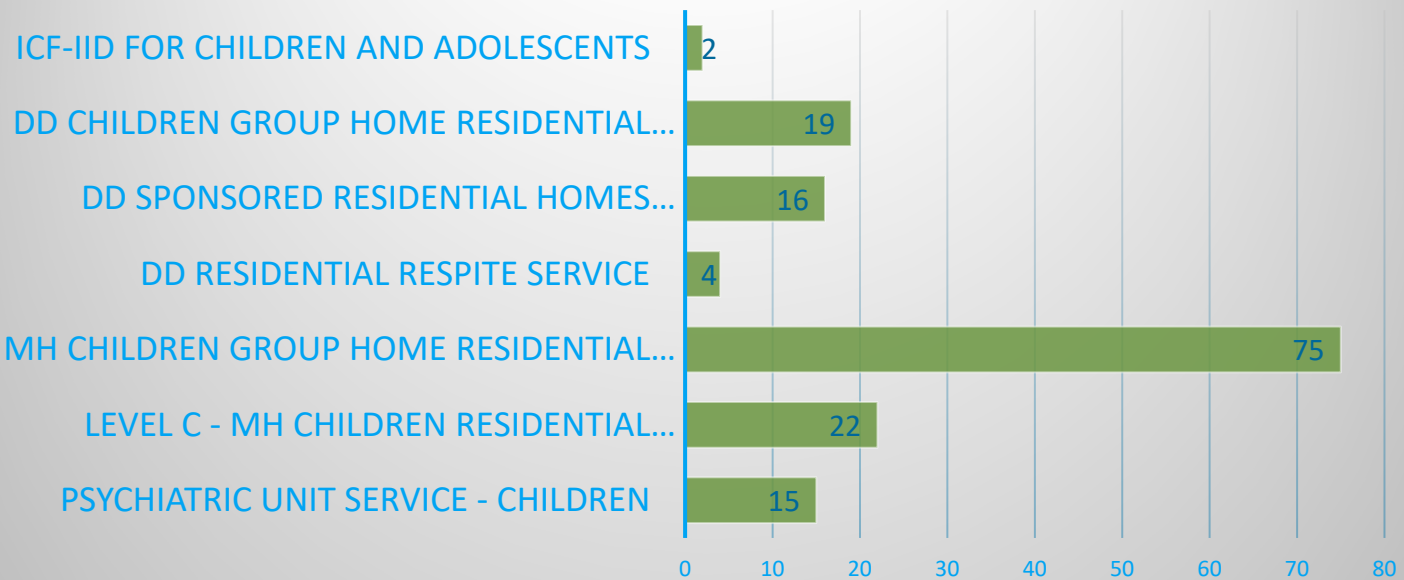


# OL and CONNECT Spotlight

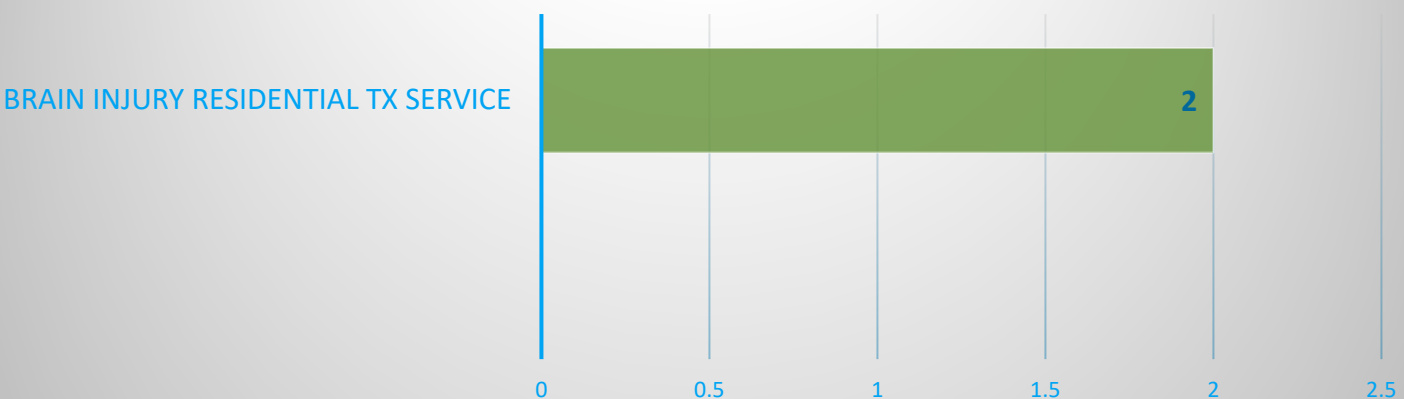
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## Number of Licensed Children's Residential Services in Virginia as of 7/1/24



## Number of Licensed Brain Injury Residential Treatment Services in Virginia as of 7/1/24



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



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## Office of Licensing Regional Contacts

### Region 1

Rebekah Greenfield	Regional Manager	804-382-1515	<a href="mailto:rebekah.greenfield@dbhds.virginia.gov">rebekah.greenfield@dbhds.virginia.gov</a>
Leanna Stone	Licensing Specialist – ASAM	804-874-1286	<a href="mailto:leanna.stone@dbhds.virginia.gov">leanna.stone@dbhds.virginia.gov</a>
Christopher Cart	Licensing Specialist	703-501-2525	<a href="mailto:christopher.cart@dbhds.virginia.gov">christopher.cart@dbhds.virginia.gov</a>
Ryan Long	Licensing Specialist	804-615-7834	<a href="mailto:ryan.long@dbhds.virginia.gov">ryan.long@dbhds.virginia.gov</a>
Ann Mays	Licensing Specialist	804-243-0039	<a href="mailto:ann.mays@dbhds.virginia.gov">ann.mays@dbhds.virginia.gov</a>
Makenzie Daniels	Licensing Specialist	804-873-5338	<a href="mailto:makenzie.daniels@dbhds.virginia.gov">makenzie.daniels@dbhds.virginia.gov</a>

### Region 2

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### Region 3

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## Region 4

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Taylor Boyce	Licensing Specialist	804-402-4027	<a href="mailto:taylor.boyce@dbhds.virginia.gov">taylor.boyce@dbhds.virginia.gov</a>
Christie Wilson	Licensing Specialist	804-709-6262	<a href="mailto:christie.wilson@dbhds.virginia.gov">christie.wilson@dbhds.virginia.gov</a>
Allison Powers	Licensing Specialist	804-399-6094	<a href="mailto:allison.powers@dbhds.virginia.gov">allison.powers@dbhds.virginia.gov</a>

## Region 4.5

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## Region 5

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Qua'Shai Goins	Licensing Specialist	804-584-0749	<a href="mailto:quashai.goins@dbhds.virginia.gov">quashai.goins@dbhds.virginia.gov</a>
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## Region 5.5

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Evmarian “Eve” Cabey	Licensing Specialist	804-248-2726	<a href="mailto:evmarian.cabey@dbhds.virginia.gov">evmarian.cabey@dbhds.virginia.gov</a>
Kitisha Green	Licensing Specialist	804-688-7681	<a href="mailto:kitisha.green@dbhds.virginia.gov">kitisha.green@dbhds.virginia.gov</a>
Nicole Buckley	Licensing Specialist	804-248-2854	<a href="mailto:nicole.buckley@dbhds.virginia.gov">nicole.buckley@dbhds.virginia.gov</a>

## Region 6

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Delvonne Major	Licensing Specialist Region 4	804-402-4846	<a href="mailto:delvonne.major@dbhds.virginia.gov">delvonne.major@dbhds.virginia.gov</a>
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