

OL & CONNECT Spotlight

Office of Licensing

Issue III: October 2024



DBHDS Mission Statement: Supporting individuals by promoting recovery, self-determination, and wellness in all aspects of life

DBHDS Vision Statement: A life of possibilities for all Virginians

CONNECT System Maintenance

In January 2025, CONNECT services will not be accessible for several business days due to routine maintenance. Stay tuned for additional information from the Office of Licensing.

Director's Corner

Dear DBHDS Licensed Providers and Stakeholders,

DBHDS wants to acknowledge the dedication of the provider community during the most recent severe weather event. Providers who were impacted by Hurricane Helene worked diligently to ensure the safety of residents, participants, and employees during this time. Thank you for implementing your emergency preparedness and response plans and ensuring continuity of care for individuals receiving services. Hurricane season lasts through November 30th and as we go into the winter months, it is equally as important that providers continue to review, update and practice implementing their emergency preparedness and response plan as outlined in Licensing Regulation 12VAC35-105-530.

The due date for providers who have been delivering 23-hour Crisis Receiving Center services to transition to the new CRC license has been extended from October 17, 2024 to November 15, 2024. Please note, this applies *only* to providers who submitted a completed application by the August 30, 2024 due date. Providers who have submitted after August 30, or submitted incomplete or inaccurate information, may not be licensed by November 15. This may result in an inability to provide this service until properly licensed. Licensing staff have been responding to revisions within a maximum of one to two days. Providers who have received an onsite inspection, and who do not meet staffing or physical site requirements, will require an additional onsite inspection. However, providers ready for their initial onsite inspection will be prioritized.

OL & CONNECT Spotlight

Director's Corner Continued

As it relates to Crisis Services, please review the [Crisis & Priority Service Application Memo](#) (October 2024). It includes updated information related to the processing of crisis service applications, the timeframe for submission, and updated information about priority applications. The department has moved to Phase 2 of processing service modifications for any providers currently licensed for 07-006 license and who have evidence that they have enrolled/billed DMAS or a managed care organization for the CRC service (23-hour crisis receiving center), including those providers that did not submit a claim until after July 17, 2024.

Regarding Sponsored Residential services, the certification form was updated in September and posted on the OL website. When submitting a certification in CONNECT, please make sure that you are using the most current [Updated Sponsored Residential Certification Form](#) (September 2024).

Between January 1st and September 30th, the Office of Licensing approved 614 location modifications and 499 service modifications; and licensed approximately 407 new providers. During that same timeframe, the office also conducted approximately 1004 investigations and 3,827 inspections. During this same timeframe, there were 16,820 death or serious incidents (DSIs) reported to the department and of these, 1,016 met the individual care concern threshold criteria. Also, 96.58% of DSIs were reported on-time.

Jae Benz



OL & CONNECT Spotlight

Issuance of Licenses 12VAC35-105-50

E. A license shall continue in effect after the expiration date if the provider has submitted a renewal application before the date of expiration and there are no grounds to deny the application. The department shall issue a letter stating the provider or service license shall be effective for six additional months if the renewed license is not issued before the date of expiration.

Don't forget to submit your renewal and provide proof of SCC prior to expiration of the license. The provider will need to sign and submit the renewal using the CONNECT Provider Portal.

CONNECT sends a notification 90 days prior to license expiring. It is recommended that the renewal be submitted at least 30 days prior to the license expiring. Also, prior to submitting the renewal, please review the addendum to determine if any services or locations need to be closed and submit that information with the renewal.

Once a license has been renewed, it is the expectation that provider review their license and addendum in CONNECT to ensure the accuracy of the licensed services and locations listed. The current license should also be printed and available at all times.

Corrective Action Plan 12VAC-35-170

Providers need to ensure that Corrective Action Plans are submitted by the due date.

An immediate CAP will be required if the department determines that the violations pose a danger to individuals receiving the service which would be identified as a Health & Safety CAP.

If an extension is needed, it must be requested via CONNECT PRIOR to the due date. Extensions will not be given for H&S violations

The provider must monitor implementation and effectiveness of approved corrective actions as part of its quality improvement program required by 12VAC35-105-620.

There are DBHDS licensed providers who are not submitting CAPs by the due date. Providers that do not submit or implement an adequate CAP may be subject to progressive action including reduction of license status, denial or revocation of a license in accordance with the regulation below.

In accordance with 12VAC35-105-110.7, a provider or applicant who fails to submit or implement an adequate CAP may have their license denied, revoked, or suspended.

For additional details on how to respond to a CAP, please refer to: [Guidance Document LIC 19: Corrective Action Plans \(CAPs\) \(August 2020\)](#), located on the OL website in the regulations and guidance section.

OL & CONNECT Spotlight



Please see the following recorded demonstrations of various actions in the Provider Portal Dashboard.

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

CONNECT Tips

- Providers can submit License Renewals up to 90 days in advance. CONNECT sends an automatic reminder to providers who have a license that expires within 90 days.
- Add the following email addresses to your list of Safe Senders to ensure automated messages from CONNECT are not blocked:
 - noreply-connect@dbhds.virginia.gov
 - smtprelay@gl solutions.com
- Before submitting a renewal application, providers should verify the information on their License Addendums, including service locations, addresses, expiration dates and bed counts.
- This is a good time to review Authorized Contacts to ensure only the intended staff have access to the Provider Portal Dashboard. This can be done by the Main Authorized Contact who would select "Manage Authorized Contacts" in the Provider Portal Dashboard.
- 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

OL & CONNECT Spotlight

Data Corner

Risk Management and the Developmental Disability Quality Management System

DBHDS uses serious incident data from CHRIS to better understand the risks to individuals in the developmental disabilities (DD) waiver system, and to help providers reduce the risks. Once a provider enters a serious incident into CHRIS, it is reviewed by the Incident Management Unit in the Office of Licensing to determine if it correctly meets reporting criteria and provide additional support. The Office of Human Rights and the Office of Integrated Health area also involved as needed. The data are also compiled and reviewed by the DBHDS Risk Management Review Committee (RMRC) to look at patterns and trends and identify improvements to the system that can help reduce risks. The RMRC examines types of Level II serious incidents, as well as trends in causes, illnesses and conditions.

In State Fiscal Year 2024 (June 1, 2023 – July 31, 2024), the most common type of Level II serious incident was ER visit with a total of 6,949 incidents, followed by unplanned hospitalizations with a total of 1,950 incidents. The trends, by quarter, for Level II serious incidents in FY24 are depicted in Figure 1 in descending order by total. Please note that serious incident reports can be in more than one category.

Figure 1. Number and Percent of Level II Serious Incidents, SFY24, by Quarter and Year

Serious Incident - Level 2	Q1		Q2		Q3		Q4		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
ER Visit	1664	58.43%	1737	57.19%	1681	56.87%	1867	57.18%	6949	57.40%
Unplanned Hospital Admission	444	15.59%	509	16.76%	498	16.85%	499	15.28%	1950	16.11%
Serious Injury - Requiring Medical Attention	195	6.85%	182	5.99%	278	9.40%	375	11.49%	1030	8.51%
Other - Level 2	174	6.11%	186	6.12%	133	4.50%	121	3.71%	614	5.07%
Unplanned Psychiatric Admission	103	3.62%	118	3.89%	120	4.06%	128	3.92%	469	3.87%
Harm or Threat to Others	92	3.23%	109	3.59%	77	2.60%	94	2.88%	372	3.07%
Missing Individual	65	2.28%	71	2.34%	52	1.76%	70	2.14%	258	2.13%
Choking Incident	34	1.19%	33	1.09%	30	1.01%	24	0.74%	121	1.00%
Decubitus Ulcer	34	1.19%	34	1.12%	29	0.98%	24	0.74%	121	1.00%
Aspiration Pneumonia	17	0.60%	30	0.99%	29	0.98%	28	0.86%	104	0.86%
Bowel Obstruction	19	0.67%	20	0.66%	16	0.54%	24	0.74%	79	0.65%
Ingestion of Hazardous Materials	7	0.25%	8	0.26%	13	0.44%	11	0.34%	39	0.32%
Total	2848	100.00%	3037	100.00%	2956	100.00%	3265	100.00%	12106	100.00%

OL & CONNECT Spotlight

Data Corner Continued...

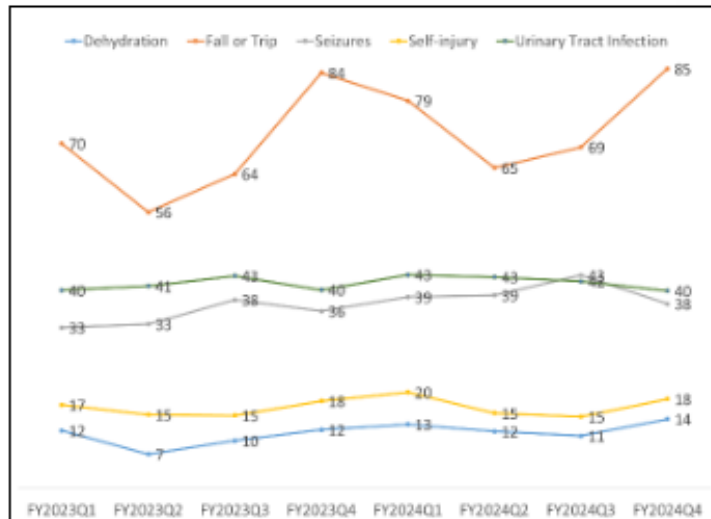
Risk Management and the Developmental Disability Quality Management System

The RMRC also looks at 12 illnesses, causes and conditions that are most commonly associated with adverse outcomes for individuals with DD. These are listed in Figure 2, in descending order by total, by quarter for SFY24. These are reported as an annualized rate per 1,000 individuals receiving a DD waiver service. The highest rate was for Fall or Trip, at 74.64 per 1,000 individuals and the lowest rate was for suicide attempt at 4.29 per 1,000 individuals. Upon examining trends in the leading five illnesses, causes and conditions (see Figure 3), the rate of Fall or Trip has gone up and down over the past two years, with the high being 85 per 1,000 individuals during FY24 Q4. The next highest is urinary tract infections (UTIs), followed by seizures, self-injury and dehydration. The trends for these rates have remained relatively stable over the past two years.

Figure 2 Rate of Illness, Injury and Condition associated with Serious Incidents in SFY24, by Quarter and Total

Surveillance Measure	Q1	Q2	Q3	Q4	Total
Fall or Trip	78.78	65.15	69.33	85.29	74.64
Urinary Tract Infection	43.40	42.94	42.09	40.14	42.14
Seizures	38.89	39.24	43.30	37.51	39.74
Self-injury	19.57	15.30	14.60	18.16	16.91
Dehydration	13.05	11.60	10.70	14.10	12.36
Sepsis	6.52	9.38	8.03	10.51	8.61
Decubitus Ulcer	8.53	8.39	7.06	5.73	7.43
Choking	8.53	8.14	7.30	5.73	7.43
Aspiration Pneumonia	4.26	7.40	7.06	6.69	6.35
Sexual Assault	4.26	7.40	4.38	5.02	5.27
Bowel Obstruction	4.77	4.94	3.89	5.73	4.83
Suicide Attempt	4.01	4.69	4.87	3.58	4.29
Total	19.55	18.71	18.55	19.85	19.17

Figure 3. Rate of Select Cause/Illness/Condition associated with Serious Incident Reports, per 1,000 individuals on the DD Waiver, SFY23-SFY24



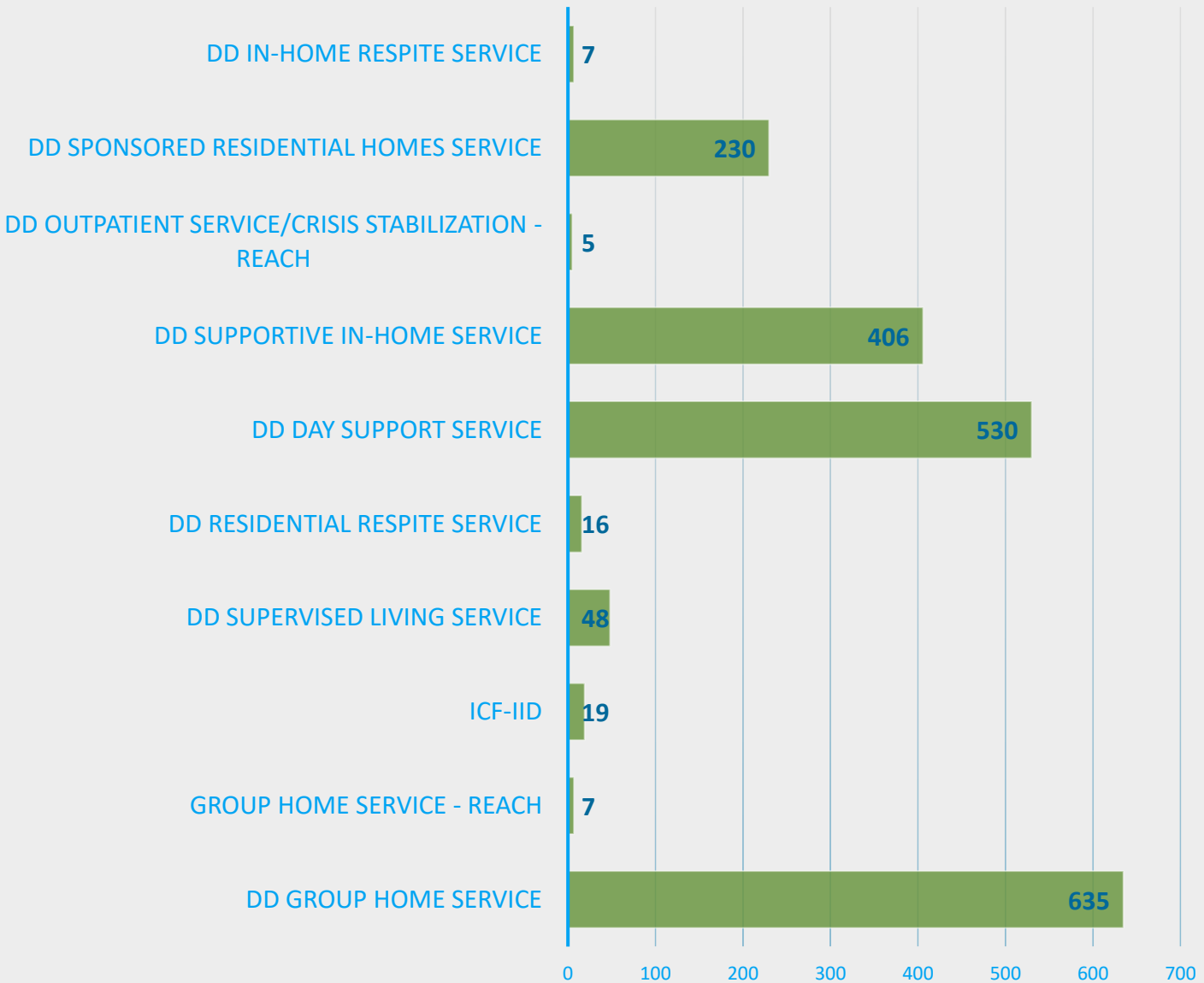
The DBHDS Quality Management System subcommittees have implemented three quality improvement initiatives (QIIs) focused on reducing Falls or Trips, and one focused on UTIs. The RMRC is always interested in ideas for how to further reduce risks. Please share your feedback about these data, and ideas for how to support providers across the system to reduce risk by contacting incident_management@dbhds.virginia.gov.

OL & CONNECT Spotlight

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 Memo. Please use this Updated Sponsored Residential 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>

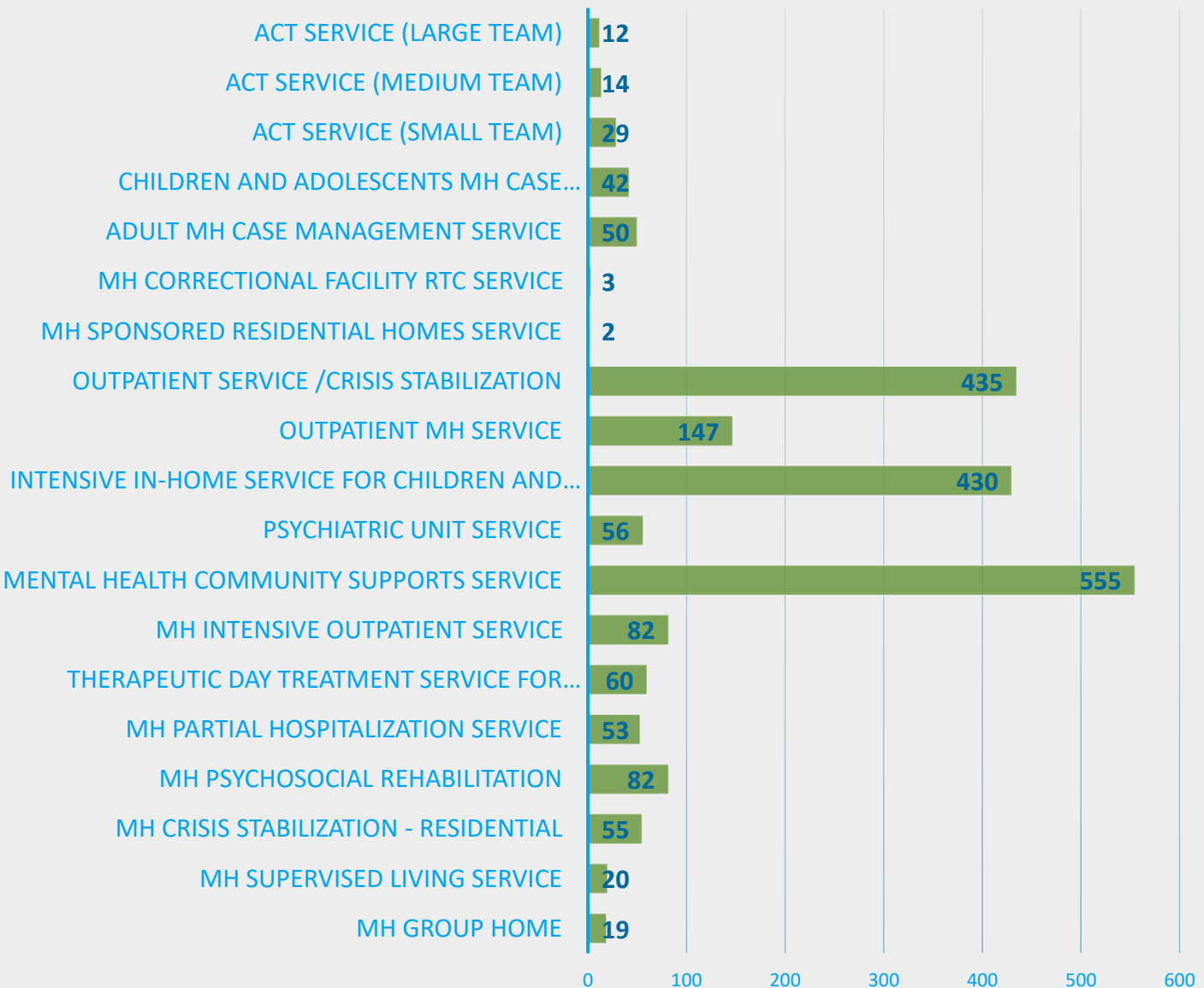
OL & CONNECT Spotlight

Number of Licensed Developmental Services in Virginia as of 10/1/24



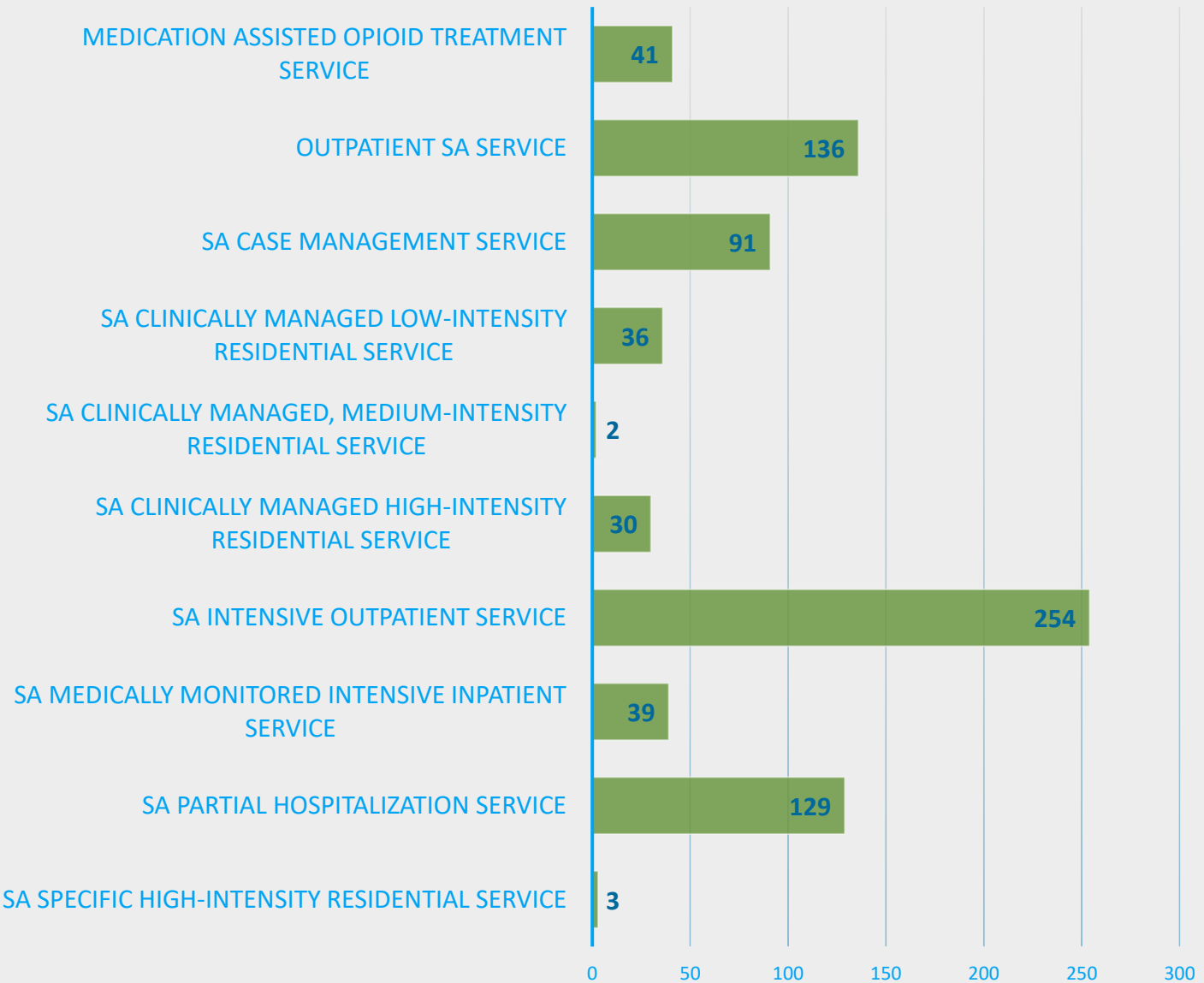
OL & CONNECT Spotlight

Number of Licensed Mental Health Services in Virginia as of 10/1/24



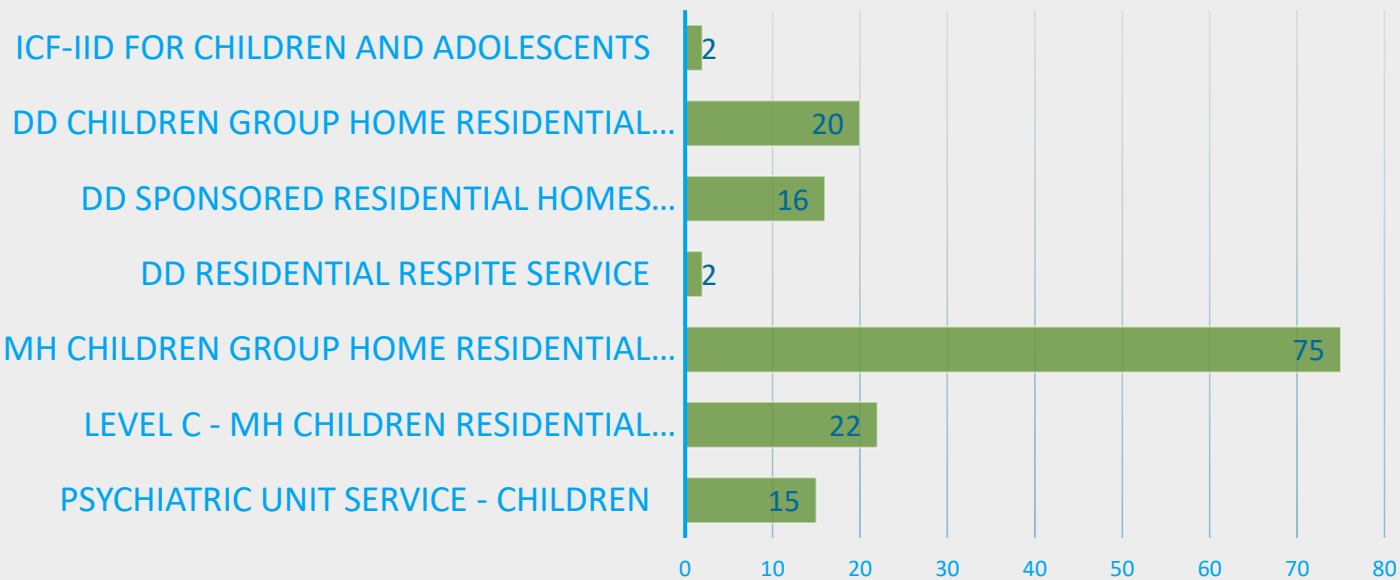
OL & CONNECT Spotlight

Number of Licensed Substance Use Services in Virginia as of 10/1/24

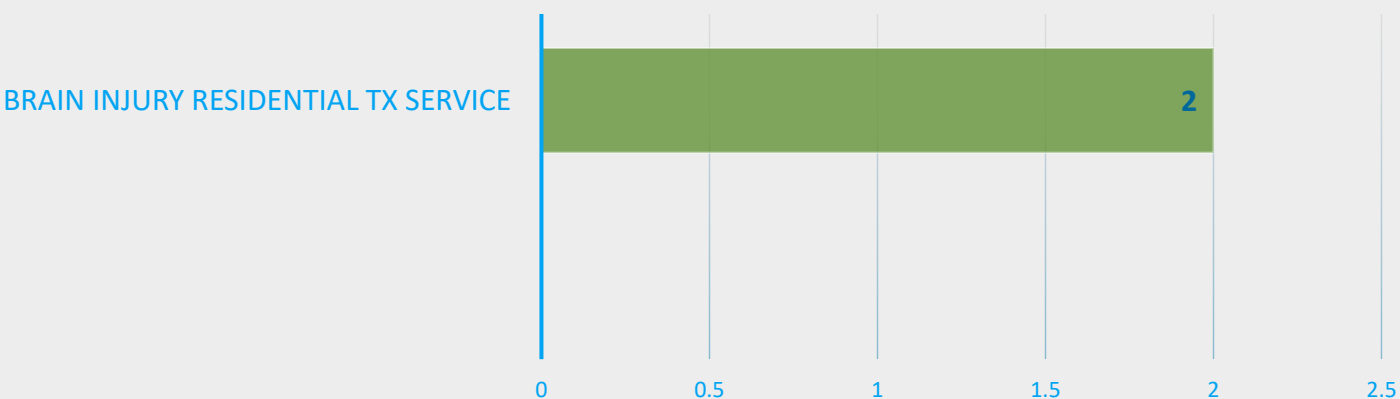


OL and CONNECT Spotlight

Number of Licensed Children's Residential Services in Virginia as of 10/1/24



Number of Licensed Brain Injury Residential Treatment Services in Virginia as of 10/1/24



OL & CONNECT Spotlight

Office of Licensing

Issue III: July - September 2024

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

Type of Question	Contact	Report an Issue
Questions related to your licensed services(s)	Licensing Specialist	Please navigate to the DBHDS Office of Licensing's webpage , and find the Office of Licensing Staff Contact Information
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 DBHDS Office of Licensing's webpage , and find the CONNECT Help Desk button to report an issue or email: licensingconnectinquiry@dbhds.virginia.gov
Questions related to reporting a serious incident	Office of Licensing Incident Management Unit	Please contact the Incident Management Unit at: incident_management@dbhds.virginia.gov
Questions related to background checks	Office of Background Investigation Unit	Please contact the DBHDS Background Investigations Unit at: malinda.roberts@dbhds.virginia.gov or belinda.turner@dbhds.virginia.gov
Questions related to licensing regulations & policy inquiry	Office of Licensing Administrative Support	Please contact the Office of Licensing at: licensingadminsupport@dbhds.virginia.gov
Complaints	Office of Licensing Legal & Regulatory	Please use the CONNECT portal 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: deltaprod@dbhds.virginia.gov