

OL & CONNECT Spotlight

Office of Licensing

Issue IV: January 2025



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 early 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,

Happy New Year one and all! We hope you had a fantastic 2024 and are ready for a fabulous 2025.

I want to express our gratitude for providers who navigated the first widespread snow of 2025 and the recent water safety issues in Richmond. You handled each of these with proficiency and professionalism! DBHDS appreciates how responsive you were to these events and how hard you worked to implement risk management plans to ensure that there was minimal interruption to services provided. These events may have prompted providers to review and update their risk management plans. Additionally, for services required to maintain emergency food and water, having these necessary items were of utmost importance during these times.

As a reminder for Developmental Services providers, the 2025 DD inspection Kickoff training was held in December 2024. We had an exceptional turnout with over 800 attendees.

OL & CONNECT Spotlight

Director's Corner Continued

Even with some minor technical issues, feedback from the webinar was very positive. These inspections are now in full swing. If you are a provider of Developmental Services, and someone from your agency was unable to attend this training, DBHDS recommends that you review the following items which are posted on the OL website. If you have any questions related to these inspections, please contact your assigned Licensing Specialist.

- [2025 DD Inspections Kickoff Training](#) (December 2024)
- [2025 DD Inspections Kickoff Training Webinar](#) (December 2024)
- [2025 Annual Inspections for Providers of Developmental Services Memo](#) (December 2024)

2024 was a busy year for the Office of Licensing! In July 2024, the Crisis Regulations went into effect, and in October 2024 the State Board of Behavioral Health and Developmental Services approved a Fast Track action to amend 12VAC35-105 to incorporate federal mobile Medication Assisted Treatment requirements into Virginia Regulations. Those fast-track regulations went into effect in December of 2024. Also, the draft amendments for the noncontroversial regulatory reductions were posted in a General Notice in August and the draft amendment for Medication for Opioid Used Disorder (MOUD) were posted in a General Notice in September 2024.

Additionally, between January 1st and December 31st, the Office of Licensing approved 782 location modifications and 705 service modifications; and licensed approximately 710 new providers. During that same timeframe, the office also conducted approximately 1,318 investigations and 5,150 inspections. There were 22,461 death or serious incidents (DSIs) reported to the department during this time and of these, 1,354 met the individual care concern threshold criteria. In 2024, 96.71% of DSIs were reported on-time. Great work, everyone!

Jae Benz

OL & CONNECT Spotlight



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 System Maintenance

In early 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.

OL & CONNECT Spotlight

CONNECT Tips and Reminders

- ❑ Providers receive a notification 90 days prior to the expiration of the license prompting them to submit their renewal application. Waiting to submit the renewal could result in the license being closed and the provider being required to reapply. It is best to submit the renewal **as soon as possible**. Licenses will close on the expiration date.
- ❑ Before submitting a renewal application, providers should verify the information on their License Addendums, including service locations, addresses, expiration dates and bed counts to ensure their accuracy. If any location(s) needs to be closed it must be submitted through an Information Modification.
- ❑ If a license expires on a Saturday, Sunday, or during a holiday when the state is closed, and the renewal is submitted a day or two before it expires then the provider is at risk of having a gap in the license which could impact their ability to bill for services.
- ❑ Providers must NOT include any Protected Health Information (PHI) in Corrective Action Plan (CAP) responses. This includes **staff names**.
- ❑ Providers are encouraged to log into the CONNECT Provider Portal Dashboard daily to check and respond to Portal Messages. This requires that Authorized Contacts for providers are kept up to date so that all CONNECT communications can be managed in a timely manner.
- ❑ 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
- ❑ 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.

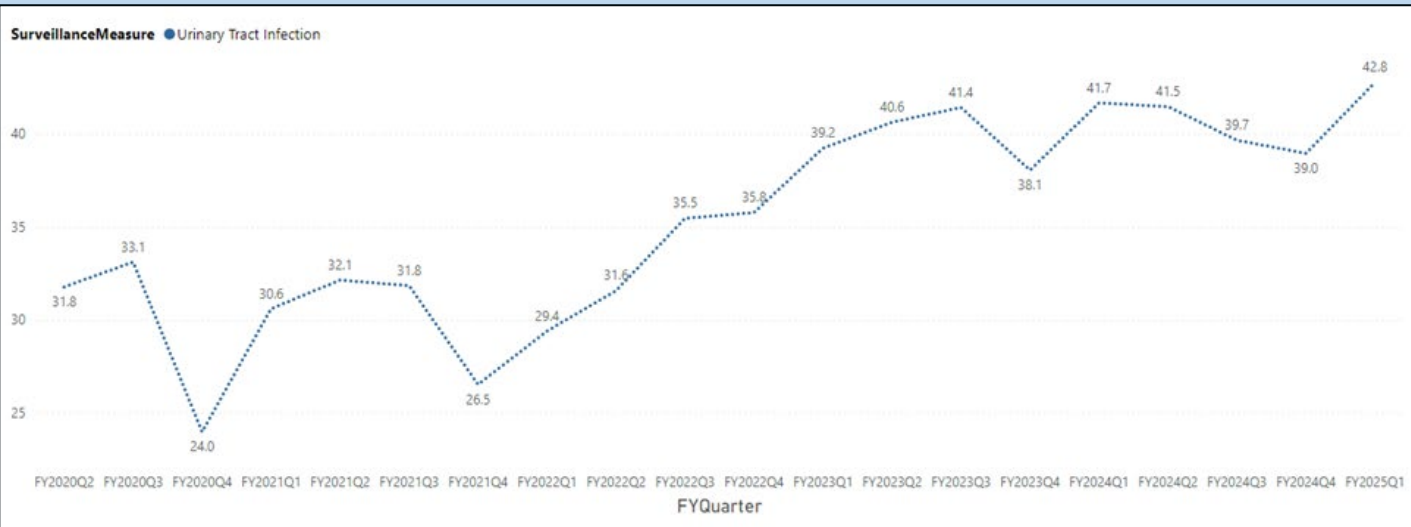
OL & CONNECT Spotlight

Data Corner

Risk Management and the Developmental Disability Quality Management System

The Risk Management Review Committee monitors serious incident reports for the DD waiver population from CHRIS on a regular basis. Since 2020, serious incident report (SIRs) involving Urinary Tract Infections (UTIs) have continued to increase for the DD waiver population, from 32 per 1,000 individuals to 43 per 1,000 individuals. Figure 1 shows the rate of UTIs per 1,000 individuals from FY2020 Q2 through FY2025 Q1.

Figure 1 The Rate of UTIs per 1,000 Individuals in the DD Waiver Population, FY2020 Q2 - FY2025 Q1



In FY2024, UTI was the leading distinct illness associated with a serious incident report, with 660 serious incident reports involving UTIs (See Figure 2, next page). It's important to note that the "Other Illness/Condition" category is comprised of a mixture of write-in options that are otherwise not available to select.

OL & CONNECT Spotlight

Data Corner Continued... Risk Management and the Developmental Disability Quality Management System

Figure 2 Number of Serious Incident Reports for Illnesses and Conditions, FY2024 Q1 through Q4

FiscalYear	2024									
	Q1		Q2		Q3		Q4		Total	
IllnessCondition	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Other Illness/Condition	614	37.05%	691	37.72%	664	37.94%	694	37.43%	2663	37.54%
Urinary Tract Infection (UTI)	166	10.02%	168	9.17%	163	9.31%	163	8.79%	660	9.30%
Seizure	153	9.23%	154	8.41%	175	10.00%	155	8.36%	637	8.98%
Mental Status Changes	115	6.94%	145	7.91%	131	7.49%	160	8.63%	551	7.77%
Diarrhea/Vomiting	119	7.18%	130	7.10%	115	6.57%	121	6.53%	485	6.84%
Pneumonia (Caused By Bacteria Or Virus)	74	4.47%	107	5.84%	77	4.40%	106	5.72%	364	5.13%
Suicidal Thoughts/Behaviors	60	3.62%	68	3.71%	70	4.00%	78	4.21%	276	3.89%
Constipation	70	4.22%	48	2.62%	55	3.14%	63	3.40%	236	3.33%
Covid-19	72	4.35%	65	3.55%	62	3.54%	13	0.70%	212	2.99%
Dehydration	52	3.14%	47	2.57%	43	2.46%	58	3.13%	200	2.82%
Blood Sugar Problem (High Or Low)	41	2.47%	47	2.57%	30	1.71%	47	2.54%	165	2.33%
Sepsis	26	1.57%	38	2.07%	33	1.89%	44	2.37%	141	1.99%
Aspiration Pneumonia	22	1.33%	40	2.18%	33	1.89%	35	1.89%	130	1.83%
Cardiac Event	19	1.15%	22	1.20%	41	2.34%	34	1.83%	116	1.64%
Exacerbation Of A Chronic Medical Condition	21	1.27%	28	1.53%	25	1.43%	28	1.51%	102	1.44%
Bowel Obstruction	19	1.15%	22	1.20%	16	0.91%	24	1.29%	81	1.14%
Asthma	7	0.42%	6	0.33%	5	0.29%	15	0.81%	33	0.47%
Stroke	3	0.18%	4	0.22%	8	0.46%	8	0.43%	23	0.32%
Drugs Or Alcohol Problem	4	0.24%	2	0.11%	4	0.23%	8	0.43%	18	0.25%
Total	1657	100.00%	1832	100.00%	1750	100.00%	1854	100.00%	7093	100.00%

In 2022, the RMRC conducted special analysis that examined patterns and trends in UTIs from October 1, 2019, through September 30, 2020. The results showed that Group Home and Sponsored Residential service settings reported the largest proportion of UTIs in comparison to other waiver-supported settings (Figure 3). It also showed that the rate of UTIs among individuals aged 60 and over was nearly double that of younger groups (Figure 4, next page).

Figure 3. Number of UTIs and Rate per 1,000 Waiver Population, 10/1/19-9/30/2020.

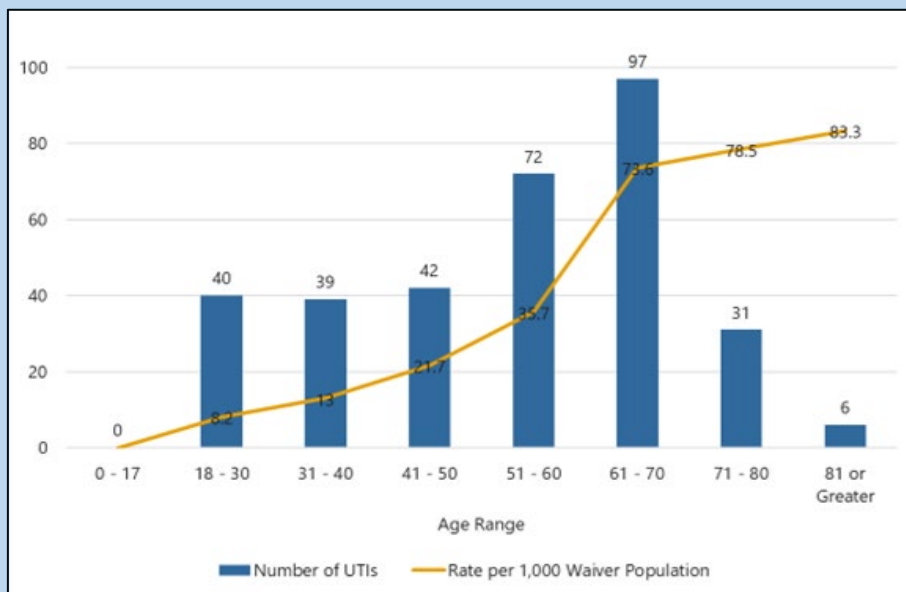
Living Situation	UTIs	Waiver Population	Rate per 1,000
Group Home	253	4,695	53.9
Living Independently*	14	509	27.5
Living with Family*	10	7,373	1.4
Sponsored Residential	45	1,747	25.8
Supported Living*	4	203	19.7
Building Independence*	0	103	0

OL & CONNECT Spotlight

Data Corner Continued...

Risk Management and the Developmental Disability Quality Management System

Figure 4. Number and Rate of UTIs by Age Range; DD Waiver Population, 10/1/29-9/30/20.



It was also important to understand how individuals with multiple UTIs are contributing to the rates. The results showed individuals who experienced multiple UTIs accounted for 38% of the UTIs. The rates of individuals having multiple UTIs were higher among individuals with SIS Level 6, and aged 60 and over. Finally, 50% of the individuals who had multiple serious UTIs were treated through unplanned hospital admissions and ER visits compared to 13% of individuals who had a single UTI.

The RMRC recommends that providers complete training and review the materials from the DBHDS Office of Integrated Health to better understand UTIs and strategies to help prevent initial and subsequent UTIs. That information can be found at <https://dbhds.virginia.gov/office-of-integrated-health/>, under Educational Resources, then select Urinary Tract Infection.

In addition, the Region 4 Quality Council implemented a Learning Collaborative in 2024 focused on reducing the risk for UTIs. There were four modules: Healthy Hand Hygiene, Proper Perineal Care, Medical Care Card/My Care Passport, and Clean Urine Catch. The modules include educational materials, PowerPoint slides, and pre/post-tests and are available at this website: <https://dbhds.virginia.gov/clinical-and-quality-management/office-of-community-quality-management/> under "UTI Learning Collaborative." Teams can use this information to gain knowledge and skill to help prevent UTIs!

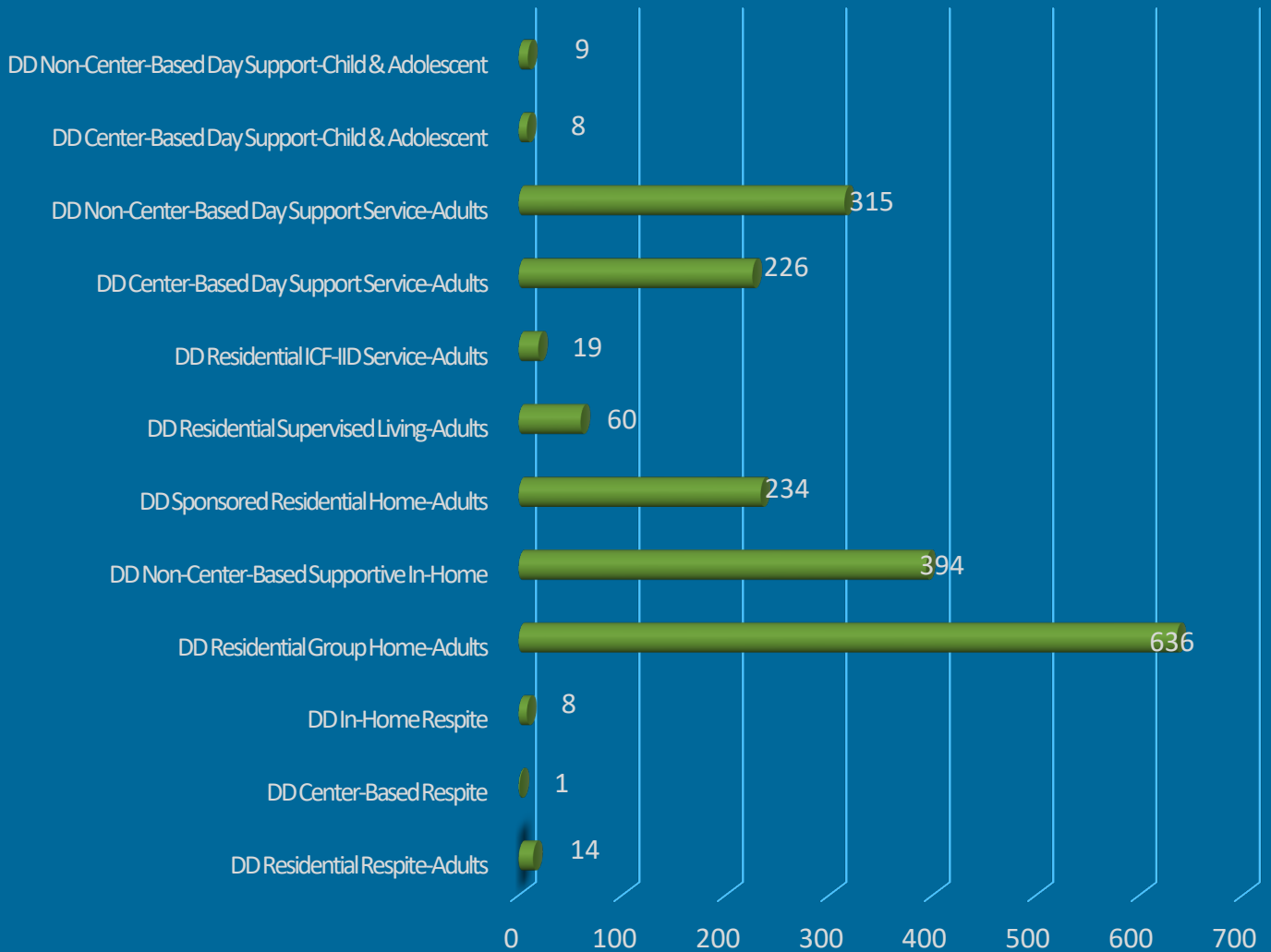
Please contact: communitynursing@dbhds.virginia.gov for more information about UTI education and resources.

OL & CONNECT Spotlight

Modification Type/Menu	When to Submit This Type of Application
<p>Add New Service</p>	<p>This type of notification, 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.</p> <p>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>

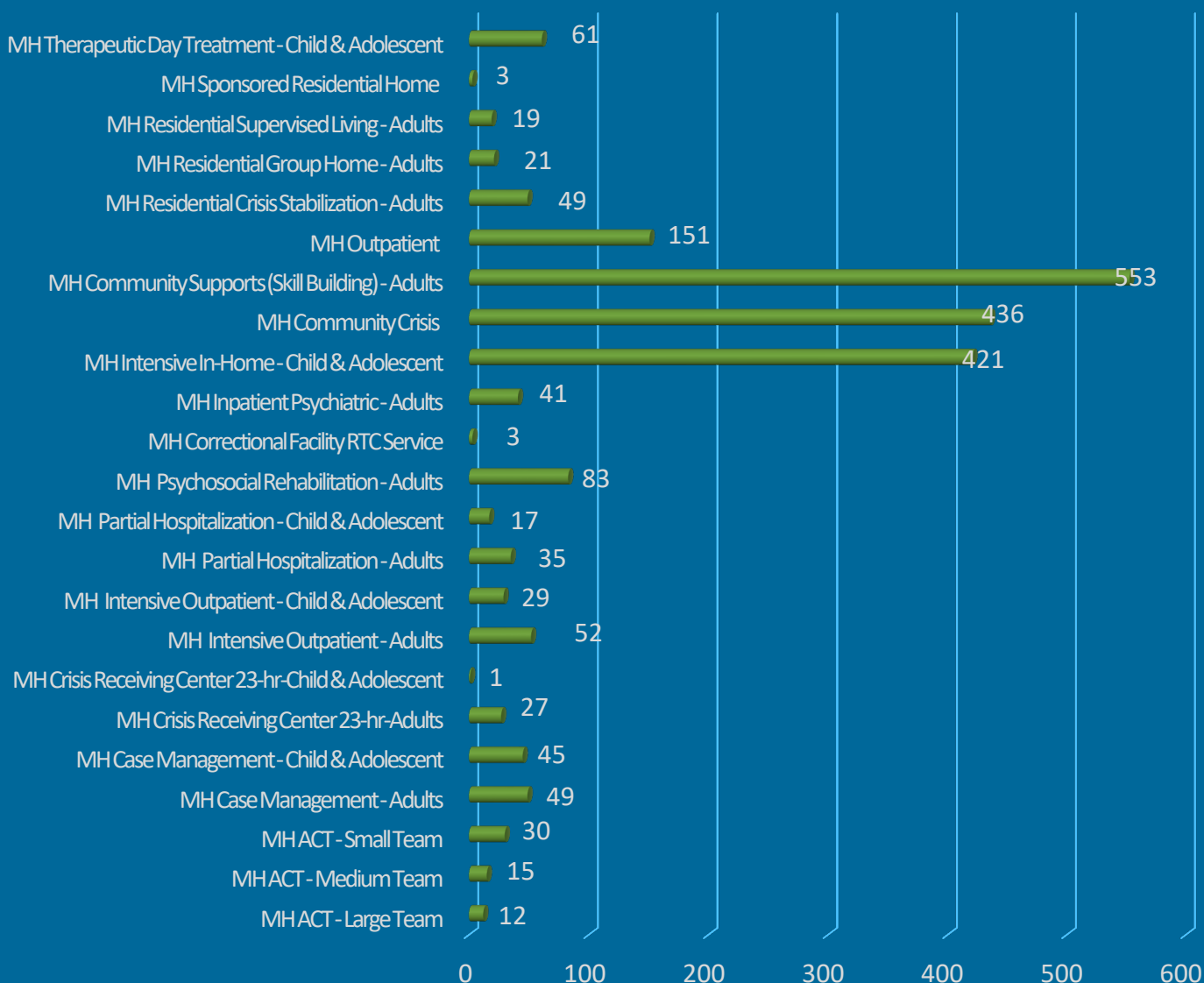
OL & CONNECT Spotlight

Number of Licensed Developmental Services in Virginia as of 1/1/25



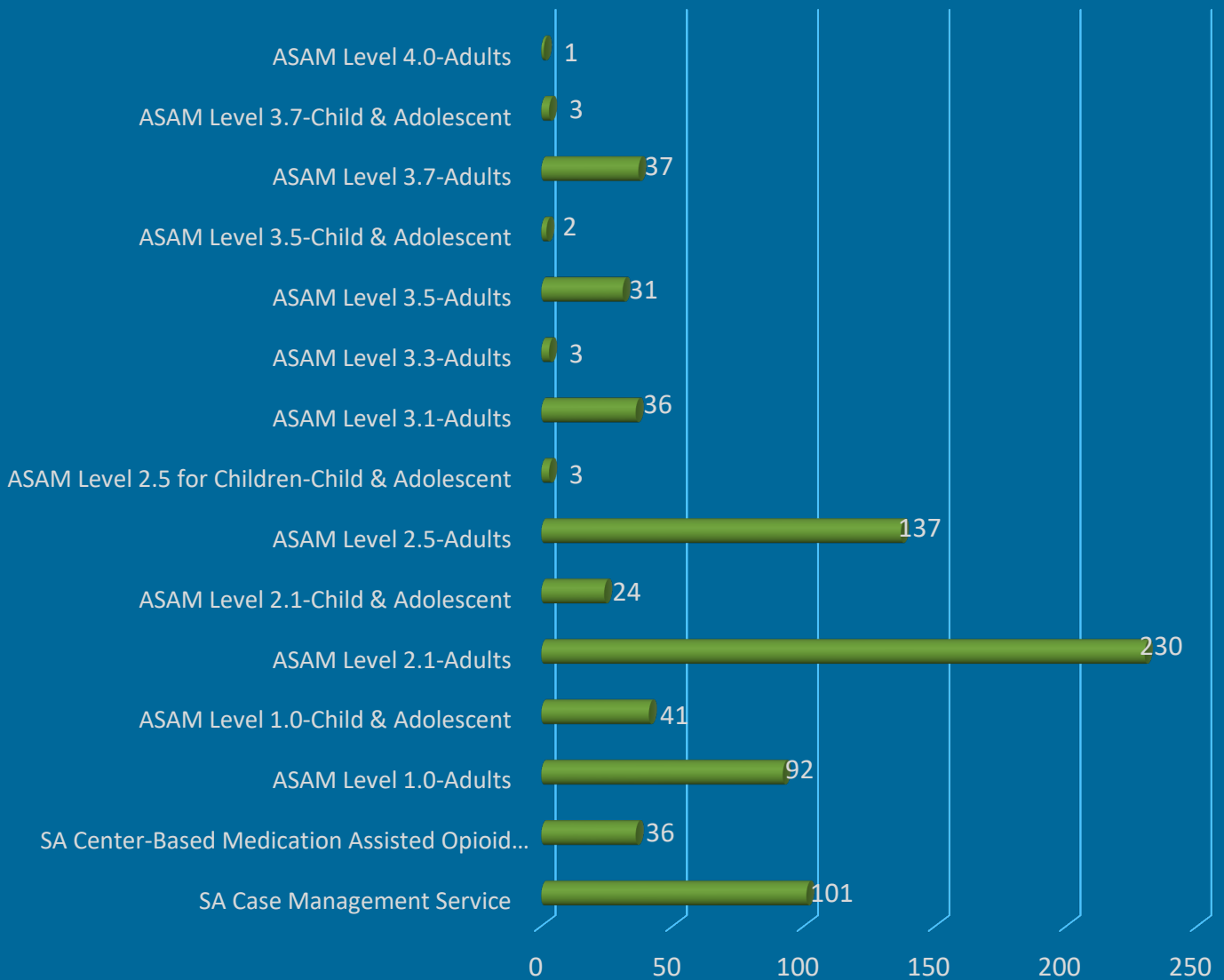
OL & CONNECT Spotlight

NUMBER OF LICENSED MENTAL HEALTH SERVICES IN VIRGINIA AS OF 1/1/25



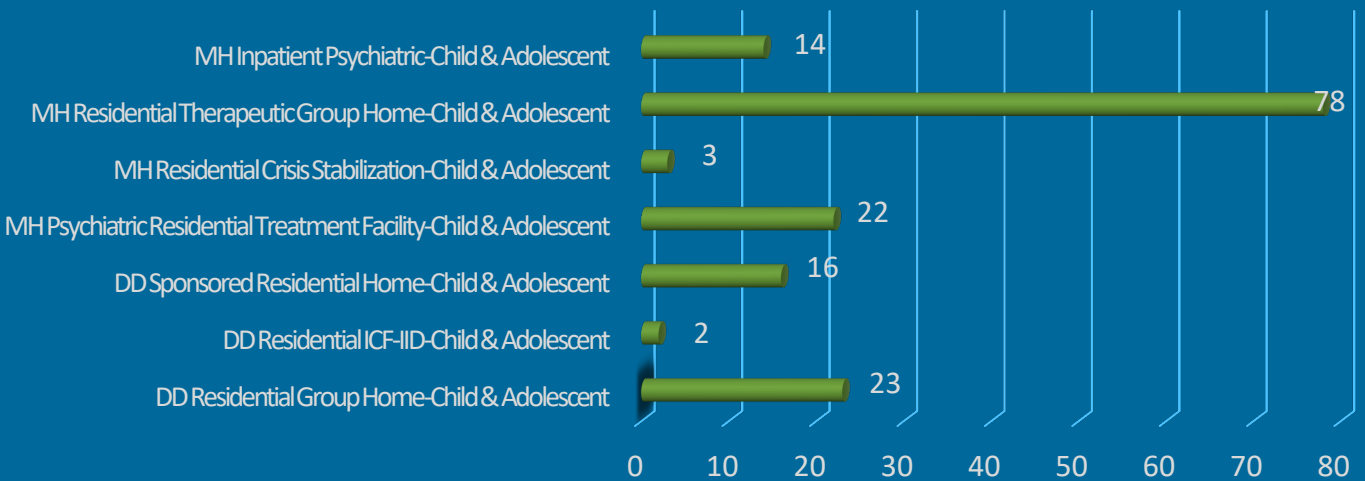
OL & CONNECT Spotlight

NUMBER OF LICENSED SUBSTANCE USE SERVICES IN VIRGINIA AS OF 1/1/25

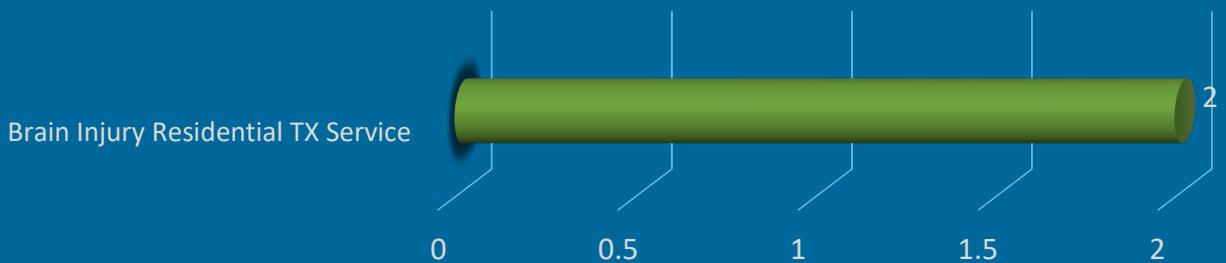


OL and CONNECT Spotlight

NUMBER OF LICENSED CHILDREN'S RESIDENTIAL SERVICES IN VIRGINIA AS OF 1/1/25



NUMBER OF LICENSED BRAIN INJURY RESIDENTIAL TREATMENT SERVICES IN VIRGINIA AS OF 1/1/25



OL & CONNECT Spotlight

Office of Licensing

Issue IV: January 2025

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

Type of Question	Contact	To Report an Issue
Questions related to your licensed services(s)	Licensing Specialist	Please navigate to the DBHDS Office of Licensing 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 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