

OL & CONNECT Spotlight

Office of Licensing

Issue X: July 2026

**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

Director's Corner

Welcome to the OL & CONNECT Spotlight, your resource for essential licensing updates, CONNECT system resources, and key compliance expectations. As we move through the summer season, this newsletter continues to provide the information and support you need to uphold safe, consistent, and high-quality services across the Commonwealth.

Behavioral Health Redesign (BHR)

The OL would like to provide an update related to Behavioral Health Redesign which has been delayed, shifting the original July 1, 2026 launch to a new full implementation date of July 1, 2027. The following legacy services will remain in place until the transition occurs.

- Intensive In-Home Services
- Therapeutic Day Treatment
- Mental Health Skill Building Services
- Psychosocial Rehabilitation

As part of the transition, DBHDS will be providing licensing-related guidance and training to current providers and potential applicants, including updates on how the new service array will align with licensing requirements for the new services to be implemented:

- A mental health non-center-based community psychiatric support and treatment service for adults
- A mental health non-center-based community psychiatric support and treatment service for children and adolescents
- A mental health center-based coordinated specialty care service for children, adolescents, and/or adults
- A mental health center-based recovery and empowerment center service for adults

Licensing updates and resources will be communicated directly to providers and posted publicly on the OL website

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Resources and Tools for Quality and Risk

The Office of Licensing would like to highlight several helpful resources available on the DBHDS website. DBHDS has created a tool for providers to track risks and conditions over time, including Level I, II, and III serious incidents and care concerns. It was originally designed for developmental services providers to monitor common risks for individuals with developmental disabilities, but it can be adapted for mental health and substance use providers covered under 12VAC35-105. Using this tool may help providers meet requirements in 160.C, 520.C.1-5, and 520.D.

- [Instructional Video-Risk Tracking Tool \(November 2024\)](#)
- [Individual Risk Tracking Tool – Fiscal Year July – June \(January 2026\)](#)
- [Individual-Risk-Tracking-Tool-November-2024.xlsx](#)
- [Monthly-Risk-Tracking-Tool-November-2024.xlsx](#)

The [Quality Manual](#) provides a foundational overview of Quality Management, including Quality Assurance, Risk Management, and Quality Improvement. It serves as a desk reference to support successful quality management practices and outcomes. Additional Quality Manual Resources can be found by going to: [Clinical and Quality Management - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

How do I file a complaint with the Office of Licensing?

The Office of Licensing values the input we receive from community members and service providers. To ensure that complaints related to a licensed provider are handled promptly and in accordance with established procedures, we want to remind everyone to submit complaints through the [CONNECT portal](#). Here are just a few helpful points to keep in mind:

- Complainants have the option to provide contact details, or the complaint can be submitted anonymously.
- Please include as much detail as you can, such as dates, names and specific locations.
- All submissions are kept confidential.
- Each complaint is reviewed thoroughly and triaged in a timely manner.

How do I file a Human Rights Complaint?

Anyone may file a complaint when they believe the human rights of an individual receiving services have experienced a violation of their human rights. This [five-minute video](#) explains the complaint resolution process in detail. If you need assistance, the [OHR Manager](#) in your area can help guide you through the process.

Thank you for your continued partnership and for all you do to support quality services.

Jae Benz

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CONNECT Reminders

- ✓ If you have submitted an Initial or Modification Application, you may receive a Deficiency Letter that outlines additional information or revisions required for approval. If you have uploaded the requested documents, ***It is the responsibility of the provider to complete the following steps to return the application for review:***
 - ✓ Scroll down on the application screen and sign the application.
 - ✓ For Initial Applications: Click the “**Update Initial Application**” button.
 - ✓ For Modification Applications: Click the “**Update Modification Application**” button.
- ✓ It is the responsibility of the provider to communicate with Policy Review Specialists and Modification Specialists via the **CONNECT** Messaging Portal. **Allow 24-48** hours for a response.
- ✓ A license will **close** on its expiration date if a provider does not submit a renewal application. Once a service closes, the provider can no longer serve individuals or bill for that service. To continue operating, the provider must apply for a new license.
- ✓ Providers must remove Protected Health Information (PHI) and Personally Identifiable Information (PII) in Corrective Action Plan responses. This includes **individual names** and **staff names**. CAPs containing PHI or PII will not be accepted and will need to be edited by the provider before approval.
- ✓ Authorized Contacts in the Provider Portal must be kept up to date to ensure timely receipt and management of **CONNECT** communications and appropriate access to the Provider Portal Dashboard. This includes immediately removing staff who leave the organization or no longer require access. Failure to maintain accurate Authorized Contacts creates a significant security risk and may result in unauthorized access to confidential information.
- ✓ The **CONNECT** Help Desk can offer support with issues directly related to the **CONNECT** System. For issues related to licensing, the provider must contact their assigned Licensing Specialist or licensingadminsupport@dbhds.virginia.gov.

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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

Link to CONNECT Provider Portal:

<https://vadbhds7prod.glsuite.us/GLSuiteWeb/Clients/VADBHDS/Private/LoginDashboard/Login.aspx>

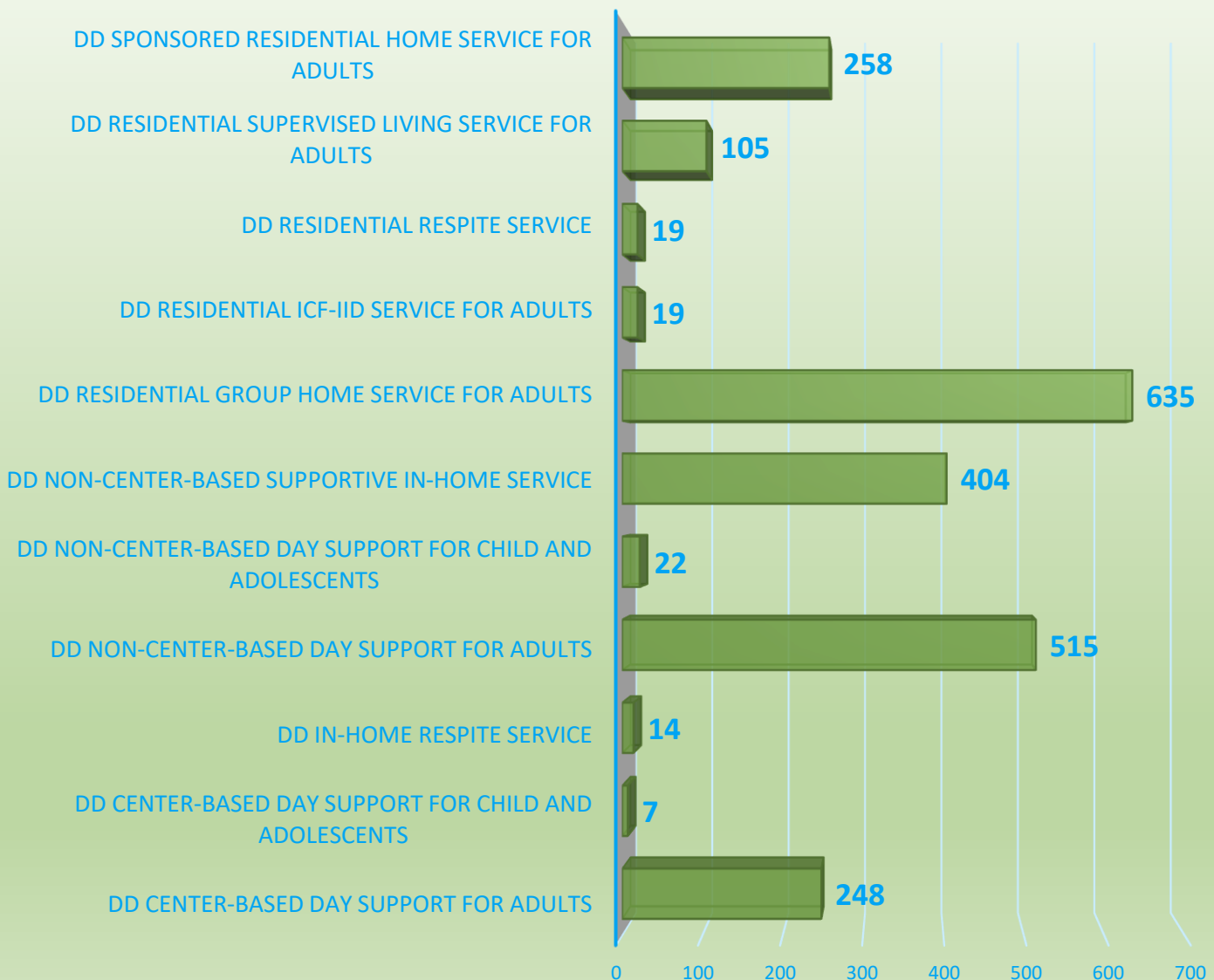


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Modification Type/Menu	When to Submit This Type of Application
Add New Service	This type of notification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license. This option is found at the top of the Active Licenses on the Provider Portal Dashboard.
View/Add New Location	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. *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). 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.
Information Modification	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. The Information Modification can be submitted for the following reasons: • 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) This menu option is found to the left of the Provider Portal Dashboard screen in the blue menu box.

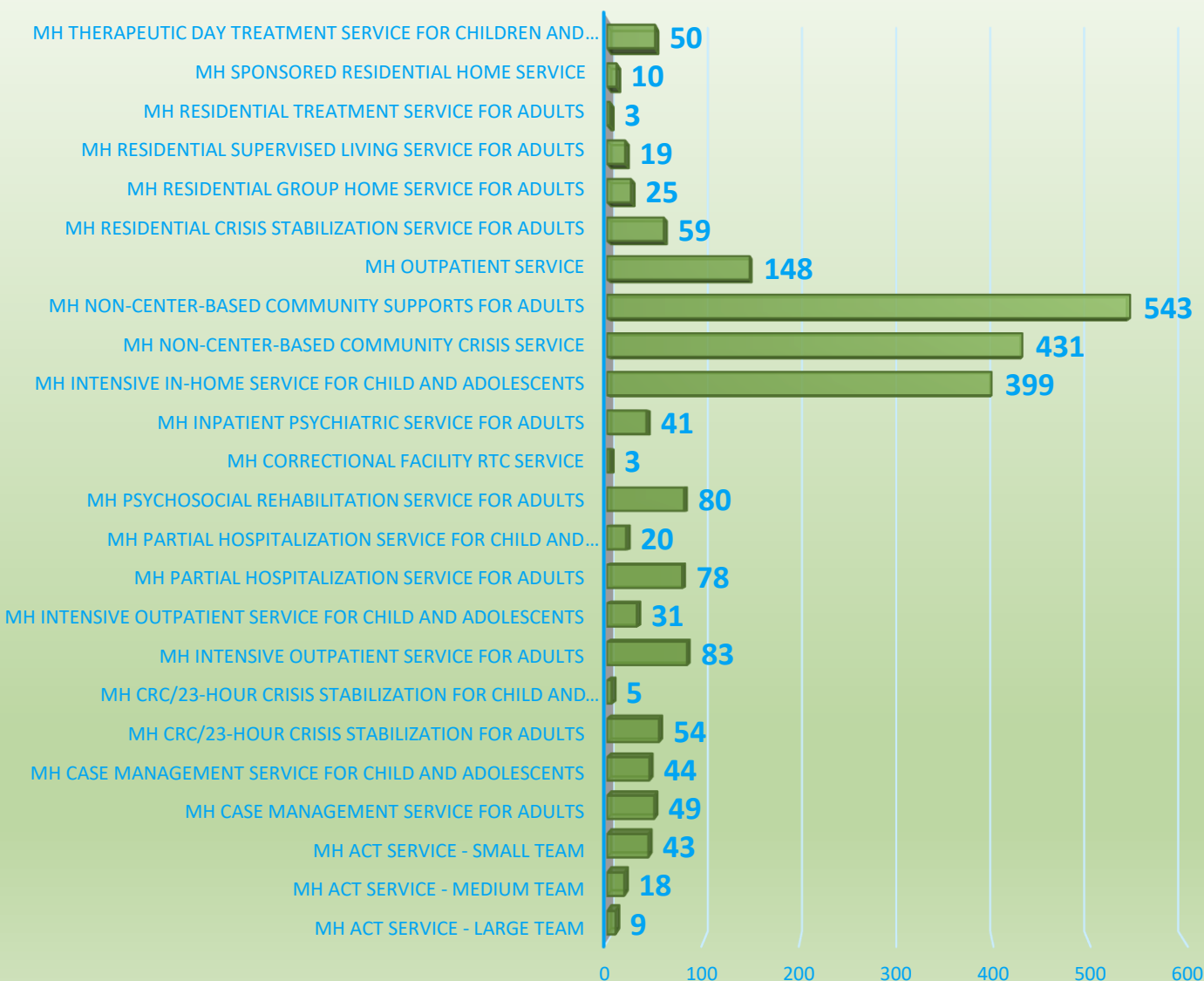
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Number of Licensed Developmental Services in Virginia as of 7/1/2026



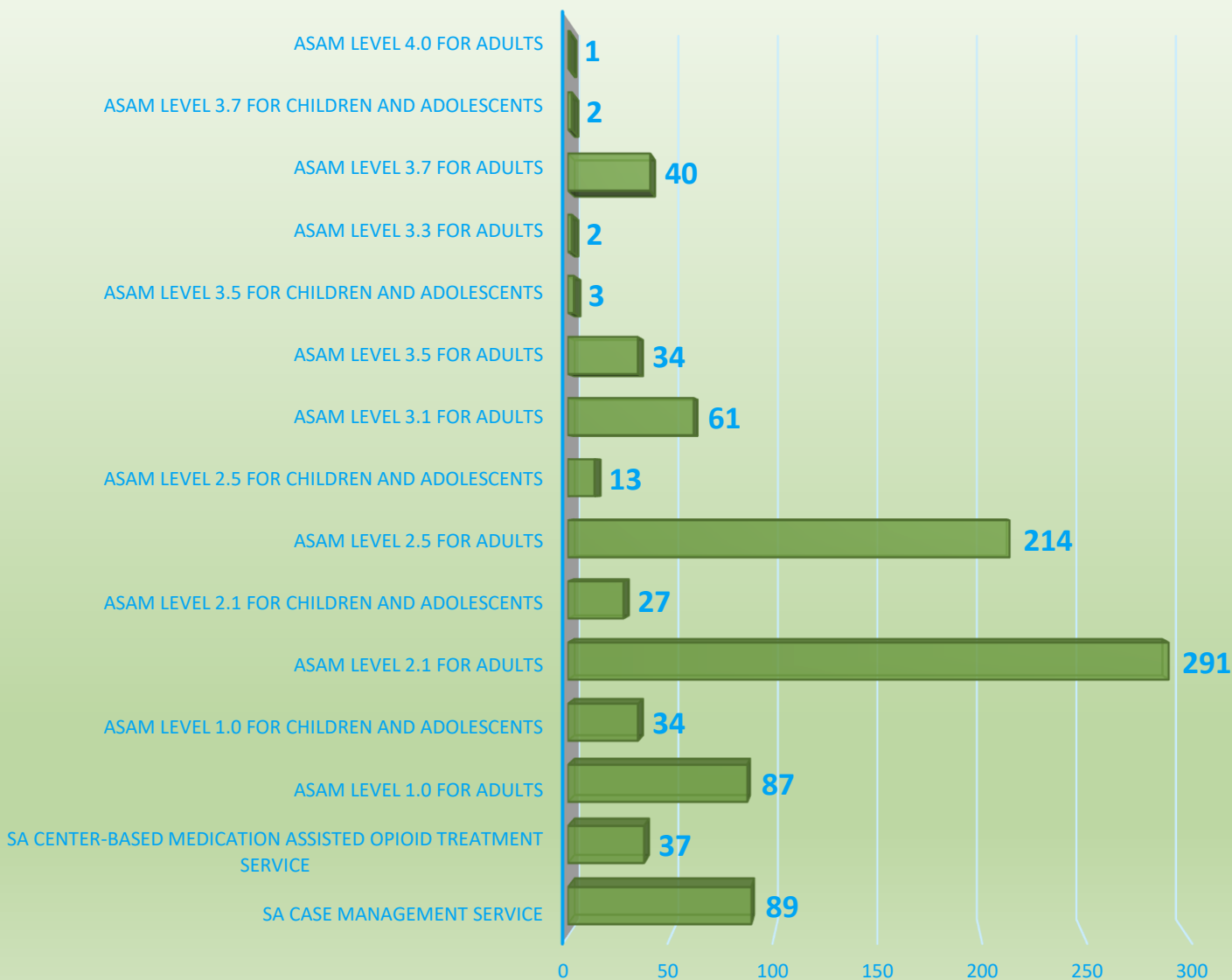
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Number of Licensed Mental Health Service in Virginia as of 7/1/2026



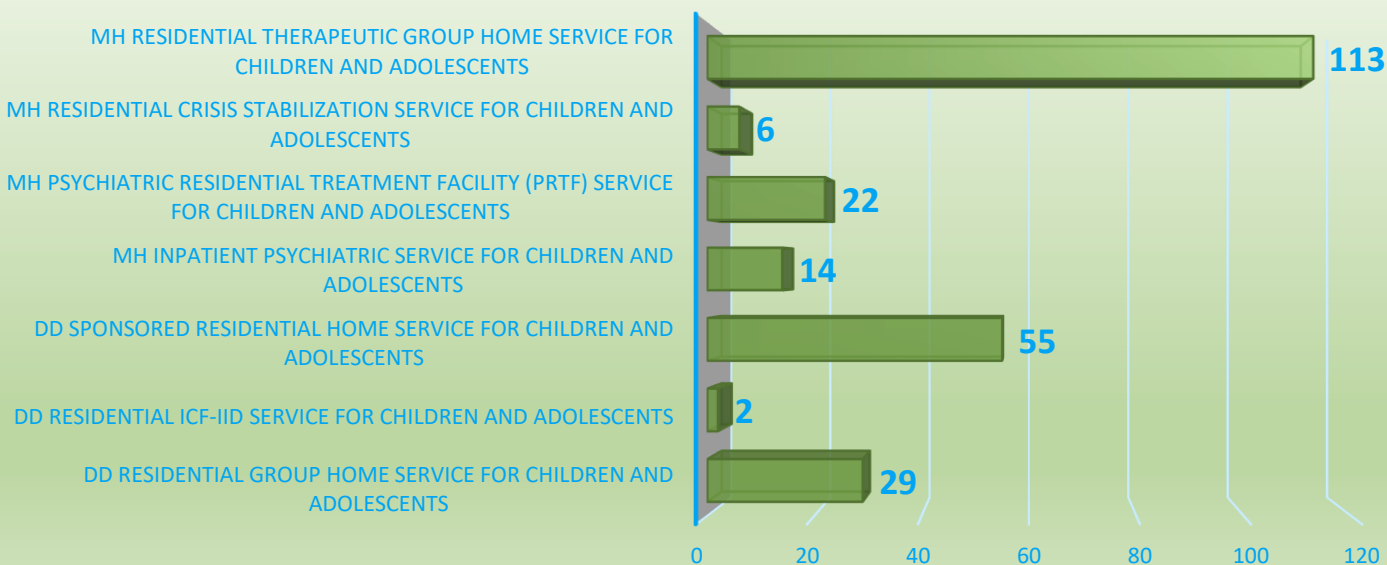
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Number of Licensed Substance Use Services in Virginia as of 7/1/2026

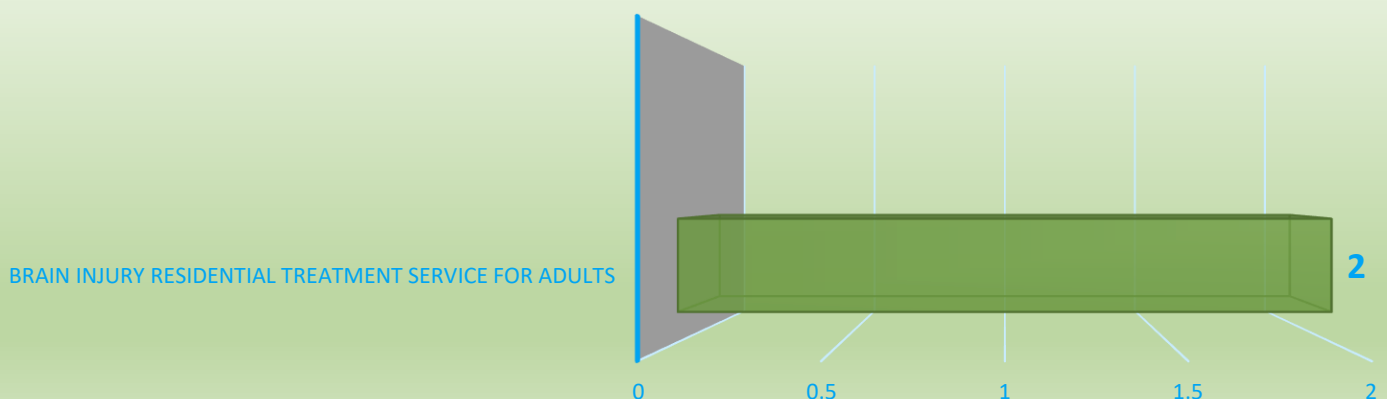


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Number of Licensed Children's Residential Services in Virginia as of 7/1/2026



Number of Brain Injury Residential Treatment Services in Virginia as of 7/1/2026



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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 or find this information on the Provider Portal Dashboard ,
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