DBHDS
Virginia Department of Behavioral Health and Developmental Services

OL & CONNECT Spotlight

Office of Licensing

Issue VI: July 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

Director's Corner

Hello! I hope everyone is enjoying the warm weather with friends and family. Now is a great time of year to ensure that First Aid Kits are well stocked and that expired items are disposed of properly. With summer in full swing, it's important to remember that a well-stocked first aid kit must be maintained and readily accessible for minor injuries and medical emergencies at each service location and to employees or contractors providing in-home services or traveling with individuals. In accordance with 12VAC35-105-550, providers must ensure that, at minimum, each first aid kit includes a thermometer, bandages, saline solution, band-aids, sterile gauze, tweezers, instant ice-pack, adhesive tape, first-aid cream, and antiseptic soap. It's busy time of year so check all first aid kits and restock if needed.

During this time of year, it's important to stay hydrated because dehydration can happen to anyone. Please check out the DBHDS Office of Integrated Heath's July 2025 – Newsletter for information on how to reduce the risk of dehydration.

In June, the OL posted the Noncontroversial Regulatory Reductions Memo per Executive Directive 1. This action was taken in accordance with Executive Directive 1 (2022). As a result, several regulations have been repealed (removed) or amended (changed). The amended regulations were effective June 19, 2025, and the Office of Licensing developed resource tools to inform and prepare licensed providers for these regulatory changes. Links to the resources are in the memo. The Office of Licensing strongly recommends that providers use these resources to familiarize themselves with these changes.

Between January 1st and June 30th, 2025, the Office of Licensing conducted approximately 590 investigations and completed 4,260 inspections. There were 12,290 death or serious incidents (DSIs) reported to the department during this time and of these, 680 met the individual care concern threshold criteria. Additionally, for this timeframe, 96.86% of DSIs were reported on-time. Great work, everyone!

Jae Benz

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CONNECT Updates

- ✓ Before submitting a renewal application, please verify the information on the License Addendums (service locations, addresses, expiration dates and bed counts) to ensure accuracy. Location closures must be submitted via an Information Modification.
- ✓ It is best practice to submit the renewal application 30 days prior to the expiration date of the license and notify the department in advance of any change in services or locations.
- ✓ Licenses will **close** on the expiration date. If an application is closed for failure to submit a renewal application, then the provider must apply for a new license.
- ✓ Remember to 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 before approval.
- ✓ Authorized Contacts in the Provider Portal must be kept up to date so that all CONNECT communications can be managed in a timely manner and to ensure appropriate access to the Provider Portal Dashboard.
- ✓ The **CONNECT** Help Desk can 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.

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Are you using the DBHDS Excel Risk Tracking Tools?

- There are two options for the Excel Risk Tracking Tool: Individual and Monthly. Providers can pick the one that works best for their organization.
- Utilization of the tool may assist providers in achieving compliance with the regulatory requirements outlined in 160.C, 520.C.1-5, 520.D, and more!
- It can help providers track common risks and conditions, Level I, Level II and Level III serious incidents; and risk triggers and thresholds which DBHDS defines as Care Concerns.
- It includes auto-populating graphs that display data as it is entered.
- It can help providers document quarterly and annual discussions regarding risk performance data, including trends, and can be used to document the annual Systemic Risk Assessment.
- It can be used by any licensed provider.
- This tool is highly recommended if you don't already use something for the same purpose.

Here's what providers are saying about these tools:

"I love the graph; it shows the frequencies and more details."

"I learned how to save the file so I can personalize it to my facility."

"I think the quarterly and annual review worksheets will be useful for quality improvement *planning and implementation."*

"The Risk Tracking Tool is very detailed and helpful."

Direct Links to Tool(s) and Instructions

Individual Risk Tracking Tool

Monthly Risk Tracking Tool

Link to the Instruction Video

Attend a live training! 10 am – 11 am

Thursday October 9, 2025: Click to register.

Thursday January 8, 2026: Click to register.

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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://vadbhdsv7prod.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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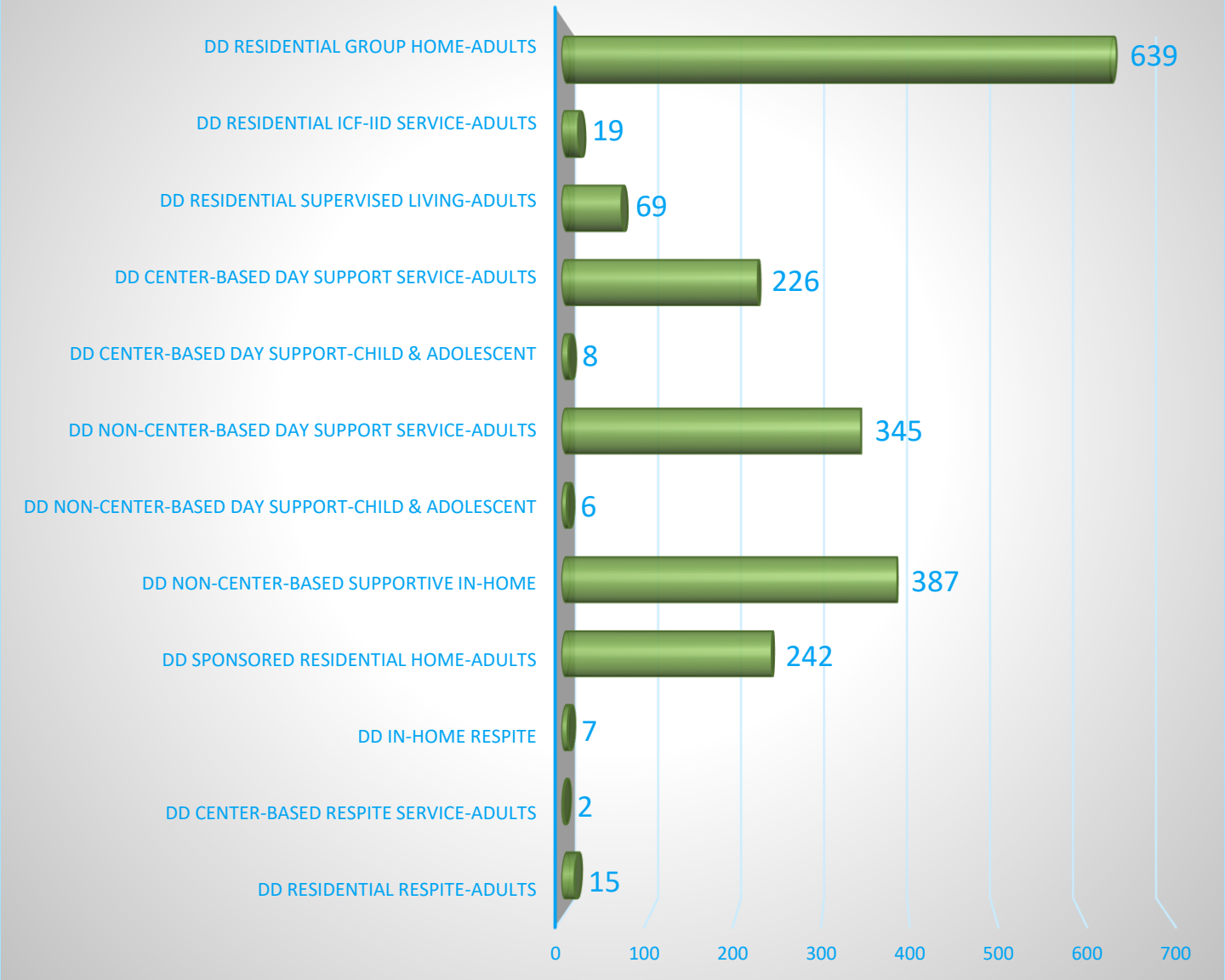
NUMBER OF LICENSED DEVELOPMENTAL SERVICES IN VIRGINIA AS OF 7/1/25



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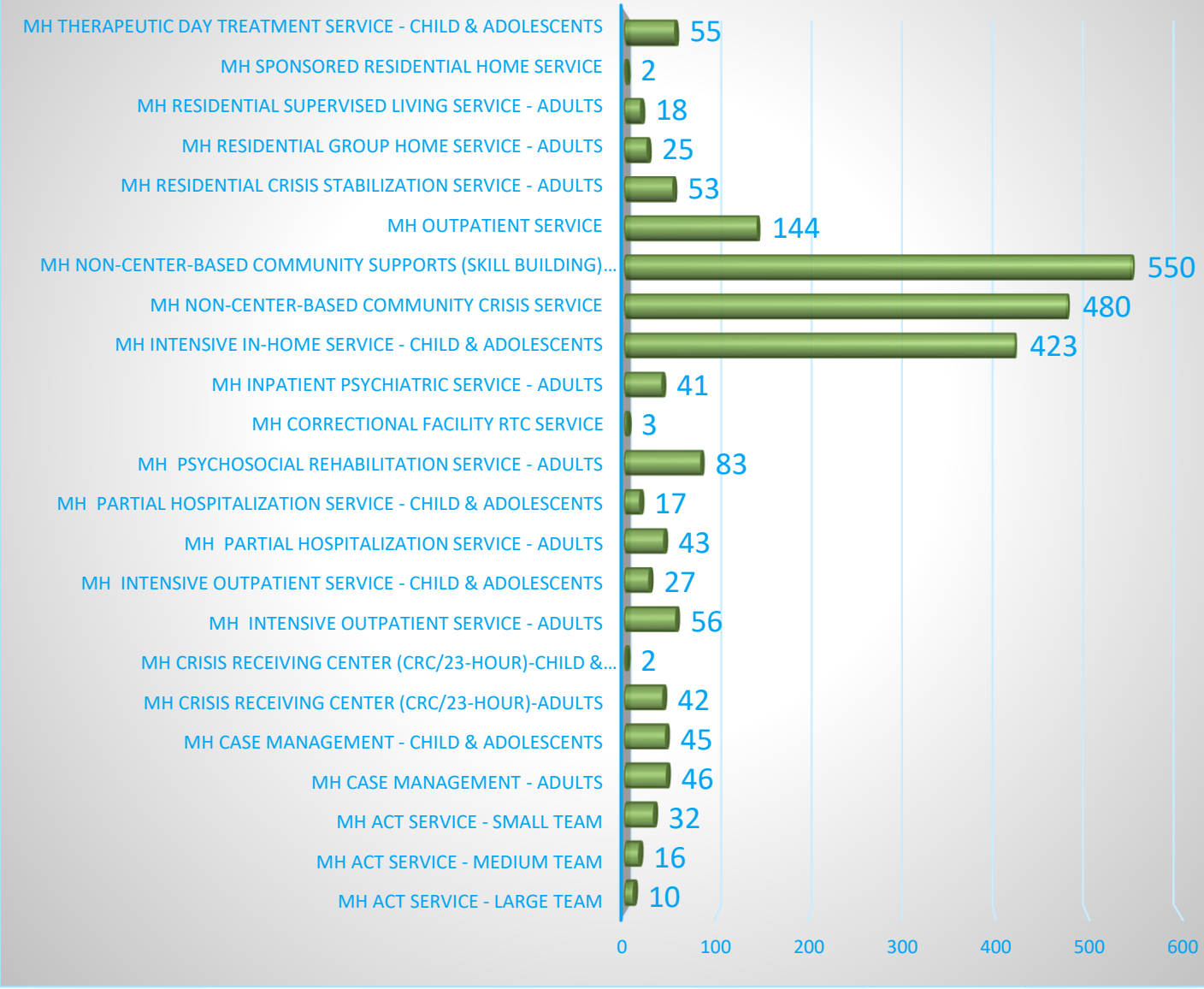
Number of Licensed Developmental Services in Virginia as of 7/1/25



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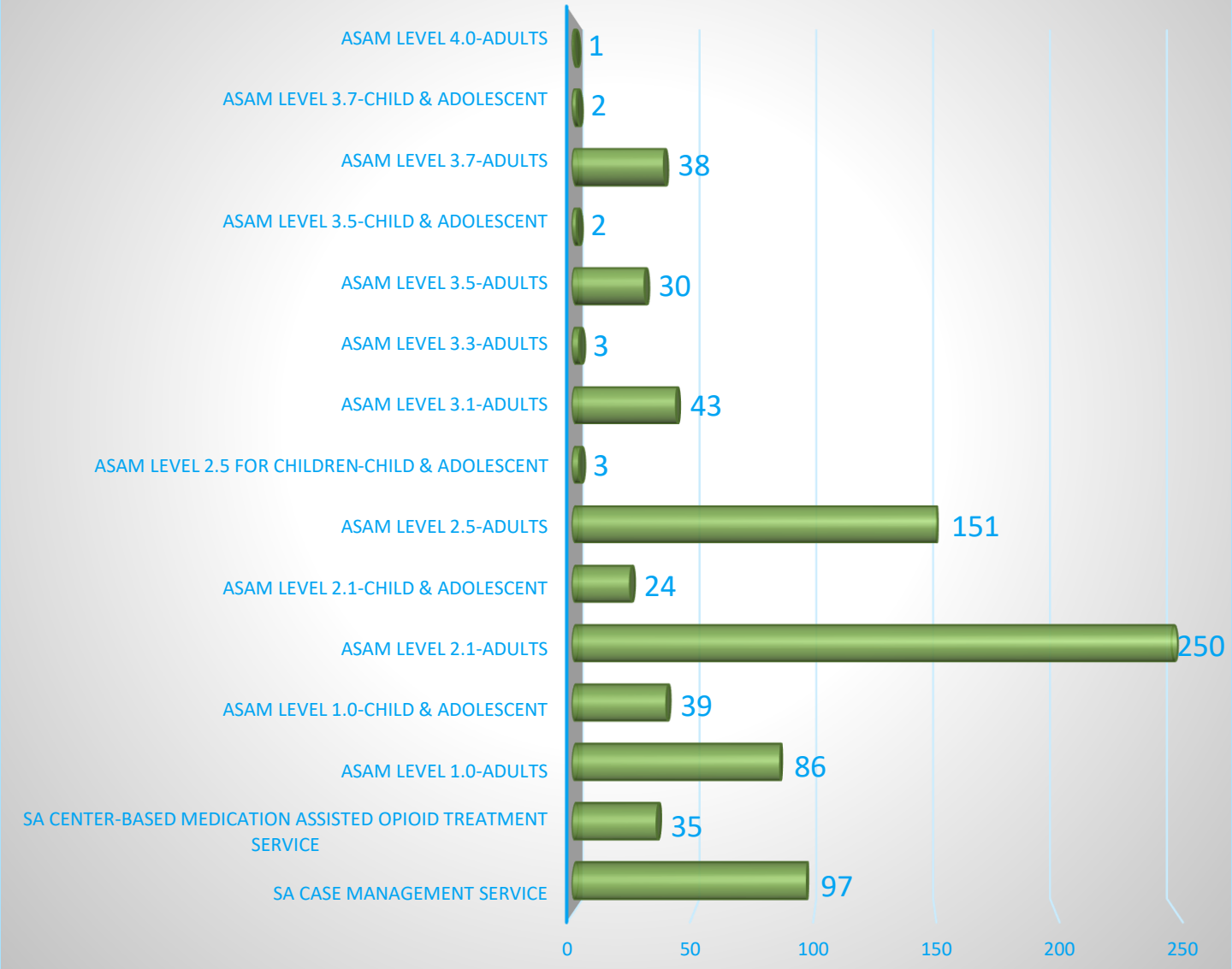
NUMBER OF LICENSED SUBSTANCE USE SERVICES IN VIRGINIA AS OF 7/1/25



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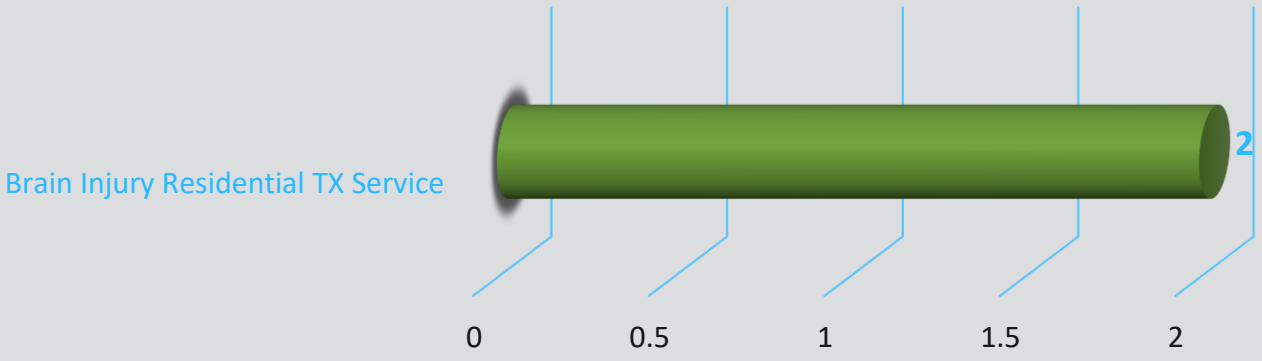
NUMBER OF LICENSED CHILDREN'S RESIDENTIAL SERVICES IN VIRGINIA AS OF 7/1/25

NUMBER OF LICENSED BRAIN INJURY RESIDENTIAL TREATMENT SERVICES IN VIRGINIA AS OF 7/1/25



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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
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