



# *COMMONWEALTH of VIRGINIA*

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COMMISSIONER

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TO: CSB/BHA Executive Directors/CEOs  
CSB/BHA Developmental Services Staff  
Providers

FROM: Heather Norton  
Assistant Commissioner, Developmental Services

SUBJECT: Upcoming Training and Activities

DATE: June 8, 2020

Good morning Executive Directors - In cooperation with the Independent Reviewer for the Settlement Agreement and the VACSB DD Case Management Workgroup, DBHDS has finalized a process related to Settlement Agreement Provision V.F.2. This provision has not been in compliance at any point since the Agreement was filed in 2012. It has been identified as a significant area of concern by the Independent Reviewer, which if not addressed could prevent the Commonwealth from exiting the Agreement. It is stated as:

"At these face-to-face meetings, the case manager shall: observe the individual and the individual's environment to assess for previously unidentified risks, injuries, needs, or other changes in status; assess the status of previously identified risks, injuries, needs, or other change in status; assess whether the individual's support plan is being implemented appropriately and remains appropriate for the individual; and ascertain whether supports and services are being implemented consistent with the individual's strengths and preferences and in the most integrated setting appropriate to the individual's needs. If any of these observations or assessments identifies an unidentified or inadequately addressed risk, injury, need, or change in status; a deficiency in the individual's support plan or its implementation; or a discrepancy between the implementation of supports and services and the individual's strengths and preferences, then the case manager shall report and document the issue, convene the individual's service planning team to address it, and document its resolution."

In order to achieve compliance, an On-Site Visit Tool has been refined for support coordination visits. DBHDS will provide online training to SC supervisors by the end of June to convey the contents of the tool, expectations for use, and a process for collecting feedback during the first three months of implementation. The tool contains 18 core questions that would be answered monthly during months where visits occur, but at least at one face-to-face visit for each person with a DD waiver each quarter using the standard format across all SCs, which will be uploaded for Department access. To ensure consistency in understanding and application, the tool is accompanied by a definitions document, a PowerPoint, a tool item reference chart, and a summary of V.F.2 finding from 2012 to present.

DBHDS recognizes the challenge of implementing change rapidly, but will collect feedback at the end of September, so that the CSB experience and suggestions can be collected and incorporated into a final product. All of the attachments are included here for your information. The webinar has been scheduled for June 26<sup>th</sup> from 10am to noon.

**Registration link:**

<https://www.eventbrite.com/e/change-in-status-and-isp-assessment-training-for-sc-supervisors-tickets-110055769770>

**Registration password: CHANGE**

If you have any questions regarding this tool or process, please reach out to Eric Williams at [eric.williams@dbhds.virginia.gov](mailto:eric.williams@dbhds.virginia.gov).

Thank you

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