



COMMONWEALTH of VIRGINIA

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MEMORANDUM

To: DBHDS Licensed Providers of Developmental Services

From: Jae Benz, Director, Office of Licensing

Cc: Mackenzie Glassco, Associate Director of Quality & Compliance
Angelica Howard, Associate Director of Administrative & Specialized Units
Christine Morris, Associate Director for State Licensure Operations

Date: December 16, 2025

Re: 2026 Annual Inspections for Providers of Developmental Services

Purpose: The purpose of this memo is to remind providers of developmental services that, as is customary, the annual unannounced inspections begin at the start of each calendar year. In January 2020, the Office of Licensing began sharing a checklist of the minimum requirements licensing specialists (LS) review during a provider's annual inspection, as well as what documents the LS will look at to determine compliance.

The Office of Licensing is tasked with monitoring providers' compliance with the Rules and Regulations for Licensing Providers. In addition, the Permanent Injunction (PI), identifies specific areas in which the Commonwealth must demonstrate compliance; these include provider training programs, risk management systems, and quality improvement programs. The licensing process will also continue to assess the adequacy of supports and services provided to individuals with developmental disabilities receiving services licensed by DBHDS. This involves monitoring the adequacy of individualized support delivered by each provider.

At each annual inspection, the licensing specialist will review a sample of individual and employee/contractor records along with several policies and procedures to ensure that the provider is complying with the regulatory requirements. If a review determines the provider is not meeting the regulation, the appropriate regulation is cited, along with the reason the provider was found to be non-compliant. A provider is required to submit and implement a corrective action plan for each violation cited, including a detailed description of the corrective actions to be taken to correct the specific deficiencies identified, that will minimize the possibility the violation will occur again and will correct any systemic deficiencies. In addition, the licensing specialist will be reviewing any regulations cited since the last annual inspection to ensure implementation of the corrective action plans in accordance with 12VAC35-105-170.G, 12VAC35-105-170.H, and 12VAC35-105-620.C.4.

The [2026 OL Annual Compliance Determination Charts](#) include annual inspection information for all developmental services. These service-specific charts incorporate feedback from providers as well as the Independent Reviewer. Each chart outlines the minimum regulations to be reviewed for each service, the

documents that will be viewed to determine compliance, and whether the documents will need to be submitted via the CONNECT provider portal or viewed onsite during the inspection. All of the regulations listed in the chart are checked during the annual inspection; these represent the minimum number of regulations that will be reviewed. The Licensing Specialist will also assess the provider's compliance with any regulations cited throughout the year, as well as the implementation and effectiveness of the corrective action plans

Please carefully review this memo and the [2026 OL Annual Compliance Determination Charts](#) specific to your licensed service(s). Prior to the annual inspection, the Office of Licensing will request the provider to submit specific documents to the department. These documents must be submitted to your licensing specialist by the due date. **CSBs/BHAs participating in the Multi-Agency Review Team (MART) must ensure that the documents included in the Master Document List are uploaded to the repository by January 1, 2026.**

As part of the annual inspection process, the specialist will conduct an exit meeting with the provider. This meeting time will be scheduled at the beginning of the inspection to allow the provider ample time to make arrangements. The exit meeting should be attended by the person responsible for oversight of the implementation of the pledged corrective action. The specialist will outline the preliminary findings from the inspection, including any areas of non-compliance. The provider will be given the opportunity to ask questions and provide additional information, as appropriate. A provider may choose to decline an exit meeting. If a provider does not respond to a request for an exit meeting or declines the opportunity to participate in the meeting, the specialist will note this and proceed with closing out the inspection or issuing citations for any regulatory violations, if indicated.

In order to support providers in achieving and maintaining compliance with the [Licensing Regulations](#), the Office of Licensing has offered training opportunities over the past few years as well as posted a significant number of power point presentation, guidance documents and samples. Please take this opportunity to visit the [Office of Licensing Webpage](#) to review these materials if you have not already done so. Additionally, [OL Website Index](#) is a tool that can be used to search for documents/resources located on the OL website. Users can download the index and filter by topic area, diagnosis group, and/or date, then click on the hyperlink to view each document/resource.

If you have any questions related to the content of this memorandum or the resources below, please do not hesitate to reach out directly to your licensing specialist via CONNECT. If you have questions related to the ECTA process, please contact ECTA@dbhds.virginia.gov.

- [2026 DD Inspections PowerPoint](#)
- [2026 DD Inspections Recorded Presentation](#)
- [2026 DD Inspections Kickoff Training Q&A Submission Form](#)

- [OCQI/OL-ECTA Process PowerPoint](#)
- [OCQI/OL-ECTA Process Recorded Presentation](#)