



COMMONWEALTH of VIRGINIA

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COMMISSIONER

DEPARTMENT OF
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February 4, 2026

To: Licensed Developmental Disability Services Providers and Community Services Boards
From: Heather Norton, DBHDS Deputy Commissioner, Community Services
Date: February 4, 2026
Re: Quality Services Review Quality Improvement Plan Change

Dear Licensed Providers and Community Services Boards (CSBs),

The Quality Services Review (QSR) process helps Virginia evaluate programs and services and ensure they are of good quality, meet individuals' needs, and help individuals achieve positive outcomes, including avoidance of harm, stable community living, and increased integration, independence and self-determination. QSRs also ensure that appropriate services are available and accessible for individuals receiving developmental disability waiver services, and evaluate quality of service at the individual, provider, and system-wide level. QSRs are an integral part of DBHDS' Quality Management System's cycle of continuous quality improvement. QSRs are structured to provide recommendations for providers and CSBs to consider as enhancements to their existing quality improvement (QI) planning and should be incorporated into their QI Plan.

The Quality Services Review (QSR) process aids the Commonwealth in the evaluation of programs and services to ensure that they are of good quality, meet individuals' needs, help individuals achieve positive outcomes, including avoidance of harms, stable community living, and increased integration, independence and self-determination in all life domains (e.g., community living, employment, education, recreation, healthcare and relationships). QSRs also help to ensure that appropriate services are available and accessible for individuals receiving developmental disability waiver services. The QSR evaluates quality of service at the individual, provider, and system-wide level.

The QSRs are an integral part of DBHDS' Quality Management System's cycle of continuous quality improvement. Utilizing QSR results, DBHDS influences change at the system-wide level. Licensed providers and CSBs use QSR results to influence change at both the individual and provider level. QSRs are structured to provide recommendations for providers and CSBs to consider as enhancements to their existing quality improvement (QI) planning and should be incorporated into their QI Plan.

The DBHDS Office of Licensing regulations set the minimum standard of what is required for licensed providers and CSBs. DBHDS uses the QSRs to set a higher quality standard. While both review similar information, the review of information occurs through a different lens. DBHDS

Licensing assures the minimum standards have been met; while QSRs seek to ensure that the licensed providers and CSBs are working towards quality improvement.

Whenever a QSR element, in either the Provider Quality Review (PQR) or the Person-Centered Review (PCR), scores below the established QSR standard, a plan for improvement is needed. To lessen any potential confusion between the QSR Quality Improvement Plan (QIP) and the agency's (provider/CSB) quality improvement plan, DBHDS has changed the QSR QIP to Quality Enhancement Plan (QEP), effective for Round 7 PQR and PCR.

With the name change, DBHDS clarifies the role of the QSR in relation to DBHDS Licensing requirements. DBHDS Licensing establishes the minimum standard requirements ([12VAC35-105](#)). With the QSR process, DBHDS sets quality as the standard, not the minimum standards for licensure. As a reminder, results of the QSR Quality Enhancement Plan should be incorporated into your agency's QI Plan.