



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

DIVISION OF LICENSING PROGRAMS

Tara Davis Ragland, Director

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VDSS Mission: To design and deliver high-quality human services that help Virginians achieve safety, independence and overall well-being

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DIVISION OF LICENSING PROGRAMS OVERVIEW

- Regulates and monitors adult and children's programs:
 - Assisted Living Facilities (569) *congregate care
 - Children's Residential Facilities (19) *congregate care
 - Adult Day Care Centers (67)
 - Child Placing Agencies (154)
 - Child Caring Institutions (2)
- Operates 8 licensing offices statewide
 - Richmond, Norfolk, Fairfax, Warrenton, Newport News, Roanoke, Fishersville, and Abingdon
- Has 54 licensing inspectors and field staff



BACKGROUND

Recent History and Transition

- 2015-2016 Internal Program Split – 2 Directors
- 2018 Program once again merged back together
- COVID – CARES

2021 DOE Transition

- Two-thirds of team moved over to DOE
- Funding moved with program which has had significant ramifications

ASSISTED LIVING FACILITIES (ALFs)

Find an ALF on the VDSS website:
www.dss.virginia.gov/facility/search/alf.cgi

Return to Search Results | New Search

Abble Rest Home 21 Stony Point Road CLAMBERLAND, VA 23040 (804) 492-4135	<table border="1"> <tr><td>Facility Type:</td><td>Assisted Living Facility</td></tr> <tr><td>License Type:</td><td>Class A-1</td></tr> <tr><td>Expiration Date:</td><td>March 16, 2022</td></tr> <tr><td>Qualification:</td><td>Ambulatory Only Residential Care Only</td></tr> <tr><td>Administrator:</td><td>Mr. Cody Pike</td></tr> <tr><td>Business Hours:</td><td>24 hours, 7 days</td></tr> <tr><td>Capacity:</td><td>19</td></tr> <tr><td>Inspector:</td><td>Kimberly Davis (804) 662-7578</td></tr> </table>	Facility Type:	Assisted Living Facility	License Type:	Class A-1	Expiration Date:	March 16, 2022	Qualification:	Ambulatory Only Residential Care Only	Administrator:	Mr. Cody Pike	Business Hours:	24 hours, 7 days	Capacity:	19	Inspector:	Kimberly Davis (804) 662-7578
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Inspection Date	Complaint Related	Violations
Feb. 26, 2021 and March 2, 2021	No	Yes
Feb. 26, 2020	No	Yes
June 26, 2019	No	No
Feb. 14, 2019	No	Yes
March 5, 2018	No	Yes

Search results provide facility information, license type, inspector's name and contact information, and inspection date and any violations.

TYPES OF LICENSES

CONDITIONAL LICENSE

- Issued to a new facility for 6 months to allow a new facility that is subject to licensure to demonstrate compliance with program regulations and laws.

PROVISIONAL LICENSE

- Issued up to 6 months when a licensee is temporarily unable to demonstrate substantial compliance with program regulations and laws.

REGULAR LICENSE

- Issued 1, 2, or 3 years when facility had demonstrated compliance with program regulations and laws.
- Term is determined by the facility's history of maintaining compliance.



INSPECTION

ALFs

- Conditional and Provisional Licenses
 - At least two inspections during the 6-month period, one is unannounced.
- Regular License
 - At least one unannounced inspection each year.

Children's Residential Facilities

- All license types
 - At least two times per year, at least one is unannounced.



INSPECTION

- Any licensed program can receive an announced or unannounced inspection as appropriate or after a complaint is received.
- Complaints are reported online or by calling the toll-free hotline, 1-800-543-7545.
- The licensing hotline and online complaint form are on the VDSS webpage at www.dss.virginia.gov/licensing/index.cgi.



INSPECTION

Inspections ensure that licensed programs provide safe, quality care.

Inspection of records:

- Assessment of resident's appropriate level of care and services
 - Universal Assessment Instrument, Service Plans, Health Care Services, Medication Administration Record
- Background check requirements met
- Staff qualifications and training met
- Infection Control Plans
- Facility's policy and procedures (recreation, family visitation)



INSPECTION

Onsite inspections, inspectors observe:

- Physical appearance of residents
- Physical environment, sanitation and living conditions
- Medication administration and storage
- Nutrition and meals
- Use of physical restraints, adaptive and assistive devices
- Staff to resident ratio
- Personal care services and general supervision and care

Inspectors interview residents, family members, designated representative, staff, administrators and any other applicable party during an inspection.



INSPECTOR TRAINING AND CERTIFICATION

- Specific Onboarding Training and Education provided by the agency
- **CLEAR Training** – Council on Licensure, Enforcement and Regulation
 - Promotes regulatory excellence through conferences, educational programs, webinars, seminars and symposia. CLEAR serves and supports the national and international regulatory community and their contribution to public protection, including several executive branch agencies in the Commonwealth. DOLP's Leadership, Enforcement and Field Staff have completed CLEAR's National Certified Investigator and Inspector Training which includes ten modules, encompassing the essential elements of good investigations and inspections in the regulatory context.

IT SYSTEM

DOLPHIN – Division of Licensing Programs Health and Information System

- Outdated system, currently in the process of replacing with VELA

What processes are still manual outside of the system:

- Versa Mobile and Versa Regulation are the two of the programs that the current system uses. With the Governor's recent directive regarding information security, Versa Mobile had to be discontinued. This change required(s) inspectors to enter the inspection information manually and unfortunately, this more than doubled the amount of time to complete their required paperwork.

INITIATIVES

VELA (Virginia Enterprise Licensing Application)

- Cloud-based information technology platform in development for licensing data and applications
- Includes a provider portal to submit applications, pay fees, and upload inspection documents

Licensure and Enforcement Assessment Tool

- Simplify process and streamline decision criteria for issuing licenses and determining sanctions
- Will better ensure consistent statewide implementation of licensing decisions



INITIATIVES

Infection Prevention and Control (IPC) Assessments and Training

- Partnership with Virginia Department of Health (VDH) and Virginia Commonwealth University (VCU)
- Grant staff conduct on-site assessments and offer recommendations to ALFs and adult day care centers
- VCU training for providers about infection prevention and control



DISCUSSION

What are the opportunities to improve efficiency, effectiveness, and transparency to better protect the health and safety of the population served?



CONTACT INFORMATION

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