

### **DIVISION OF LICENSING PROGRAMS**

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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
  - o Children's Residential Facilitates (19) \*congregate care
  - o Adult Day Care Centers (67)
  - Child Placing Agencies (154)
  - o Child Caring Institutions (2)
- Operates 8 licensing offices statewide
  - o Richmond, Norfolk, Fairfax, Warrenton, Newport News, Roanoke, Fishersville, and Abingdon
- Has 54 licensing inspectors and field staff



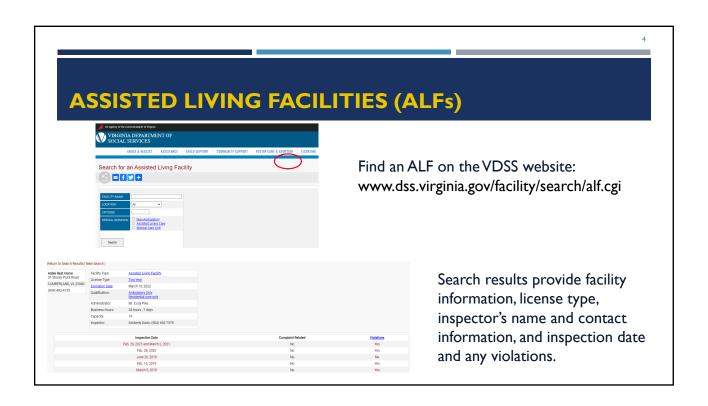
### **BACKGROUND**

### **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



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# **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.



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# **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)



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# **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.



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### **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.

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# **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





# **CONTACT INFORMATION**

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