



Virginia Department of  
Behavioral Health &  
Developmental Services

DBHDS Office of Licensing Applicant Training

***A Guide to Success in the  
Application Process***

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Office of Licensing  
Virginia Department of Behavioral  
Health and Developmental Services

# Do Your Research

- Is the service you plan to provide **needed**?
- Is the area you are wanting to provide the service **saturated**?



# Do Your Research

- Is there **funding** for your service?



- Are there **qualified staff** in your area?



# Developing a Business Plan

- What is your **mission**?



- Develop your **Service Description**

Review the application to determine which service you would apply for, based on the licenses available.

Include the details of the service you plan to provide.



# Developing a Business Plan

- **Prepare a Competitive Analysis:**



- **Assess** your direct/indirect competitors in the market

- What unique qualities make your business **stand out** from the competition?

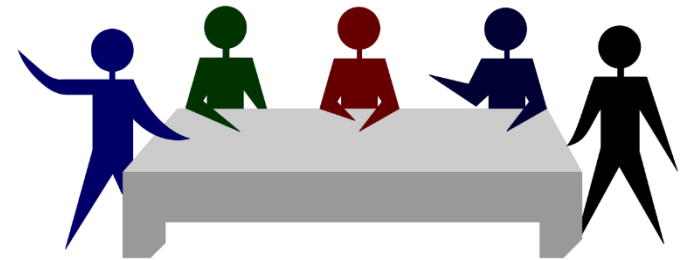
- How will you overcome any **barriers** to entry in your chosen market?





# Develop a Business Plan

- Develop an **ownership and management plan**.
  - Outline your business's legal structure and management resources
    - ✓ Internal management team
    - ✓ External management team
    - ✓ Human resources needs



	LLC	SC	Partnership	Private Enterprise
Securities	X	✓	X	X
Capital	Must contribute accordingly	Divided into equal portions (shares)	Must contribute accordingly	Must register capital
Owners	One or multi member	Owners must be shareholders	At least 2 members (co-owners)	One individual

Ownership Differences



# Develop a Business Plan

- Develop an **operating plan** (detailed information about how your business will be run)
  - Physical location needs
  - Description of facilities and equipment
  - Types of employees needed
  - Inventory requirements
  - Suppliers
  - Any other applicable operating details that pertain to your precise type of business





# Develop a Budget

- **Financial Plan**
  - Develop a **budget** to include all operating costs related to your business



## Four Phases of the Application Process **Priority Applicants**

# Four Phases of the Application Process – Priority Applicants

## PHASE ONE:

New applicants will submit the following documentation for review through the DBHDS CONNECT Provider Portal:

- A completed **Licensing Application** with the required attachments **AND**
- The **Licensing Policies and Procedures (P & Ps)**.

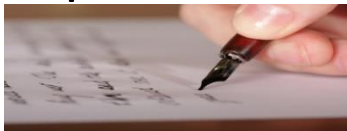


Once the prioritized applicant submits a complete initial application, they will receive a welcome letter with additional instructions for beginning the background check and central registry search processes. The applicant should begin the background check and central registry search processes **immediately** as a DBHDS licensed provider may not serve individuals until they have requested background and central registry checks for all direct care staff.

# Four Phases of the Application Process – Priority Applicants

## PHASE TWO:

- 1. A Policy Review Specialist will **review** the application, attachments, policies and procedures to determine compliance with the Licensing Regulations.
- 2. If the submitted documentation requires revisions, the Policy Review Specialist will **send a letter** citing the necessary revisions to the provider via the DBHDS CONNECT Provider Portal .



- 3. The applicant will make required corrections and submit the updated documentation to the Policy Review Specialist through the DBHDS CONNECT Provider Portal.



# Four Phases of the Application Process – Priority Applicants

## PHASE TWO CONTINUED:



- 4. Revisions must be received within **30 days** from the date on the last revision letter

Please note: Applicants that do not provide revisions within the required timeframe of a request for revisions **will be closed for review**. All future interest in receiving a DBHDS license will require the submission of a new application, including policies and procedures, which will be placed on the **waiting list**.

# Four Phases of the Application Process – Priority Applicants

## PHASE THREE (RESIDENTIAL SERVICES ONLY):

- The Policy Review Specialist will assign the applicant to a Licensing Specialist.
- The assigned Licensing Specialist will call the applicant to schedule their on-site inspection. If the applicant fails to schedule an on-site inspection within **30 days** of the date on the letter assigning the applicant to the Licensing Specialist, the applicant's application will be closed.
- During the on-site inspection, the Licensing Specialist will review the regulations that apply to the physical environment.



# Four Phases of the Application Process – Priority Applicants

## PHASE THREE (RESIDENTIAL SERVICES ONLY) CONTINUED:

- Once the on-site inspection is completed, the Licensing Specialist will make a licensing recommendation to the Office of Licensing management staff for review, who will then forward the recommendation to the DBHDS Commissioner for final approval.

Please note: prior to the issuance of an annual license, the Licensing Specialist will conduct a full on-site inspection where they will review individual records, personnel records, and additional documentation, as appropriate, for compliance with the Licensing Regulations.

# Four Phases of the Application Process – Priority Applicants

## PHASE THREE (NONRESIDENTIAL SERVICES)

- 3. The Policy Review Specialist will assign the applicant to a Licensing Specialist.
- 4. No additional action is needed from the applicant.





# Four Phases of the Application Process – Priority Applicant

## PHASE FOUR:

- Applicant will receive notification through the DBHDS CONNECT Provider Portal once their license has been approved.



# Four Phases of the Application Process – Non-Priority Applicants

## Four Phases of the Application Process **Non-Priority Applicants**

# Four Phases of the Application Process – Non- Priority Applicant

## PHASE ONE:

New applicants will submit the following documentation for review through the DBHDS CONNECT Provider Portal:

- A completed **Licensing Application** with the required attachments **AND**
- The **Licensing Policies and Procedures (P & Ps)**

When the Office of Licensing has a waiting list, the application is placed on the waiting list. The waiting list can be viewed on the DBHDS website. An up-to-date waitlist can be viewed from the CONNECT Provider Portal Dashboard at any time.

# Four Phases of the Application Process – Non- Priority Applicant

## PHASE TWO:

- A Policy Review Specialist will review the application and attachments to determine compliance with the Licensing Regulations and Code of Virginia.
- If the submitted documentation requires revisions, the Policy Review Specialist will send a letter to the applicant, via the DBHDS CONNECT Provider Portal, citing the necessary revisions.
- The applicant will make required corrections and submit the updated documentation to the Policy Review Specialist through the DBHDS CONNECT Provider Portal.



# Four Phases of the Application Process – Non- Priority Applicant

## PHASE TWO CONTINUED



- Revisions must be received within **90 days** from the date on the last revision letter.
- Once the Policy Review Specialist determines the application and attachments meet requirements within the Licensing Regulations and Code of Virginia, they will utilize the revision letter to request for non-prioritized applicants of center based and residential services to upload their location address, certificate of occupancy, and any additional physical site documentation, as appropriate, prior to assignment to a Licensing Specialist.

**Please note:** Applicants that do not provide revisions within **90 days** of a request for revisions will be closed for review.

# Four Phases of the Application Process – Non- Priority Applicant

## PHASE THREE (RESIDENTIAL SERVICES ONLY):

- The Policy Review Specialist will assign the applicant to a Licensing Specialist.
- During this time, the applicant will contact the DBHDS Background Investigation Unit and register with Fieldprint to initiate the **Criminal Background Check** process
- The assigned Licensing Specialist will call the applicant to schedule their on-site inspection. If the applicant fails to schedule an on-site inspection within **90 days** of the date on the letter assigning the applicant to the Licensing Specialist, the applicant's application will be closed.

# Four Phases of the Application Process – Non- Priority Applicant

## PHASE THREE (RESIDENTIAL SERVICES ONLY) CONTINUED:

- During the on-site inspection, **the Licensing Specialist** will review the regulations that apply to the physical environment.
- Once the on-site inspection is completed, the Licensing Specialist will make a licensing recommendation to the Office of Licensing management staff for review, who will then forward the recommendation to the DBHDS Commissioner for final approval.

**Please note:** prior to the issuance of an annual license, the Licensing Specialist will conduct a full on-site inspection where they will review individual records, personnel records, and additional documentation, as appropriate, for compliance with the Licensing Regulations.

# Four Phases of the Application Process – Non- Priority Applicant

## PHASE THREE (NONRESIDENTIAL SERVICES)

- The Policy Review Specialist will assign the applicant to a Licensing Specialist.
- During this time, the applicant will contact the DBHDS Background Investigation Unit and register with Fieldprint to initiate the Criminal Background Check process. No additional action is needed from the applicant.





# Four Phases of the Application Process – Non- Priority Applicant

## PHASE FOUR:

- The finalized license is provided to the new provider.
- Applicant will receive notification through the DBHDS CONNECT Provider Portal once their license has been approved.



# Helpful Information

For more detailed information regarding the Initial Application process, please navigate to the **Initial Applicant** section of our [Licensing Website](#)

## CONNECT Provider Portal Resources and Information

Click below for help using the CONNECT Provider Portal or to report an issue.

[CONNECT Help Desk](#)

[CONNECT User Resources](#)

[Initial Applicants](#)

[Log Into CONNECT](#)

[Licensed Provider Search](#)

[Subscribe to the Email List](#)

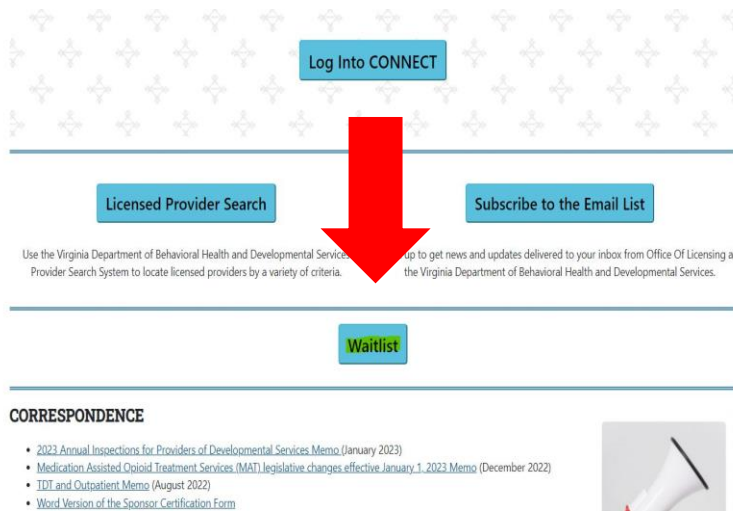
Use the Virginia Department of Behavioral Health and Developmental Services Provider Search System to locate licensed providers by a variety of criteria.

Sign up to get news and updates delivered to your inbox from Office Of Licensing at the Virginia Department of Behavioral Health and Developmental Services.

[2023 Initial Applicant Licensing Resources](#)

# Helpful Information

Once the application is submitted, the waitlist can be viewed at any time.



Welcome to the **Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal**. The Provider Portal Dashboard provides access to applicant and licensed provider information online and all with the Office of Licensing. Only authorized users can complete licensing tasks online including submitting a modifications, as well as Corrective Action Plan management.

If you are already registered and know your login information, please enter your email address and password. If you are required to reset your password every 90 days. If you wish to reset your password, enter your password and select the "Dashboard" option for your provider on the Provider Selection page; and then on the "Change Login Information". If your password has expired, click the "Forgot Password?" link below.

If you are a member of a licensed provider organization and do not have login information, please select the "Licensed Providers" button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.

If you are an applicant and you would like to begin the initial application or change of ownership application, please select the "Initial Applications" button. Please Note: You will need to go through a security check before you are given access to the Dashboard. This may take 1-2 business days once the request has been processed.

The screenshot shows a login form with a yellow button labeled "View Application Wait List" at the top. Below it are two input fields: "Email Address" and "Password". Each input field has a "Forgot" link below it: "Forgot Email Address?" and "Forgot Password?".

# Helpful Information

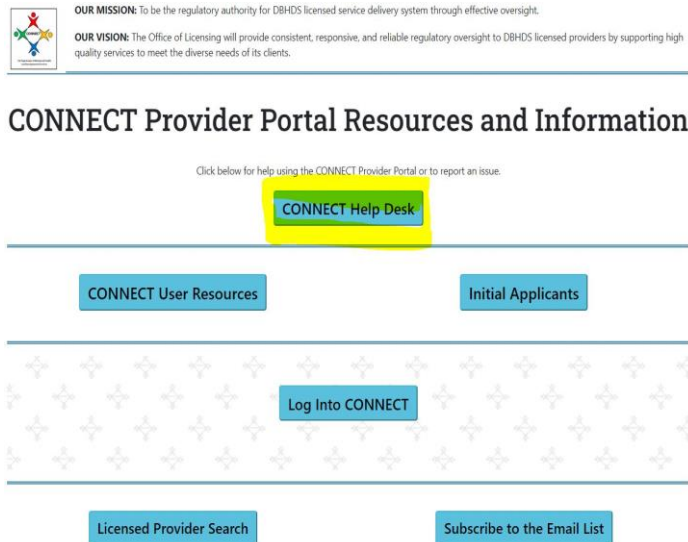
Below is an example of how the waitlist will appear once it is downloaded in excel:

	B	C	D	E	F	G	H	I	K
2	Wait List Number	Provider Name	Provider Number	Service-Program ID	Licensed As	Application Type	Date Received	Expedited	
1	1	The Haven House, LLC	4338	01-005	An intermediate care facility for individuals with an intellectual disability (ICF-IID) residential service for adults	Initial Service Application	03/16/2021	No	
3	2	Adonai Group Home, LLC	4520	01-001	A developmental disability residential group home service for adults	Initial Service Application	08/16/2021	No	
4	3	McCleandon Estates	4521	01-001	A developmental disability residential group home service for adults	Initial Service Application	08/18/2021	No	
5	4	Blessed Behavioral and Residential Services, LLC	4524	01-001	A developmental disability residential group home service for adults	Initial Service Application	08/23/2021	No	
6	5	Amazing Care Services, LLC	4526	01-001	A developmental disability residential group home service for adults	Initial Service Application	08/24/2021	No	
7	6	Inspiring Peace, LLC	4533	01-001	A developmental disability residential group home service for adults	Initial Service Application	08/30/2021	No	
8	7	Guardian Angels, LLC	4534	01-001	A developmental disability residential group home service for adults	Initial Service Application	08/30/2021	No	
9									

# Contact Us

To reach out to our CONNECT Help Desk, please submit a ticket on our website or reach out to

[licensingconnectinquiry@dbhds.virginia.gov](mailto:licensingconnectinquiry@dbhds.virginia.gov)



**OUR MISSION:** To be the regulatory authority for DBHDS licensed service delivery system through effective oversight.

**OUR VISION:** The Office of Licensing will provide consistent, responsive, and reliable regulatory oversight to DBHDS licensed providers by supporting high quality services to meet the diverse needs of its clients.

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# Contact Us

For general questions regarding the licensing process,  
please reach out to

[licensingadminsupport@dbhds.virginia.gov](mailto:licensingadminsupport@dbhds.virginia.gov)

For a specific list of all Office of Licensing Staff, please view  
the [Office of Licensing Staff Contact Information](#) page

# Questions?

If there are additional questions, please visit our website to submit an inquiry or apply for a license

[Office of Licensing - Virginia Department of Behavioral Health and Developmental Services](#)

