

OL & CONNECT Spotlight

Office of Licensing

Issue VII: October 2025

DBHDS Mission Statement:

Supporting individuals by promoting recovery, self-determination, and wellness in all aspects of life

DBHDS Vision Statement:

A life of possibilities for all Virginians

***Director's Corner***

Welcome Fall! As the days grow shorter and the leaves begin to change, I hope everyone can enjoy the season with friends and family.

October is Health Literacy Month and a great reminder that the health and safety of the individuals we support is best provided when support partners and individuals understand medical concerns and the health services available to support them. Health Literacy is so important for all of us to maximize our health, prevent diseases and manage chronic conditions effectively. The Office of Integrated Health at DBHDS has developed several educational resources to help direct service providers with health prevention and education, specifically developed for non-medical professionals. One helpful resource is the Annual Health Care Visit Toolkit. This toolkit includes the [Annual Healthcare Visit Toolkit Contents List](#) which can be used by providers to assist with annual healthcare visits.

So far this year, between January 1st and September 30th, 2025, the Office of Licensing conducted approximately 949 investigations and completed 6,449 inspections. There were 18,941 death or serious incidents (DSIs) reported to the department during this time and of these, 1,076 met the individual care concern threshold criteria. Additionally, for this timeframe, 96.72% of DSIs were reported on-time. Great work, everyone!

Jae Benz

OL & CONNECT Spotlight

CONNECT Reminders

- ✓ If you have submitted an Initial or Modification Application, you may receive a Deficiency Letter that outlines additional information or revisions required for approval. If you have uploaded the requested documents, please ensure you have completed the following steps to return the application for review:
 - ✓ Scroll down on the application screen and sign the application.
 - ✓ For Initial Applications: Click the “Update Initial Application” button.
 - ✓ For Modification Applications: Click the “Update Modification Application” button.
- ✓ The best way to communicate with Policy Review Specialists and Modification Specialists is via the CONNECT Messaging Portal. Allow 24-48 hours for a response.
- ✓ A license will **close** on the expiration date if a provider fails to submit a renewal application. If that happens, the provider must apply for a new license.
- ✓ Remember to remove Protected Health Information (PHI) and **Personally Identifiable Information (PII)** in Corrective Action Plan responses. This includes **individual names** and **staff names**. CAPs containing PHI or PII will not be accepted and will need to be edited by the provider before approval.
- ✓ Authorized Contacts in the Provider Portal must be kept up to date so that all CONNECT communications can be managed in a timely manner and to ensure appropriate access to the Provider Portal Dashboard.
- ✓ The **CONNECT** Help Desk can offer support with issues directly related to the **CONNECT** System. For issues related to licensing, the provider should contact their assigned Licensing Specialist or licensingadminsupport@dbhds.virginia.gov.



OL & CONNECT Spotlight

Modification Type/Menu	When to Submit This Type of Application
Add New Service	This type of notification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license. This option is found at the top of the Active Licenses on the Provider Portal Dashboard.
View/Add New Location	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add an additional location to an existing service OR relocate a service requiring a change in physical address from one location to another. *If a provider is changing their address (moving their current location to another physical location), the provider will also need to submit an Information Modification to close the current location/address (see below). Note for Sponsored Residential Services: If a provider currently holds a license for a sponsored residential service, they will not submit a location modification to add the location. The sponsored provider will need to follow the Sponsored Provider Certification Process Memo. Please use this Updated Sponsored Residential Certification Form when requesting to add additional Sponsored Residential Locations.
Information Modification	This type of modification, along with the required supporting documentation, must be submitted to make general changes. The appropriate information modification type must be selected for the Office of Licensing to process your request for change. If the correct information modification type is not selected, the Information Modification will be withdrawn by the OL and the provider will be advised to resubmit. The Information Modification can be submitted for the following reasons: • Provider Name Change (include SCC certificate) • Organizational Structure Change (include organization chart) • Close Provider Organization • Service Description Change • Geographical Area Served Change • Population Served Change (Age, Gender, Disability) • Close Service or Number of Beds or Capacity Change • Demographic Information Change • Building or Home Modification Change • Close Location • Other Modification (Use for changing Main Authorized Contact) This menu option is found to the left of the Provider Portal Dashboard screen in the blue menu box.

OL & CONNECT Spotlight

CONNECT Live Demonstrations

[CONNECT: Provider Portal Overview Recorded Webinar](#)
[CONNECT: Provider Portal Overview PowerPoint](#)
[CONNECT: Adding Locations Recorded Webinar](#)
[CONNECT: Adding Locations PowerPoint](#)
[CONNECT: Adding Services Recorded Webinar](#)
[CONNECT: Adding Services PowerPoint](#)
[CONNECT: Corrective Action Plans Recorded Webinar](#)
[CONNECT: Corrective Action Plans PowerPoint](#)
[CONNECT: Correspondence and Messaging Recorded Webinar](#)
[CONNECT: Correspondence and Messaging PowerPoint](#)
[CONNECT: Information Modification Recorded Webinar](#)
[CONNECT: Information Modification PowerPoint](#)
[CONNECT: License Renewals Recorded Webinar](#)
[CONNECT: License Renewals PowerPoint](#)
[CONNECT: Managing Contacts Recorded Webinar](#)
[CONNECT: Managing Contacts PowerPoint](#)
[CONNECT: Password Management and Variance Applications Recorded Webinar](#)
[CONNECT: Password Management and Variance Applications PowerPoint](#)

To submit a CONNECT Help Desk ticket, please click here:

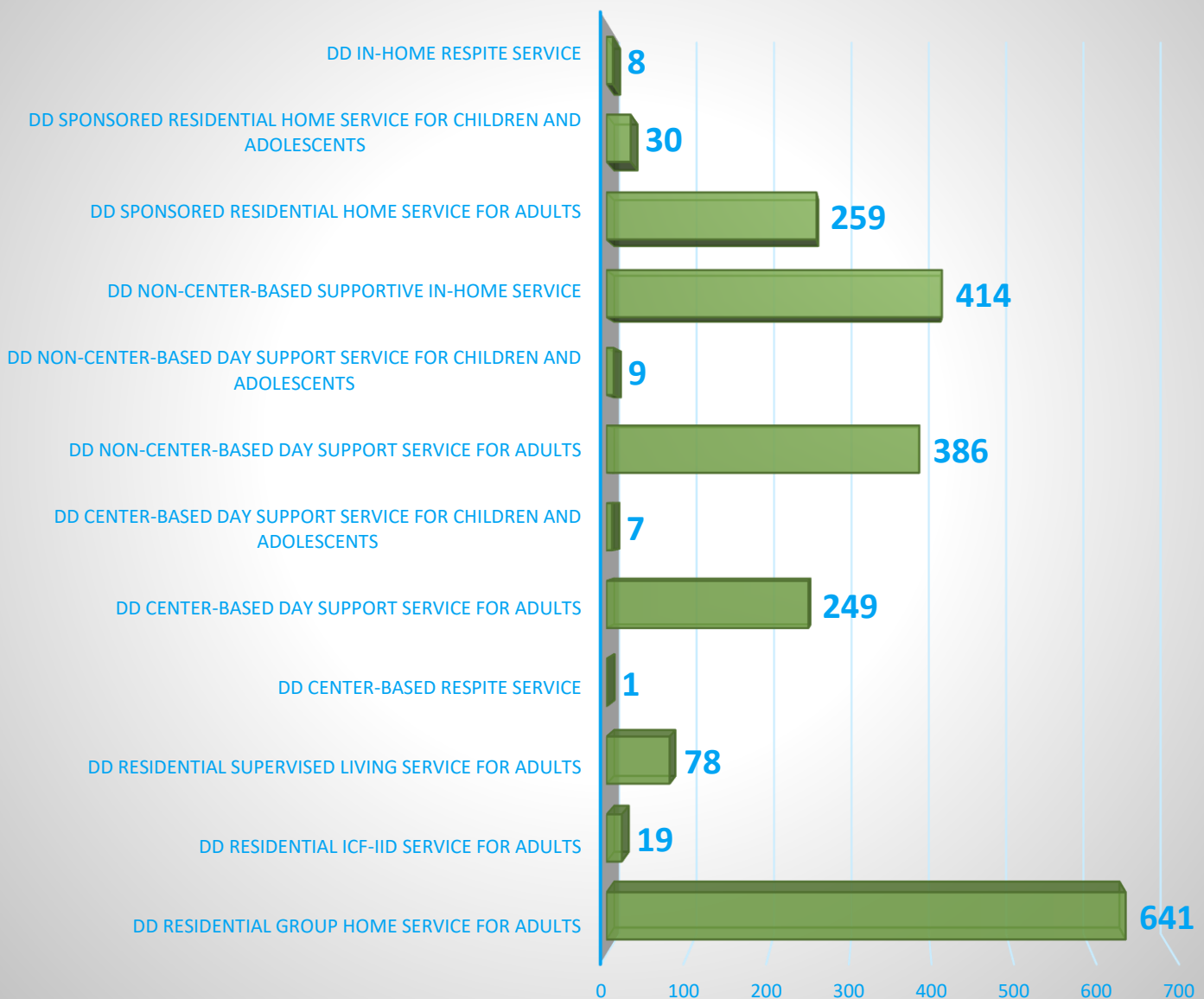
<https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/> and select CONNECT Help Desk

Link to CONNECT Provider Portal:

<https://vadbhds7prod.glsuite.us/GLSuiteWeb/Clients/VADBHDS/Private/LoginDashboard/Login.aspx>

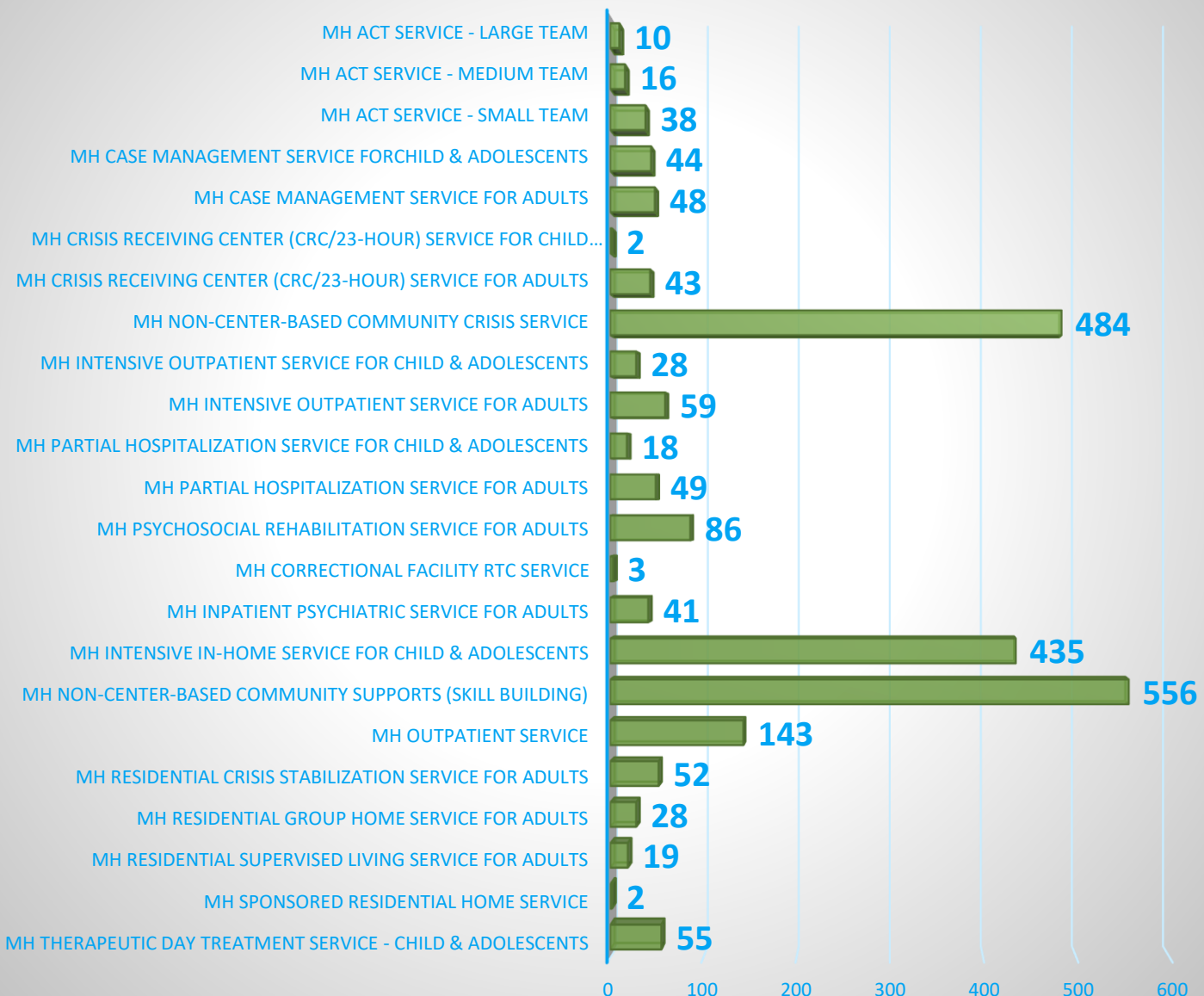
OL & CONNECT Spotlight

Number of Licensed Developmental Services in Virginia as of 10/1/25



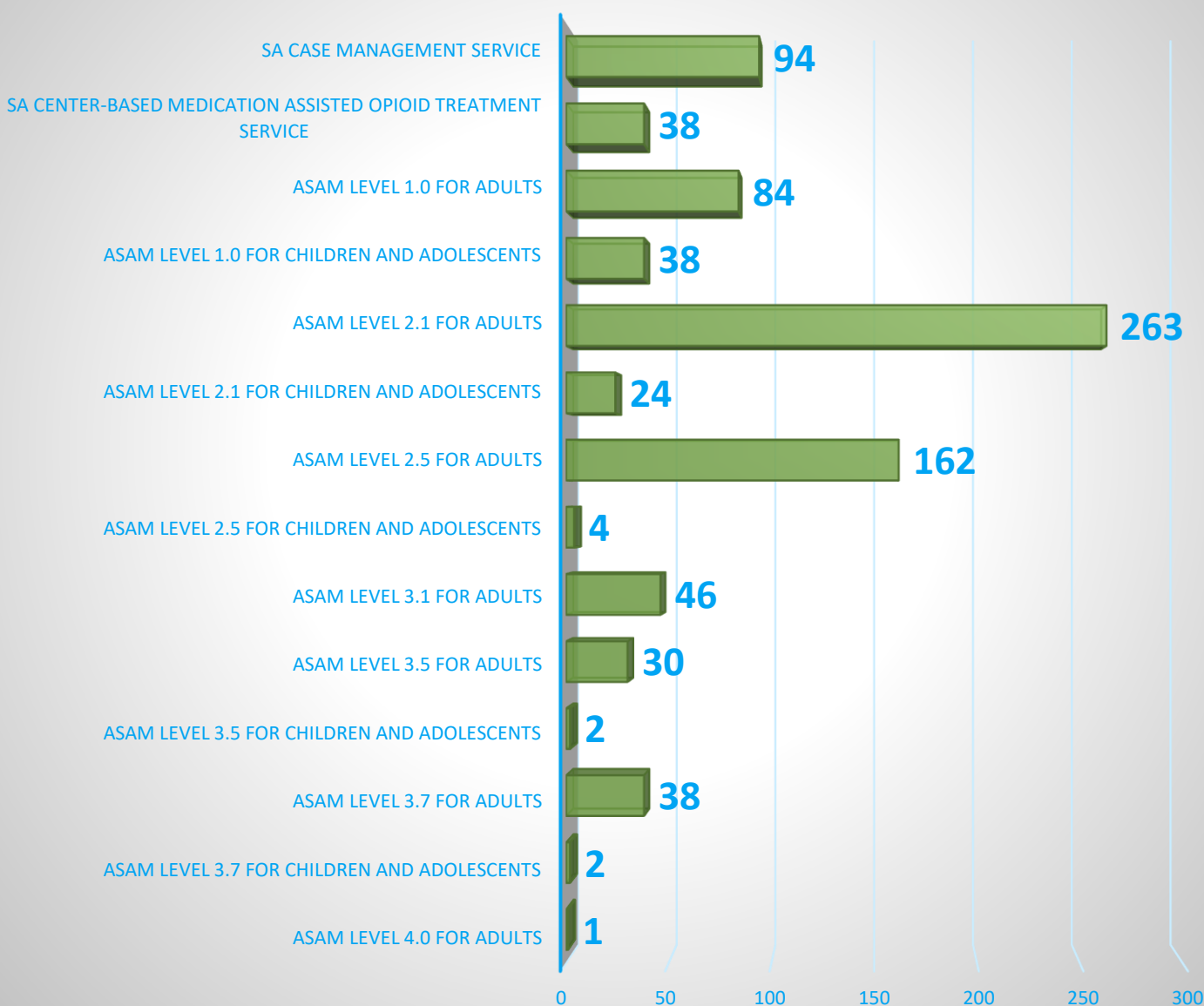
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Number of Licensed Mental Health Services in Virginia as of 10/1/25



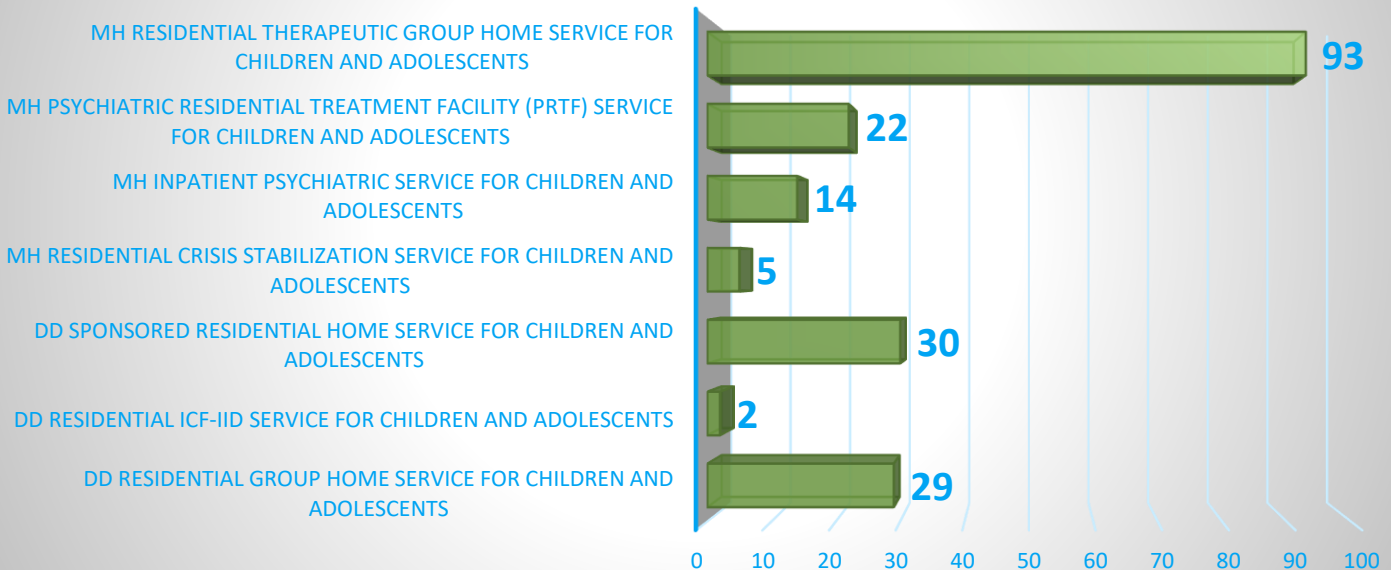
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NUMBER OF LICENSED SUBSTANCE USE SERVICES IN VIRGINIA AS OF 10/1/25



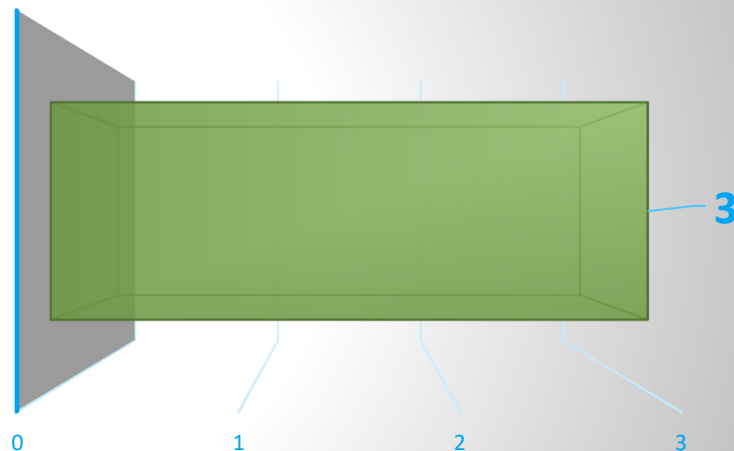
OL and CONNECT Spotlight

NUMBER OF LICENSED CHILDREN'S RESIDENTIAL SERVICES IN VIRGINIA AS OF 10/1/25



Number of License Brain Injury Residential Treatment Services in Virginia as of 10/1/25

BRAIN INJURY RESIDENTIAL TREATMENT SERVICE FOR ADULTS



OL & CONNECT Spotlight

Office of Licensing

Issue VII: October 2025

How to reach the Office of Licensing for CONNECT Help and other Support Issues

Type of Question	Contact	To Report an Issue
Questions related to your licensed services(s)	Licensing Specialist	Please navigate to the DBHDS Office of Licensing webpage and find the Office of Licensing Staff Contact Information
Questions related to the CONNECT licensing system or if you are the Main Authorized Contact (MAC) in need of a password reset	CONNECT Help Desk	Please navigate to the DBHDS Office of Licensing webpage and find the CONNECT Help Desk button to report an issue or email: licensingconnectinquiry@dbhds.virginia.gov
Questions related to reporting a serious incident	Office of Licensing Incident Management Unit	Please contact the Incident Management Unit at: incident_management@dbhds.virginia.gov
Questions related to background checks	Office of Background Investigation Unit	Please contact the DBHDS Background Investigations Unit at: malinda.roberts@dbhds.virginia.gov or belinda.turner@dbhds.virginia.gov
Questions related to licensing regulations & policy inquiry	Office of Licensing Administrative Support	Please contact the Office of Licensing at: licensingadminsUPPORT@dbhds.virginia.gov
Complaints	Office of Licensing Legal & Regulatory	Please use the CONNECT portal to submit a complaint related to a DBHDS licensed provider.
Questions related to the Computerized Human Rights Information System (CHRIS)	Delta Production	Please contact a DELTA Security Officer at: deltaprod@dbhds.virginia.gov