

Instructional Guidance: Initial Applicant Orientation Training

Effective November 7, 2025, anyone applying for a DBHDS *priority service* must successfully complete the Initial Applicant Orientation Training. The training must be completed *before beginning* the application process. Training materials are posted on Office of Licensing's website.

- **Eligibility for Participation**
 - Must want to apply to become a DBHDS Licensed Provider
 - Must want to be considered for a priority service (Level 1 or Level 2)
 - At least one participant from each organization applying for a license must be the Main Authorized Contact (MAC) and/or the owner of the organization
 - Must have access to Microsoft Teams to complete Self-Assessment Quizzes and Comprehensive Knowledge Exam
- **Training Details-[Initial Applicant Orientation Quick Links](#)**
 - 16 modules designed to be completed in numerical order
 - 10-question Self-Assessment Quiz accompanies each module (no quiz for Module 16)
 - Modules and Quizzes should be completed within 90 days
 - All modules and quizzes should be completed prior to registering for the Comprehensive Knowledge Exam.
- **Comprehensive Knowledge Exam**
 - Offered monthly; registration is required
 - Participants must register for the exam no later than one week prior to exam date
 - Entrance to virtual exam session will be locked at starting time
 - Virtual proctoring will be recorded, cameras must be on and cell phones or other devices may not be in use during exam
 - 90 minutes for 25 questions (multiple choice and true/false format)
 - Must complete exam in one session
 - Must score 85% or higher to pass; exam is scored automatically at completion
 - If passing score is not achieved, must retake the following month
- **Instructions for Participants-[Initial Applicant Orientation Checklist](#)**
 - Access all training materials; print or save documents to your device
 - Starting with Module 1, watch the Recorded Presentation and review the PowerPoint
 - Take Module 1 Self-Assessment Quiz
 - Record your score for Module 1 on the Initial Applicant Orientation Training Checklist
 - Complete remaining modules and quizzes in numerical order and continue to record scores on your Initial Applicant Orientation Training Checklist as you complete them
 - Upon completion of the Module 16 recorded presentation, double check that scores are entered for each module
 - Email your completed checklist to the Office of Licensing Training Coordinator:
larisa.terwilliger@dbhds.virginia.gov
 - If your checklist is approved, Training Coordinator will email participant the information necessary to register for the Comprehensive Knowledge Exam