



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE: April 7, 2020

TO: All Licensed and Regulated Programs

FROM: Tara Ragland, Director, Division of Licensing Programs

SUBJECT: Temporary Procedures for Conducting Licensing Inspections

As the Division of Licensing Programs continues to respond to the impact of the coronavirus emergency, we want to reassure you that the health and safety of you, your staff, and the children and adults in your care is our top priority. We believe that it is critical to do our part to help reduce the transmission of COVID-19.

In order to minimize face-to-face contact with the providers and individuals we serve, we will conduct most inspections during the State of Emergency using the following desk review process:

1. Your assigned licensing inspector will call you to initiate the desk review inspection.
2. Your inspector will send you a list of requested items before the inspection.
3. On the date of the desk review, the inspector will email specific information and documents that you need to submit to the inspector in a specified timeframe.
4. Your inspector will review the submitted documents, conduct interviews over the phone, determine compliance with applicable regulations, and provide an opportunity to discuss any violations.
5. As with onsite inspections, you will have an opportunity to ask your inspector any questions you have during the inspection.
6. Once the inspection is complete, your inspector will send you the inspection findings by email.

The department may still conduct onsite complaint inspections and initial onsite inspections as deemed necessary for issues such as serious complaints or investigations involving Adult Protective Services or Child Protective Services.

In addition, the division is working with the administration to address expiring licenses and hopes to have solutions to share with you soon.

Our licensing staff stands ready to serve as a resource to all providers. We are grateful for the programs that remain open during this challenging time and want to support you in helping you keep those in your care safe and well. We will continue to notify you of any updated information.

Please contact your licensing inspector if you have any questions or concerns.