

Frequently Asked Questions about...

Virginia Department of Social Services (VDSS) Division of Licensing Programs (DOLP)

Q. What is the Virginia Department of Social Services (VDSS) Division of Licensing Programs (DOLP)?

- A. The DOLP protects the health, safety, and well-being of vulnerable adults and children served in regulated care settings through comprehensive regulatory oversight and provider services. Licensed and non-licensed-regulated programs include:
- Programs for adults: assisted living facilities (ALFs) and adult day care centers
 - Programs for children: child day centers, family day homes, voluntarily registered child care, and child care exempt programs; child placing agencies and children's residential facilities; child-caring institutions and independent foster homes

Q. What kind of activities does the DOLP conduct?

- A. Staff in the DOLP are responsible for:
- Issuing licenses and providing training to licensees
 - Conducting monitoring inspections, complaint investigations, and background investigations
 - Suppression of illegal operations and issuing violation notices and sanctions
 - Managing the automated information system
 - Developing regulations and policies
 - Consulting with providers

Q. Which long-term care facilities for adults does DOLP regulate?

- A. The DOLP regulates assisted living facilities, which are defined as non-medical residential settings that provide or coordinate personal and health care services, 24-hour supervision, and assistance for the care of four or more adults who are aged, infirm, or disabled.

Q. When should assisted living facilities contact the DOLP?

- A. Licensed ALFs should contact their assigned licensing inspector for the following:
- To renew license
 - To request changes/modifications to licensed capacity or other stipulations to current license.
 - To request technical assistance or discuss compliance issues and related concerns.
 - To report any incident, accident, or condition that has caused harm or poses a threat to the life, health, safety and welfare of one or more residents. This includes reporting any outbreak of disease, as defined by the Virginia Board of Health, by rapid means to the local health director or to the Commissioner of the Virginia Department of Health.

Q. Who do I contact in DOLP when I have questions, concerns, or something I need to report?

- A. The first DOLP contact for licensed ALFs should always be the Licensing Inspector assigned to the facility and/or the Licensing Administrator (supervisor) in the area licensing office. If additional assistance is needed, call 804-726-7154 or 804-726-7165 and a support tech will direct your call.

General information is available on the following websites:

- Virginia Department of Social Services website: <http://www.dss.virginia.gov/>
- Local Departments of Social Services contacts: <http://www.dss.virginia.gov/localagency/>