

**DBHDS Independent Housing Curriculum for Community Housing Guides**  
**Module 1 – Introduction to the Community Housing Guide Role, Requirements and Best Practices**

**Frequently Asked Questions**

**Q1:** How do I complete Modules 1, 2 and 3 of the Independent Housing Curriculum for Community Guides?

**A1:** To access the webinar series on the Commonwealth of Virginia Learning Center (COVLC), please follow the instructions listed on the COVLC site at <https://covlc.virginia.gov/Default.aspx>. If you are an external user of the COVLC site, please refer to the Department of Behavioral Health and Developmental Services (DBHDS) External Entities Domain Guide for instructions to access the webinar series. The Guide is available at <https://www.dbhds.virginia.gov/assets/doc/DS/pd/5.-dbhds-external-entities-domain-guide.pdf>. Once you log into the COVLC site, enter “Housing” into the course search bar and then select the title of the training module. The titles of the Independent Housing Curriculum modules for **Community Housing Guides** are:

Module 1: Introduction to the Community Housing Guide Role, Requirements and Best Practices

Module 2: Affordable Housing and Protections for Renters with Disabilities in Fair Housing and Landlord-Tenant Laws

Module 3: Supports to Achieve and Sustain Successful Tenancy

Follow the instructions to complete the quiz after each webinar to receive credit for each of the trainings.

**Q2:** Where can I learn more about developmental disabilities?

**A2:** The Centers for Disease Control has a website that can provide basic facts about developmental disabilities at <https://www.cdc.gov/ncbddd/developmentaldisabilities/facts.html>. The DBHDS Orientation Manual for Direct Support Professionals and Supervisors also contains information about developmental disabilities. The Manual is available at <https://dsporientation.partnership.vcu.edu/>.

**Q3:** Are there examples of people with developmental disabilities successfully living in their own housing?

**A3:** Yes, there are several links with written testimonials and videos that highlight the personal stories of individuals with developmental disabilities who have moved into their own homes and are enjoying life in the community, including:

Virginia Housing & Supportive Services NoVA Housing Resource Guide:  
<https://www.novahss.org/success-stories>

Virginia Housing & Supportive Services Video Series on Living Independently with Assistive Technology: [https://www.youtube.com/watch?v=j\\_xMN7OeHxw](https://www.youtube.com/watch?v=j_xMN7OeHxw)

**Q4:** How can I learn more about effectively communicating with people who have disabilities?

**A4:** The DBHDS Orientation Manual for Direct Support Professionals and Supervisors also contains information about communicating with people who have developmental disabilities. The Manual is available at <https://dsporientation.partnership.vcu.edu/>. The National League for Nursing offers a set of practical tips for communicating with people who have different kinds of disabilities at <http://www.nln.org/professional-development-programs/teaching-resources/ace-d/additional-resources/communicating-with-people-with-disabilities>. Likewise, the National Disability Institute's LEAD Center has produced an "Effective Communication: Disability Awareness & Etiquette Guide" that contains strategies to support effective communication with people who have disabilities at [http://www.leadcenter.org/system/files/resource/downloadable\\_version/CIL-LEAD-JAN-Effective-Communication-Guide-WIOA.pdf](http://www.leadcenter.org/system/files/resource/downloadable_version/CIL-LEAD-JAN-Effective-Communication-Guide-WIOA.pdf).

**Q5:** Where can I get a summary of the Community Housing Guide service?

**A5:** See the Medicaid Provider Memo from the Department of Medical Assistance Services (DMAS) entitled "*Three New Services Added to the Developmental Disabilities (DD) Waivers*" dated 9/4/18. The memo is available at: <https://www.virginiamedicaid.dmas.virginia.gov/ECMPdfWeb/ECMServlet?memospdf=Medicaid+Memo-2018.09.04.pdf>

**Q6:** How does the role of a Community Housing Guide differ from support coordinators and service providers?

**A6:** Community Housing Guides have a unique role that is specific to supporting an individual's move to independent housing by helping with transition and tenancy sustaining activities. The Community Housing Guide Transition Collaboration Map illustrates the progression of the Community Housing Guide's activities and how the Guide interacts and collaborates with other partners in the service system. In addition, the Community Housing Guide Pre-Tenancy and Post-Tenancy Process Maps describe what the Community Housing Guide and several other key players do throughout each phase of the housing transition process. The Transition Collaboration Map and the Pre-Tenancy and Post-Tenancy Process Maps are available at <https://www.dbhds.virginia.gov/developmental-services/housing/resources-for-support-coordinators-and-case-managers>.

**Q7:** What kind of license do Community Housing Guides need to provide this service?

**A7:** The Community Housing Guide service is not a licensed service. Providers must have a signed provider participation agreement with the DMAS for Community Housing Guide services.

**Q8:** How do I find out the dates for the Person Centered Thinking in-person training sessions?

**A8:** The Person Centered Training schedule is available at: <http://personcenteredpractices.org/professionals.html>. If your organization would like to host a

Person Centered Training at your location, please contact Dawn Machonis with the Partnership for People with Disabilities at [dmachonis@vcu.edu](mailto:dmachonis@vcu.edu).

**Q9:** Do Community Housing Guides need to take the Community Connections training?

**A9:** No, this training is ***not*** required for Community Housing Guides. Community Connections training is a requirement for General Community Guides. Community Connections is an in-person training. The training schedule is available at:  
[http://personcenteredpractices.org/pct\\_schedule\\_reg\\_comm\\_connec.html](http://personcenteredpractices.org/pct_schedule_reg_comm_connec.html).

**Q10:** Where can I find the Tenant Screening form?

**A10:** Go to <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderFormsSearch>. Enter “Long Term Care-Waivered Services” as the Type. Enter “All Categories” as the Category. Enter “DMAS-P262” as the Number/Name. Click search.

**Q11:** Where can I find the Housing Road Map form?

**Q11:** Go to <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderFormsSearch>. Enter “Long Term Care-Waivered Services” as the Type. Enter “All Categories” as the Category. Enter “DMAS-P263” as the Number/Name. Click search.

**Q12:** Where do I find the state regulations that apply to the Community Housing Guide service?

**A12:** The regulations that apply to the Community Housing Guide are in the Virginia Administrative Code, or VAC. The general requirements for Medicaid Waiver providers are located at 12 VAC 30-122-120 and the requirements specific to Community Guide services, including Community Housing Guides, are located at 12 VAC 30-122-330. To access the Virginia Administrative Code, go to <https://law.lis.virginia.gov/admincode/title12/> and click on “Agency 30.” These are the regulations for the DMAS (e.g., Medicaid). Next, click on Chapter 122 and then click on the appropriate Section (either 120 or 330).

**Q13:** How can I learn more about the Supports Intensity Scale and how it is used?

**Q13:** Contact the DBHDS Regional Support Specialist in your region. Regional Support Specialists oversee the administration of the Supports Intensity Scale throughout Virginia. See <https://dbhds.virginia.gov/assets/doc/DS/rsu/waiver/dbhds-rss-contact-information-10.27.19.pdf> for a list of Regional Support Specialists and their contact information.

**Q14:** How can I learn more about the process to develop a Plan for Support?

**A14:** The Waiver Management System (WaMS) is the electronic record system that providers, Community Services Boards and the DBHDS use for service planning and authorization. Providers must register as a system user. Registration instructions are available at [https://dbhds.virginia.gov/assets/doc/ds/pd/ja\\_wams\\_provider-access-to-wams.pdf](https://dbhds.virginia.gov/assets/doc/ds/pd/ja_wams_provider-access-to-wams.pdf). Once logged into WaMS, providers can access training manuals, webinars and FAQs to learn how to complete specific tasks, including developing a Plan for Support. If you experience difficulty with

the registration process or navigating WaMS, contact the WaMS Help Desk at 844-482-9267. In addition, DBHDS holds periodic trainings on how to develop a Plan for Support (also known as Part V of the Individual Service Plan). These trainings are announced on the DBHDS Provider Network Listserv. To join this listserv, go to <https://www.dbhds.virginia.gov/developmental-services/provider-development> and click on “Join the Provider Network Listserv at Constant Contact.”

**Q15:** How can I get more information about Medicaid’s Home and Community Based Settings (HCBS) Rule?

**A15:** Go to <https://www.medicaid.gov/sites/default/files/2019-12/requirements-for-home-and-community-settings.pdf> for a summary of the regulatory requirements for Home & Community Based Settings.

**Q16:** Where can I get technical assistance on the requirements to become a Medicaid provider of Community Housing Guide services?

**A16:** Contact the Office of Provider Development at the DBHDS. See <https://www.dbhds.virginia.gov/developmental-services/provider-development> for information on how to reach the Community Resource Consultants in this office who can provide technical assistance.

**Q17:** Where can I find the DMAS provider participation agreement that providers must complete?

**A17:** The participation agreement is available on the DMAS provider enrollment portal at <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderEnrollment/>. Click on the dropdown that says “Provider Enrollment” and select “Developmental Disability Waiver.” Then, click “View PDF.” A document will appear that contains instructions for enrollment and the required forms.

**Q18:** How can I learn more about independent housing resources that Community Housing Guides help individuals access?

**A18:** Contact your DBHDS Regional Housing Coordinator. See <https://www.dbhds.virginia.gov/developmental-services/housing/housing-team> for contact information.