From: Williams, Edwina (VDSS) <edwina.williams@dss.virginia.gov>
Sent: Friday, July 25, 2025 10:13 AM
To: DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV <DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV>
Subject: Individualized Service Plan (ISP) Training Update Memo

The attached file is being sent to assisted living facilities and ISP Trainers from the Virginia Department of Social Services Email Distribution Service.

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VIRGINIA DEPARTMENT OF SOCIAL SERVICES

People Helping People

Edwina Williams
Program Support Technician / Intake Analyst
Virginia Department of Social Services
Division of Licensing Programs

5600 Cox Road, Glen Allen, VA 23060
(804) 726-7165 www.dss.virginia.gov



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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE: July 25, 2025

TO: Assisted Living Facilities (ALFs)
Individualized Service Plan Trainers

FROM: Tara Ragland, Director, Division of Licensing Programs

SUBJECT: Individualized Service Plan (ISP) Training Updates

The Virginia Department of Social Services (VDSS) Division of Licensing Programs (DOLP) has updated the department-approved ISP training program, referenced in *Standards for Licensed Assisted Living Facilities* in 22VAC40-73-450.B. Updates include changes to the training material appearance and formatting, revisions for clarity, and increased focus on regulatory compliance.

The updated training program includes a trainer manual, participant packet, and slide deck, which can be accessed from the ALF provider page of the VDSS website, or by scanning the QR code below.

ISP trainers should begin using the new program materials immediately. As a reminder, trainers must meet requirements of 22VAC40-73-450.B, but do not need to register or obtain permission from DOLP to teach the program. Trainers must issue their own certificates or provide documentation of training. DOLP will not provide certificates.

Please direct any questions to the Clinical and Training Team at Clinical.Training@dss.virginia.gov.

Your ongoing commitment to this important training is greatly valued.