



COMMONWEALTH of VIRGINIA

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COMMISSIONER


DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES


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MEMORANDUM

TO: CSB/BHA Executive Directors
CSB/BHA Case Managers
Community Resource Consultants
Community Integration Managers
Intellectual Disability Directors

THRU:  Connie Cochran, Assistant Commissioner
Division of Developmental Services

FROM: Beverly D. Rollins, MPA, BA, Director 
Community Support Services
Division of Developmental Services

DATE: July 15, 2014

RE: DBHDS DDS Community Support Services – Susan Elmore

The Community Support Services (CSS) within the DBHDS Division of Developmental Services is a newly created section that will be dedicated to ***unifying, sustaining, and strengthening*** the support and services system of the Commonwealth.

1. Unifying through collaborative relationships, maintaining transparency by establishing a community format for continued information interchange, and providing feedback.
2. Sustaining through creating links to all resources currently available (non-profit and/or for-profit agencies, businesses, government agencies) that support individuals with intellectual/developmental disabilities while creating new opportunities and developing new resources.
3. Strengthening by ensuring accessible opportunities to educate, learn, and grow as a system of care. By researching and sharing best practices, offering training techniques based on actual experiences, and strengthening internal communications and collaborative opportunities.

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These programmatic enhancements to DDS have necessitated staff restructuring; however, while the complete transformation is still unfolding there has been one immediate change that may affect your operations. Susan Elmore's role in DDS has been modified. She will no longer be the point of contact or lead facilitator for complex cases related to IDD.

Susan's wisdom with which she has successfully aided in resolving complex support issues will continue to be available and shared through various channels. Over the next 30 days Susan will be transitioning all of the cases she has been managing to the person(s) who has the ultimate responsibility. Susan will take on a new role that has at its base educating, providing technical assistance and supporting the mission of the CSS. While this may be a difficult change at first, it will enhance the quality of supports and guidance that will be available internally and shared abroad externally.

As we work to implement and establish this new direction, your support and patience will be greatly appreciated. If you have any questions, as I am sure you will, please forward them to beverly.rollins@dbhds.virginia.gov or call 804-225-3705.