



## **IFSP-FUNDING UPDATE**

### **October 10, 2019**

As you are aware, the IFSP application was scheduled to close at 5 p.m. on October 11<sup>th</sup>, and the Portal has been off-line since 9:16 a.m. on October 1<sup>st</sup>. Over 2,300 applications requesting assistance were received between 9:00 a.m. – 9:16 a.m. on October 1<sup>st</sup>. Also, over 650 additional people were logged into the system trying to submit applications when the Portal was taken offline. Completed applications will be reviewed in accordance with the IFSP regulations. For those who were logged into the Portal and attempting to submit applications when it was taken offline, we are working to establish a process for completing those submissions. We will provide additional information when that process has been established.

Out of an abundance of caution, the Portal will not be available to accept new applications until we are confident that the Portal performs correctly when we relaunch. At this time, we have not announced a relaunch date but we are making plans to ensure all who were not able to submit an application have the opportunity to do so. Please see more information below about the relaunch, next steps, and additional details for people whose personal information may have been affected.

#### ***What are my next steps?***

**Please read the next section carefully. This information will also be available on-line at My Life, My Community at <http://www.mylifemycommunityvirginia.org>.**

***If you submitted an application on October 1<sup>st</sup>*** before 9:16 a.m., you will receive a corrected confirmation email from DBHDS. If additional information is needed, it will be included in the email. You will receive this email no later than 5:00 p.m. on October 21, 2019.

***If you were in the Portal at the time it was shut down and did not get a chance to submit your application***, DBHDS will contact you via email in the next few weeks with additional information. The email will tell you how to complete the submission process. You do not need to contact IFSP since we are using our login records to determine which individuals were logged in at the time.

***If you were not logged into the system at the time the Portal went down, we will provide additional information through the IFSP Listserv.*** We are working to develop an alternative application process to use while the Portal is unavailable and will provide information about that process through the IFSP Listserv once that process has been established. To stay informed, please join the [IFSP Listserv](#) if you have not already done so.

**At this time, you do not need to contact SeniorNavigator, Family to Family, or the volunteer IFSP Regional Councils to request information about the Portal. DBHDS will communicate all information directly to individuals and families via the IFSP Listserv.**

***How do I know if my application was received? I submitted my IFSP application before the Portal went down and received a confirmation email. Was my application received?***

Starting no later than October 21<sup>st</sup>, DBHDS IFSP staff will email each applicant who successfully submitted an application on October 1<sup>st</sup> before the Portal was taken offline to confirm the following information:

- Applicant Name
- Responsible Party Name
- Application Id Number
- Total Requested Funding Amount

This notification will replace any previous emails that the responsible party may have received when the application was submitted. It will also serve as your official confirmation that your application was received. If you receive this email, you do not need to contact us with additional information. The DBHDS IFSP staff will proceed with reviewing your application in accordance with the IFSP regulations.

***How are you going to accommodate the families that were trying to submit their application that morning but weren't able to?***

As we work through addressing the Portal's technical issues, we are also identifying individuals that have a recorded log-in on October 1<sup>st</sup> while the Portal was operating. We are able to see who was logged in when the Portal was taken down, and we are working on a process to allow that limited group of people who were logged in but had not yet submitted their application before the Portal was taken offline at 9:16 a.m., to complete their submissions. We are able to find this information from our records, so there is no need to contact us at this time. You will need to be on the lookout for special instructions that will be sent via email.

***Was my personal information impacted/compromised? What can I do to protect my personal information?***

DBHDS and the Virginia Information Technologies Agency (VITA) Incident Response team are continuing the internal investigation with DBHDS Information Technology staff. We will directly contact applicants whose information may have been affected. We

are also compiling information and resources that will be provided to those who are identified as being affected. While we continue to work to identify those who may have been affected, you can visit <https://www.idtheftcenter.org/> if you'd like to learn more about protective steps that can be taken. Only people who have been directly affected will receive additional information. The information will be sent via email and postal mail.

***Are you going to offer free credit reporting for those affected?***

We are exploring options for credit protection to those who were affected on October 1, 2019. Once we finalize our next steps, we will reach out to those affected with additional information and instructions via email and postal mail.

In the meantime, if you are concerned about securing your information, you may choose to place a fraud alert on your credit report by contacting one of the following major credit bureaus below:

- [Equifax.com/personal/credit-report-services](https://www.equifax.com/personal/credit-report-services)  
1-800-685-1111
- [Experian.com/help](https://www.experian.com/help)  
888-EXPERIAN (888-397-3742)
- [TransUnion.com/credit-help](https://www.transunion.com/credit-help)  
888-909-8872