



## **PLEASE READ CAREFULLY**

**Please read this message carefully. It answers many of the questions that have been the most frequently asked.**

### **IFSP-FUNDING UPDATE December 5, 2019**

As you are aware, the IFSP Funding Portal has been off-line since 9:16 a.m. on October 1st. Over 2,300 applications requesting assistance were received between 9:00 a.m. – 9:16 a.m. on October 1st. Also, over 650 additional people were logged into the system trying to submit applications when the Portal was taken offline.

To address the site outage, IFSP established four categories for addressing people impacted by the outage.

**Category 1: Individuals who successfully submitted an application on October 1<sup>st</sup>**  
Applicants that successfully submitted an application before 9:16 a.m. were contacted by email and provided a corrected confirmation message that included an Application ID and request amount. Only people recorded in our system as having a successfully submitted an application received this confirmation message.

All individuals in this group were notified as of October 21, 2019.

All Category 1 applications have been reviewed in accordance with the IFSP regulations, and the next communication that this group will receive is a funding decision.

**Category 2: Applicants logged into the IFSP Portal at the time it was shut down who had a saved draft application and did not submit an application.**

IFSP identified this group using the Portal login records. Applicants in this group had a record of an active login at 9:16 a.m. and a record of at least one saved draft funding application.

Applicants in this group have been contacted as of October 31, 2019 and provided an opportunity to confirm their application information and finalize their submission.

All Category 2 applications have been reviewed in accordance with the IFSP regulations, and the next communication that this group will receive is a funding decision.

**Category 3: Applicants logged into the IFSP Portal at the time it was shut down who did not have a saved draft application and did not submit.**

IFSP is finalizing a process to allow this group the ability to draft and submit an application. We expect to finalize our process and provide an update no later than December 12, 2019. Each individual in this group will receive a separate email with additional instruction.

IFSP will use the Portal login records to identify this group. Users do not need to contact IFSP to provide login information. No additional updates will be sent before December 12, 2019.

**Category 4: Individuals not logged into the system at the time the Portal went down who still want to apply for FY 2020 IFSP-Funding.**

IFSP staff is working to restore access to the IFSP Funding Portal so that those who did not have the chance to apply can do so. We expect individuals with a previously saved application draft, to be able to access the draft application(s) once the Portal is re-opened.

We plan to publish an announcement via the IFSP listserv on January 3<sup>rd</sup>, 2020 with additional details on next steps for submitting an application. We encourage anyone who did not have an opportunity to apply to apply when the site is back on-line.

Again, all information about the site restoration will be published to the IFSP Listserv. If you would like this information, please be sure to [sign up for the listserv](#).

*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.*

**Information Regarding the October 1, 2019 Data Breach**

On October 1, 2019, personal information of some applicants for Individual and Family Support Program (IFSP) funding may have been seen by other applicants through the IFSP Funding Portal. DBHDS discovered the breach within 16 minutes after the IFSP Funding Portal was opened to receive applications and immediately took the Portal offline.

In accordance to reporting guidelines, DBHDS has contacted all impacted individuals and provided additional information via postal mail as of November 25, 2019.

For more information about the data breach, please visit [www.dbhds.virginia.gov/developmental-services/ifsp-data-breach](http://www.dbhds.virginia.gov/developmental-services/ifsp-data-breach) for additional information.

Again, all information about the site restoration will be published to the IFSP Listserv. If you would like this information, please be sure to sign up for the [listserv](#).

Thank you for your continued patience.

The IFSP Staff

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