



IFSP FY 2020 Funding Timeline May 1, 2020

September 9, 2019

- The first day to access the IFSP Portal and save an application.
- Application drafts could be saved but not submitted.

October 1, 2019

- The IFSP application opened at 9:00 a.m.
- At 9:16 a.m. the IFSP Portal went off-line and no more applications could be accepted.
- Over 2,300 applications requesting assistance were received from 9:00 a.m. – 9:16 a.m. In addition, over 650 people were logged into the system trying to submit applications when the Portal was taken off-line.
- An announcement was published on the IFSP Listserv which stated the Portal was experiencing issues and had to be taken off-line, temporarily.

October 2, 2019

- An announcement was published to the IFSP Listserv which stated:
 - The Portal was still unavailable.
 - DBHDS was continuing to explore the issues with the IFSP Portal.
 - An internal investigation was taking place to determine whose information may have been breached.
 - Those who submitted an application before the site was disabled would be contacted.

October 4, 2019

- An announcement was published to the IFSP Listserv which stated:
 - The Portal was still unavailable.
 - A relaunch date had not been determined.
 - DBHDS and VITA's Incident Response team and IT staff were continuing their internal investigation into the problems with the IFSP Portal.
 - Once more information was available, applicants whose information was potentially breached would be contacted.
 - Those who submitted an application before the Portal was taken down would be notified with details confirming their application status and next steps.

October 10, 2019

- A list of FAQ's was published to the IFSP Listserv for those with questions regarding the IFSP Portal and next steps to take. Click [here](#) to view the FAQs, which are located on the My Life, My Community website.

October 11, 2019

- The original close date of the IFSP application was at 5:00 p.m.

October 21, 2019

- IFSP staff contacted each applicant via email who successfully submitted an application on October 1, 2019. The email served as an official confirmation that included an Application ID and Request Amount. This confirmation message replaced any previous emails that the responsible party may have received when the application was submitted.

October 28, 2019

- An announcement was published to the IFSP Listserv that provided the next steps for those that did not successfully submit an application on October 1, 2019. Click [here](#) to view the announcement, which is located on the My Life, My Community website.
- The announcement also informed those who did successfully submit an application that their applications were in the process of being reviewed in accordance with the IFSP regulations. This only applied to submitted applications. A draft application was not considered a submitted application.
- IFSP staff emailed applicants that were logged into the Portal attempting to submit an application, and had previously saved a draft at the time the site went off-line. The email provided instructions on how to complete the submission process. The deadline for submission was November 1, 2019.
- Login records were used to determine who was logged into the Portal.

November 25, 2019

- Individuals that experienced a potential breach of personal information were contacted by DBHDS, in accordance with reporting guidelines.
- All impacted individuals were notified and provided additional information via postal mail.
- These individuals received an offer for free credit monitoring services from Experian for up to 2 years. The last day to enroll in the free monitoring was February 28, 2020.

December 5, 2019

- An announcement was published to the IFSP Listserv that established 4 categories for addressing people impacted by the outage. Click [here](#) to view the announcement, which is located on the My Life, My Community website.

December 9, 2019

- FY 2020 funding was issued, via Conduent, in the postal mail to applicants that successfully applied for funding on October 1, 2019 and November 1, 2019.

December 12, 2019

- IFSP staff sent a message via email to applicants that were logged into the Portal attempting to submit an application but did not have a saved draft application before the site went off-line.
- Login records were used to determine who was logged into the Portal.
- The message let applicants know that IFSP was finalizing a process to offer people who were logged into the system without a saved draft the opportunity to submit a FY 2020 IFSP Funding Request.

December 13, 2019

- IFSP staff sent Funding Application Award Notifications via email to those applicants that successfully submitted applications on October 1, 2019 and November 1, 2019.

January 6, 2020

- An announcement was published to the IFSP Listserv to let applicants know there were no further updates regarding the IFSP Portal.

February 26, 2020

- An announcement was published to the IFSP Listserv with dates and instructions for submitting applications for those who did not have an opportunity to apply for funding previously. Click [here](#) to view the announcement, which is located on the My Life, My Community website.

February 28, 2020

- The last day for individuals that experienced a potential breach of personal information on October 1, 2019 to enroll in free 2-year credit monitoring services from Experian.

March 4, 2020

- An email message was sent to applicants that were logged into the Portal at the time it was taken off-line but did not have a draft application, which stated:
 - At 9:00 a.m. logins could be checked on the IFSP Portal.
 - At 9:00 a.m. access was available on the IFSP Portal to Program Guidelines and FAQs, User Guide, Quick Tips and Links to Video Tutorials.
 - The Portal would be opened on March 11, 2020. If that day to apply was missed, the applicant had to wait until the application was opened to the general public.

March 11, 2020

- At 9:00 a.m., the IFSP Portal was opened for applicants that were logged into the Portal at the time it was taken off-line but did not have a saved draft application. These individuals were able to submit their applications.
- Applicants that were not logged into the Portal at the time it was taken off-line but had a saved draft application were able to view their drafts. Changes could not be made to draft applications.

March 24, 2020

- At 9:00 a.m. the IFSP Portal was opened for those in the general public (this also included those with a saved application draft) who were not logged into the Portal on October 1, 2019, at the time it was taken off-line.
- 1,069 applications were received.
- The maximum number of applications that could be funded for FY 2020 was reached.
- An announcement was published to the IFSP Listserv to let applicants know the maximum reward amount was exhausted.
- Anyone still interested in submitting an application for assistance needed to email IFSP staff at ifspcom@dbhds.virginia.gov.

May 1, 2020

- IFSP staff is currently in the process of reviewing applications that were received on March 11, 2020 and March 24, 2020. IFSP staff will have a funding decision for these applicants within the next month.