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Subject: Virginia Enterprise Licensing Application v1.0 (VELA) Go Live
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The attached file is being sent to assisted living facilities, adult day care centers and children's residential facilities from the Virginia Department of Social Services Email Distribution Service.

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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE: April 5, 2022

TO: Assisted Living Facilities (ALF)
Adult Day Care Centers (ADCC)
Children's Residential Facilities (CRF)

FROM: Tara Ragland, Director
Division of Licensing Programs (DOLP)

SUBJECT: Virginia Enterprise Licensing Application v1.0 (VELA) Go Live

The Virginia Department of Social Services (VDSS) Division of Licensing Programs (DOLP) is pleased to announce we launched the Virginia Enterprise Licensing Application (VELA) on March 18, 2022. Due to the grand scale of this new endeavor, we will roll out different functionalities of VELA in phases. The first phase is specifically targeted to initial applications for new facilities.

In Phase 1, adult day care centers (ADCC), assisted living facilities (ALF), and children's residential facilities (CRF) will be able to use a provider portal to submit an application for initial licensure and make online payments. Phase 2, coming later in 2022, will include more functionalities and other application types.

The "Useful Links" and "Quick Reference Guide" tabs in the provider portal have useful resources which will guide you through different VELA functionalities.

Before starting an online initial application, providers should review these helpful notes:

1. Use a computer/laptop, not a mobile device such as an iPhone, Android, or Samsung phone or tablet.
2. Please use compatible Internet browsers Google Chrome and Microsoft Edge as Internet Explorer is being phased out and will be totally incompatible with VELA beginning in June 2022.
3. *DO NOT* submit applications, documentation, and other confidential and private documents such as credit reports and tax forms to the VELA@dss.virginia.gov

- email address.* This is merely a technical support email address for VELA issues and questions. Upload all critical application documents on the online provider portal.
4. Once providers have completed an initial application, uploaded their documentation, and signed and submitted the application, they will use an online, third-party payment processing system, Elavon, to pay the licensing fee using a credit card or an eCheck on the Payment screen. There is a 2.3% service fee for using a credit card.
 5. Providers should have their tax ID # and business entity information, required documentation, and staff information available when they access VELA as they will need this information to complete the online application.
 6. Providers will visit the following screens as they complete their online application:
 1. Program Details
 2. Facility Specifics
 3. Business Entity details
 4. Staff Information
 5. Documentation (this is where you upload required attachments)
 6. Application Summary
 7. Review and Signature
 8. Payment

To start a new, initial application, providers can access the online portal at <https://licensing.dss.virginia.gov/>.

Please contact your licensing inspector or the VELA technical support team at VELA@dss.virginia.gov if you have any questions.

As always, our VDSS team appreciates the care you provide to our most vulnerable citizens. Thank you also for your patience and flexibility as we implement this exciting new system.