



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF SOCIAL SERVICES

### MEMORANDUM

**DATE:** October 20, 2022

**TO:** New Applicants for Licensure

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

**SUBJECT:** New online initial application for licensure process

Effective October 20, 2022, new applicants seeking licensure of assisted living facilities, adult day care centers, and children's residential facilities can now submit an initial application for licensure on the Division's user-friendly, online system [Virginia Enterprise Licensing Application](#) (VELA). *At this time, VELA is not accepting online renewal applications for licensure.*

Using VELA, new applicants can submit an initial application for licensure, upload required documents, and pay initial application fees electronically without the need to download, print and mail applications and required documents.

New applicants are encouraged to first visit the [public VDSS website](#). Under the Licensing heading drop-down menu on the top right, choose the Adult Care or Child Welfare subheading, and then select the program type's webpage (i.e., assisted living facility, adult day care center, children's residential facility). Each program type's webpage has *New Applicant* instructions and training resources to help with completing the initial application for licensure using [VELA](#).

For licensing questions, please contact the [licensing office](#) in the facility's region. Please email any technical VELA questions to [vela@dss.virginia.gov](mailto:vela@dss.virginia.gov)