Getting Started Guide

Gloria Care Haven LLC — DBHDS-licensed, Medicaid provider of Non-Center-Based Day Support / Community Engagement services for adults with developmental disabilities.

Welcome

This guide explains what to expect when you or someone you support reaches out to Gloria Care Haven.

Step 1 — Reach Out

- Call (703) 539-2580, email admin@gloriacarehaven.com, or submit the Referral Form at gloriacarehaven.com/referrals.
- Anyone may refer: the individual, a family member, or a support coordinator.

Step 2 — Introductory Conversation

- We learn about the person's interests, goals, routines, and communication preferences.
- We confirm eligibility: Medicaid DD Waiver (Community Living, Family & Individual Supports, or Building Independence) with Community Engagement authorized.

Step 3 — Coordination

- We work with the individual's Support Coordinator (Case Manager) on authorization and the Individual Support Plan (ISP).
- Helpful items: Medicaid ID, current ISP, emergency contacts, medication and allergy information, and any behavior or communication plans.

Step 4 — Planning Together

We build a person-centered schedule of community activities and arrange door-to-door transportation.

Step 5 — Services Begin

Support takes place in everyday community settings. We check in regularly and adjust as goals grow.

Service Hours: Monday–Saturday, 9 AM – 3 PM, with evening availability. Door-to-door transportation provided.

Service Areas: Fairfax County, Arlington, Alexandria, Loudoun County, Prince William County, Stafford County, Falls Church, Fairfax City, Manassas, and Manassas Park.

Gloria Care Haven LLC | 13800 Coppermine Road, 1st, 2nd and 3rd Floor, Herndon, VA 20171 | (703) 539-2580 | admin@gloriacarehaven.com | www.gloriacarehaven.com