



THE COMMONWEALTH OF VIRGINIA

RoadMap to Services

**A resource guide for people with disabilities,
long term illnesses, and the elderly**





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long term illnesses, and the elderly**

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Whenever possible, we have tried to list toll free numbers, fax numbers, mailing and e-mail addresses, and websites.

Telecommunications Relay Services (TRS) allows individuals who may have a hearing or speech loss to communicate with almost anyone on the phone. Relay is for anyone who uses a TTY/TDD or standard telephone to communicate. A communications assistant relays the TTY message to the hearing person on the other end of the line. Then the communications assistant types what the hearing person has said back to the TTY user. Dial 711 to automatically connect with an AT&T communications assistant. This simple number will give both voice and TTY users easy access to the relay system.



Purpose of the RoadMap

Welcome to Virginia's *RoadMap to Services* for people with disabilities or long term illnesses and the elderly. The resource guide was developed and published under Grant No. P-91599/3 from the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services.

The resource guide is a directory to expand awareness and knowledge and ensure that consumers and their families can gain full access to Virginia's health and human services. The resource guide will help you:

- identify resources for disability information
- answer questions about services and benefits
- explain rights and responsibilities
- provide information for access to support and advocacy groups

Although many organizational resources are available throughout Virginia, those included in this resource guide are only intended to be your lead resources and will serve as the first point of reference as you learn more about services within your own community.

Things to Know Before You Get Started

When making your first call to an organization listed in this resource guide, we suggest that you consider the following:

- Be as prepared as possible so that you will get started in the right direction.
- Be patient, as you may need to make many calls on your way to discovering those resources that will be most helpful to you.
- Understand that your first contact will provide you with an overview of the most basic knowledge and information pertaining to that organization or service. This first contact, however, may refer you to other organizations that are better designed to meet your personal and specific need for information, resources, services, and benefits in the geographic area that is closest to your community.



How To Use The RoadMap




As you contact organizations for assistance, describe your personal circumstances or situation so that the person you are calling understands what services you need. If you give enough information, organizations will be able to better assist you. You may wish to consider the following examples as you make your contacts:

- My family has just moved to Virginia. My adult son has a disability and lives with us. We are looking for.....?
- I no longer think I can work because of my illness. Where do I go to find out if I am eligible for.....?
- I am a person with a disability but I am now interested in returning to work. I know I couldn't go back to doing what I did before, so where could I go to receive.....?
- Our pediatrician just told us that our child has a disability. We are so overwhelmed and do not know where to turn to for help. Where could we go to find out more about.....?
- We believe our child is not receiving all of the special education services that she should be receiving. Where do we call to find out what rights our child has to.....?
- I am now using a wheelchair and my landlord will not let me have a ramp built from my driveway to my front door. Do I have legal rights to.....?

Remember that some services may have specific requirements, such as age, income, and assets (such as bank accounts or property other than your home), type of disability, etc. Be prepared to provide information about your situation. Also be prepared to ask questions about the services.



Some organizations may require you to bring identification, such as a photo ID, Social Security card, or a birth certificate. Non-U.S. citizens may need to bring a Green Card. Contact the following offices if you need to obtain these documents:

Photo I.D.

-  Virginia Department of Motor Vehicles
P.O. Box 27412
Richmond, VA 23269
-  (Toll Free) 1-866-DMVLINE (1-866-368-5463) or 1-800-435-5137
(FAX) (804) 367-6631
(TDD) 1-800-272-9268
-  www.dmv.state.va.us




HOW TO USE THE ROADMAP

Social Security Card

-  Social Security Administration
-  Statewide Information and Referral System: 1-800-230-6977
-  www.ssa.gov

Birth Certificate

If you were born in Virginia contact:

-  Virginia Department of Health
Office of Vital Records and Health Statistics
P.O. Box 1000
-  Richmond, Virginia, 23218-1000
Information Line: (804) 662-6200
-  www.vdh.state.va.us

If you were born in another state, you must get your birth certificate from the state in which you were born. Usually the Bureau of Vital Statistics lists a contact.



Questions To Ask About Services

Here are some suggested questions to ask about services. The more specific you are in your questioning, the more information you will receive in return:

- How can I get these services?
- Are these services available where I live?
- Do I have to meet an eligibility requirement?
- Will my income and other assets be considered as part of my eligibility?
- How soon can I receive the services?
- Do you have any brochures that you can mail to me that explain your service, and are they available in alternate formats such as large print, Braille. or other languages?
- Where do I start?
- Who do I call first?
- Can I apply over the phone, by mail, or will I have to come to your office?
- Where is your office? Can you give me specific directions?
- Is there a waiting list to receive your services?
- What information will I need to bring?
- If I get turned down for the service, is there an appeal process?
- Will I have to pay for the services? If so, how much?

List your own questions:



Assistive Technology


Many types of equipment are available to assist a person with a disability. This equipment is often called durable medical equipment, adaptive equipment, or assistive technology, and it can help with:

- Communication
- Mobility in your home and community
- Completing activities of daily living
- Driving
- Pain Management

To get information on what's available, how it's paid for, and how and where to get assistance in determining the right piece of equipment to suit your needs, contact:

ABLEDATA


ABLEDATA is a database of **The National Institute on Disabilities and Rehabilitation Research** that is a resource for information about businesses, organizations, and individuals who provide equipment for persons who have disabilities.

 (Voice) 1-800-227-0216

 www.abledata.com

The Assistive Technology Loan Fund Authority (ATLFA)

The Assistive Technology Loan Fund Authority (ATLFA) helps Virginia residents with disabilities and their families qualify for low-interest loans to buy equipment that helps them live, work, and learn more independently. Anyone who intends to use the loan to buy assistive technology for a Virginia resident with a disability of any age is an eligible borrower.

 (Voice/TTY) (804) 662-9000

 (Fax) (804) 662-9533

 loanfund@erols.com

The Consumer Service Fund (CSF)

CSF is a fund of last resort designed to help individuals with physical or sensory disabilities living in Virginia access services that cannot be funded through existing programs; the phone number is the same as that for VDRS.

Statewide Information and Referral System (I&R)


I&R provides accurate, quick, free, and confidential information on a wide variety of resources throughout the state, including government agencies, volunteer services, support groups, transitional services and employment, disability services, maternal and child care issues, and more.

 (Voice) 1-800-230-6977

 www.vaiandr.com

The Virginia Assistive Technology System (VATS)


The purpose of VATS is to increase the availability of technology to Virginians of all ages.

 (Voice/ TTY) 1-800-435-8490

 www.vats.org

Virginia Department of Rehabilitative Services (VDRS)


VDRS provides services to assist persons with disabilities to become independent through training, job placement, therapy, and counseling.

 (Voice/ TTY) 1-800-552-5019

 www.vadrs.org

Woodrow Wilson Rehabilitation Center (WWRC)

WWRC offers state-of-the-art evaluation, consultation, and treatment programs for individuals who require assistive technology to live, work, and go to school as independently as possible.

 (Voice) 1-800-345-9972, extension 2-7093

 (TTY) 1-540 332- 7132

 www.wwrc.net



Financial and Medical Benefits

Financial and medical benefits are available through local, state, and federal agencies. The following is a listing of the primary financial and medical benefits offered to Virginians through state and national agencies.

Early Intervention (Part C)


Virginia's **Early Intervention Program**, Infant and Toddler Connection, serves infants and toddlers aged birth to three (0-36 months) who:

- are developmentally delayed
- have atypical development
- have a diagnosed physical or mental condition that has a high probability of resulting in delay

The families of these infants and toddlers are also eligible for services.

Available services include:

- assistive technology
- audiology
- family training and counseling
- health services
- medical services
- nursing services
- occupational therapy
- physical therapy
- psychological services
- respite care
- service coordination
- social work services
- special instruction
- speech-language pathology services
- transportation services
- vision services

 1-800-234-1448

 www.infantva.org

Family Access to Medical Insurance Security (FAMIS)

FAMIS is Virginia's program that helps working families provide health insurance to their children.

 (Voice) 1-866-873-2647

 (TDD) 1-888-221-1590

 www.famis.org

Medicare Coverage

Persons who have received Social Security Disability Insurance for 24 months may qualify for **Medicare** coverage.


Medicare has two parts:

Part A is hospital insurance, which helps to pay hospital bills and some follow-up care.

Part B is medical insurance, which helps to pay doctors' bills and other services.

You may also contact the Social Security office for details

 (Voice) 1-800-MEDICARE (633-4227)


 (TTY/TDD) 1-877-486-2048

 www.medicare.gov

Social Security Disability Benefits

Social Security pays cash benefits to people who are unable to work for a year or more because of a disability.

- **Social Security Disability Insurance (SSDI)** pays benefits to “insured” people and certain members of their families if they worked long enough and paid Social Security taxes.
- **Supplementary Security Income (SSI)** pays benefits based on financial need.

 (Voice) 1-800-772-1213

 (TTY) 1-800-325-0778

 www.ssa.gov

FINANCIAL AND MEDICAL BENEFITS

Virginia Department of Social Services (VDSS)

The **Virginia Department of Social Services (VDSS)** is responsible for taking applications for Temporary Assistance for Needy Families, Food Stamps, Medicaid, Auxiliary Grants (a State-only payment to low-income people in qualified assisted-living facilities), and General Relief (a State and local cash payment to some very low-income individuals). The following determine eligibility and the amount of benefits:

- income
- resources
- number of people for whom the application is intended
- certain household expenses (for some programs)

To get information or apply you may contact your local department of social services or the **Statewide Information and Referral System number at 1-800-230-6977**. The following is a description of some of the primary public assistance programs that **VDSS** helps administer:

Cardinal Card (Food Stamps)

The **Cardinal Card** can be used like cash to buy food at designated stores. Persons may be required to work in order to receive a Cardinal Card or may be exempt from this requirement depending on their circumstances.


Medical Assistance (Medicaid)

Medicaid pays for medical expenses for certain people who are aged, blind, disabled, or who have dependent children. In order to be eligible, individuals must meet income and asset guidelines. Medicaid also provides some services in the community to people who would otherwise be eligible for institutions, such as nursing facilities or Intermediate Care Facilities for the Mentally Retarded. Known as Medicaid waivers, these community services require an additional screening to be eligible. Your local department of social services takes applications for Medicaid.

Temporary Assistance for Needy Families (TANF)

TANF is a monthly cash assistance program that helps eligible families meet basic needs (in many cases temporarily) while they are working toward greater independence. For more information contact your local department of social services or the **Statewide Information and Referral System number at 1-800-230-6977** to get the listing in your area.

VDSS Statewide Information and Referral System:

 1-800-230-6977

 www.dss.state.va.us



Statewide Disability-Related Organizations





The following organizations may assist consumers and their families with special needs with:

- information and referral
- technical assistance
- support group contacts
- advocacy or legal services

This is neither a complete list of all organizations within the State, nor is it an endorsement of those organizations. Organizations were chosen if they have a central office and coverage statewide. Many regional and local organizations may be able to assist you. We encourage you to contact the Statewide Information and Referral System to ask about other organizations in your area.


Action Alliance for Virginia's Children and Youth

The **Action Alliance** is a statewide organization that advocates on behalf of Virginia's children and youth on a variety of issues, including mental health. The **Action Alliance** works to change policy at the state level to improve access to children's mental health services, and it welcomes the input of parents in its advocacy efforts.

 701 East Franklin Street
Suite 807
Richmond, VA 23219
 (804) 649-0184
 (Fax) (804) 649-0161
 www.vakids.org

The Arc of Virginia (Arc)


The **Arc of Virginia** advocates for individuals with mental retardation and developmental disabilities and their families.

 2025 East Main Street
Suite 120
Richmond, Virginia 23223
 804-649-8481
 tstokes@arcofva.org
 www.arcofva.org

STATEWIDE DISABILITY-RELATED ORGANIZATIONS






Brain Injury Association of Virginia (BIAV)

The **Brain Injury Association of Virginia** is a non-profit organization, which provides a variety of educational and supportive services to individuals with brain injury, their families, and service providers.

 3212 Cutshaw Avenue
Suite 315
Richmond, Virginia 23230
 804-355-5748
 1-800-334-8443
 www.biav.net

Centers for Independent Living (CIL)

Centers for Independent Living, often referred to as “**CILs**,” provide services and advocacy to promote the leadership, independence, and productivity of people with disabilities. Centers work with individuals as well as with the local communities to remove barriers to independence and ensure equality of persons with disabilities. Sixteen **CILs** are located in the Commonwealth. For information on how to contact your local **CIL** or access services, contact the Virginia Department for Rehabilitative Services.

 Virginia Department for Rehabilitative Services
8004 Franklin Farms Drive
P.O. Box K-300
Richmond, Virginia 23288
 (Voice) 804-662-7000
 (Voice) 1-800-552-5019
 (TTY) 1-800-464-9950
 www.vadrs.org

Disability Commission

Since 1990, the **Disability Commission**, a legislative commission chaired by the Lieutenant Governor and staffed by the Virginia Board for People with Disabilities, has addressed the unmet service needs of individuals with physical and sensory disabilities. The **Commission** provides a vehicle for advancing budget proposals and addressing policy issues. Its vision is for a service system that is coordinated, community-based and consumer-driven.

Disability Commission *continued*

- ☰ Virginia Board for People with Disabilities
Ninth Street Office Building
202 North 9th Street, 9th Floor
Richmond, VA 23219
- ☎ (TTY/voice) 800-846-4464
- ☎ (fax) 804-786-1118

Mental Health Association of Virginia (MHAV)

The **Mental Health Association of Virginia** is a non-profit, non-partisan, advocacy organization, which is affiliated with the **National Mental Health Association**. Its mission is to:

- promote mental health
- develop services to prevent mental illness
- assure the proper care and treatment of mentally ill children and adults

- ☰ 503 East Main Street
Suite 707
Richmond, Virginia 23219
- ☎ 804-225-5591
- 💻 www.mhav.org

National Alliance for the Mentally Ill (NAMI Virginia)






NAMI Virginia is a private, non-profit organization that is dedicated to improving the quality of life for adults and children affected by serious mental illnesses, also known as biologically-based brain disorders. **NAMI Virginia** has 27 local chapters around the state.

- ☰ (Chapter organization in Virginia)
P.O. Box 1903
Richmond, Virginia 23218
- ☎ 804-225-8264
- ☎ 1-888-486-8264
- 💻 www.namivirginia.org

STATEWIDE DISABILITY-RELATED ORGANIZATIONS

Parents and Children Coping Together (PACCT)




Parents and Children Coping Together is founded on the belief that children and adolescents who have serious emotional disorders or serious behavioral problems and their families can help each other through mutual support. **PACCT** strives to provide support and information to families with respect for cultural diversity and individual needs. **PACCT** will establish places in the communities where parents can go for support without stigma.

 7286 Ewell Circle
P.O. Box 26691
Richmond, Virginia 23261
 804-559-6833
 1-800-477-0946
 pacct@infi.net
 www.pacct.net

SeniorNavigator.com







SeniorNavigator.com combines the Internet with a network of volunteers to bring more than 18,000 health and aging resources – both public and private – to seniors, their families, and their caregivers. You can find information about:

- health and aging issues
- financial concerns
- legal questions,
- housing
- health and assisted living facilities
- exercise programs
- support groups
- community activities and more

 600 East Main Street
Richmond, VA 23219
 804-827-1280
 www.seniornavigator.com


Substance Abuse and Addiction Recovery Alliance of Virginia, Inc. (SAARA)

SAARA is a community based, grassroots membership organization of people in recovery, their families, friends and committed community supporters. **SAARA's** mission is to build community understanding and support for the prevention and recovery from addiction to alcohol and other drugs. **SAARA** will achieve its mission through advocacy, education, and communication.

 4202 Park Place Court
Suite B
Glen Allen, VA 23060
 (804)762-4445
 1-800-662-4357
 (Fax) (804)762-4333
 director@saara.org
 www.saara.org

Statewide Information and Referral System

The **Statewide Information and Referral System** links people in need to available services. The **Information and Referral Center** collects and maintains information on thousands of human service organizations, public and private agencies, civic clubs, mutual support or self-help groups, non-profit and for-profit agencies.

 1-800-230-6977
 www.vaiandr.com

Virginia Assistive Technology System (VATS)






VATS has four Assistive Technology Sites that provide local contact points throughout Virginia for information and resources across designated regions. These Regional sites provide training, public awareness, and general technical assistance for consumers in need of assistive technology.

A contract with the **Virginia Office for Protection and Advocacy** provides protection and advocacy services, which include training, legal representation, and system change initiatives.

STATEWIDE DISABILITY-RELATED ORGANIZATIONS





Virginia Assistive Technology System (VATS) *continued*

Virginia Department of Rehabilitative Services

 8004 Franklin Farms Drive
P.O. Box K300
Richmond, Virginia 23288
 (Voice/TTY) 804-662-9990
 (Voice) 1-800-552-5019
 (TTY) 1-800-464-9950
 www.vats.org





Virginia Association of Community Services Boards (VACSB)

Virginia Association of Community Services Boards promotes statewide coordination, improvement and expansion of prevention, treatment and rehabilitation services to all individuals with mental disabilities (those affected by mental illness, mental retardation and abuse of drugs and alcohol). Also, the **Association's** mission is to achieve a public system of services in Virginia that is ultimately responsive to consumer need and that focuses resources on community-based care. Forty Community Services Boards or Behavioral Health Authorities are in the Commonwealth. For information on how to contact your local **Community Services Board (CSB)** or access services, contact the **Virginia Association of Community Services Boards**.

 615 Twin Ridge Lane
Richmond, Virginia 23235
 804-330-3141
 vacsb@vacsb.org
 www.vacsb.org

Virginia Board for People with Disabilities

The **Virginia Board** helps with disability-related problems like abuse, neglect, and discrimination. They also help people with disabilities obtain services and treatment.

 202 N. 9th Street,
9th Floor
Richmond, Virginia 23219
 (both V/TTY) 1-804 786-0016 or 1-800-846-4464
 (Fax) 1-804 786-1118
 www.vaboard.org





Virginia Department for the Aging (VDA)

The **Virginia Department for the Aging** works with public and private organizations to help older Virginians and their families find the services and information they need. The Department operates the Center for Elder Rights, which is a central point of contact for older Virginians to access information and services. The **Virginia Department for the Aging's Center for Elder Rights** brings together, under one umbrella, a variety of legal, consumer, aging, and long-term care information and assistance for older Virginians and their families. They also provide a central point of contact to the Area Agencies on Aging located across the state.

 1600 Forest Avenue
Suite 102
Richmond, Virginia 23229
 (Voice/TTY) 804-662-9333
 (Voice/TTY) 1-800-552-3402
 aging@vdh.state.va.us
 www.aging.state.va.us

Virginia Department for the Blind and Vision Impaired (VDBVI)

The mission of the **Virginia Department for the Blind and Vision Impaired** is to enable blind, visually impaired, and deaf-blind individuals to achieve their maximum level of employment, education, and personal independence.

 397 Azalea Avenue
Richmond, Virginia 23227
 (Voice/TTY) 804-371-3353
 (Voice/TTY) 1-800-622-2155
 www.vdbvi.org

Virginia Department for the Deaf & Hard of Hearing (VDDHH)

The **Virginia Department for the Deaf and Hard of Hearing** works to reduce the communication barriers between persons who are deaf and hard of hearing and their families and the professionals who serve them.


 1602 Rolling Hills Drive, Suite 203
Richmond, Virginia 23229
 (Voice/TTY) 804-662-9502
 (Voice/TTY) 1-800-552-7917
 ddhhinfo@ddhh.state.va.us
 www.vddhh.org

STATEWIDE DISABILITY-RELATED ORGANIZATIONS

Virginia Department of Medical Assistance Services (VDMAS)

The **Virginia Department of Medical Assistance Services** strives to provide a system of high quality comprehensive health services to qualifying Virginians and their families through the Medicaid program. To determine if you are eligible for Medicaid, contact your local Department of Social Services. The **Statewide Information and Referral System** number listed below will help put you in touch with your local Department of Social Services.

Statewide Information and Referral System

 1-800-230-6977

 www.dmas.state.va.us

Virginia Department of Mental Health, Mental Retardation & Substance Abuse Services (VDMHMRSAS)


The mission of the **Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services** is to improve the quality of life for people with mental disabilities and substance abuse problems by providing the best services possible. The Department works to effectively treat those who need services and to prevent the development of mental disabilities and substance abuse problems.

Office of Human Rights

 1220 Bank Street

P.O. Box 1797

Richmond, Virginia 23218

 804-786-3988


 www.dmhmrzas.state.va.us

Office of Licensing Programs

 1220 Bank Street

P.O. Box 1797

Richmond, VA 23218


 (804) 786-1747


 www.dmhmrzas.state.va.us

Virginia Department of Social Services

For more information on licensed child day care, adult day care, and assisted living facilities contact the **Department of Social Services**.

Office of Licensing


 (804) 692-1760

 1-800-543-7545


 www.dss.state.va.us

Virginia Department of Rehabilitative Services (VDRS)

The **Virginia Department of Rehabilitative Services (VDRS)** collaborates with the public and private sectors to provide and advocate for the highest quality services that empower individuals with disabilities to maximize their employment, independence, and full inclusion into society.

 8004 Franklin Farms Drive
P.O. Box K-300
Richmond, Virginia 23288

 (Voice) 804-662-7000

 (Voice/TTY) 1-800-552-5019

 www.vadrs.org


Virginia Office for Protection and Advocacy (VOPA)


The **Virginia Office for Protection and Advocacy** helps with disability-related problems like abuse, neglect, and discrimination. **VOPA** also helps people with disabilities obtain services and treatment. Eligible individuals may also receive advocacy and/or legal representation services.


Virginia's Protection and Advocacy System

 202 North Ninth Street
9th Floor

Richmond, Virginia 23219

 (Voice/TTY) 804-225-2042

 (Voice/TTY) 1-800-552-3962

 www.vopa.state.va.us




STATEWIDE DISABILITY-RELATED ORGANIZATIONS

Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI)

The **Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI)**, operated by the Department for the Blind and Vision Impaired (DBVI), was established in 1970 to provide comprehensive adjustment services to severely visually impaired Virginians. The Center teaches:

Blind persons – strategies and skills to adapt to living without sight

People with partial vision – ways to use their remaining sight more effectively

 401 Azalea Avenue
Richmond, Virginia 23227
 (Voice/TTY) 804-371-3151
 www.vrcbvi.org

Woodrow Wilson Rehabilitation Center (WWRC)

WWRC provides services to empower clients to achieve greater economic self-sufficiency and optimum independence in community living.

 P.O. Box 1500
Fishersville, Virginia 22939
 (Voice) 540-332-7000
 (Voice) 1-800-345-9972
 (TTY) 1-800-811-7893
 www.wwrc.net



Statewide Disability-Related Organizations

Special Education

Children with disabilities are entitled to receive a free and appropriate public education. As a parent of a child with special needs, you can best help your child by learning about the services your child needs and how to obtain them.

Organizations below may assist with providing information and referral, technical assistance, support group contacts, and advocacy or legal services to consumers and their families with special needs regarding educational services.

Advocacy means speaking out for yourself or for another person when you believe your rights have been violated or services have not been provided appropriately.

The Arc of Virginia (Arc)

The Arc of Virginia advocates for individuals with mental retardation and developmental disabilities and their families, so they may all lead productive and fulfilling lives.

📍 2025 East Main Street
Suite 120
Richmond, Virginia 23223
☎ 804-649-8481
💻 tstokes@arcofva.org
💻 www.arcofva.org

The Autism Program of Virginia (TAP-VA)




The Autism Program of Virginia (TAP-VA) is a statewide program that provides the following services to families, consumers, agencies/organizations, and professionals:

- information and referral
- technical assistance in the form of consultation, training, workshops and in-services (training for school personnel)
- networking
- follow-along
- collaboration
- leadership

STATEWIDE DISABILITY-RELATED ORGANIZATIONS SPECIAL EDUCATION

The Autism Program of Virginia (TAP-VA) *continued*

TAP-VA has a library of assessment instruments, literature, research articles, reference books, intervention materials, videotapes and related items available for review.

 1400 Westwood Avenue
Suite 106
Richmond, Virginia 23227
 804-355-0300
 1-800-649-8481
 www.autismva.org

Early Intervention (Part C)

Virginia's Early Intervention Program, Infant and Toddler Connection, serves infants and toddlers aged birth to three (0-36 months) who:

- are developmentally delayed
- have atypical development
- have a diagnosed physical or mental condition that has a high probability of resulting in delay

The families of these infants and toddlers are also eligible for services.


Available services include:

- assistive technology
- audiology
- family training and counseling
- health services
- medical services
- nursing services
- occupational therapy
- physical therapy
- psychological services
- respite care
- service coordination
- social work services
- special instruction
- speech-language pathology services
- transportation services
- vision services

 1-800-234-1448
 www.infantva.org

The Family Involvement Project

The Family Involvement Project strengthens and increases families' voices in policy and fiscal decision-making councils at the local and state level of Virginia's early intervention system, *The Infant & Toddler Connection of VA*. For more information contact:

 1-888-604-2677 ext. 3

 www.arcfip.org

 info@arcfip.org

The Learning Disabilities Council (LDC)

The Learning Disabilities Council (LDC) provides information, support, and referral for people with learning disabilities, their families, employers, and professionals, to:

- facilitate the flow of information from research to practice
- be sensitive to the complex and controversial issues concerning learning disabilities
- serve as a community forum and advocate for issues related to learning disabilities in areas such as education, employment and community living

LDC has the following available:


Information Packets – a collection of written materials on various learning disabilities topics


Learning Disabilities Directory – a listing of statewide resources and services


Media Library – a lending library of films about learning disabilities

Parent Guide and Workbook – a publication providing information about what learning disabilities are and what parents can do to help their child at home and school

Speakers Bureau – speakers, both professionals and parents of children with learning disabilities, are available to speak on a variety of topics to community organizations. For more information about resources available, call or write to the **LDC**.

 P.O. Box 8451
Richmond, Virginia 23226

 804-748-5012

 1-888-478-6463

 www.ldcouncil.org

STATEWIDE DISABILITY-RELATED ORGANIZATIONS SPECIAL EDUCATION


Parent Educational Advocacy Training Center (PEATC)


PEATC can help answer questions about the following:


- early intervention services
- special education process, policies and regulations
- school and community services
- transition issues beyond high school
- accessing services for children and young adults

 6320 Augusta Drive
Suite 1200

Springfield, Virginia 22150

 (Voice/TTY) 703-923-0010

 (en Espanol) 703-569-6200

 (Voice/TTY) 1-800-869-6782 (Virginia parents only)


 partners@peatc.org


 www.peatc.org


Parents and Children Coping Together (PACCT)

Parents and Children Coping Together (PACCT) believes that children and adolescents who have serious emotional disorders or serious behavioral problems and their families can help each other through mutual support.

PACCT strives to provide support and information to families with respect for cultural diversity and individual needs and will establish places in the communities where parents can go for support without stigma.

 7286 Ewell Circle
P.O. Box 26691
Richmond, Virginia 23261

 804-559-6833

 1-800-477-0946

 pacct@infi.net





 www.pacct.net

Partnership for People with Disabilities

The **Partnership for People with Disabilities** (known as “**Partnership**”) offers the following activities:

- provides interdisciplinary training and technical assistance
- develops and offers individual and family-centered services
- disseminates information and products
- conducts research
- promotes prevention
- advances policy change and advocacy efforts

The **Partnership** designed these activities to encourage exemplary practices which increase choices and enhance quality of life of individuals and families.

 700 E. Franklin Street
10th Floor
P.O. Box 843020
Richmond, Virginia 23284
 (Voice) 804-828-3876
 (TDD relay) 1-800-828-1120
 www.vcu.edu/partnership

Virginia Assistive Technology System (VATS)






The **Virginia Assistive Technology System (VATS)** is a statewide systems change project committed to improving the quality of life for all Virginians by increasing awareness and accessibility of assistive technology (AT).

VATS has four Assistive Technology Regional Sites that provide local contact points throughout Virginia for information and resources across designated regions. These Regional Sites provide training, public awareness, and general technical assistance for consumers in need of AT. For more information about services or to locate the regional office in your community, call **VATS**.

STATEWIDE DISABILITY-RELATED ORGANIZATIONS SPECIAL EDUCATION

Virginia Assistive Technology System (VATS) *continued*






Virginia Department of Rehabilitative Services

 8004 Franklin Farms Drive
P.O. Box K-300
Richmond, Virginia 23288
 (Voice/TTY) 804-662-9990
 (Voice) 1-800-552-5019
 (TTY) 1-800-464-9950
 www.vats.org

Virginia Department of Education (VDOE)

The **Virginia Department of Education (VDOE)** provides assistance and information to local Parent Resource Centers located in many school divisions in Virginia. The resource centers also offer information, assistance, referrals, and workshops to parents and educators. For more information about the local Parent Resource Center in your community, call or write to the Parent Resources office at the VDOE.




Parent Resources Office Special Education and Student Services

 P.O. Box 2120
Richmond, Virginia 23218
 804-371-7420
 (Voice) 1-800-422-2083
 (TDD) 1-800-422-1098
 www.pen.k12.va.us

Virginia Office for Protection and Advocacy (VOPA)

The **Virginia Office for Protection and Advocacy (VOPA)** helps with disability-related problems like abuse, neglect, and discrimination. **VOPA** also helps people with disabilities obtain services and treatment. Eligible individuals may also receive advocacy or legal representation services.

Virginia's Protection and Advocacy System

 202 North Ninth Street
9th Floor
Richmond, Virginia 23219
 (Voice/TTY) 804-225-2042
 (Voice/TTY) 1-800-552-3962
 www.vopa.state.va.us








Statewide Disability-Related Organizations

Education Transition Services





The Individuals with Disabilities Education Act defines **transition services** as a coordinated set of activities for a student with a disability that meets certain criteria. Transition services for students with disabilities may be special education, if provided as specially-designed instruction, or related services, if required, to assist a student with a disability to benefit from special education. For more information about transition services contact one of the following organizations:

Centers for Independent Living (CIL)





Virginia Department of Rehabilitative Services

 8004 Franklin Farms Drive
P.O. Box K-300
Richmond, Virginia 23288
 (Voice) 804-662-7000
 (Voice) 1-800-552-5019
 (TTY) 1-800-464-9950
 www.vadrs.org





Virginia Association of Community Services Boards (VACSB)

 615 Twin Ridge Lane
Richmond, Virginia 23235
 804-330-3141
 vacsb@vacsb.org
 www.vacsb.org

Virginia Department for the Blind and Vision Impaired (VDBVI)

 397 Azalea Avenue
Richmond, Virginia 23227
 (Voice/TTY) 804-371-3140
 (Voice/TTY) 1-800-622-2155
 www.vdbvi.org

Virginia Department of Rehabilitative Services (VDRS)

 8004 Franklin Farms Drive
P.O. Box K-300
Richmond, Virginia 23288
 804-662-7000 (Voice)
 1-800-552-5019 (Voice) (TTY)
 www.vadrs.org



Statewide Disability-Related Organizations






Special Education Compliance

The **Individuals with Disabilities Education Act (IDEA)** is the primary federal law entitling children with disabilities to receive a **free appropriate public education (FAPE)**. To better advocate for and understand your child's rights, you may want to contact the following organizations for further assistance and services.

United States Department of Education (USDOE)

The **United States Department of Education's** mission advocates the following:






- Strengthen the Federal commitment to assuring access to equal educational opportunity to every individual
- Supplement and complement the efforts of states, local school systems and other entities of the states, the private sector, public and private non-profit educational research institutions, community-based organizations, parents, and students to improve the quality of education
- Encourage the increased involvement of the public, parents and students in Federal education programs
- Promote improvements in the quality and usefulness of education through Federally supported research, evaluation, and sharing of information
- Improve the coordination of Federal education programs
- Improve the management of Federal education activities
- Increase the accountability of Federal education programs to the President, the Congress, and the public

 400 Maryland Avenue, SW
Washington, D.C. 20202
 1-800-872-5327
 (TTY)1-800-437-0833
 customerservice@inet.ed.gov
 www.ed.gov

Office for Civil Rights (OCR)






The mission of the **Office for Civil Rights (OCR)** is to ensure equal access to education and to promote educational excellence throughout the nation. The **Office for Civil Rights** is responsible for overseeing that students are protected against discrimination.

United States Department of Education

 1100 Pennsylvania Avenue, N.W., Room 316
P.O. Box 14620
Washington, D.C. 20044
 1-800-421-3481
 202-208-2545
 202-208-7741 (TDD)
 www.ed.gov/ocr

Virginia Department of Education (VDOE)


The **Virginia Department of Education (VDOE)** is responsible for making sure that educators within Virginia's public school system are following the IDEA. For more information about compliance issues with the public school system, call **VDOE**.

 101 North 14th Street
P.O. Box 2120
Richmond, Virginia 23218
 804-225-2020
 1-800-292-3820
 1-800-422-1098 (TDD)
 www.pen.k12.va.us

STATEWIDE DISABILITY-RELATED ORGANIZATIONS SPECIAL EDUCATION COMPLIANCE

Virginia Lawyer Referral Service





The **Virginia Lawyer Referral Service** is a legal referral service through the Virginia Bar Association. When you contact the **Virginia Lawyer Referral Service** you will be asked to provide your name and city/county location along with a brief description of your legal issue. Based on this information, you will be provided with a name and telephone number of a lawyer in your community who has indicated a particular interest in handling your type of issue. It will then be your responsibility to call the lawyer to schedule an appointment. If it appears that you do not need a lawyer, you will be directed to an organization that may be able to help. Any information that you provide will be strictly confidential.

 707 East Main Street
Suite 1500
Richmond, Virginia 23219
 804-775-0808
 1-800-552-7977
 www.vsb.org

Virginia Office for Protection and Advocacy (VOPA)

The **Virginia Office for Protection and Advocacy** helps with disability-related problems like abuse, neglect, and discrimination. **VOPA** also helps people with disabilities obtain services and treatment. Eligible individuals may also receive advocacy and/or legal representation services.

Virginia's Protection and Advocacy System

 202 North Ninth Street
9th Floor
Richmond, Virginia 23219
 804-225-2042 (Voice/TTY)
 1-800-552-3962 (Voice/TTY)
 www.vopa.state.va.us



Statewide Disability-Related Organizations

Special Education Information and Publications

HEATH Resource Center

The **HEATH Resource Center** of the American Council on Education operates the national clearinghouse on post-secondary education for individuals with disabilities. Support from the United States Department of Education enables the **HEATH Resource Center** to serve as an information source of exchange about educational support services, policies, procedures, adaptations and opportunities at American campuses, vocational-technical schools, and other post-secondary training entities. The **HEATH Resource Center** gathers and disseminates this information to help individuals with disabilities develop their fullest potential through post-secondary education and training. **HEATH Resource Center** is one of three clearinghouses authorized by the **Individuals with Disabilities Education Act (IDEA)** to provide specialized educational information to individuals with disabilities, their families, and the professionals who work with them.

- 📍 2121 K Street, NW
Suite 220
Washington, DC 20037
- ☎ (Voice/TTY) (202)973-0904
- ☎ (Voice/TTY) 1-800-544-3284
- 📧 askheath@heath.gwu.edu
- 🌐 www.heath-resource-center.org

STATEWIDE DISABILITY-RELATED ORGANIZATIONS SPECIAL EDUCATION INFORMATION AND PUBLICATIONS

The Learning Disabilities Council (LDC)

The **Learning Disabilities Council (LDC)** provides information, support, and referral for people with learning disabilities, their families, employers, and professionals to:

- facilitate the flow of information from research to practice
- be sensitive to the complex and controversial issues concerning learning disabilities
- serve as a community forum and advocate for issues related to learning disabilities in areas such as education, employment, and community living

LDC has the following available:

Information Packets – a collection of written materials on various learning disabilities topics

Learning Disabilities Directory – a listing of statewide resources and services

Media Library – a lending library of films about learning disabilities

Parent Guide and Workbook – a publication providing information about what learning disabilities are and what parents can do to help their child at home and school

Speakers Bureau – speakers, both professionals and parents of children with learning disabilities, are available to speak on a variety of topics to community organizations.

For more information about resources available, call or write to the **LDC**.



P.O. Box 8451

Richmond, Virginia 23226



804-748-5012








1-888-478-6463



www.ldcouncil.org







National Information Center for Children and Youth with Disabilities (NICHCY)

The **National Information Center for Children and Youth with Disabilities (NICHCY)** is an information clearinghouse that provides information and publications on disabilities and disability-related issues. Children and youth with disabilities (birth to age 22) are their special focus.

 P.O. Box 1492
Washington, D.C. 20013
 (Voice/TTY) 1-202-884-8200
 (Voice/TTY) 1-800-695-0285
 nichcy@aed.org
 www.nichcy.org

Parent Educational Advocacy Training Center (PEATC)

PEATC can help with answering questions about Early Intervention services, Special Education processes, policies and regulations, school and community services, transition issues beyond high school and accessing services for children and young adults. The web site provides quick access to up to date information about **PEATC** activities, programs, and publications along with hyperlinks to sites of interest. Topics of various publications and videos include information on early intervention, special education, transition services, IEP process, inclusion and others.

 6320 Augusta Drive
Suite 1200
Springfield, Virginia 22150
 (Voice/TTY) 703-923-0010
 (en Espanol) 703-569-6200
 (Voice/TTY) 1-800-869-6782 (Virginia parents only)
 partners@peatc.org
 www.peatc.org





STATEWIDE DISABILITY-RELATED ORGANIZATIONS SPECIAL EDUCATION INFORMATION AND PUBLICATIONS

Partnership for People with Disabilities

The **Partnership for People with Disabilities** (known as “**Partnership**”) offers the following activities:





- provides interdisciplinary training and technical assistance
- develops and offers individual and family-centered services
- disseminates information and products
- conducts research
- promotes prevention
- advances policy change and advocacy efforts

The **Partnership** designed these activities to encourage exemplary practices, which increase choices and enhance quality of life of individuals and families.

 700 E. Franklin Street
10th Floor
P.O. Box 843020
Richmond, Virginia 23284
 804-828-3876 (Voice)
 (TDD relay) 1-800-828-1120
 www.vcu.edu/partnership

United States Department of Justice (USDOJ)

The **USDOJ** enforces the Americans with Disabilities Act (**ADA**). The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation and telecommunications.

 950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - NYAVE
Washington, DC 20530
 1-800-514-0301
 (TTY) 1-800-514-0383
 www.usdoj.gov



Employment

The following list of resources will help people with disabilities and others find employment or receive assistance while training for employment. Information is also provided about organizations that may assist in answering questions for individuals and employers about accommodations in the workplace.

The Consolidated Omnibus Reconciliation Act (COBRA)

While not an employment opportunity, **COBRA** ensures that you continue to be offered insurance coverage if your employment is terminated. You may be required to pay the total cost of the insurance; however, you could be able to pay at the group rate which is usually lower than an individual plan.




COBRA requires employers with 20 employees or more to continue to offer health insurance coverage in their group health plans to certain former employees, retirees, spouses, and dependent children. If you are expecting to terminate employment because of disability, age, or other reasons, contact your human resources department where you work, or the Human Resources Regional Manager to ask if you will qualify for **COBRA**. The length of time that you will be able to receive continuing health insurance coverage will depend on several factors, which your employer can determine.

 www.cobrainsurance.com

Job Accommodation Network (JAN)

The **Job Accommodation Network (JAN)** is an international toll-free consulting service that provides information about job accommodation and the employability of people with functional limitations. Anyone may call **JAN** for information. The mission of **JAN** is to assist in the hiring, retraining, retention or advancement of persons with disabilities by providing accommodation information. **JAN** can help you:

- hire, retain and promote qualified employees with disabilities
- reduce workers' compensation and other insurance costs
- address issues pertaining to accessibility
- provide accommodation options and practical solutions

 West Virginia University
P.O. Box 6080
Morgantown, West Virginia 26506
 1-800-526-7234 (within the United States)
 www.jan.wvu.edu

EMPLOYMENT



Medicaid Buy-In

This program allows individuals with disabilities to retain Medicaid coverage and work. For more information and current activities in Virginia please see the **Virginia Department of Medical Assistance Services** website.

 www.dmas.state.va.us

National Easter Seals Society

Easter Seals provides services to help children and adults with disabilities or special needs as well as support to their families with Medical Rehabilitation (early intervention, physical therapy, occupational therapy, speech and hearing therapy), Job Training and Employment, Inclusive Child Care, Adult Day Services and Camping & Recreation. For more information about your **Easter Seals** organization in your community, call the **National Easter Seals Society**.

 230 West Monroe Street
Suite 1800
Chicago, Illinois 60606
 (Voice) 312-726-6200
 (Voice) 1-800-221-6827
 (TTY) 312-726-4258
 www.easter-seals.org

Temporary Assistance for Needy Families (TANF)


Virginia's **Temporary Assistance for Needy Families (TANF)** program has replaced the Aid to Families with Dependent Children (AFDC) program. The **TANF** program was designed to dramatically reform the nation's welfare system by:

- moving recipients into work
- developing the personal responsibility of recipients
- turning welfare into a program of temporary assistance

Eligible families receive a monthly cash payment to meet their basic needs. To be eligible, a family must be financially needy and must meet certain requirements. You may get an Application for Benefits form at your local **Virginia Department of Social Services** office in your community.

Temporary Assistance for Needy Families (TANF) *continued*

Statewide Information and Referral System

 1-800-230-6977

 www.vaiandr.com

Ticket to Work and the Work Incentive Act

The *Ticket to Work and Work Incentives Improvement Act* of Dec. 17, 1999, offers the following:


- increases beneficiary choice in obtaining rehabilitation and vocational services
- removes barriers that require people with disabilities to choose between health care coverage and work
- assures that more Americans with disabilities have the opportunity to participate in the workforce and lessen their dependence on public benefits


 www.ssa.gov/work

Ticket to Work Program in Virginia

This comprehensive national initiative assists individuals with disabilities with the training and support they need to go to work by increasing their choices. **Social Security Administration** beneficiaries with disabilities can find employment, **vocational rehabilitation (VR)**, and other support services from public and private providers. The **Social Security Administration** will determine beneficiary eligibility and schedule the mailing of Tickets to eligible beneficiaries.

Program Manager: Maximus

 1-866-968-7842

 (TDD) 1-866-833-2967

 www.yourtickettowork.com

EMPLOYMENT

Complaints About Ticket to Work Services


The **Virginia Office for Protection and Advocacy (VOPA)** can provide assistance and representation to individuals with disabilities who are beneficiaries of **Supplemental Security Income (SSI)** and/or **Social Security Disability Income (SSDI)** and who are seeking vocational rehabilitation services, employment services and other support services from employment networks and other service providers through the **Protection and Advocacy for Beneficiaries of Social Security (PABSS)** program. For more information on the PABSS program, call or write to **VOPA**.


Virginia Office for Protection and Advocacy (VOPA) **(Virginia's Protection and Advocacy System)**

 202 North Ninth Street

9th Floor

Richmond, Virginia 23219

 (Voice/TTY) (804) 225-2042

 (Voice/TTY) 1-800-552-3962

 www.vopa.state.va.us

United States Department of Labor (USDOL) **Office of Disability Employment Policy (ODEP)**

ODEP is a federal agency in the Department of Labor. Its mission is to provide leadership to increase employment opportunities for adults and youth with disabilities. Its customers include:

- individuals with disabilities and their families
- private employers and their employees
- federal, state, and local government agencies
- educational and training institutions
- disability advocates
- providers of services and government employers


 Office of Disability Employment Policy

U.S. Department of Labor


200 Constitution Ave., NW

Room S1303

Washington, DC 20210

 (202) 693-7880

 (TTY) (202) 693-7881

 www.dol.gov/odep

United States Equal Employment Opportunity Commission (USEEOC)

The United States Equal Employment Opportunity Commission (USEEOC)

coordinates all federal equal employment opportunity regulations, practices and policies through the operations of 50 field offices nationwide; their headquarters office is in Washington, D.C. The **EEOC** provides the following:

- interprets employment discrimination laws
- monitors the federal sector employment discrimination program
- provides funding and support to state and local Fair Employment Practices Agencies (FEPA)
- sponsors outreach and technical assistance programs

Any individual who believes he or she has been discriminated against in employment may file an administrative charge with the EEOC.

 1801 L Street, N.W.
Washington, D.C. 20507

Headquarters

 (Voice) 202-663-4900

 (TTY) 202-663-4494

Field Office

 (Voice) 1-800-669-4000

 (TTY) 1-800-669-6820

 www.eeoc.gov

The Virginia Department of Rehabilitative Services (VDRS)


The **Virginia Department of Rehabilitative Services (VDRS)** helps people with disabilities prepare for, find, and keep a job. With 36 offices across Virginia, VDRS provides a comprehensive array of services including:

- career exploration
- vocational counseling
- on-the-job training
- assistive technology
- job placement assistance

EMPLOYMENT

The Virginia Department of Rehabilitative Services (VDRS) *continued*

VDRS also offers specialized services that meet the needs of individuals with special needs including the deaf and hard of hearing, visual impairment, brain injury, long term mental health/mental illness, substance abuse, and students transitioning from school to work. The **Vocational Rehabilitation Program** is an eligibility program, not an entitlement program. Decisions about eligibility and necessary services are made on a case-by-case basis.

 (Voice/TTY) 1-800-552-5019

 www.vadrs.org

The Virginia Employment Commission (VEC)

The **Virginia Employment Commission (VEC)** provides job services to workers including:

- job referral and placement
- referral to training
- job search skill building activities


VEC staff assists employers by:


- screening and referring applicants for job vacancies
- providing critical labor market information for business and economic planning
- coordinating **Employer Advisory Committee** activities across the state

To find the number of your local **Virginia Employment Commission** office contact the **Statewide Information and Referral System**.

 703 East Main St
Richmond, VA 23219

Mailing Address:


 P.O. Box 1358
Richmond, VA 23218-1358

 (Voice) 804-786-1485

 (TTY) 804-371-8050

 www.vec.state.va.us

Statewide Information and Referral System (I&R)

 1-800-230-6977



Family Services

To help meet the needs of the citizens of Virginia, a variety of state agencies and other organizations provide family services on a regular basis or to a family in crisis.

Adoption

Adoption is a social and legal process to establish a relationship of parent and child between persons who do not have this relationship at birth. There are agency adoptions, non-agency adoptions, stepparent adoptions, parental placement adoptions, and adult adoptions.

 1-800-DOADOPT

 Adoption Resource Exchange of Virginia (AREVA): 1-800-362-3678


 www.dss.state.va.us


Adult Day Care

Adult Day Care is a community-based comprehensive program that provides functionally and or health-impaired older persons a variety of health, social, and related support services in a protective setting for fewer than 24 hours a day.

Area Agencies on Aging Adult Day Care Services are targeted to persons 60 years of age or older with preference given to persons in the greatest economic or social need, who are frail, who have disabilities and/or who are at-risk of institutional placement, with special attention provided to low income minority persons. The **Virginia Department of Social Services** license all adult day care programs operated by local area agencies on aging. Other adult day care programs may be available in your area. For more information contact **Virginia's Information and Referral System at 1-800-230-6977**.

Virginia Department for the Aging - Area Agencies on Aging

 Virginia Department for the Aging
1600 Forest Avenue, Suite 102
Richmond, VA 23229

 (voice/TTY) 1-800-552-3402

FAMILY SERVICES

Adult Protective Services (APS) Virginia Department of Social Services (VDSS)

Report abuse, neglect, or exploitation of persons over age 60 or those age 18 – 60 with a disability to the toll-free 24-hour Hotline.

Information reported to the **Virginia Department of Social Services'** hotline will be referred to the local department of social services. You may report the following to adult protective services if persons who provide care to you do any of the following:

- purposely cause you pain or injury
- do not assist you in keeping needed medical appointments
- withhold water, food, medications, or assistance with personal needs
- restrain you for their convenience
- purposely yell at you to hurt your feelings

Adult Protective Services (APS) receives and investigates complaints and provides services to reduce the risk of abuse, neglect, and exploitation including financial and sexual exploitation.

 Toll Free 24 Hour Hotline 1-888-832-3858

Area Agencies on Aging (AAA)



There are 25 local **Area Agencies on Aging (AAA)** throughout Virginia. Since the 1970s, local governments, the Commonwealth of Virginia, and the federal government have designated the **AAAs** to serve older citizens through a comprehensive array of services responding to the particular needs of their communities. The **AAAs** may provide the following services:

Home-Delivered Meals	Telephone Reassurance
Congregate Meals	Ombudsman Program
Friendly Visiting	Transportation
Health Screening	Emergency Services
Residential Repair	Employment Services
Elder Abuse Prevention	Health Education
Case Management/Care Coordination	Home Care
Information and Referral	Legal Assistance
Access to Services	Volunteer Programs

Area Agencies on Aging (AAA) *continued*

- | | |
|-------------------------|---------------------------------|
| Adult Day Care | Housing Counseling |
| Homemaker/Personal Care | Insurance Counseling |
| Home Health Care | Discount Identification Program |



*Please note that all services may not be available in all areas of the state

-  Virginia Department for the Aging
1600 Forest Avenue, Suite 102
Richmond, VA 23229
-  (Voice/TTY) 804-662-9333
-  (Voice/TTY) 1-800-552-3402
-  www.aging.state.va.us

Baby Care Program

Baby Care provides intensive case management and coordination of care for pregnant women and children. The program aims to improve birth outcomes by ensuring that pregnant women and infants receive all the services they need.

Over 30 of the local health district offices and a small number of private community organizations provide **Baby Care**.

-  1500 E. Main St., Suite 135
Richmond, VA 23219
-  Phone (804) 371-4106
-  Fax (804) 371-6032
-  babycare@vdh.state.va.us
-  www.vdh.state.va.us

FAMILY SERVICES


Basic Subsistence Programs Such as: Emergency Housing, Food, Clothing

Many programs furnish the following survival level resources for low and fixed-income, indigent elderly or disabled people who are otherwise unable to adequately provide for themselves and their families:

- food
- housing
- material goods
- transportation
- temporary financial assistance

To obtain a list of emergency shelters, food pantries, or clothing resources in your area, contact the Statewide Information and Referral Center.

Statewide Information & Referral Center

 1-800 -230-6977

Care Connection for Children





Sponsored by the Virginia Department of Health, **Care Connection for Children** is a statewide network of regional programs that provides health care services, community support, and resources to children with special health care needs and their families. The team-based approach pulls together care coordinators, medical personnel, educators, and family members to determine how children with special health care needs can reach their maximum potential.

Care coordinators connect families with:

- local health care providers who have expertise with children with special health care needs
- specialized health insurance programs
- resources from the community
- school programs and services
- other families experiencing similar situations

Care Connection for Children *continued*



Care Connection for Children is for children who live in Virginia, are under 21 years of age, and have special health care needs that are not usually needed by children of the same age.

-  Director
Children with Special Health Care Needs Program
Division of Child and Adolescent Health
Virginia Department of Health
1500 E. Main Street
P.O. Box 2448
Richmond, VA 23218
-  (Phone) (804) 371-4228
-  (Fax) (804) 225-3307
-  www.vahealth.org

Child Day Care

The child day care program through the **Department of Social Services** provides funding to enhance the availability, affordability and supply of childcare available to Virginia's families. Consumer information and education is available to help parents make informed choices about childcare.

Virginia Department of Social Services (VDSS)

-  1-800-552-3431
-  www.dss.state.va.us

Child Development Services Program






Child Development Services Program is a specialized program for children and adolescents suspected of having developmental and behavioral disorders such as:

- developmental delays
- developmental disorders associated with sensory or physical disabilities
- disorders of attention and hyperactivity
- learning problems
- emotional and behavioral concerns
- mental retardation
- a combination of these problems

FAMILY SERVICES

Child Development Services Program *continued*


A professional team consisting of a pediatrician, nurse, social worker, educational consultant, and a psychologist provide services. Core services include diagnostic assessment and care planning, follow-up care coordination and referral. Consultations are available from other pediatric specialists as needed. The professional staff also offers consultation, training, and advocacy throughout the community, focused on promoting the healthy growth and development of children.

-  Virginia Department of Health
Division of Child and Adolescent Health
1500 E. Main St.
Richmond, VA 23219
-  (Phone) (804) 786-7367
-  (Fax) (804) 371-6031
-  childadolescenthealth@vdh.state.va.us
-  www.vahealth.org

Child Protective Services (CPS)

To report the abuse or neglect of a child, contact the toll-free 24-hour child abuse and neglect hotline. Local departments of social services receive and investigate reports of abuse and neglect and provide services that enhance child safety and prevent further abuse and neglect to families and children.

Virginia Department of Social Services (VDSS)


-  Toll Free 24-Hour Hotline 1-800-552-7096

Community Action Agencies

Community Action Agencies are public-private partnerships, locally managed for the purposes of reducing poverty and promoting self-sufficiency. **Community Action** programs include:

- adult education
- employment and training
- housing
- ex-offender reentry
- emergency assistance
- entrepreneurial training
- dropout prevention and mentoring

Statewide Information and Referral System

 1-800-230-6977


 www.vaiandr.com

Domestic Violence

Domestic violence is defined as a pattern of behavior and method of control where one person dominates others in a household by physical violence and/or psychological abuse. Calling this number will link persons who are experiencing or who have experienced either domestic violence or sexual assault and their families with local community based services and agencies that can assist them. Services may include:

- temporary emergency housing (shelter)
- crisis intervention
- crisis counseling
- emergency transportation information and referral
- legal aid and court accompaniment

The Virginia Domestic Violence and Sexual Assault toll-free 24-hour Hotline:

 1-800-838-8238

FAMILY SERVICES


Early Intervention (Part C)

Virginia's **Early Intervention Program**, Infant and Toddler Connection, serves infants and toddlers aged birth to three (0-36 months) who:

- are developmentally delayed
- have atypical development
- have a diagnosed physical or mental condition that has a high probability of resulting in delay

The families of these infants and toddlers are also eligible for services. Available services include:

- assistive technology
- audiology
- family training and counseling
- health services
- medical services
- nursing services
- occupational therapy
- physical therapy
- psychological services
- respite care
- service coordination
- social work services
- special instruction
- speech-language pathology services
- transportation services
- vision services

 1-800-234-1448

 www.infantva.org


Family and Consumer Training Fund

Citizens with disabilities, and their family members who identify training and conference learning programs they wish to participate in may contact the **Access Independence Center** to submit applications for consideration for scholarships and stipends. There are eligibility criteria; therefore, each application is reviewed accordingly.

 Access Independence, Inc.

 540-662-4452

 (TTY) 540-722-9693

 1-800-835-2716


 access@visuallink.com


Long-Term Care Ombudsman Virginia Association of Area Agencies on Aging

Virginia's **Long-Term Care Ombudsman Program** serves as an advocate for older persons receiving long-term care services. Local Ombudsmen provide older Virginians and their families with:

- information
- advocacy
- complaint counseling
- assistance in resolving care problems

The program also represents the interests of long-term care consumers before state and federal government agencies and the General Assembly. **The Ombudsman Program** promotes the principles of consumer empowerment, prevention, and quality care by responding to complaints from older persons receiving long-term care services and by providing consumer/public education, including information and referral assistance regarding Virginia's network of long-term care services.


 (804) 644-2923

 1-800-552-3402

 www.vaaaa.org

Meals on Wheels

Meals on Wheels is a program that prepares and delivers regular hot meals to the elderly and individuals with disabilities who are unable to shop for and/or prepare the food for themselves or travel to a site where a meal is being served. Call the toll-free Eldercare number at the bottom of this paragraph if you are interested in having **Meals on Wheels** delivered to your home or the home of a loved one, and you will be given the number of the **Meals On Wheels** program closest to your area.

 1-800-677-1116





Health Care/Insurance

Information is provided below about low-cost or no cost health care opportunities in the Commonwealth. Most have eligibility requirements, such as income and assets. Be prepared to answer questions about your financial and living situation when calling about these services.

AIDS Hotline (National)

The **CDC National AIDS Hotline**, including its Spanish Service and TTY Service, is operated under contract with **Centers for Disease Control and Prevention**. The hotline handles questions about prevention, risk, testing, treatment and other HIV/AIDS- related concerns. Information Specialists are available 24 hours a day, 7 days a week, and can answer questions, provide referrals, and send free publications through email and postal mail.

 1-800-342-AIDS

 1-800-342-2437

 www.ashastd.org/nah/index.html

Child Development Services Program

Child Development Services Program is a specialized program for children and adolescents suspected of having developmental and behavioral disorders such as:

- developmental delays
- developmental disorders associated with sensory or physical disabilities
- disorders of attention and hyperactivity
- learning problems
- emotional and behavioral concerns
- mental retardation
- a combination of these problems

A professional team consisting of a pediatrician, nurse, social worker, educational consultant, and a psychologist provide services. Core services include diagnostic assessment and care planning, follow-up care coordination and referral. Consultations are available from other pediatric specialists as needed. The professional staff also offers consultation, training, and advocacy throughout the community, focused on promoting the healthy growth and development of children.

Child Development Services Program *continued*

- ☰ Virginia Department of Health
Division of Child and Adolescent Health
1500 E. Main St.
Richmond, VA 23219
- ☎ (Phone) (804) 786-7367
- ☎ (Fax) (804) 371-6031
- 📧 (Email) childadolescenthealth@vdh.state.va.us
- 🌐 www.vahealth.org

Care Connection for Children

Sponsored by the Virginia Department of Health, **Care Connection for Children** is a statewide network of regional programs that provide health care services, community support, and resources to children with special health care needs and their families. The team-based approach pulls together care coordinators, medical personnel, educators, and family members to determine how children with special health care needs can reach their maximum potential.

Care coordinators connect families with:


- local health care providers who have expertise with children with special health care needs
- specialized health insurance programs
- resources from the community
- school programs and services
- other families experiencing similar situations

Care Connection for Children is for children who live in Virginia, are under 21 years of age, and have special health care needs that are not usually needed by children of the same age.

- ☰ Director
Children with Special Health Care Needs Program
Division of Child and Adolescent Health
Virginia Department of Health
1500 E. Main Street
P.O. Box 2448
Richmond, VA 23218

Care Connection for Children *continued*

 (Phone) (804) 371-4228

 (Fax) (804) 225-3307

 www.vahealth.org

Early Intervention (Part C)


Virginia's **Early Intervention Program**, Infant and Toddler Connection, serves infants and toddlers aged birth to three (0-36 months) who:

- are developmentally delayed
- have atypical development
- have a diagnosed physical or mental condition that has a high probability of resulting in delay

The families of these infants and toddlers are also eligible for services.

Available services include:


- assistive technology
- audiology
- family training and counseling
- health services
- medical services
- nursing services
- occupational therapy
- physical therapy
- psychological services
- respite care
- service coordination
- social work services
- special instruction
- speech-language pathology services
- transportation services
- vision services

 1-800-234-1448

 www.infantva.org

Family Access to Medical Insurance Security (FAMIS)

FAMIS is Virginia's program that helps working families provide health insurance to their children.

 (Phone) 1-866-873-2647


 (TDD) 1-888-221-1590

 www.famis.org

Medicaid

Medicaid provides comprehensive medical insurance and Medicare premium assistance for the aged, blind, or individuals with disabilities, or families with children who meet specific criteria. Contact your local department of social services to see if you qualify; their phone number is in the blue pages of the telephone book, or call the **Statewide Information and Referral line at 1-800-230-6977**. For services that allow individuals to remain in their communities and avoid institutionalization, ask about Medicaid waivers.

State Wide Information and Referral System

 1-800-230-6977

 www.dmas.state.va.us

Medicare


Health coverage for certain services is offered to individuals who exceed a certain age, as well as individuals of any age who are disabled and meet other eligibility requirements.

Part A is hospital insurance, which helps to pay hospital bills and some follow-up care.

Part B is medical insurance, which helps to pay doctors' bills and other services.

You may also contact the **Social Security office at 1-800-772-1213** for information about disability determinations. People who are deaf or hard of hearing may call the toll free **TTY # at 1-800-325-0778**. Their website is located at www.ssa.gov.






 1-800-MEDICARE (633-4227)

 (TTY/TDD) 1-877-486-2048

 www.medicare.gov



National Easter Seals Society

Easter Seals provides services to help children and adults with disabilities or special needs as well as support to their families with Medical Rehabilitation (early intervention, physical therapy, occupational therapy, speech and hearing therapy), Job Training and Employment, Inclusive Child Care, Adult Day Services and Camping & Recreation.

 230 West Monroe Street, Suite 1800
Chicago, Illinois 60606
 (Voice) 312-726-6200
 (Voice) 1-800-221-6827
 (TTY) 312-726-4258
 www.easter-seals.org

Pediatric Screening and Genetic Services

The **Virginia Department of Health** offers a variety of pediatric screening and genetic programs. The Virginia Genetics Program, Virginia Newborn Screening Services, the Early Hearing Detection and Intervention Program, and other special projects provide services.

 Virginia Department of Health
Division of Child and Adolescent Health
1500 East Main Street
 804-786-7367
 (FAX) 804-371-6031
 childadolescenthealth@vdh.state.va.us
 www.vahealth.org

Prescriptions (Free or Low Cost)

More than 40 Pfizer medicines are covered by this program. There is no enrollment fee. To qualify you must:


- be enrolled in Medicare
- have a gross income below specified limits
- have no prescription drug coverage
- not be eligible for Medicaid or any other drug benefit plan funded by the state

Share Card – Pfizer

 1-800-717-6005
 www.pfizerforliving.com

Ryan White Title II Funds

The purpose of **Ryan White Funds** is to provide medical care and essential support services to individuals and families affected by HIV infection. These funds are for low income, uninsured and underinsured individuals who meet certain eligibility requirements. To find out more information call the **Virginia Department of Health's** toll free hotline number listed below.

 Hotline 1-800-533-4148

Virginia Association of Free Clinics

Free clinics are private, nonprofit, community-based organizations that provide health care at little or no charge to low-income, uninsured, and underinsured people through the use of volunteer health professionals and partnerships with other health providers.

 P.O. Box 11692
Richmond, VA 23230
 Phone: 804340-3434
 (Fax) 804340-3435
 info@vafreeclinics.org
 www.vafreeclinics.org








Health Care/Insurance

Complaints About Services

The Center for Quality Health Services and Consumer Protection

The Center for Quality Health Services and Consumer Protection investigates consumer complaints regarding quality of care services provided by hospitals, nursing facilities, home care providers and hospice organizations and managed care health insurance plans.

-  Virginia Department of Health
3600 West Broad Street
Suite 216
Richmond, Virginia 23230
-  804-367-2106 (General Information)
-  1-800-955-1819 (Complaints Hotline)
-  (TTY) 1-800-828-1120
-  www.vdh.state.va.us



Long-Term Care Ombudsman

Virginia Association of Area Agencies on Aging

Virginia's Long-Term Care Ombudsman Program serves as an advocate for older persons receiving long-term care services. Local Ombudsmen provide older Virginians and their families with:

- information
- advocacy
- complaint counseling
- assistance in resolving care problems



The program also represents the interests of long-term care consumers before state and federal government agencies and the General Assembly. The Ombudsman Program promotes the principles of consumer empowerment, prevention, and quality care by responding to complaints from older persons receiving long-term care services and by providing consumer/public education, including information and referral assistance regarding Virginia's network of long-term care services.

-  (804) 644-2923
-  1-800-552-3402
-  www.vaaaa.org


HEALTH CARE/INSURANCE COMPLAINTS ABOUT SERVICES

State Corporation Commission (SCC) Bureau of Insurance


The **SCC** provides information, responds to public inquiries, and assists consumers with complaints about services received from insurance companies and insurance agents within Virginia.

 P.O. Box 1157
Richmond, Virginia 23218
 1-800-552-7945 (main phone number)

Life & Health and Managed Care

 1-877-310-6560






Property & Casualty

 1-800-552-7945

 www.state.va.us/scc

Virginia Department of Health Professions (VDHP)

The **Virginia Department of Health Professions** works to ensure safe and competent delivery of health care to citizens in the Commonwealth of Virginia. They receive complaints about health care practitioners who may have violated a regulation or law.

 Enforcement Division
6606 West Broad Street
4th Floor
Richmond, Virginia 23230
 804-662-9956
 (TDD) 804-662-7197
 1-800-533-1560 (outside of Richmond only)
 www.dhp.state.va.us



Health Care/Insurance

Long-Term Care

Medicaid

Medicaid pays for institutional and community-based care provided to eligible individuals. Institutions are nursing facilities and Intermediate Care Facilities for the Mentally Retarded. To receive **Medicaid** long-term care services, through either institutional or community-based care, all applicants must complete a pre-admission screening process.

Community Care

Medicaid pays for community services for people who would otherwise need institutional care. These services, known as Medicaid Waivers, can provide personal care (help with bathing, dressing, fixing meals, etc.) or other help in the home; or for individuals with mental retardation or other developmental disabilities, help with training needs. Waivers may have waiting lists. In order to be eligible for a Medicaid Waiver, individuals must be screened and must be eligible for Medicaid. Waivers usually have higher income limits than those for the general Medicaid population.

To find out more about Medicaid Waivers, you may contact:

Your local department of social services. If you don't know the telephone number you may obtain it from the **Statewide Information and Referral System at 1-800-230-6977**.

The Virginia Department of Medical Assistance Services (DMAS) (804-786-1465) or the DMAS website at www.dmas.state.va.us

Your local **Community Services Board (CSB)** to inquire about services for individuals with mental retardation. To find your local CSB, contact the Virginia Association of Community Services Boards, or the **Statewide Information and Referral System at 1-800-230-6977**.

Nursing Facility Care





Medicaid pays for nursing facility care for individuals who meet certain screening criteria. Before Medicaid will pay for nursing facility care, your family member must be screened to determine if certain care needs exist. Your local department of social services or local health department can arrange the screening.

Medicaid *continued*

Because vacancies in nursing facilities occur daily, no statewide listing of nursing facility vacancies is available. The best way to locate a nursing facility in your area is to look in the Yellow Pages and then visit the facility to see if it can meet the needs of your family member. Nursing facilities in Virginia are privately held and can refuse admittance to individuals if the facility cannot meet the individual's needs. **Assisted Living Facilities (ALF)** are not considered institutions and Medicaid does not pay for care in **ALFs**.

Virginia Department for the Aging

The Center for Elder Rights can answer questions about nursing homes and other long-term care services. They can also assist with referral to your local **Agency on Aging** for access to services in your community.

 Center for Elder Rights
1600 Forest Avenue
Suite 102
Richmond, Virginia 23229
 804-662-9333
 (Voice/TTY) 1-800-552-3402
 aging@vdh.state.va.us

Virginia Insurance Counseling and Assistance Program

Virginia Department for the Aging

The Virginia Insurance Counseling and Assistance Program (VICAP) assists older Virginians in navigating through the complex health insurance system.

 1600 Forest Avenue
Suite 102
Richmond, Virginia 23229
 804-662-9333
 (Voice/TTY) 1-800-552-3402
 aging@vdh.state.va.us



Housing Options

Housing services may be paid for in a variety of ways if you qualify. Usually you should address the following three factors when you begin to research housing options:

Accessibility:

- Is this community accessible to all individuals?
- Can the individual physically move around in the home?
- Are there safety features needed, and if so what are they?

Under the **Americans with Disabilities Act**, every apartment community newly constructed in the last ten years must have physically accessible units, and landlords must allow reasonable accommodations to be made. Sometimes simple modifications to the home in which the individual currently lives may make it possible for him or her to remain at home. If you need more information about accessibility, call the **Statewide Information and Referral System at 1-800-230-6977**.

Affordability:

- Is there someplace safe this person can live that does not exceed their financial resources?

Finding an affordable place to live is important to everyone; however, persons on fixed incomes often have difficulty finding such places. If you want more information on housing assistance programs, call Housing Opportunities Made Equal (HOME) at 1-804-354-0641 or the Virginia Housing Development Authority (VHDA) at 1-804-782-1986.

Amount of Supervision Available:

- Are there programs/staff available to provide the level of support that is required to keep the person safe?

Programs and services exist that provide this service, and the cost falls in many different price ranges. Supervision services consist of training, assistance, and monitoring that enables the person to acquire, maintain, or improve health status, to develop skills in activities of daily living and safety in the use of community resources, and adapt behavior to the community and home environments.



Housing Options

Housing Accessibility

Resources and information are available for individuals seeking to build or remodel homes, businesses, and other buildings to make them accessible. Information is available for individuals wishing to change an existing structure and to those starting a new building.



ADA Information Center

The **ADA Information Center** for the Mid-Atlantic Region is one of ten regional centers established to provide training, information, and technical assistance on the **Americans with Disabilities Act (ADA)** to businesses, consumers, and state and local governments.

-  451 Hungerford Drive
Suite 607
Rockville, Maryland 20850
-  (Voice/TTY) 1-800-949-4232
-  (Voice/TTY) (301) 217-0124
-  www.adainfo.org

Center for Universal Design

The **Center** provides information on the principles of universal design. The intent is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost. Universal design benefits people of all ages and abilities.

-  College of Design, North Carolina State University
Campus Box 7701, Pullen Road
Raleigh, North Carolina 27695-7701
-  www.design.ncsu.edu/cud/



Housing Options

Housing Modifications



If you are aged or have a disability that requires that your home be more accessible, you may be eligible to receive home modifications. Programs are available that pay or provide assistance in the form of labor and supplies for:

- the installation of ramps
- the widening of doorways
- the installation of grab bars in showers and bathrooms
- the lowering of kitchen and other cabinets
- other modifications in homes or apartments to make them accessible

You may locate programs and information through the following organizations.

Area Agencies on Aging

Area Agencies on Aging offer programs that assist older persons in maintaining their homes or adapting their homes to accommodate special equipment such as wheelchairs or walkers.

 Virginia Department for the Aging
1600 Forest Avenue, Suite 102
Richmond, VA 23229
 (Voice/TTY) 804-662-9333
 (Voice/TTY) 1-800-552-3402
 www.aging.state.va.us

Centers for Independent Living

For local listing contact the Statewide Information & Referral System. Some of the individual services provided by **Centers for Independent Living** are:

Housing Placement – provides individuals with assistance in locating affordable, accessible housing by matching a person's needs to available housing in the community and providing services to support successful placement.


Statewide Information and Referral System

 1-800- 230-6977
 www.vaiandr.com

Community Action Agencies

Some of the **Community Action Agencies** may provide assistance with home modifications.


Statewide Information and Referral System


 1-800- 230-6977

 www.iandr.net

Elder Homes Corporation

The nonprofit **Elder Homes Corporation** provides home repair, weatherization, and home purchase services to the elderly, individuals with disabilities, and low-income persons.

 88 Carnation Street
Richmond, VA 23225


 804-233-2827

 1-800-989-6686

Housing and Urban Development HUD

Some of **HUD's** primary programs are:

- Housing for the elderly and persons with disabilities
- Community Development Block Grants
- Rental Assistance – in the form of Section 8 certificates or voucher for low-income households
- Subsidized public housing for low-income persons
- Homeless assistance in a continuum of care through local communities and non-profit organizations
- Emergency Shelter Grants
- Fair Housing Education & Enforcement

 600 E. Broad St
Richmond, VA 23219

 (804) 771-2100, (800) 842-2610

 <http://www.hud.gov/local/rich/index.html>



Housing Options


Financial Assistance – Short-term Emergency Help

Statewide programs may provide financial assistance for people who are unable to pay their rent or mortgage because of an emergency or family crisis are listed below. There may be others that are specific to your community.

Catholic Charities

Catholic Charities serves a variety of different populations with different service needs.

Statewide Information and Referral System

 1-800- 230-6977


 www.iandr.net

Community Action Agencies

Community Action Agencies are public-private partnerships, locally managed for the purposes of reducing poverty and promoting self-sufficiency. **Community Action** programs include:

- adult education
- employment and training
- housing
- ex-offender reentry
- emergency assistance (financial/food)
- entrepreneurial training dropout prevention and mentoring

Statewide Information and Referral System

 1-800- 230-6977



 www.iandr.net

HOUSING OPTIONS

FINANCIAL ASSISTANCE – SHORT-TERM EMERGENCY HELP

Housing Opportunities Made Equal (HOME)

Housing Opportunities Made Equal (HOME) is a private non-profit fair housing organization, which provides free information, assistance, and comprehensive housing counseling services.

 2201 West Broad Street
Richmond, VA 23220
 804-354-0641

Salvation Army

The **Salvation Army** provides assistance to families and individuals in crisis or financial distress, including emergency shelter.

 1-800- 230-6977
 www.iandr.net



Housing Options

Financial Assistance – Rental or Ownership

Programs are available that provide:

Financial assistance to people who:

- are in the process of acquiring rental housing and who can pay the monthly rental payments, but who do not have the assets to pay the first and last month's rent and the security deposits required to move in or
- wish to purchase a home

Mortgage payments for people who:

- cannot afford to make the payments themselves
- are at risk of losing their homes without assistance
- qualify for this service on the basis of income or needs

Assistance to people who want to purchase a home by:

- offering information and advice about locating affordable housing that meets their needs
- solving potential credit problems
- analyzing specific home purchase offers
- obtaining necessary financing
- understanding the home loan process
- completing all paperwork to acquire and close the loan and complete the sale

Direct or guaranteed loans for the construction, purchase, rehabilitation, or repair of a home.

Some of these programs are listed below.

Centers for Independent Living (CIL)

Centers for Independent Living assist individuals in locating affordable accessible housing by matching a person's needs to available housing in the community and provide services to support successful placement.

Centers for Independent Living (CIL) *continued*

Virginia Department for Rehabilitative Services (VDRS)

8004 Franklin Farms Drive, P.O. Box K-300

Richmond, Virginia 23288


 (Voice) 804-662-7000

 (Voice) 1-800-552-5019

 (TTY) 1-800-464-9950

 www.vadrs.org

Statewide Information & Referral System


 1-800-230-6977

 www.iandr.net

Community Action Agency

Your local **Community Action Agency** may be able to offer assistance.


Statewide Information and Referral System


 1-800-230-6977


 www.vaiandr.com

Elder Homes Corporation

Elder Homes Corporation is a non-profit corporation that provides home repair, weatherization, and home purchase services to elderly, disabled, and low-income individuals.

 88 Carnation Street
Richmond, VA 23225


 804-233-2827

 1-800-989-6686

Habitat for Humanity

Habitat for Humanity provides low-income families the opportunity to purchase homes through a no-interest loan program.

Statewide Information & Referral System

 1-800-230-6977

 www.iandr.net

HOUSING OPTIONS

FINANCIAL ASSISTANCE – RENTAL OR OWNERSHIP

Housing Opportunities Made Equal (HOME)

Housing Opportunities Made Equal (HOME) is a private non-profit fair housing organization, which provides free information, assistance and comprehensive housing counseling services.

📍 2201 West Broad Street
Richmond, VA 23220
☎ 804-354-0641

National Accessible Apartment Clearinghouse (NAAC)

Persons with disabilities in need of accessible apartments may call **NAAC's** toll-free number.

📍 201 N. Union St
Suite 200
Alexandria, VA 22314
☎ 1-800-421-1221

United States Department of Agriculture (USDA)

United States Department of Agriculture (USDA) Single Family Housing Program provides direct loans for home ownership opportunities to borrowers who cannot obtain financing elsewhere.

📍 Rural Development
1606 Santa Rosa Rd, Ste. 238,
Richmond, VA 23229
☎ 804-287-1550

Virginia Department of Housing and Community Development (VDHCD)


The **VDHCD** offers several housing programs that provide low cost loans. The agency also receives grants for projects to improve housing for low- income elderly, individuals with disabilities, or homeless persons.


📍 501 N. Second Streets
Richmond, VA 23219-1321
☎ 804-371-7000

Virginia Housing Development Authority (VHDA)

The **Virginia Housing Development Authority (VHDA)** provides first-time homebuyers with low-cost home mortgage loans.

 601 S. Belvidere Street
Richmond, VA 23220

 804-782-1986

 1-800-968-7837



Personal Assistance and Other Support Services

Personal Assistance Services, sometimes called personal attendant care or personal care, refers to a wide range of services, medical or non-medical, provided to individuals who require assistance with activities of daily living. The following agencies or organizations may provide assistance or information about support services. For more information contact the **Statewide Information and Referral System at 1-800-230-6977**.

Area Agencies on Aging

There are 25 local **Area Agencies on Aging (AAA)** throughout Virginia. Since the 1970s local governments, the Commonwealth of Virginia, and the federal government have designated the **AAAs** to serve older citizens through a comprehensive array of services responding to the particular needs of their communities. The contact information listed below should help you reach your local **Area Agency on Aging**.

✉ Virginia Department for the Aging (VDA)

1600 Forest Avenue, Suite 102

Richmond, VA 23227

☎ 1-800-552-3402

💻 www.aging.state.va.us

💻 aging@vdh.state.va.us

Virginia Department of Medical Assistance Services (DMAS):

Medicaid pays for community services, including personal care, for people who would otherwise need institutional care. Through Medicaid Waivers, these services can provide personal care (help with bathing, dressing, fixing meals, etc.) or other help in the home. For individuals with mental retardation or other developmental disabilities, help may also be provided with training needs. Waivers may have waiting lists. In order to be eligible for a Medicaid Waiver, individuals must be screened and must be eligible for Medicaid. Waivers usually have higher income limits than those for the general Medicaid population.

To find out more about Medicaid Waivers, you may contact:

- Your local department of social services. If you don't know the telephone number you can get it from the **Statewide Information and Referral System at 1-800-230-6977**.

PERSONAL ASSISTANCE AND OTHER SUPPORT SERVICES

Virginia Department of Medical Assistance Services (DMAS) *continued*

- The **Virginia Department of Medical Assistance Services (DMAS)** (804-786-1465) or on the DMAS website at www.dmas.state.va.us
- Your local **Community Services Board (CSB)** to inquire about services for individuals with mental retardation. To find your local **CSB**, contact the **Virginia Association of Community Services Boards at (804) 330-3141**, or the **Statewide Information and Referral System at 1-800-230-6977**.

Virginia Department of Rehabilitative Services (VDRS)

The **Virginia Department of Rehabilitation Services (VDRS)** may provide **Personal Assistance Services Program (PAS)** to eligible individuals with physical disabilities such as spinal cord injuries, cerebral palsy, or muscular dystrophy, who require assistance from another person to perform the non-medical activities of daily living. These non-medical consumer-directed services might include transferring, bathing, eating, dressing, or other physical activities that the individual could perform if they did not have a physical disability. Other possible services under **PAS** include assistive technology evaluation, transition services, and rehabilitation engineering. For more information regarding **PAS**, please contact **VDRS** and ask for the **PAS** office or visit the DRS Website. .


 1-800-552-5019

 www.vadrs.org/cbs/pas.htm

Virginia Department of Social Services (VDSS)

The **Virginia Department of Social Services Adult Services** program provides companion, chore, and homemaker services to elderly citizens (age 60+) and to adults with disabilities. Local departments of social services provide these services. To find the telephone number of your local department of social services, call the **Statewide Information and Referral System**.

Statewide Information and Referral System

 1-800-230-6977

 www.vaiandr.com

 www.dss.state.va.us/family/servtoadult.html








Respite

Respite services provide care to the elderly or individuals with disabilities so that their families or other unpaid caregiver can take a temporary break from care-giving duties. Respite care can vary in length from a few hours to several days and may be provided in the home or in other settings.

Area Agencies on Aging

Many local **Area Agencies on Aging** offer respite services. To gather more information contact your local **Area Agency on Aging (AAA)** or the **Virginia Department for the Aging (VDA)**.

-  Virginia Department for the Aging
1600 Forest Avenue
Suite 102
Richmond, Virginia 23229
-  804-662-9333
-  1-800-552-3402 (Voice/TTY)
-  aging@vdh.state.va.us
-  www.aging.state.va.us

Medicaid





Medicaid pays for respite care for unpaid caregivers of people who are eligible for Medicaid Waivers, or in hospice care. In order to be eligible for a Medicaid Waiver, individuals must be screened for the service, and must be eligible for Medicaid. Waivers usually have higher income limits than those for the general Medicaid population. To find out more about Medicaid Waivers or hospice care, contact:

- Your local department of social services or the **Statewide Information and Referral System at 1-800-230-6977**.
- The **Virginia Department of Medical Assistance Services (DMAS)** (804-786-1465) or the DMAS website at www.dmas.state.va.us
- Your local **Community Services Board (CSB)** to inquire about services for individuals with mental retardation. To find your local **CSB**, contact the **Virginia Association of Community Services Boards at (804) 330-3141**, or the **Statewide Information and Referral System at 1-800-230-6977**.

 www.dmas.state.va.us

Partnership for People with Disabilities

The **Partnership for People with Disabilities** provides numerous resources and guides to respite services in the Commonwealth, including an annual respite services directory and a summer camp listing.

-  Respite Resource Project
700 East Franklin Street
10th Floor
P.O. Box 843020
Richmond, Virginia 23284-3020
-  804-828-3876
-  (TDD Relay) 800-828-1120
-  www.vcu.edu/partnership




Virginia Department of Social Services (VDSS)

Respite care is available in several different forms including:

- respite childcare
- respite foster care
- respite for adoptive families

To find out more about these services contact your local department of social services.

Statewide Information and Referral System

-  1-800-230-6977
-  www.vaiandr.com
-  www.dss.state.va.us




Social/Recreational

Many people are looking for others who share similar interests or experiences, information on travel, and social events that are disability friendly, or opportunities to develop new hobbies or friends. Support groups, local parks and recreation departments, and community groups can be good resources for social and recreational opportunities. If you decide to try out one of these suggestions, please call ahead if you need special accommodations to participate.

Disability specific support groups exist throughout the state; they can be found by contacting the state office of the disability group in which you are interested. The best way to do that is to go to your local library and ask the resource librarian to help you find out such information. Local health care providers can also be good sources of information.

National Easter Seals Society


Programs include child development centers, disability awareness education programs, information and referral, case management, support groups, therapeutic camping and recreation.

 1-800-365-1656

 www.va.easter-seals.org

National Information Center for Children and Youth with Disabilities (NICHCY)


NICHCY has a nationwide summer camp listing.

 (Voice/TTY) 1-800-695-0285

 www.nichcy.org

National Park Service





The **National Park Service** has programs available for individuals with disabilities, including discounted and free park passes. Programs and discounted and free passes are also available for older individuals.

 (804)226-1981

 www.nps.gov



Respite Resource Guide

The **Partnership for People with Disabilities** has available its annual list of summer camps for persons with disabilities.

-  Partnership for People with Disabilities
 700 East Franklin Street, 10th Floor
 P.O. Box 843020
 Richmond, Virginia 23284-3020
-  804-828-3876
-  (TDD Relay) 800-828-1120
-  www.vcu.edu/partnership




Special Olympics

Special Olympics provides a year-round international program of sports training and athletic competition for children and adults with mental retardation.

-  1-800-932-GOLD (in VA)
-  www.specialolympicsva.org

Virginia Center on Aging


Elderhostel is a world-wide network of educational opportunities for students who are at least 55 years old. Spouses and traveling companions may be younger. You do not need prior academic experience to enjoy Elderhostel. People from all educational and career backgrounds participate in these programs. The common traits shared by all are a spirit for adventure and a zest for life and learning. The Virginia Center on Aging, with headquarters at Virginia Commonwealth University, sponsors nearly 100 Elderhostel programs per year at several sites in Virginia.

-  Virginia Commonwealth University
 520 N. 12th Street, Room B25
 PO Box 980229
 Richmond, VA 23298-0229
-  (804) 828-1525
-  <http://views.vcu.edu/vcoa/>

SOCIAL/RECREATIONAL

Virginia Department of Game and Inland Fisheries


Discounted fishing and hunting licenses are available for individuals with disabilities.

 (Voice) 1-804-367-1000

 www.dgif.state.va.us

Virginia State Parks


Information on accessibility, events and activities in each state park.

 1-800-933-7275

 www.dcr.state.va.us/parks

The Virginia Travel Guide for Persons with Disabilities

Information is available on lodging, restaurants, attractions, travel resources, outdoor recreation and bed and breakfasts.

 (Voice) 1-800-742-3935

 www.wcduke.com/guideva:

Local YMCAs

The YMCA offers many types of programs all over the world. Most have a facility with a gymnasium and/or pool; childcare, fitness, or job training centers; Youth and Government, camping, or school based programs. Because every **YMCA** is different, it's best to call your local Y to find out about its programs and services, facility hours, equipment, and event schedules.



Transportation



Various forms of transportation are available across the state for an array of purposes. Please call the Statewide Information and Referral System at 1-800-230-6977 if you have specific questions. Below is a listing of the primary sources of transportation.

AirLifeLine

AirLifeLine offers free transportation for medical purposes. The patient must have a financial need and must be ambulatory or mobile and medically stable to fly.

AirLifeLine passengers are people who:


- need chemotherapy, radiation, surgery, treatment or medical care at a facility far from home
- need an organ transplant
- are attending a camp for children or adults who have serious illnesses
- are making a flight to their “Final Wish” destination
- are assisting a community that has experienced a natural disaster

 50 Fullerton Court, Suite 200,
Sacramento, CA 95825,
 (877) 247-5433,

American Red Cross

The **American Red Cross** may provide help with transportation. Each chapter determines which programs to offer based on the needs of the community.

Contact the **Statewide Information and Referral System**

 1-800-230-6977

 www.vaiandr.com

TRANSPORTATION

Angel Flight

Angel Flight is a non-profit organization of pilots and other volunteers dedicated to serving the community by arranging free private air transportation for medical patients who cannot afford to use normal, commercial transportation. **Angel Flight** also provides services to blood, organ, and tissue banks.

 1-800 296-3797

Medicaid

If you are a Medicaid recipient, then certain medical transportation services are available to you. For more information about Medicaid transportation services please call the number listed on your Medicaid card.




Transportation

Complaints About Services

Aviation Consumer Disability Hotline

The **Virginia Department of Transportation's (VDOT)** aviation consumer disability toll-free hotline offers information and assistance for individuals if they experience disability-related air service problems.

 (Voice) 1-866-266-1368

 (TTY) 1-866-754-4368

Virginia Office for Protection and Advocacy (VOPA)


The **Virginia Office for Protection and Advocacy (VOPA)** can provide advocacy and legal representation to individuals with disabilities who are being denied access to public transportation and/or para-transit services. For more information, call or write to **VOPA**.


 Virginia's Protection and Advocacy System

202 North Ninth Street

9th Floor

Richmond, Virginia 23219

 (Voice/TTY) 804-225-2042

 (Voice/TTY) 1-800-552-3962

 www.vopa.state.va.us







Rights Under the Law

National

Many laws have been passed on the state and federal levels that seek to specifically protect your rights as a person with a disability or as an older adult. Listed below are relevant resources and government contacts. This list is not comprehensive but should provide a good starting point in the process of learning about your rights.




The Arc of the United States

The Arc of the United States is a national advocacy group, with regional and state chapters, that provides information and resources for people with disabilities.

-  1010 Wayne Avenue, Suite 650
Silver Spring, MD 20910
-  301-565-3842
-  (FAX) 301-565-3843
-  www.thearc.org

The Consortium for Citizens with Disabilities

This is a national network of disability advocacy groups.

-  1331 H Street, NW
Suite 301
Washington, DC 20005
-  202-783-2229
-  (FAX) 202-783-8250




Legal Information Institute

Legal Information Institute provides information and tracks pending legislation and laws.

-  Cornell Law School
Myron Taylor Hall
Ithaca, NY 14853
-  www.law.cornell.edu




Library of Congress

The **Library of Congress** furnishes access to various federal documents as well as providing related information.

-  101 Independence Avenue, SE
Washington, VA 20540
-  202-707-5000
-  www.loc.gov




Office of Special Education Programs

This program administers the **Individuals with Disabilities Education Act**.





-  Office of Special Education and Rehabilitative Services
United States Department of Education (USDOE)
400 Maryland Ave., S.W.
Washington, DC 20202
-  202-205-5507
-  www.ed.gov/offices/OSERS/OSEP/index.html

Social Security Administration (SSA)

SSA is a national agency that oversees several federal assistance programs including **SSI** and **SSDI**.

-  6401 Security Boulevard
Baltimore, MD 21235
-  1-800-772-1213
-  www.ssa.gov




United States Department of Education Office of Civil Rights (OCR)

-  United States Department of Education
1100 Pennsylvania Avenue, N.W.
Room 316
P.O. Box 14620
Washington, D.C. 2044
-  202-208-2545
-  (TDD) 202-7741
-  (FAX) 202-208-7797

RIGHTS UNDER THE LAW NATIONAL




United States Department of Health and Human Services (USDHHS)

USDHHS is a federal secretariat that oversees agencies responsible for health and human services programs such as Medicare and Social Security.

 200 Independence Avenue, SW
Washington, DC 20201
 1-877-696-6775
 www.os.dhhs.gov



United States Department of Justice (USDOJ)

USDOJ is a federal authority that ensures that citizens' rights are protected.

 950 Pennsylvania Avenue, NW
Washington, DC 20530
 (202)353-1555
 www.usdoj.gov




United States Equal Employment Opportunity Commission (USEEOC)

This commission enforces civil rights laws as they relate to employment.
To be automatically connected with your local **EEOC** field office, call:

 1-800-669-4000
 (TTY) 1-800-669-6820




 1801 L Street, N.W.
Washington, D.C. 20507
 202-663-4900
 (TTY) 202-663-4494

United States House of Representatives

 U.S. House of Representatives
Washington, DC 20515
 (202)-224-3121
 www.house.gov

United States Senate

Member inquiries:

-  Office of ***Senator's Name***
United States Senate
Washington, DC 20510
-  Switchboard: (202) 224-3121
-  www.senate.gov




Rights Under the Law

State






Council on Human Rights

The **Council on Human Rights**:

- safeguards all individuals within the Commonwealth from unlawful discrimination because of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age, marital status or disability
- protects citizens of the Commonwealth against unfounded charges of unlawful discrimination

 1100 Bank Street
Washington Building, Suite 1202
Richmond, Virginia 23219
 804-225-2292
 www.chr.state.va.us

Governor's Office

 Office of Constituent Affairs
State Capital, 3rd Floor
Richmond, VA 23219
 804-786-2211
 (TTY/TDD) 804-371-8015
 (FAX) 804-371-6351
 www.governor.state.va.us






Virginia Department for the Aging Center for Elder Rights

The **Center for Elder Rights** provides counseling about health insurance, including Medicare and Medicaid and pensions and retirement benefits. It also operates a **National Resource Center** to develop strategies for educating rural and geographically isolated older citizens and their families about fraud, waste, and abuse in the Medicare and Medicaid programs. The State's ombudsman program helps to resolve problems encountered in long-term care facilities and community-based programs serving older Virginians. The **Center** maintains a registry of more than 100 attorneys from across the Commonwealth who can provide legal services to indigent and low-income older Virginians.

Virginia Department for the Aging Center for Elder Rights *continued*




 1600 Forest Avenue
Suite 102
Richmond, Virginia 23229
 804-662-9333
 (Voice/TTY) 1-800-552-3402
 aging@vdh.state.va.us

Virginia Department of Education (VDOE)





 101 North 14th Street
P.O. Box 2120
Richmond, Virginia 23218
 804-225-2020
 1-800-292-3820
 (TDD) 1-800-422-1098
 www.pen.k12.va.us

Virginia General Assembly

House of Delegates





 House of Delegates Clerk's Office
P.O. Box 406
Richmond, VA 23218
 877-391-3228
 www.legis.state.va.us

Senate

 Senate of Virginia Clerk's Office
P.O. Box 396
Richmond, VA 23218
 804-698-7410
 888-892-6948
 www.legis.state.va.us

Virginia Office for Protection and Advocacy (VOPA)

The **Virginia Office for Protection and Advocacy** helps with disability-related problems like abuse, neglect, and discrimination. **VOPA** helps people with disabilities obtain services and treatment. Eligible individuals may also receive advocacy and/or legal representation services.

-  Virginia's Protection and Advocacy System
202 North Ninth Street
9th Floor
Richmond, Virginia 23219
-  (Voice/TTY) 804-225-2042
-  (Voice/TTY) 1-800-552-3962
-  www.vopa.state.va.us



General Tips About Communicating With People With Disabilities

- Always focus on the individual, not the disability. Use “people first” language – meaning, refer to the individual first, then to his or her disability. (It is better to say “the person with a disability” rather than “the disabled.”)
- When communicating with an individual with a disability, speak directly to the person rather than through a companion or interpreter.
- Treat persons with disabilities with the same respect as you would others. Do not *talk down* to or use inappropriate comments such as “You have a license to drive that thing” or “How fast can that go” just to initiate conversation.
- When introduced to a person with a disability, offer to shake hands. If the person has limited hand use or has an artificial limb, shake what is offered to you. It is equally acceptable to politely touch them on the shoulder/arm or offer a smile or nod to reciprocate a warm greeting.
- Always respect assistive devices such as wheelchairs, crutches, canes, communication boards, service animals, etc., as personal property or extensions of that person. Do not use, lean on, play with, or move unless given permission.
- If you would like to offer assistance to persons with disabilities, always ask first, wait until the offer is accepted, then listen patiently and follow their instructions. If they decline your help, respect their decision and do not proceed to assist.
- When talking with a person in a wheelchair for more than a few minutes, “squat down” or use a chair, if possible, in order to place yourself at the person’s eye level to facilitate conversation.

GENERAL TIPS ABOUT COMMUNICATING WITH PEOPLE WITH DISABILITIES

- To gain the attention of a person with a hearing impairment, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, naturally and slowly to establish if the person can read lips. Not all persons with hearing impairments can lip-read. Show consideration by placing yourself in front of the light source and keeping your hands, cigarettes, and food away from your mouth when speaking.
- Never automatically guide a person with a vision impairment. Allow the person to take your arm (at or about the elbow) – this will enable you to guide rather than propel or lead the person.
- Do not shout at a person who is blind or visually impaired – he or she can *hear* you. When conversing, always identify yourself and others who may be with you (i.e. “*On my right is Robert Smith.*”) Avoid pointing or using non-descriptive directions such as “over there” or “up ahead.” More appropriate words are “two feet to your left” or “beside you on your right.”
- Listen attentively and exercise patience when communicating with a person who has a speech impairment. Never pretend to understand what the person is saying if you are having difficulty doing so. Repeat what you understand and the person’s reactions will clue you in and guide you to understanding.
- Relax. Use expressions such as “See you later,” or “Did you hear about this?” as these are common phrases that everyone uses, including people with disabilities.
- As with all other etiquette issues, when mistakes are made, apologize, correct the problem, learn from the mistake, and move on.



Acronyms

AAA	Area Agencies on Aging
ADA	Americans with Disabilities Act
ADD	Attention Deficit Disorder
ADHD	Attention Deficit Hyperactivity Disorder
APS	Adult Protective Services
AREVA	Adoption Resource Exchange of Virginia
AT	Assistive Technology
BIAA	Brain Injury Association of America
BIAV	Brain Injury Association of Virginia
CARES	Crisis Assistance Response Emergency Shelter
CCC	Care Connection for Children
CD Waiver	Consumer-Directed Personal Attendant Services Waiver
CHADD	Children and Adults with Attention Deficit
CIL	Centers for Independent Living
CMS	Centers for Medicare and Medicaid Services
COBRA	Consolidated Omnibus Budget Reconciliation Act
CPS	Child Protective Services
CRP	Community Rehabilitation Program
CSB	Community Services Board
CSF	Consumer Services Fund

ACRONYMS

DD	Developmental Disabilities
DD Waiver	Individual and Family Development Disabilities Support Waiver
DSB	Disability Services Boards
E and D Waiver	Elderly and Disabled Waiver
ESO	Employment Service Organization
FAMIS	Family Access to Medical Insurance Security
FEPA	Fair Employment Practices Agencies
FAPE	Free Appropriate Public Education
HCBS	Home and Community Based Services
HCC	Housing Counseling Clearinghouse
HHS	Health and Human Services
HOME	Housing Opportunities Made Equal
HUD	Housing and Urban Development
I&R	Information and Referral
JAN	Job Accommodation Network
LDC	Learning Disabilities Council
LEA	Local Educational Agency
LTC	Long Term Care
MHAV	Mental Health Association of Virginia
MR Waiver	Mental Retardation Waiver

NAAC	National Accessible Apartment Clearinghouse
NAMI	National Alliance for the Mentally Ill
NICHCY	National Information Center for Children & Youth with Disabilities
OCR	Office for Civil Rights
ODEP	Office of Disability Employment Policy
PABSS	Protection & Advocacy for Beneficiaries of Social Security
PACCT	Parents and Children Coping Together
PAS	Personal Assistance Services
PEATC	Parent Educational Advocacy Training Center
PPD	Partnership for People with Disabilities
SAARA	Substance Abuse and Addiction Recovery Alliance of Virginia
SCC	State Corporation Commission
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplementary Security Income
TANF	Temporary Assistance for Needy Families
TAP-VA	The Autism Program of Virginia
TDD	Telecommunication Device for the Deaf
Tech Waiver	Technology Assisted Waiver
TTY	Text Telephone

ACRONYMS

USDA	United States Department of Agriculture
USDOE	United States Department of Education
USDHHS	United States Department of Health and Human Services
USDOJ	United States Department of Justice
USDOL	United States Department of Labor
USEEOC	United States Equal Employment Opportunity Commission
USHUD	United States Housing and Urban Development
VACSB	Virginia Association of Community Services Boards
VAMI	Virginia Alliance for the Mentally Ill
VATS	Virginia Assistive Technology System
VBPD	Virginia Board for People with Disabilities
VDA	Virginia Department for the Aging
VDBVI	Virginia Department for the Blind and Vision Impaired
VDDHH	Virginia Department for the Deaf and Hard of Hearing
VDH	Virginia Department of Health
VDHCD	Virginia Department of Housing and Community Development
VDHP	Virginia Department of Health Professionals
VDMAS	Virginia Department of Medical Assistance Services
VDMHMRAS	Virginia Department of Mental Health, Mental Retardation & Substance Abuse Services
VDOE	Virginia Department of Education

VDOT	Virginia Department of Transportation
VDRS	Virginia Department of Rehabilitative Services
VDSS	Virginia Department of Social Services
VEC	Virginia Employment Commission
VGIF	Virginia Department of Game and Inland Fisheries
VHDA	Virginia Housing Development Authority
VICAP	Virginia Insurance Counseling and Assistance Program
VOPA	Virginia Office for Protection and Advocacy
VRCBVI	Virginia Rehabilitation Center for the Blind and Vision Impaired
WWRC	Woodrow Wilson Rehabilitation Center
YMCA	Young Men's Christian Association

NOTES

