A resource guide for people with disabilities, long term illnesses, and the elderly
This document was developed under Grant No. P-91599/3 from the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services. However, the contents herein do not necessarily represent the policy of the U.S. Department of Health and Human Services, and you should not infer endorsement by the Federal government. Please include this disclaimer whenever copying or using all or any part of this document in dissemination activities.
# Table of Contents

## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>PURPOSE OF THE ROAD MAP</td>
<td>11</td>
</tr>
<tr>
<td>THINGS TO KNOW BEFORE YOU GET STARTED</td>
<td>11</td>
</tr>
<tr>
<td>HOW TO USE THE ROAD MAP</td>
<td>13</td>
</tr>
<tr>
<td>PHOTO I.D.</td>
<td>13</td>
</tr>
<tr>
<td>SOCIAL SECURITY CARD</td>
<td>14</td>
</tr>
<tr>
<td>BIRTH CERTIFICATE</td>
<td>14</td>
</tr>
<tr>
<td>QUESTIONS TO ASK ABOUT SERVICES</td>
<td>15</td>
</tr>
<tr>
<td>ASSISTIVE TECHNOLOGY</td>
<td>16</td>
</tr>
<tr>
<td>ABLEDATA</td>
<td>16</td>
</tr>
<tr>
<td>THE ASSISTIVE TECHNOLOGY LOAN FUND AUTHORITY</td>
<td>16</td>
</tr>
<tr>
<td>THE CONSUMER SERVICE FUND</td>
<td>16</td>
</tr>
<tr>
<td>STATEWIDE INFORMATION AND REFERRAL SYSTEM</td>
<td>17</td>
</tr>
<tr>
<td>THE VIRGINIA ASSISTIVE TECHNOLOGY SYSTEM</td>
<td>17</td>
</tr>
<tr>
<td>VIRGINIA DEPARTMENT OF REHABILITATIVE SERVICES</td>
<td>17</td>
</tr>
<tr>
<td>WOODROW WILSON REHABILITATION CENTER</td>
<td>17</td>
</tr>
<tr>
<td>FINANCIAL AND MEDICAL BENEFITS</td>
<td>18</td>
</tr>
<tr>
<td>EARLY INTERVENTION (PART C)</td>
<td>18</td>
</tr>
<tr>
<td>FAMILY ACCESS TO MEDICAL INSURANCE SECURITY</td>
<td>19</td>
</tr>
<tr>
<td>MEDICARE COVERAGE</td>
<td>19</td>
</tr>
<tr>
<td>SOCIAL SECURITY DISABILITY BENEFITS</td>
<td>19</td>
</tr>
<tr>
<td>VIRGINIA DEPARTMENT OF SOCIAL SERVICES</td>
<td>20</td>
</tr>
<tr>
<td>STATEWIDE DISABILITY-RELATED ORGANIZATIONS</td>
<td>21</td>
</tr>
<tr>
<td>ACTION ALLIANCE FOR VIRGINIA’S CHILDREN AND YOUTH</td>
<td>21</td>
</tr>
<tr>
<td>THE ARC OF VIRGINIA</td>
<td>21</td>
</tr>
<tr>
<td>BRAIN INJURY ASSOCIATION OF VIRGINIA</td>
<td>22</td>
</tr>
<tr>
<td>CENTERS FOR INDEPENDENT LIVING</td>
<td>22</td>
</tr>
<tr>
<td>DISABILITY COMMISSION</td>
<td>22</td>
</tr>
<tr>
<td>MENTAL HEALTH ASSOCIATION OF VIRGINIA</td>
<td>23</td>
</tr>
<tr>
<td>NATIONAL ALLIANCE FOR THE MENTALLY ILL (NAMI VIRGINIA)</td>
<td>23</td>
</tr>
<tr>
<td>PARENTS AND CHILDREN COPING TOGETHER</td>
<td>24</td>
</tr>
<tr>
<td>SENIORNAVIGATOR.COM</td>
<td>24</td>
</tr>
</tbody>
</table>
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Organization</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUBSTANCE ABUSE AND ADDICTION RECOVERY</strong></td>
<td></td>
</tr>
<tr>
<td>ALLIANCE OF VIRGINIA, INC.</td>
<td>25</td>
</tr>
<tr>
<td><strong>STATEWIDE INFORMATION AND REFERRAL SYSTEM</strong></td>
<td>25</td>
</tr>
<tr>
<td><strong>VIRGINIA ASSISTIVE TECHNOLOGY SYSTEM</strong></td>
<td>25</td>
</tr>
<tr>
<td><strong>VIRGINIA ASSOCIATION OF COMMUNITY SERVICES BOARDS</strong></td>
<td>26</td>
</tr>
<tr>
<td><strong>VIRGINIA BOARD FOR PEOPLE WITH DISABILITIES</strong></td>
<td>26</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT FOR THE AGING</strong></td>
<td>27</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT FOR THE BLIND AND VISION IMPAIRED</strong></td>
<td>27</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT FOR THE DEAF AND HARD OF HEARING</strong></td>
<td>27</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES</strong></td>
<td>28</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND SUBSTANCE ABUSE SERVICES</strong></td>
<td>28</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT OF SOCIAL SERVICES</strong></td>
<td>29</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT OF REHABILITATIVE SERVICES</strong></td>
<td>29</td>
</tr>
<tr>
<td><strong>VIRGINIA OFFICE FOR PROTECTION AND ADVOCACY</strong></td>
<td>29</td>
</tr>
<tr>
<td><strong>VIRGINIA REHABILITATION CENTER FOR THE BLIND AND VISION IMPAIRED</strong></td>
<td>30</td>
</tr>
<tr>
<td><strong>WOODROW WILSON REHABILITATION CENTER</strong></td>
<td>30</td>
</tr>
<tr>
<td><strong>STATEWIDE DISABILITY-RELATED ORGANIZATIONS: SPECIAL EDUCATION</strong></td>
<td>31</td>
</tr>
<tr>
<td><strong>THE ARC OF VIRGINIA</strong></td>
<td>31</td>
</tr>
<tr>
<td><strong>THE AUTISM PROGRAM OF VIRGINIA</strong></td>
<td>31</td>
</tr>
<tr>
<td><strong>EARLY INTERVENTION (PART C)</strong></td>
<td>32</td>
</tr>
<tr>
<td><strong>THE FAMILY INVOLVEMENT PROJECT</strong></td>
<td>33</td>
</tr>
<tr>
<td><strong>THE LEARNING DISABILITIES COUNCIL</strong></td>
<td>33</td>
</tr>
<tr>
<td><strong>PARENT EDUCATIONAL ADVOCACY TRAINING CENTER</strong></td>
<td>34</td>
</tr>
<tr>
<td><strong>PARENTS AND CHILDREN COPING TOGETHER</strong></td>
<td>34</td>
</tr>
<tr>
<td><strong>PARTNERSHIP FOR PEOPLE WITH DISABILITIES</strong></td>
<td>35</td>
</tr>
<tr>
<td><strong>VIRGINIA ASSISTIVE TECHNOLOGY SYSTEM</strong></td>
<td>35</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT OF EDUCATION</strong></td>
<td>36</td>
</tr>
<tr>
<td><strong>VIRGINIA OFFICE FOR PROTECTION AND ADVOCACY</strong></td>
<td>36</td>
</tr>
<tr>
<td><strong>STATEWIDE DISABILITY-RELATED ORGANIZATIONS: EDUCATION TRANSITION SERVICES</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>CENTERS FOR INDEPENDENT LIVING</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>VIRGINIA ASSOCIATION OF COMMUNITY SERVICES BOARDS</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT FOR THE BLIND AND VISION IMPAIRED</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>VIRGINIA DEPARTMENT OF REHABILITATIVE SERVICES</strong></td>
<td>37</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

## STATEWIDE DISABILITY-RELATED ORGANIZATIONS:
### SPECIAL EDUCATION COMPLIANCE
- UNITED STATES DEPARTMENT OF EDUCATION ......................................................... 38
- OFFICE FOR CIVIL RIGHTS .................................................................................. 39
- VIRGINIA DEPARTMENT OF EDUCATION ............................................................. 39
- VIRGINIA LAWYER REFERRAL SERVICE .............................................................. 40
- VIRGINIA OFFICE FOR PROTECTION AND ADVOCACY ..................................... 40

## STATEWIDE DISABILITY-RELATED ORGANIZATIONS:
### SPECIAL EDUCATION INFORMATION AND PUBLICATIONS
- HEATH RESOURCE CENTER .................................................................................. 41
- THE LEARNING DISABILITIES COUNCIL ............................................................. 42
- NATIONAL INFORMATION CENTER FOR CHILDREN AND YOUTH WITH DISABILITIES ......................................................................................... 43
- PARENT EDUCATIONAL ADVOCACY TRAINING CENTER .................................. 43
- PARTNERSHIP FOR PEOPLE WITH DISABILITIES ............................................. 44
- UNITED STATES DEPARTMENT OF JUSTICE ...................................................... 44

## EMPLOYMENT
- THE CONSOLIDATED OMNIBUS RECONCILIATION ACT .................................... 45
- JOB ACCOMMODATION NETWORK ....................................................................... 45
- MEDICAID BUY-IN ............................................................................................ 46
- NATIONAL EASTER SEALS SOCIETY .................................................................... 46
- TEMPORARY ASSISTANCE FOR NEEDY FAMILIES ........................................... 46
- TICKET TO WORK AND THE WORK INCENTIVE ACT ......................................... 47
- TICKET TO WORK PROGRAM IN VIRGINIA ....................................................... 47
- COMPLAINTS ABOUT TICKET TO WORK SERVICES .......................................... 48
- UNITED STATES DEPARTMENT OF LABOR, OFFICE OF DISABILITY EMPLOYMENT POLICY ........................................................................................................ 48
- UNITED STATES EQUAL EMPLOYMENT OPPORTUNITY COMMISSION ........... 49
- THE VIRGINIA DEPARTMENT OF REHABILITATIVE SERVICES ..................... 49
- THE VIRGINIA EMPLOYMENT COMMISSION .................................................... 50

## FAMILY SERVICES
- ADOPTION ........................................................................................................... 51
- ADULT DAY CARE ............................................................................................... 51
- ADULT PROTECTIVE SERVICES, VIRGINIA DEPARTMENT OF SOCIAL SERVICES ............................................................................................................... 52
- AREA AGENCIES ON AGING ................................................................................ 52
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BABY CARE PROGRAM</td>
<td>53</td>
</tr>
<tr>
<td>BASIC SUBSISTENCE PROGRAMS SUCH AS:</td>
<td></td>
</tr>
<tr>
<td>EMERGENCY HOUSING, FOOD, CLOTHING</td>
<td>54</td>
</tr>
<tr>
<td>CARE CONNECTION FOR CHILDREN</td>
<td>54</td>
</tr>
<tr>
<td>CHILD DAY CARE</td>
<td>55</td>
</tr>
<tr>
<td>CHILD DEVELOPMENT SERVICES PROGRAM</td>
<td>55</td>
</tr>
<tr>
<td>CHILD PROTECTIVE SERVICES</td>
<td>56</td>
</tr>
<tr>
<td>COMMUNITY ACTION AGENCIES</td>
<td>57</td>
</tr>
<tr>
<td>DOMESTIC VIOLENCE</td>
<td>57</td>
</tr>
<tr>
<td>EARLY INTERVENTION (PART C)</td>
<td>58</td>
</tr>
<tr>
<td>FAMILY AND CONSUMER TRAINING FUND</td>
<td>58</td>
</tr>
<tr>
<td>LONG TERM CARE OMBUDSMAN:</td>
<td></td>
</tr>
<tr>
<td>VIRGINIA ASSOCIATION OF AREA AGENCIES ON AGING</td>
<td>59</td>
</tr>
<tr>
<td>MEALS ON WHEELS</td>
<td>59</td>
</tr>
<tr>
<td>HEALTH CARE / INSURANCE</td>
<td>60</td>
</tr>
<tr>
<td>AIDS HOTLINE</td>
<td>60</td>
</tr>
<tr>
<td>CHILD DEVELOPMENT SERVICES PROGRAM</td>
<td>60</td>
</tr>
<tr>
<td>CARE CONNECTION FOR CHILDREN</td>
<td>61</td>
</tr>
<tr>
<td>EARLY INTERVENTION (PART C)</td>
<td>62</td>
</tr>
<tr>
<td>FAMILY ACCESS TO MEDICAL INSURANCE SECURITY</td>
<td>63</td>
</tr>
<tr>
<td>MEDICAID</td>
<td>63</td>
</tr>
<tr>
<td>MEDICARE</td>
<td>63</td>
</tr>
<tr>
<td>NATIONAL EASTER SEALS SOCIETY</td>
<td>64</td>
</tr>
<tr>
<td>PEDIATRIC SCREENING AND GENETIC SERVICES</td>
<td>64</td>
</tr>
<tr>
<td>PRESCRIPTIONS (FREE OR LOW COST)</td>
<td>64</td>
</tr>
<tr>
<td>RYAN WHITE TITLE II FUNDS</td>
<td>65</td>
</tr>
<tr>
<td>VIRGINIA ASSOCIATION OF FREE CLINICS</td>
<td>65</td>
</tr>
<tr>
<td>HEALTH CARE / INSURANCE: COMPLAINTS ABOUT SERVICES</td>
<td>66</td>
</tr>
<tr>
<td>THE CENTER FOR QUALITY HEALTH SERVICES AND</td>
<td></td>
</tr>
<tr>
<td>CONSUMER PROTECTION</td>
<td>66</td>
</tr>
<tr>
<td>LONG TERM CARE OMBUDSMAN:</td>
<td></td>
</tr>
<tr>
<td>VIRGINIA ASSOCIATION OF AREA AGENCIES ON AGING</td>
<td>66</td>
</tr>
<tr>
<td>STATE CORPORATION COMMISSION:</td>
<td></td>
</tr>
<tr>
<td>BUREAU OF INSURANCE</td>
<td>67</td>
</tr>
<tr>
<td>VIRGINIA DEPARTMENT OF HEALTH PROFESSIONS</td>
<td>67</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

## HEALTH CARE/INSURANCE: LONG-TERM CARE ............................................. 68
- Medicaid ........................................................................................................... 68
- Virginia Department for the Aging ................................................................. 68
- Virginia Insurance Counseling and Assistance Program:
  - Virginia Department for the Aging ................................................................. 69

## HOUSING OPTIONS .............................................................................. 70
- Accessibility ..................................................................................................... 70
- Affordability ..................................................................................................... 70
- Amount of Supervision Available ................................................................... 70

## HOUSING OPTIONS: HOUSING ACCESSIBILITY ..................................... 71
- ADA Information Center .................................................................................. 71
- Center for Universal Design ........................................................................... 71

## HOUSING OPTIONS: HOME MODIFICATIONS ......................................... 72
- Area Agencies on Aging .................................................................................. 72
- Centers for Independent Living ....................................................................... 72
- Community Action Agencies .......................................................................... 73
- Elder Homes Corporation ................................................................................ 73
- Housing and Urban Development .................................................................. 73

## HOUSING OPTIONS: FINANCIAL ASSISTANCE –
SHORT-TERM EMERGENCY HELP .............................................................. 74
- Catholic Charities ............................................................................................ 74
- Community Action Agencies .......................................................................... 74
- Housing Opportunities Made Equal ................................................................ 75
- Salvation Army ............................................................................................... 75

## HOUSING OPTIONS: FINANCIAL ASSISTANCE –
RENTAL OR OWNERSHIP ........................................................................... 76
- Centers for Independent Living ....................................................................... 76
- Community Action Agency ............................................................................. 77
- Elder Homes Corporation ................................................................................ 77
- Habitat for Humanity ....................................................................................... 77
- Housing Opportunities Made Equal ................................................................ 78
- National Accessible Apartment Clearinghouse .............................................. 78
- United States Department of Agriculture ..................................................... 78
- Virginia Department of Housing and Community Development .............. 78
- Virginia Housing Development Authority .................................................... 79
# TABLE OF CONTENTS

## PERSONAL ASSISTANCE AND OTHER SUPPORT SERVICES ................................................. 80
- AREA AGENCIES ON AGING ........................................................................................................... 80
- VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES .............................................. 80
- VIRGINIA DEPARTMENT OF REHABILITATIVE SERVICES ...................................................... 81
  - VIRGINIA DEPARTMENT OF SOCIAL SERVICES ......................................................................... 81

## RESPITE .............................................................................................................................. 82
- AREA AGENCIES ON AGING ........................................................................................................... 82
- MEDICAID ........................................................................................................................................ 82
- PARTNERSHIP FOR PEOPLE WITH DISABILITIES ................................................................. 83
  - VIRGINIA DEPARTMENT OF SOCIAL SERVICES ......................................................................... 83

## SOCIAL / RECREATIONAL ............................................................................................... 84
- NATIONAL EASTER SEALS SOCIETY .......................................................................................... 84
- NATIONAL INFORMATION CENTER FOR CHILDREN AND YOUTH WITH DISABILITIES .............. 84
- NATIONAL PARK SERVICE .............................................................................................................. 85
  - RESPIRE RESOURCE GUIDE ..................................................................................................... 85
- SPECIAL OLYMPICS .................................................................................................................... 85
- VIRGINIA CENTER ON AGING ..................................................................................................... 85
- VIRGINIA DEPARTMENT OF GAME AND INLAND FISHERIES ...................................................... 86
- VIRGINIA STATE PARKS ................................................................................................................ 86
- THE VIRGINIA TRAVEL GUIDE FOR PERSONS WITH DISABILITIES ......................................... 86
  - LOCAL YMCAS ............................................................................................................................ 86

## TRANSPORTATION ............................................................................................................ 87
- AIR LIFE LINE .............................................................................................................................. 87
- AMERICAN RED CROSS ............................................................................................................... 87
- ANGEL FLIGHT .............................................................................................................................. 88
- MEDICAID ........................................................................................................................................ 88

## TRANSPORTATION: COMPLAINTS ABOUT SERVICES ....................................................... 89
- AVIATION CONSUMER DISABILITY HOTLINE ........................................................................... 89
- VIRGINIA OFFICE FOR PROTECTION AND ADVOCACY ......................................................... 89

## RIGHTS UNDER THE LAW: NATIONAL ......................................................................... 90
- THE ARC OF THE UNITED STATES ............................................................................................. 90
- THE CONSORTIUM FOR CITIZENS WITH DISABILITIES .......................................................... 90
  - LEGAL INFORMATION INSTITUTE ............................................................................................. 90
TABLE OF CONTENTS

LIBRARY OF CONGRESS .................................................................91
OFFICE OF SPECIAL EDUCATION PROGRAMS ........................................91
SOCIAL SECURITY ADMINISTRATION ..................................................91
UNITED STATES DEPARTMENT OF EDUCATION: OFFICE OF CIVIL RIGHTS ...91
UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES ..........92
UNITED STATES DEPARTMENT OF JUSTICE ...........................................92
UNITED STATES EQUAL EMPLOYMENT OPPORTUNITY COMMISSION ....92
UNITED STATES HOUSE OF REPRESENTATIVES’ .......................................92
UNITED STATES SENATE .................................................................93

RIGHTS UNDER THE LAW: STATE .................................................94
   COUNCIL ON HUMAN RIGHTS .......................................................94
   GOVERNOR’S OFFICE .................................................................94
   VIRGINIA DEPARTMENT FOR THE AGING:
   CENTER FOR ELDER RIGHTS .......................................................94
   VIRGINIA DEPARTMENT OF EDUCATION .......................................95
   VIRGINIA GENERAL ASSEMBLY ..................................................95
   VIRGINIA OFFICE FOR PROTECTION AND ADVOCACY ..................95

GENERAL TIPS FOR COMMUNICATING WITH PEOPLE WITH DISABILITIES ..........97

ACRONYMS ..................................................................................99

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.
USE THE FOLLOWING LOG, IF YOU WISH, TO KEEP A LIST OF THE PEOPLE THAT YOU TALKED TO AND THE NOTES ABOUT YOUR CONVERSATIONS.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Organization you talked to</th>
<th>Person you talked to</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
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:

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________
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
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
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.
STATEWIDE DISABILITY-RELATED ORGANIZATIONS

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

MHAV
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
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.
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
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.dmhmrsas.state.va.us

Office of Licensing Programs

☎ 1220 Bank Street  
P.O. Box 1797  
Richmond, VA 23218  
☎ (804) 786-1747  
✉ www.dmhmrsas.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.

🔍 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
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
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.

怏 1400 Westwood Avenue
   Suite 106
   Richmond, Virginia 23227
 PhoneNumber 804-355-0300
PhoneNumber 1-800-649-8481
URL 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

PhoneNumber 1-800-234-1448
URL 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
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.
**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
- 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
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
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
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.

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

鸕 6320 Augusta Drive
鸕 Suite 1200
鸕 Springfield, Virginia 22150
鸕 (Voice/TTY) 703-923-0010
鸕 (en Espanol) 703-569-6200
鸕 (Voice/TTY) 1-800-869-6782 (Virginia parents only)
鸕 partners@peatc.org
鸕 www.peatc.org
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
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
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
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
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
- Congregate Meals
- Friendly Visiting
- Health Screening
- Residential Repair
- Elder Abuse Prevention
- Case Management/Care Coordination
- Information and Referral
- Access to Services
- Telephone Reassurance
- Ombudsman Program
- Transportation
- Emergency Services
- Employment Services
- Health Education
- Home Care
- Legal Assistance
- Volunteer Programs
Area Agencies on Aging (AAA) continued

- Adult Day Care
- Homemaker/Personal Care
- Home Health Care
- Housing Counseling
- Insurance Counseling
- 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
(Telephone) 804-662-9333
(Telephone) 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
(Telephone) (804) 371-4106
(Telephone) (804) 371-6032
babycare@vdh.state.va.us
www.vdh.state.va.us
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
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
网址 www.vailandr.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
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.

厩 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
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
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](http://www.ssa.gov).

📞 1-800-MEDICARE (633-4227)  
📞 (TTY/TDD) 1-877-486-2048  
🌐 [www.medicare.gov](http://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
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
 числ 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)
 числ www.dhp.state.va.us
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
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 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.

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

Salvation Army

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

_tel 1-800- 230-6977
_web 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
_website_ www.vadrs.org

Statewide Information & Referral System
📞 1-800-230-6977
_website_ 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
_website_ 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
_website_ www.iandr.net
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 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.

TTY 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
TTY 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
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/
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

P 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.valandr.com
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
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
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
(Telephone/Voice) 804-225-2042
(Telephone/Voice) 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.
<table>
<thead>
<tr>
<th>Acronyms</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA</td>
<td>Area Agencies on Aging</td>
</tr>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
</tr>
<tr>
<td>ADD</td>
<td>Attention Deficit Disorder</td>
</tr>
<tr>
<td>ADHD</td>
<td>Attention Deficit Hyperactivity Disorder</td>
</tr>
<tr>
<td>APS</td>
<td>Adult Protective Services</td>
</tr>
<tr>
<td>AREVA</td>
<td>Adoption Resource Exchange of Virginia</td>
</tr>
<tr>
<td>AT</td>
<td>Assistive Technology</td>
</tr>
<tr>
<td>BIAA</td>
<td>Brain Injury Association of America</td>
</tr>
<tr>
<td>BIAV</td>
<td>Brain Injury Association of Virginia</td>
</tr>
<tr>
<td>CARES</td>
<td>Crisis Assistance Response Emergency Shelter</td>
</tr>
<tr>
<td>CCC</td>
<td>Care Connection for Children</td>
</tr>
<tr>
<td>CD Waiver</td>
<td>Consumer-Directed Personal Attendant Services Waiver</td>
</tr>
<tr>
<td>CHADD</td>
<td>Children and Adults with Attention Deficit</td>
</tr>
<tr>
<td>CIL</td>
<td>Centers for Independent Living</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare and Medicaid Services</td>
</tr>
<tr>
<td>COBRA</td>
<td>Consolidated Omnibus Budget Reconciliation Act</td>
</tr>
<tr>
<td>CPS</td>
<td>Child Protective Services</td>
</tr>
<tr>
<td>CRP</td>
<td>Community Rehabilitation Program</td>
</tr>
<tr>
<td>CSB</td>
<td>Community Services Board</td>
</tr>
<tr>
<td>CSF</td>
<td>Consumer Services Fund</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>DD</td>
<td>Developmental Disabilities</td>
</tr>
<tr>
<td>DD Waiver</td>
<td>Individual and Family Development Disabilities Support Waiver</td>
</tr>
<tr>
<td>DSB</td>
<td>Disability Services Boards</td>
</tr>
<tr>
<td>E and D Waiver</td>
<td>Elderly and Disabled Waiver</td>
</tr>
<tr>
<td>ESO</td>
<td>Employment Service Organization</td>
</tr>
<tr>
<td>FAMIS</td>
<td>Family Access to Medical Insurance Security</td>
</tr>
<tr>
<td>FEPA</td>
<td>Fair Employment Practices Agencies</td>
</tr>
<tr>
<td>FAPE</td>
<td>Free Appropriate Public Education</td>
</tr>
<tr>
<td>HCBS</td>
<td>Home and Community Based Services</td>
</tr>
<tr>
<td>HCC</td>
<td>Housing Counseling Clearinghouse</td>
</tr>
<tr>
<td>HHS</td>
<td>Health and Human Services</td>
</tr>
<tr>
<td>HOME</td>
<td>Housing Opportunities Made Equal</td>
</tr>
<tr>
<td>HUD</td>
<td>Housing and Urban Development</td>
</tr>
<tr>
<td>I&amp;R</td>
<td>Information and Referral</td>
</tr>
<tr>
<td>JAN</td>
<td>Job Accommodation Network</td>
</tr>
<tr>
<td>LDC</td>
<td>Learning Disabilities Council</td>
</tr>
<tr>
<td>LEA</td>
<td>Local Educational Agency</td>
</tr>
<tr>
<td>LTC</td>
<td>Long Term Care</td>
</tr>
<tr>
<td>MHAIV</td>
<td>Mental Health Association of Virginia</td>
</tr>
<tr>
<td>MR Waiver</td>
<td>Mental Retardation Waiver</td>
</tr>
<tr>
<td>ACRONYMS</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>NAAC</td>
<td>National Accessible Apartment Clearinghouse</td>
</tr>
<tr>
<td>NAMI</td>
<td>National Alliance for the Mentally Ill</td>
</tr>
<tr>
<td>NICHCY</td>
<td>National Information Center for Children &amp; Youth with Disabilities</td>
</tr>
<tr>
<td>OCR</td>
<td>Office for Civil Rights</td>
</tr>
<tr>
<td>ODEP</td>
<td>Office of Disability Employment Policy</td>
</tr>
<tr>
<td>PABSS</td>
<td>Protection &amp; Advocacy for Beneficiaries of Social Security</td>
</tr>
<tr>
<td>PACCT</td>
<td>Parents and Children Coping Together</td>
</tr>
<tr>
<td>PAS</td>
<td>Personal Assistance Services</td>
</tr>
<tr>
<td>PEATC</td>
<td>Parent Educational Advocacy Training Center</td>
</tr>
<tr>
<td>PPD</td>
<td>Partnership for People with Disabilities</td>
</tr>
<tr>
<td>SAARA</td>
<td>Substance Abuse and Addiction Recovery Alliance of Virginia</td>
</tr>
<tr>
<td>SCC</td>
<td>State Corporation Commission</td>
</tr>
<tr>
<td>SSA</td>
<td>Social Security Administration</td>
</tr>
<tr>
<td>SSDI</td>
<td>Social Security Disability Insurance</td>
</tr>
<tr>
<td>SSI</td>
<td>Supplementary Security Income</td>
</tr>
<tr>
<td>TANF</td>
<td>Temporary Assistance for Needy Families</td>
</tr>
<tr>
<td>TAP-VA</td>
<td>The Autism Program of Virginia</td>
</tr>
<tr>
<td>TDD</td>
<td>Telecommunication Device for the Deaf</td>
</tr>
<tr>
<td>Tech Waiver</td>
<td>Technology Assisted Waiver</td>
</tr>
<tr>
<td>TTY</td>
<td>Text Telephone</td>
</tr>
<tr>
<td>ACRONYMS</td>
<td>Full Name</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>USDA</td>
<td>United States Department of Agriculture</td>
</tr>
<tr>
<td>USDOE</td>
<td>United States Department of Education</td>
</tr>
<tr>
<td>USDHHS</td>
<td>United States Department of Health and Human Services</td>
</tr>
<tr>
<td>USDOJ</td>
<td>United States Department of Justice</td>
</tr>
<tr>
<td>USDOL</td>
<td>United States Department of Labor</td>
</tr>
<tr>
<td>USEEOC</td>
<td>United States Equal Employment Opportunity Commission</td>
</tr>
<tr>
<td>USHUD</td>
<td>United States Housing and Urban Development</td>
</tr>
<tr>
<td>VACSB</td>
<td>Virginia Association of Community Services Boards</td>
</tr>
<tr>
<td>VAMI</td>
<td>Virginia Alliance for the Mentally Ill</td>
</tr>
<tr>
<td>VATS</td>
<td>Virginia Assistive Technology System</td>
</tr>
<tr>
<td>VATS</td>
<td>Virginia Assistive Technology System</td>
</tr>
<tr>
<td>VBPD</td>
<td>Virginia Board for People with Disabilities</td>
</tr>
<tr>
<td>VDA</td>
<td>Virginia Department for the Aging</td>
</tr>
<tr>
<td>VDBVI</td>
<td>Virginia Department for the Blind and Vision Impaired</td>
</tr>
<tr>
<td>VDDHH</td>
<td>Virginia Department for the Deaf and Hard of Hearing</td>
</tr>
<tr>
<td>VDH</td>
<td>Virginia Department of Health</td>
</tr>
<tr>
<td>VDHCD</td>
<td>Virginia Department of Housing and Community Development</td>
</tr>
<tr>
<td>VDHP</td>
<td>Virginia Department of Health Professionals</td>
</tr>
<tr>
<td>VDMAS</td>
<td>Virginia Department of Medical Assistance Services</td>
</tr>
<tr>
<td>VDMHMRSAS</td>
<td>Virginia Department of Mental Health, Mental Retardation &amp; Substance Abuse Services</td>
</tr>
<tr>
<td>VDOE</td>
<td>Virginia Department of Education</td>
</tr>
<tr>
<td>ACRONYMS</td>
<td>Full Name</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>VDOT</td>
<td>Virginia Department of Transportation</td>
</tr>
<tr>
<td>VDRS</td>
<td>Virginia Department of Rehabilitative Services</td>
</tr>
<tr>
<td>VDSS</td>
<td>Virginia Department of Social Services</td>
</tr>
<tr>
<td>VEC</td>
<td>Virginia Employment Commission</td>
</tr>
<tr>
<td>VGIF</td>
<td>Virginia Department of Game and Inland Fisheries</td>
</tr>
<tr>
<td>VHDA</td>
<td>Virginia Housing Development Authority</td>
</tr>
<tr>
<td>VICAP</td>
<td>Virginia Insurance Counseling and Assistance Program</td>
</tr>
<tr>
<td>VOPA</td>
<td>Virginia Office for Protection and Advocacy</td>
</tr>
<tr>
<td>VRCBVI</td>
<td>Virginia Rehabilitation Center for the Blind and Vision Impaired</td>
</tr>
<tr>
<td>WWRC</td>
<td>Woodrow Wilson Rehabilitation Center</td>
</tr>
<tr>
<td>YMCA</td>
<td>Young Men’s Christian Association</td>
</tr>
</tbody>
</table>