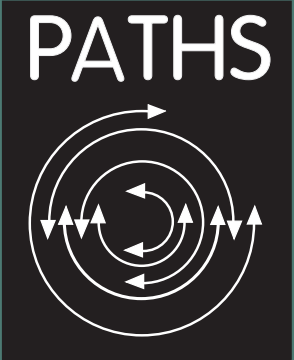




# Pathways to Funding

ForADULTS



A Handbook for  
West Virginia Residents

Partnerships in Assistive Technologies

**About PATHS:**

PATHS, Inc. is a 501 (c) (3) nonprofit coalition of West Virginia agencies, organizations and consumers interested in increasing availability of and access to assistive technology. PATHS, Inc. shares resources and expertise about assistive technology and provides education and training activities statewide to create awareness about services for individuals with disabilities, their families and service providers.

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Layout and Design: West Virginia Assistive Technology System at the Center for Excellence in Disabilities.

**Disclaimer:**

Substantial effort has been made to provide accurate and complete information in this guide. However, we cannot guarantee that there will be no errors. This information is provided as an information service only. It is up to the user to evaluate the content and usefulness of information.

**Questions:**

Questions regarding funders, resources or accuracy of information can be directed to Jamie Hayhurst Marshall, Program Manager, West Virginia Assistive Technology System (WVATS) at the Center for Excellence in Disabilities at WVU.

**800-841-8436**

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# What is Assistive Technology

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An assistive technology device is any item or piece of equipment used to increase, keep or improve a person's functional capabilities. These devices may be as simple as reading glasses or as complex as a speaking personal computer.

An assistive technology service is any service that helps an individual select, get or learn to use an assistive technology device. These services include customizing, fitting, maintaining and repairing devices, assistive technology evaluations, funding, technical assistance and training on how to use assistive technology devices.



Assistive technology can help individuals maintain or become more independent at home, at work and in their communities.

Assistive technology covers a wide range of products and services.



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## Examples of Assistive Technology

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Thermostat that features large numbers and raised temperature settings



Hand strap used to hold all types of utensils



Hand held shower head

## Categories of Assistive Technology

<b>Aids for Daily Living:</b>	Self help aids for use in activities such as eating, bathing, cooking, dressing, toileting and home maintenance
<b>Augmentative Communication:</b>	Electronic and non-electronic devices that provide a means for expressive and receptive communication for persons with limited speech
<b>Computer Applications:</b>	Input and output devices (voice, braille), alternative access aids (headsticks, light pointers), modified or alternative keyboards, switches, special software and other devices that enable people with disabilities to use a computer
<b>Environmental Control Systems:</b>	Primarily electronic systems that enable someone without mobility to control various devices such as appliances, electronic aids and security systems in the home or other surroundings
<b>Home/Worksite Modifications:</b>	Structural adaptations, fabrications in the home, worksite or other areas (ramps, lifts, bathroom changes) that remove or reduce physical barriers
<b>Prosthetics and Orthotics:</b>	Replacement, substitution or augmentation of missing or malfunctioning body parts with artificial limbs or other orthotic aids (splints, braces, etc.)
<b>Seating and Positioning:</b>	Accommodations to a wheelchair or other seating system to provide greater body stability, trunk/head support and an upright posture and reduction of pressure on the skin surface (cushions, contour seats, lumbar supports)
<b>Aids for Vision/ Hearing Impaired:</b>	Aids such as magnifiers, braille and speech output devices, large print screens, hearing aids, TTYs and visual alerting systems
<b>Ambulation/Mobility Aids:</b>	Manual and power wheelchairs, mobile bases for custom chairs, walkers, three-wheel scooters and other utility vehicles used for increasing personal mobility
<b>Vehicle Modification:</b>	Adaptive driving aids, hand controls, wheelchairs and other lifts, modified vans or other motor vehicles used for personal transportation







# Section 1

Major Assistive Technology Funding Sources



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## Centers for Independent Living

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### Centers for Independent Living

There are five Centers for Independent Living in West Virginia. West Virginia Centers for Independent Living (CILS) provide services at no cost to persons of all ages who have physical, mental or sensory disabilities. The goal of this program is to give support to people with disabilities to help them become independent in their homes and other non-work settings. (See Appendix F for a complete listing of Centers.)

### The Ron Yost Personal Assistance Services Program

In 1999, the West Virginia Legislature passed the Ron Yost Personal Assistance Services Act (RYPAS), which created a new consumer controlled program to help individuals with severe disabilities live in their own homes and be active in their communities. The RYPAS program provides individuals with severe disabilities the needed resources to help them hire a personal assistant to help perform essential daily living tasks.

You can get these Ron Yost services if you have a severe disability that affects one or more major life activities and:

- Your disability will last at least 12 months
- You or a designee can meet your responsibilities as an employer
- You or a designee can manage your own financial and legal affairs
- You need assistance with daily living activities
- You are not receiving personal assistance through any Medicaid program
- You meet income guidelines for adjusted annual income

For more information, call **304-766-4624**.

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## WV Family and Community Support Program

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The Program provides individual services and supports to families who have a member with a developmental disability living at home. Family Support provides information on and referrals to community services and supports, as well as, limited flex funds when all other support options have been exhausted. For more information, call **(304) 356-4811** or visit **<http://www.dhhr.wv.gov/bhhf/Sections/programs/ProgramsPartnerships/IDD/Pages/default.aspx>**

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# Medicaid

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West Virginia's medical assistance program, Medicaid, pays for most of the cost of medical care for people who otherwise could not afford it. Medicaid is a state and federal assistance program that covers medical costs for eligible individuals of all ages. Medicaid is administered by the Bureau for Medical Services, West Virginia Department of Health and Human Resources (DHHR).

Eligibility for Medicaid is determined by local DHHR offices. There are over fifty different ways to become eligible for Medicaid. If you think you might be eligible for Medicaid, you may file an application at the DHHR office in the county where you live. Individuals receiving Supplemental Security Income (SSI) are also eligible for the Medicaid program and automatically receive a medical card from the Department of Health and Human Resources.

Medicaid covers assistive technology that qualifies as durable medical equipment, prosthetic/orthotics and medical supplies.

Durable medical equipment is equipment that is:

- Long lasting
- Used to serve a medical purpose
- Not useful to a person who does not have an illness or injury
- Used in the home

Examples of durable medical equipment are:

- Wheelchairs
- Hospital beds
- Walkers
- Oxygen equipment

Examples of medical services and supplies are:

- Home healthcare
- Speech, physical and occupational therapies
- Surgical dressings
- Splints and casts

• NOTES

Medicaid covers augmentative communication devices. Coverage of these devices will be only for the purpose of assisting a person to communicate basic medical needs. Devices intended to meet social, educational and vocational needs are not covered.

For more information about Medicaid, call the Bureau for Medical Services at **304-558-1700**.

### **Aged and Disabled Waiver Program**

The Title XIX Medicaid Waiver Program provides in-home health care for eligible clients.

The West Virginia Bureau of Senior Services operates the Title XIX Medicaid Waiver Program, generally called the Aged and Disabled Waiver (A/D Waiver). This is a Medicaid reimbursed Home and Community Based Waiver program that functions as an alternative to institutionalized care. The A/D Waiver program covers those elderly, blind and/or disabled individuals who are eligible for Medicaid or would be eligible for Medicaid if institutionalized. To be eligible, applicants must:

- Live in West Virginia and be aged 18 or older
- Get approved by the WV Medical Institute, which assesses individuals to determine if they are medically eligible for nursing facility care
- Require the level of care provided in a nursing facility as determined by comprehensive medical, nursing and social services assessments
- Meet the Medicaid financial eligibility criteria for the program
- Require services that do not exceed the statewide average cost of nursing home care

For more information on the Aged and Disabled Waiver, call **304-356-4913**.

### **Intellectual/Developmental Disabilities Waiver Program**

The Medicaid Title XIX Home and Community Based Services (HCBS) Intellectual/Developmental Disabilities (I/DD) Waiver program is designed to deliver services to individuals with intellectual or developmental disabilities in their homes or community. To be eligible, applicants must:

- Have a diagnosis of intellectual disability (ID) and/or a related condition. The related condition must cause a person to function like someone who has ID
- Have at least three substantial functional limitations
- Require a level of care provided in an intermediate care facility for persons with intellectual disabilities (ICF/ID), which provides care 24 hours a day seven days a week

For more information on the I/DD Waiver, call **304-356-4904**.

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# Medicare

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Medicare is a national health insurance program completely funded and run by the federal government. The Social Security Administration registers individuals and provides them with Medicare information.

Medicare helps pay health care costs for people 65 years of age or older, adults with permanent disabilities who receive Social Security Disability (SSDI) and people who have permanent kidney failure.

The Centers for Medicare & Medicaid Services, which runs the Medicare program, will mail Medicare cards to people with disabilities 24 months after their SSDI payments begin. Any person who qualifies for Medicare Part A will also be signed up for Part B. Part B has a monthly charge, but you may stop Part B if you do not choose to pay the monthly charge. Both parts A and B have deductibles, co-payments and co-insurance payments. Programs are available to help you pay Medicare premiums if you cannot afford them.

## ***Part A – Hospital Insurance***

Medicare Part A covers part of your stays in a hospital or in a skilled nursing facility, some home health care services and limited stays in hospice care. If you are admitted to a Medicare participating hospital, you should be given a copy of “An Important Message From Medicare.” It explains your rights as a hospital patient. If you are not given one, ask for it.

## ***Part B – Medical Insurance***

Medicare Part B covers some medical care and outpatient costs, such as durable medical equipment and other medical services/supplies not covered under Part A if prescribed by your health care provider.

## **Medicare Premium Assistance Programs**

### **Qualified Medicare Beneficiary (QMB)**

This Medicaid coverage pays Medicare Part A and Part B premiums and Medicare co-pays and deductibles, including those related to nursing facility services. There is no prescription drug coverage.

### **Specified Low-Income Medicare Beneficiary (SLIMB)**

Medicaid coverage is limited to payment of the Medicare Part B premium. The SLIMB applicant/recipient may be a recipient of other Medicaid coverage.

### **Qualified Individual (QI – 1)**

Medicaid coverage is limited to payment of the Medicare Part B premium. The QI – 1 applicant/recipient cannot be a recipient of any other Medicaid coverage.

### **Assistive Technology Coverage**

Assistive technology funding is addressed in Part B. Assistive technology falls under the categories of durable medical equipment (DME) and/or prosthetics, such as augmentative communication devices, if you lose your speech through a stroke or other condition.

Any decision about Medicare services can be appealed. This is true whether an individual is in the original Medicare Plan or a Medicare managed health plan. If Medicare does not pay for an item or service you have been given, or if you are not given an item or service you think you should get, you can appeal.

For more information, call the Social Security Administration at **800-MEDICARE (800-633-4227)** or **877- 486-2048** (TTY) or visit **[www.medicare.gov](http://www.medicare.gov)**.

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## Private Insurance

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Private insurance is a contract between you and your insurance company. Your contract may or may not cover assistive technology. Look over your policy carefully. Even when your insurance does cover assistive technology, your policy may have a cap on how much is covered.

If you receive private insurance from your employer there is a federal law known as the Employee Retirement Income Security Act (ERISA) that controls employee benefits plans. This law gives employees the chance to find out what the policy covers. Coverage guidelines will be written into a contract private insurance companies by law have to follow. Every insurance policy is different. Make sure you understand what your insurance policy covers.

You may not have health insurance through your employer but you can get insurance on your own. If you have questions about what your policy covers or would like to get insurance on your own, call the West Virginia Insurance Commission at **888-879-9842**.

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## **Rehabilitation Services, Division of**

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The West Virginia Division of Rehabilitation Services (DRS) is a program of state government that helps West Virginians who have disabilities achieve independence within the workplace, school, family and local community. DRS is funded through the state and federal government. For more information on rehabilitation services or any of their programs (listed below), call **800-642-8207** or your local office. (See Appendix C for a list of offices).

### **Rehabilitation Technology Department Services**

The West Virginia Division of Rehabilitation Services Rehabilitation Technology Department provides rehabilitation engineering, assistive technology, driver rehabilitation and environmental modification services to assist clients in reaching their rehabilitation goals. Staff travel statewide to perform evaluations, equipment set up or installation, training in the use of adaptive equipment and follow up or technical assistance. Services can be provided at the worksite, school, home, in the local community or at the DRS facility in Institute, WV. Low, mid or high tech solutions can be identified to assist individuals in reaching independence in employment, training, travel and functioning in the home.

### **Visually Impaired Seniors In-Home Outreach and Networking Services (VISIONS)**

VISIONS is a statewide program funded by the federal government to provide in-home and community-based services to West Virginians aged 55 and older with a permanent visual impairment that impacts independent functioning in daily activities. The goal of VISIONS is to help these individuals achieve their desired level of personal independence.



## VISIONS offers:

- Home or community-based independent living assessments
- Development of independent living plans
- Low vision aids including: magnifiers, assistive technology items such as large print check registers, diabetic registers, address books and large button phones, adaptive equipment for the kitchen and other low vision aids
- Skills training including orientation & mobility, adaptive homemaking and activities of daily living training, community reintegration, self-advocacy training, computer access technology training and much more
- Referral to other agencies for talking book services, senior services, free directory assistance/operated calling and more

VISIONS conducts activities to improve public understanding of the concerns and problems faced by older adults with visual impairments by providing:

- Outreach to community groups through presentations at workshops and meetings
- Exhibits and demonstrations of low vision assistive technology at conferences and other events

To apply for services or receive additional information about the VISIONS program, call **800-642-3021**.

### **West Virginia's Assistive Technology Revolving Loan Fund**

The West Virginia Legislature set aside funds for a revolving loan fund to allow West Virginia residents with disabilities to purchase assistive technology. A seven-member board appointed by the Governor administers the fund. Loans may range from a minimum of \$500 to a maximum of \$5,000. A person may borrow up to 90 percent of the cost of the technology-related device or service. The interest rate is calculated at the time the loan application is received. For an application or more information, call **800-642-8207**.

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## Social Security Programs

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The Social Security Administration (SSA) administers the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) programs that can provide benefits based on the disability or blindness of individuals. The SSA can determine if an individual is eligible for one or both programs. For more information, call the SSA in your local area or call the toll free number **800-772-1213** or **800-325-0778 (TTY)** or visit **[www.ssa.gov](http://www.ssa.gov)**.

### Supplemental Security Income (SSI)

SSI is a needs-based program that provides payments to individuals who are aged, blind and/or disabled and who have limited income and resources.

The amount of an SSI check can vary monthly due to earnings from work; unearned income (such as SSDI benefits; living arrangements and support that the individual may receive; the state the individual lives in; and any work incentives that may be used while that individual is working.

When you are approved for SSI, you will begin receiving payments because there is no waiting period.

You must report to Social Security any changes in your financial status, living arrangements or supports that you may be receiving. These factors could change the amount of SSI that you receive and/or your eligibility.

When you are approved for SSI in West Virginia, you also become eligible to receive a Medicaid card.

The SSA has developed work incentives that are available to individuals with disabilities who receive SSI and are thinking of going to work. It is important for disability beneficiaries to understand that they can still receive benefits while they test their ability to work. To learn more about the work incentives that are available, contact the Social Security Administration office at **800-772-1213** or **800-325-0778 (TTY)** or the Ticket Call Center at **866-968-7842** or **866-833-2967(TTY)**

## Social Security Disability Insurance (SSDI)

SSDI provides benefits to individuals who are disabled or blind and are insured by the worker's contributions to the Social Security trust fund. To qualify you must be the worker, or the worker's widow(er), or the worker's adult child with a disability. You must also meet Social Security's definition of "disability." Unlike the SSI Program, this is not a needs-based program.

The amount of an SSDI check is based on the worker's lifetime average earnings covered by Social Security.

Usually there is a five month wait to receive SSDI cash payments but in some situations it may be sooner.

With SSDI a person will receive Medicare.

Work incentives are available to individuals with disabilities who receive SSDI and are thinking of going to work. The incentives provide the person with the opportunity to maintain benefits while testing their ability to work and gradually becoming self-supporting and independent. To learn more about the SSDI work incentives that are available you can contact the Social Security Administration office at **800-772-1213** or **800-325-0778 (TTY)** or the Ticket Call Center at **866-968-7842** or **866-833-2967 (TTY)**.

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## U.S. Railroad Retirement Board (RRB)

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The RRB provides benefits for railroad employees who are retired and have disabilities.

The RRB has special considerations for individuals who are recovering from a medical condition, have a permanent medical condition, are permanently disabled or have work expenses related to their disability.

The RRB help-line is an automated telephone service. You will not be able to speak to an RRB representative by calling the RRB help-line. Call the RRB field office if you want to speak to one of their representatives.

For more information call the RRB help-line at **877-772-5772**, or visit <https://secure.rrb.gov/>.

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## Veterans Affairs, Division of

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Veterans Affairs (VA) provides health care for veterans and family members of veterans with disabilities.

### Tricare

Tricare, formerly CHAMPUS, the health benefits program for dependents of active duty military service members and military retirees, will provide alternative/augmentative communication (AAC) devices to all program enrollees who require them. An augmentative communication device may be provided as a voice prosthesis under subsection 1077(a) (15).

For more information, call the local Veterans Affairs office in your area (see Appendix D) or the regional office at **800-827-1000**.

### Veterans Specially Adapted Housing Program

Adapted housing is part of the Department of Veterans Affairs (VA) program for the Paralyzed Veterans Administration. It provides qualified veterans financial help towards accessible housing. Veterans and family members of veterans who meet disability guidelines qualify for services. This program builds new homes, adapts existing homes and accommodates disability-related needs.

The special housing adaptation grant for veterans who are blind or who have lost or no longer have the use of both hands is \$10,000. Veterans may also use the grant to assist in acquiring a residence already adapted with special accessibility features. The one-time adapted grant for veterans with disabilities including loss of one or both lower extremities is \$50,000.

Veterans and service members with available loan guaranty entitlement may also get a guaranteed loan or a direct loan from the VA to supplement the grant to get a specially adapted home. Amounts with a guaranteed loan from a private lender will vary but the maximum direct loan from VA is \$33,000.

If you have any questions regarding your eligibility for any of the above housing grant programs or need assistance with applying for them, call the local Veterans Affairs office in your area (see Appendix D) or the regional office at **800-827-1000**.

## Veterans Hearing-Aid Program

The Veterans Administration National Hearing Aid Program (VANHAP) evaluates hearing-aid technology with the National Institute of Standards and Technology and establishes national contracts for products of high technical quality. These hearing-aid devices are then available free to veterans in VA audiology clinics, which must meet criteria as hearing-aid dispensing programs. (See Appendix D for clinics).

## Assistance with Adapting an Automobile to Meet Disability Needs

Veterans and service members with disabilities may be eligible for a one-time payment of no more than \$11,000 toward the purchase of an automobile if they have service-connected loss or permanent loss of use of one or both hands or feet, permanent impairment of vision of both eyes to a certain degree, or immobility of one or both knees or hips. For more information, call your local Veterans Affairs office or contact the regional office at **800-827-1000**.

## Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)

“CHAMPVA for Life” is designed for spouses or dependents 65 or older. They must be family members of veterans who have permanent and total service-connected disabilities, who died of a service-connection or who were totally disabled from a service-connected condition at the time of death. They also must have Medicare coverage. For more information, call **800-827-1000** or visit [www.va.gov/hac](http://www.va.gov/hac).

## Combat-Related Special Compensation (CRSC)

CRSC was established to help military retirees who have service-connected disabilities. Congress has authorized special compensation to help offset military retirement pay that is forfeited to receive disability compensation from the Department of Veterans Affairs. CRSC is only for those who have at least 20 years of military service and who have combat or operations-related disabilities. To find out more about this program and how and where to apply, call the Retiree Affairs office at the nearest military installation or go to the Department of Defense website at [www.dfas.mil/retiredmilitary/disability/crsc.html](http://www.dfas.mil/retiredmilitary/disability/crsc.html)

For more information on the above programs, call your local Veterans Affairs office (See Appendix D) or the regional office at **800-827-1000**.





# Section 2

Other Funding Sources, Resources and Services







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## Other Funding Sources and/or Services

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### **AARP West Virginia**

AARP West Virginia offers advocacy, education and community services for West Virginians 50 and over. For more information, call **866-227-7458** or visit **[www.aarp.org](http://www.aarp.org)**.

### **Access WV**

Access WV is a health plan created by West Virginia law to provide health insurance to West Virginians who have been unable to find or who have been denied health insurance in the private market because of a medical condition. It also provides coverage to people who are eligible under the Federal Portability Act or under the IRS Health Coverage Tax Credit Program. For more information, call **866-445-8491** or visit **<http://apps.wvinsurance.gov/accesswv>**.

### **Adult Basic Education (ABE)**

The West Virginia ABE Program is committed to providing integrated and comprehensive services to equip adults with the strong foundational skills they need for productive employment, effective citizenship and successful life management. For more information, call **304-558-0280** or visit **<http://wvde.state.wv.us/abe/>**.

### **Adult Family Care**

Adult Family Care provides adults who need and desire the support, protection and security of family living an opportunity to live within a family unit where they can function as an individual. For more information about this program, call your local Department of Health and Human Resources (DHHR) office (see Appendix J) or visit **<http://www.dhhr.wv.gov>**.

### **Adult Services Program**

Adult Services supports programs to help older adults with disabilities and vision impairments. These services are intended to care for and support vulnerable adults so that they may remain in their own homes and still get the care they need. This program also works to improve the quality of life for adults who must live in nursing homes, personal care homes, residential board and care homes and adult family care homes. Services include protecting adults with physical and mental impairments from being abused, neglected or financially exploited; adult family care; a homeless program; licensed personal care homes; guardianship and health care surrogate, and residential board and care homes. For more information, call your local Department of Health and Human Resources (see Appendix J) or visit **<http://www.dhhr.wv.gov>**.

### **Affordable Dentures**

Affordable Dentures is a network of affiliated denture practices that aims to provide individuals with a denture created to their own personal needs at an affordable fee. The two Affordable Dentures locations in West Virginia are Bridgeport **(304-842-1995)** and Barboursville **(304-733-5500)**. For more information, such as other locations and fees, visit **[www.affordabledentures.com](http://www.affordabledentures.com)** or call **800-DENTURE (800-336-8873)**.

### **AgrAbility Project (CED at WVU)**

The West Virginia AgrAbility Project is part of a national information network for farmers, farm workers and farm families. The program is designed to help find solutions to meet special needs caused by a disability or chronic health condition. AgrAbility staff will provide information and referral, on-the-farm visits, service coordination and help find support to pay for assistive technology and farm equipment modifications. For more information, call **800-841-8436** or visit **[www.agrability.cedwvu.org](http://www.agrability.cedwvu.org)**.

### **AMFM Nursing & Rehabilitation Centers**

AMFM Nursing and Rehabilitation Centers are for persons considering long term nursing or short term rehabilitative care. Call the home office in Charleston at **800-348-1623** to find the center closest to you, a free guide, services and care, or visit **[www.AMFMWV.com](http://www.AMFMWV.com)**.

### **Alzheimer's Association**

The Alzheimer's Association has access to the most recent information on the disease and many of the services are free. The Association also offers a training program to groups or individuals providing care for individuals with Alzheimer's disease and related dementias. Training topics include communication, working with families, bathing, wandering, driving and more. Groups and individuals can earn basic, advanced or dementia care certificates. For more information, call **800-272-3900**, TDD **866-403-3073** or visit **[www.alz.org/wv](http://www.alz.org/wv)**.

### **Assistive Technology Exchange System**

The West Virginia Assistive Technology System (WVATS) offers an exchange system where individuals can post used and/or no longer needed assistive technology for giveaway, sale or trade. For more information, call **800-841-8436**. The exchange system is available online at **<https://vll.cedwvu.org>**.

### **Association of Blind Citizens (ABC)**

This funding source will cover 50 percent of the retail price of adaptive devices or software. The ABC board of directors believes that this program will allow individuals who are blind or have visual impairments to access technology products that will have a significant impact on improving employment opportunities, increase their level of independence and enhance overall quality of life. Applications must be submitted by June 30th and December 31st for each grant period (two per year). For more information, visit **[www.blindcitizens.org](http://www.blindcitizens.org)**.

### **Behavioral Health Advocacy Project**

Appalachian Legal Services has a contract with the Department of Health and Human Resources to provide non-legal representation and assistance for consumers of behavioral health care services. There is no charge for services provided by the Behavioral Advocacy Project. For more information, call **866-255-4370**, or visit **[www.lawv.net/Behavioral](http://www.lawv.net/Behavioral)**.

### **Bureau of Senior Services**

The WV Bureau of Senior Services (BOSS) offers information, respite care, training, support groups and individual counseling. A variety of programs and services, including the Aged and Disabled Waiver Program, are available for interested and eligible individuals. For more information, call **304-558-3317** or visit **[www.wvseniorservices.gov](http://www.wvseniorservices.gov)**.

### **Burial Assistance**

The WV Department of Health and Human Resources provides help with the funeral costs of eligible low-income adults or children. Family contributions and other third-party payments may be allowed to help pay for the burial. Call your local DHHR office (See Appendix J) for more information.

### **Cabell-Wayne Association of the Blind**

The Cabell-Wayne Association of the Blind (CWAB) in Huntington, WV provides free services to residents of Cabell and Wayne counties who have vision impairments. These services include computer training, cooking classes, transportation, rehabilitation, exercise classes, orientation and mobility classes, recreational and social activities and focus groups. CWAB also has in-house visits for people who may need assistance with their banking, comparative shopping and other services. For more information, call **304-522-6991** or visit **[www.cabellwayne.org](http://www.cabellwayne.org)**.

### **CAMC Health Information Center**

The CAMC Health Information Center provides access to health care information. The Center does not provide medical care or advice. The Center promotes health and health care by providing materials focusing on current, practical and comprehensive information important to the well-being of the community. For more information, call **888-HEALTHY (888-432-5849)** or visit **[www.camcinstitute.org/hic](http://www.camcinstitute.org/hic)**.

### **Caregiver Support**

The Family Caregiver Support Program is designed to provide information and support to individuals who are unpaid caregivers for elderly family members. Services include assistance to caregivers in accessing services, individual counseling, organization of support groups, training to assist caregivers and respite care. For more information, call **304-293-3129** or visit **[www.wvcaregivers.org](http://www.wvcaregivers.org)**.

### **Care Coordination and Disease Management Program**

Care Coordination is a program that is provided by the UMWA Health and Retirement Funds to assist people in receiving the best quality health care available. The care coordination team is made up of registered nurses, licensed social workers, physicians and pharmacists. The program works by a nurse contacting the person to complete an assessment over the phone to discuss specific health care needs. For more information, call **800-292-2288**.

### **Catholic Charities of West Virginia**

Catholic Charities is a department of the Diocese of Wheeling-Charleston that offers assistance to anyone in need. For more information, call **304-233-0880** or visit <http://catholiccharitieswv.org/> or see Appendix M.

### **Community Services, Inc. (CSI)**

CSI provides a Community Rehabilitation Program that offers job site training, direct placement, supported employment and more to people with disabilities. CSI matches workers to the labor needs of employers and then trains and provides support to the employee for as long as necessary to make the placement a success. Training and follow-up services by a job coach help to ensure success. For more information, call **304-205-7978** or visit [www.csiwv.com](http://www.csiwv.com).

### **Corporate Angel Network**

The Corporate Angel Network is a nationwide public charity whose mission is to arrange passage for cancer patients to treatment centers using empty seats on corporate jets. Employees and volunteers work with patients and families to coordinate their travel needs with Corporate Angels – 500 major corporations who make empty seats on their aircraft available to patients. For more information, call **914-328-1313** or visit [www.CorpAngelNetwork.org](http://www.CorpAngelNetwork.org).

### **Eldercare Locator**

The Eldercare Locator connects older adults and their caregivers with sources of information on senior services. The service is designed to help find services for seniors by identifying trustworthy local support resources. The goal is to provide users with the information and resources they need to live independently and safely in their homes and communities for as long as possible. For more information, call **800-677-1116**, or visit [www.eldercare.gov](http://www.eldercare.gov).

## **Emergency Assistance**

Emergency Assistance gives short-term financial help to persons and families who face a financial crisis. Items that may be needed are: shelter, utilities, food, household goods, clothing, childcare, transportation or outpatient medical care. The Emergency Assistance Program is only available one time during any 12-month time period. Persons and families must meet certain program guidelines and be within certain levels for income and assets. Those applying for this program will also be referred to other community programs that may help. Call your local DHHR office (See Appendix J) for more information.

## **Employer Incentive Program**

This is a hire first program with public or private sector businesses licensed to do business in West Virginia. These contracts are for a minimum of 30 hours per week not to exceed 40 hours per week. The minimum number of hours for each contract is 400 and may not exceed 600. The clients will be hired by an employer and receive no less than minimum wage per hour. The employer will be reimbursed 50 percent of the salary indicated in the contract by the Department of Health and Human Resources. Call your local DHHR office for more information (Appendix J).

## **Experience Works**

Experience Works is a national, nonprofit organization that offers training and employment opportunities for mature workers. For more information, call **866-397-9757** or visit **[www.experienceworks.org](http://www.experienceworks.org)**.

## **Eye Care America**

The Volunteer Eye Surgeons Association sponsors this program to provide free cataract surgery to people of all ages who have no other means to pay. Surgeries are scheduled annually on one day, usually in May. For more information, call **800-391-EYES (800-391-3937)**.

## **Family Caregiver Alliance**

The Family Caregiver Alliance addresses the needs of families and friends providing long term care at home. The Alliance offers programs at national, state and local levels to support and sustain caregivers. FCA is a public voice for caregivers, illuminating the daily challenges they face, offering them the assistance they need and deserve and championing their cause through: education, services, research and advocacy. For more information, call **800-445-8106** or visit **[www.caregiver.org](http://www.caregiver.org)**.

### **FamilyCare**

FamilyCare provides a variety of medical services, including annual checkups and physicals for adults and children, prenatal care and delivery, newborn and pediatric care, health care for senior citizens, treatment for minor illnesses and injuries, mental health counseling, treatment for serious medical problems, full dental services and more. Most insurance plans are accepted including Medicaid and Medicare. Most services are also available on a sliding-fee scale based on income for those without insurance. FamilyCare has locations in Scott Depot **304-757-6999**, Charleston **304-343-4177**, and Madison **304-369-0393**. For more information, visit [www.FamilyCareWV.org](http://www.FamilyCareWV.org).

### **Federal Long Term Care Insurance Program**

The Federal Long Term Care Insurance Program is available to federal and postal workers, government retirees, retired military personnel as well as their immediate families. For more information, call **800-582-3337**, TTY **800-843-3557** or visit [www.ltcfeds.com](http://www.ltcfeds.com).

### **Find a Care Manager**

The National Association of Professional Geriatric Care Managers has an online resource to help individuals locate a professional Geriatric Care Manager. A professional Geriatric Care Manager is someone who helps older people and their families identify problems and get needed in-home care and services. For more information, visit [www.caremanager.org](http://www.caremanager.org).

### **Food Stamps Step 1**

Food Stamps Step 1 is a website that can make it easier for people to apply for food stamps. This website lets low-income families learn whether they qualify for food stamps and to see how much assistance they could receive. The site is not necessarily targeted at lower-income people who have computers in their homes. Needy families without computers can go to food banks or government offices to access the Internet site. For more information, visit [www.snap-step1.usda.gov](http://www.snap-step1.usda.gov).

### **Foster Grandparents**

Foster Grandparents are individuals who are over 55 years of age, can volunteer an average of 20 hours a week, have a limited income and love children. This program gives children the much-needed attention that can change lives. Foster Grandparents receive pre-service orientation and monthly training, an annual physical examination, supplemental insurance, a small stipend for those who qualify, help with meal and transportation costs and the joy of knowing they are making a difference for children. For more information, visit [www.seniorcorps.org](http://www.seniorcorps.org).

### **Free Flu Shots**

The Muscular Dystrophy Association offers flu shots at no cost to people with any of the more than 40 neuromuscular diseases in the Association's program. For more information about getting a free flu shot, call the MDA at **800-572-1717** to find the location of the MDA clinic nearest to you, or visit [www.mdausa.org](http://www.mdausa.org)

### **Good News Mountaineer Garage**

The Good News Mountaineer Garage is a nonprofit organization that accepts donations of used vehicles, repairs them and distributes them to WV low income families who are referred by WVDHHR. For more information or to donate a car call **866-GIVE-CAR (866-448-3227)** or visit **[www.goodnewsmountaineergarage.com](http://www.goodnewsmountaineergarage.com)**.

### **Health Insurance Premium Payment (HIPP) Program**

HIPP is designed to assist Medicaid eligible individuals who cannot afford their employer's group health coverage. The Bureau of Medical Services will pay the premiums along with any deductibles and co-payments for Medicaid eligible individuals when the policy is determined to be cost-effective. The program will also assist recently unemployed individuals with COBRA benefits available from their former employer. Candidates must have group health insurance that covers at least one Medicaid-eligible person in West Virginia available to them. More information and an online application are available by calling **304-342-1604** or at **[www.wvrecovery.com/hipp.asp](http://www.wvrecovery.com/hipp.asp)**.

### **HealthSouth**

HealthSouth Regional Rehabilitation Hospitals offer many programs including aquatic rehabilitation, the outpatient day hospital program and balance and vestibular programs. For more information about Health South programs, call **800-765-4772**. The Huntington branch can be contacted at **304-733-1060**, the Morgantown branch at **304-598-1100**, the Parkersburg branch at **304-420-1300**, and the Princeton branch at **304-487-8000**.

### **Hear Now**

Hear Now is a program to help people who cannot afford hearing aids. Since 1995, Hear Now has provided more than 65,000 children and adults with hearing aids. Hear Now accepts donations of old, used and no longer used hearing aids which are then sold to a repair lab. Money generated through these sales is used to purchase the aids used in the program's hearing aid assistance program, the National Hearing Aid Bank. For more information on applying for assistance, or to donate a hearing aid, call **800-328-8602** or visit **[www.starkeyhearingfoundation.org](http://www.starkeyhearingfoundation.org)**.

### **Homeless Services**

The West Virginia Department of Health and Human Resources has contracts with 11 homeless shelters statewide to provide emergency shelter and case management services. Individuals served through the Department's homeless program must participate in developing and implementing a service plan designed to eliminate the causes of homelessness. For more information on this program, call your local DHHR office (See Appendix J) or visit **<http://www.dhhr.wv.gov>**.

### **Huntington Human Relations Commission (HHRC)**

The HHRC looks at and decides on complaints made by people who feel their rights have been violated by discrimination. You can file a complaint if you feel you have been discriminated against because of your race, religion, color, national origin, ancestry, sex, age (if you are 40 or older), or disability. For more information, call **304-696-5592**.

### **In-Home Care Program**

This program is designed to keep individuals living in the most independent, least restrictive environment to help reduce premature institutionalization. The In-Home Care Program is available statewide. Personal hygiene and grooming, environmental, nutritional support, and non-technical physical assistance are provided in the home. For more information, call **800-499-4080**.

### **Leadership Academy**

The Leadership Academy is a training program involving citizenship, advocacy, leadership and organizational skills for groups of consumers of behavioral health services. For more information, call **800-598-8847**.

### **Lifeline/Tel-Assistance**

Lifeline/Tel-Assistance is a program for low-income households offered by West Virginia telephone companies. The program offers a lower than normal cost for the connection of a telephone line in the household. Lifeline/Tel-Assistance helps rural households have access to emergency and other community services. For more information, call your local DHHR office (See Appendix J).

### **Limbs for Life**

This mission of the Limbs for Life Foundation is to benefit amputees by providing comfortable and fully functional prosthetic care for individuals who cannot otherwise afford it. For more information, call **888-235-5462** or visit **[www.limbsforlife.org](http://www.limbsforlife.org)**.

### **Lions Club International**

Provides financial assistance for eye care; service may vary depending on locality. Check your telephone directory for local club or call the organization's national office at **630-571-5466** or visit **[www.lionsclubs.org](http://www.lionsclubs.org)**.



### **Low-Income Energy Assistance Program (LIEAP)**

LIEAP is a yearly winter home-heating program that helps pay a household's winter heating bills. Households must meet income and program guidelines. Households that are facing the shut-off of their home heating services during the winter may get help through an emergency part of the program. For more information, call your local DHHR office (See Appendix J)

### **Medicare Savings Programs**

The West Virginia SHIP (State Health Insurance Assistance Program) has three programs that can assist with out-of-pocket costs that Medicare does not pay. The programs may pay your monthly Medicare premium and may also pay Medicare deductibles and co-insurances. To qualify for these programs, you must be eligible for Medicare Part A and have limited income and assets. For more information, call **877-987-4463** or visit **[www.wvship.org](http://www.wvship.org)**

### **Medicare Rx Extra Help**

Medicare Rx Extra Help pays for the monthly fee and deductible for Medicare prescription drug coverage, and lowers prescription drug co-payments. For more information, call **800-772-1213** or visit **<http://www.ssa.gov/medicare/prescriptionhelp/>**.

### **Mental Health Services**

The University Health Associates Mental Health Services at WVU includes assessments and evaluations, individual and group therapy, marital and family therapy, psychological and neuropsychological testing and diagnosis and treatment of sleep disturbances. For more information, call **304-598-6400**.

### **National Captioning Institute (NCI)**

The National Captioning Institute (NCI) help desk will assist individuals with questions and concerns about closed captioning and related media access services. For more information, call **703-917-7600** or visit **[www.ncicap.org](http://www.ncicap.org)**.

### **National Organization on Rare Disorders (NORD)**

NORD administers patient assistance programs to help uninsured or under-insured individuals secure life-saving or life-sustaining medications. For a complete list of NORD's current Patient Assistance Programs call **800-999-6673** or visit **[www.rarediseases.org/programs/medication](http://www.rarediseases.org/programs/medication)**.

### **Non-Emergency Medical Transportation (NEMT)**

Helps those who receive Medicaid with the costs of going to and from their doctors and medical service providers. Other costs during the travel such as meals, lodging and tolls may also be available for eligible patients. Private auto transportation providers are paid by the mile. Public transportation providers are reimbursed at rates decided by the WV Public Service Commission. For more information, call your local DHHR office (See Appendix J).

### **Patient Advocate Foundation**

The Patient Advocate Foundation is a national nonprofit organization that works with patients to resolve insurance, job discrimination and/or debt issues relative to their diagnosis with insurers, employers and/or creditors. Through mediation, the Patient Advocate Foundation seeks to help patients acquire and maintain access to care, employment and preservation of their financial stability. For more information, call **800-532-5274** or visit **[www.patientadvocate.org](http://www.patientadvocate.org)**.

### **Pearle Vision Foundation**

The Pearle Vision Foundation awards grants to economically disadvantaged individuals for surgeries and low vision equipment and to non-profit organizations for research, education, training and projects related to preserving lifetime vision. Eligibility is based on individuals who demonstrate financial hardships and are in need of vision care. People who can be assisted are those who are presently unemployed, on a limited income and cannot obtain insurance or medical assistance. For more information, visit **<http://www.pearlevision.com/pv-us/why-pearle-vision/our-vision#box3>**.

### **Peer Recovery Network**

The Peer Recovery Network provides alternative/non-traditional direct and group services that are currently unavailable from other system entities in West Virginia. The primary purpose of this network is to work toward providing a common voice for consumers of addiction or addiction related services within the state. For more information, call **888-807-2955**.

### **Protection and Advocacy for Assistive Technology (PAAT)**

PAAT is open to any individual who is or would be enabled by an assistive technology device or service. The goal of PAAT is to help individuals with disabilities, their family members, guardians, advocates or authorized representatives who have been denied access to assistive technology devices or services by Medicaid, Medicare, a school, an employer, an insurance company or any state or federally funded agency or entity. For more information, call **800-950-5250** or visit **[www.wvadvocates.org](http://www.wvadvocates.org)**.

### **Recovery Education Center**

At the Recovery Education Center, qualified trainers teach a series of modules that pull together life experiences and skill-building activities helpful in providing effective peer-to-peer supports. Adults with psychiatric disabilities who are recovery focused and interested in improving their education and work opportunities are encouraged to enroll. For more information, call **304-345-7312**.

### **Residential Board & Care and Personal Care Homes**

Both residential board and care homes and personal care homes provide a supervised group living situation in which four or more individuals receive care, including limited nursing care. These facilities have proven to be ideal for many elderly and individuals with disabilities who require a supervised living situation. For more information, call your local DHHR office (See Appendix J).

### **Rosenbaum Family House**

The Rosenbaum Family House is connected to Ruby Memorial Hospital. It offers low cost accommodations for individuals coming to Morgantown to receive medical services. Physician or hospital clergy must make the referral. The cost per stay is \$15 per night. For more information, call **304-598-6094**.

### **Seeing Hand Association**

The Seeing Hand Association is a private, non-profit organization established to provide services to the blind in the Upper Ohio Valley. The Association assists individuals, families and professionals in accessing services and/or resources to meet their needs. It also offers support groups and low vision clinics for individuals who are blind or visually impaired. For more information, call **304-232-4810** or visit **[www.seeinghandassociation.com](http://www.seeinghandassociation.com)**.

### **Self Help for Hard of Hearing People**

Self Help for Hard of Hearing People (SHHH) is the nation's largest organization for people with hearing loss. It is also the nation's leading consumer advocacy group helping people with hearing loss. SHHH seeks to open the world of communication for people with hearing loss through information, education, advocacy and support. For more information, call **301-657-2248** or visit **[www.hearingloss.org](http://www.hearingloss.org)**.

### **Senior Corps (RSVP)**

The Retired and Senior Volunteer Program is a federally funded program that invites adults age 55 and over to use their life experience and skills to answer the call of their neighbors in need. For more information, visit **[www.seniorcorps.org](http://www.seniorcorps.org)** (See Appendix K).

### **Senior Community Service Employment Program (SCSEP)**

SCSEP provides income-eligible individuals who are 55 and older subsidized part-time employment and training opportunities in a variety of nonprofit social service agencies. For more information, call **304-558-3317** or visit <http://www.wvseniorservices.gov/>

### **Senior Companions**

Senior companions are healthy older adults who help other adults live independently. Senior companions provide support to family caregivers. They assist with grocery shopping and other daily tasks necessary to maintain independence. As a senior companion, you will receive pre-service and on-going training, an annual physical examination, supplemental insurance, help with meal and transportation costs, a small stipend for those who qualify and the joy of helping others live on their own. For more information, visit [www.seniorcorps.org](http://www.seniorcorps.org).

### **SeniorWise**

Bank One and Cabell Huntington Hospital offer SeniorWise, a program that offers a number of free hospital and banking services. From Cabell Huntington Hospital, members receive upgrades to private hospital rooms, free or reduced-rate health screenings, appointments with Medicare Financial Counselors and more. From Bank One, members receive a financial checkup, free checking, free on-line bill paying and more. All services are free to members. For information, call **304-526-2695** or visit [www.cabellhuntington.org](http://www.cabellhuntington.org).

### **Specialized Family Care Program (CED at WVU)**

The Specialized Family Care (SFC) program is a statewide placement and family support system designed to serve the needs of children and adults with developmental disabilities. It is a residential option for any person with developmental disabilities. A SFC home is a specially recruited and trained family that provides training, nurturing, and a family atmosphere for anyone with a developmental disability. A host family provides special services under a contract with the placement agency. The home is a place where the individual can grow and develop to his/her maximum potential mentally, physical, emotionally, and socially. In many instances, the SFC home becomes the permanent home for the person. For more information, call **304-720-3200** or visit [www.sfcp.cedwvu.org](http://www.sfcp.cedwvu.org).

### **Starkey Hearing Foundation**

The Starkey Hearing Foundation donates more than 10,000 hearing aids each year to people who cannot afford them. For more information, call **866-354-3254** or visit [www.starkeyhearingfoundation.org](http://www.starkeyhearingfoundation.org).

### **State Health Insurance Assistance Program (SHIP)**

WV SHIP provides free assistance to Medicare beneficiaries through personal counseling sessions, by telephone, group presentations and through the media. Counselors are located in the senior centers in all 55 counties (See Appendix K). Information is provided on a variety of topics, including Part A (hospital benefits), Part B (out-patient services), Part D (prescription drug coverage), preventive services, medigap policies and Medicare savings programs. The program is also able to provide guidance with Medicare billing issues and appeals. For more information, call **877-987-4463** or visit **www.wvship.com**.

### **Supportive & Nutrition Services**

The Bureau for Senior Services provides a wide variety of support services that are available in county senior centers, their satellite locations or in senior's homes. Services include transportation, instruction and training, congregate meals, home delivered meals, letter reading and writing, exercise programs, shopping, home repair, homemaker, adult day care, telephoning, personal care, health screening, chore services, nutrition education and information and assistance. For more information, call **888-982-4464** or visit **www.wvseniorservices.gov**.

### **Tax-Aide**

Tax-Aide is free tax assistance. The assistance is confidential and available to all taxpayers with middle and low incomes, with special attention to those aged 60 and older. Tax-Aide is a service that prepares tax returns and answers tax questions. For more information, call **888-687-2277** or visit **www.aarp.org/taxaide**.

### **Telephone Relay Service**

The WV Telephone Relay Service works to connect people who are deaf, deafblind, hearing, hard-of-hearing and speech disabled. A Telephonic Communication Device Loan program is available for interested individuals. For more information, call the WV Commission for the Deaf and Hard-of-Hearing at **800-676-3777 (V/TTY)** or visit **www.westvirginiarelay.com**.

### **Twenty-percent Utility Discount Program**

This program helps people who receive AFDC-U, Supplemental Social Security Income (SSI) or who are over age 60 and get food stamps, by giving them below normal rates for their gas and electric service during the winter months. For more information, call your local DHHR office (See Appendix J).

### **United Mine Workers of America (UMWA) Health and Retirement Funds**

The United Mine Workers of America offers a Diabetes Education Program, a Chronic Obstructive Pulmonary Disease Education Program and a Congestive Heart Failure Education Program. Each program offers private consultations, educational materials, educational sessions and evaluations for improved physical fitness. UMWA also offers a case management program in which individuals can call and speak with registered nurses who have varied backgrounds, including transplant, oncology, psychiatric, nursing home and home health experience. For more information, call **800-292-2288** or visit **[www.umwafunds.org](http://www.umwafunds.org)**.

### **U.S. Department of Housing and Urban Development**

Fair housing is a right protected by federal and state laws. Fair housing means you may freely choose a place to live. HUD's mission is to increase home ownership, support community development and increase access to affordable housing free from discrimination. For more information, call **800-225-5342** or visit **[www.hud.gov](http://www.hud.gov)**.

### **Verizon Center for Customers with Disabilities**

This Center is a communications resource for people who have low vision or blindness, hearing loss or deafness, cognitive, speech or mobility impairments. Verizon's mission is to provide the highest quality of service to customers with disabilities and have representatives who are trained to help with services and equipment. For more information call **800-974-6006** or visit **[www.verizon.com](http://www.verizon.com)**. Nokia offers similar services, for more information regarding Nokia's services call **800-246-6542** or visit **[www.nokiaaccessibility.com](http://www.nokiaaccessibility.com)**.

### **Wellness Recovery Action Plan (WRAP)**

WRAP is a program of the WV Mental Health Consumers Association. Part of its mission is to conduct Wellness Recovery Action Plan peer support groups for adults with mental health and/or co-occurring experiences throughout the state. For more information, call **866-255-4370**.

### **Wells Fargo Reverse Mortgage**

If you are at least 62 years old, the Wells Fargo Reverse Mortgage program borrows against the equity you have built in your home without your repaying the debt for as long as you live there. Instead of making monthly payments, you can choose to receive them. For more information, call **866-820-9199** or visit **[www.wellsfargo.com](http://www.wellsfargo.com)**.

### **West Virginia ADA Coalition**

WV ADA Coalition is a statewide, grassroots group of individuals committed to helping communities achieve equal access for all West Virginians. The Coalition focuses on providing technical assistance, education and training and public awareness. For more information, call **800-946-9471**.

**West Virginia Advocates**

The Advocates protect the human and legal rights of West Virginians who have disabilities and work to ensure individuals enjoy full inclusion and integration in the economic, political, social, cultural and educational mainstream of society. For more information, call **800-950-5250** or visit [www.wvadvocates.org](http://www.wvadvocates.org).

**West Virginia Assistive Technology System (WVATS) (CED at WVU)**

WVATS is dedicated to increasing the access to and acquisition of assistive technology for West Virginians of all ages and types of disabilities. WVATS disseminates information about assistive technologies and services, provides demonstrations and trainings on assistive technologies and operates a loan library, available online at [www.wvats.cedwvu.org](http://www.wvats.cedwvu.org). For more information, call **800-841-8436**.

**West Virginia Association for the Deaf, Inc. (WVAD)**

WVAD serves a wide array of individuals with hearing loss as an advocacy and information network. Members of the WVAD have donated various models of closed captioning devices (CC) to be distributed to individuals. Criteria for donating a CC device are the person is deaf or hard of hearing and shows a financial burden of purchasing the device themselves. For more information, call **304-647-3131** or visit [www.wvdhhr.org/wvcdhh/wvad](http://www.wvdhhr.org/wvcdhh/wvad).

**West Virginia Bureau for Public Health**

The Bureau for Public Health offers information on disease, injury, health care providers and health services. For more information or to find the county health department nearest you, call **304-558-2971** or visit [www.dhhr.wv.gov/bph](http://www.dhhr.wv.gov/bph).

**West Virginia's Catastrophic Illness Commission**

You or a loved one may be eligible for financial assistance to help with the cost of medical needs through West Virginia's James "Tiger" Morton Catastrophic Illness Commission. To be eligible for the funds a patient must be a resident of West Virginia one year prior to the date of onset/ diagnosis, have a condition that meets the definition of catastrophic illness and must have exhausted all other resources.

Persons eligible for medical assistance through WV Medicaid are not eligible. Past due medical bills are not accepted and all services must be preauthorized through the program director. The WV Legislature created this fund in 1999 as a last resort for those in dire need of medical assistance once all other resources have been exhausted. To apply, call **304-558-6073**. Applications may be made over the phone and decisions may be made within approximately one week. For more information visit [www.wvdhhr.org/cic/index.asp](http://www.wvdhhr.org/cic/index.asp).

### **West Virginia Commission for the Deaf and Hard of Hearing (WVCDHH)**

The WVCDHH is an agency that provides free and confidential services to individuals interested in services concerning those who are deaf or hard of hearing. Services include referral, access to advocacy, training and educational opportunities. The commission also has a TTY loan program. For more information, call **866-461-3578** or visit [www.wvdhhr.org/wvcdhh](http://www.wvdhhr.org/wvcdhh).

### **West Virginia End-of-Life Care**

The West Virginia Center for End-of-Life Care provides coordination, education, and resources so that West Virginians will have their pain controlled and their treatment choices respected. For more information, call **877-209-8086** or visit [www.wvendoflife.org](http://www.wvendoflife.org).

### **West Virginia Insurance Commission**

Obtaining insurance can seem like an overwhelming task and deciding whether or not a policy is necessary can confuse even the most knowledgeable consumer. The West Virginia Insurance Commission offers a variety of services to individuals who have concerns or questions regarding insurance. For more information, call **888-TRY- WVIC (888-879-9842)** or visit [www.wvinsurance.gov](http://www.wvinsurance.gov).

### **West Virginia Long-Term Care Ombudsman Program**

This program handles issues concerning the quality of care or treatment from a long-term care service provider, questions about billing charges and appeals regarding transfers, discharges, and discontinuance or changes in service. Anyone can call the Ombudsman Program and make an anonymous complaint. The Ombudsman Program advocates for residents' rights and quality care in nursing facilities, personal care homes, residential board, and care homes and similar long-term care facilities. For more information on how to contact an Ombudsman call **304-558-3317**, or find a Regional Ombudsman at **800-834-0598**, or visit [www.wvseniorservices.gov](http://www.wvseniorservices.gov).

### **West Virginia Medical Institute (WVMI)**

Making a decision about nursing home care can be difficult, but there are resources that can help. Medicare has published a brochure to help guide your decision-making process. If you or someone you know is currently a resident in a nursing home this brochure can also be used as a guide to talking to the nursing home staff about the quality of care being provided. For more information, call **800-642-8686** or visit [www.wvmi.org](http://www.wvmi.org).



### **West Virginia Mental Health Consumers Association (WVMHCA)**

WVMHCA is a nonprofit corporation organized under the laws of the state of WV for promoting the rights, representation, respect and responsibility for consumers of mental health services. For more information, call **800-598-8847**.

### **West Virginia on the Move**

The goal of WVOM is to assist West Virginians, regardless of athletic ability, to increase the physical activity in their lifestyle and make smarter food choices to maintain a healthy weight. For more information, call **304-345-1235** or visit **[www.wvonthemove.net](http://www.wvonthemove.net)**.

### **West Virginia Osteoporosis Prevention and Education Program**

The WV Osteoporosis Prevention and Education Program is designed to inform people about osteoporosis preventions and treatments. This program is a part of the Bureau for Public Health, the West Virginia Department of Health and Human Resources. For more information, call **304-558-0644** or visit **[www.wvbonenjoint.org](http://www.wvbonenjoint.org)**.

### **West Virginia Senior Legal Aid, Inc.**

WVSLA is a nonprofit organization dedicated to providing free legal services and counseling to West Virginia seniors age 60 and over. For more information, call **800-229-5068** or visit **[www.seniorlegalaids.org](http://www.seniorlegalaids.org)**.

### **West Virginia University Eye Institute**

The Eye Institute at WVU offers a full range of eye care services including comprehensive eye exams, contact lens fitting, low vision evaluation and rehabilitation, laser vision correction and subspecialty medical and surgical treatment. For more information, call **304-598-4820** or visit **<http://www.wvueye.com/>**.

### **West Virginia University Center on Aging**

The WVU Center on Aging has created an online one-stop resource for West Virginia's seniors. The WVU Center on Aging works to improve the health, well-being and security of older people and those who care for them, in West Virginia and across the nation through research, education, clinical service, technology and advocacy. For more information, call **888-WVAGING (888-982-4464)** or visit **[www.wvseniors.org](http://www.wvseniors.org)**.

### **West Virginia Alliance for Sustainable Families**

The WV Alliance for Sustainable Families undertakes a number of collaborative projects designed to increase economic self-sufficiency among low-income West Virginians. Projects include: Asset Building Initiative, Making Connections, and the West Virginia EITC (Earned Income Tax Credit) Campaign. For more information, call **304-342-6972** or visit **[www.wvasf.org](http://www.wvasf.org)**.

### **West Virginia University Speech Center**

The West Virginia University Speech Center conducts therapy sessions Monday through Friday 9:00 am to 5:00 pm with services of a fully certified supervisory staff. Individual as well as group therapy is offered each semester to meet the needs of the clients. The speech center also conducts augmentative communication evaluations as part of its services. There is also a fully equipped laboratory for acoustic and physiological study of speech disorders. For more information, call **304-293-6817**.

### **Wheelchair Foundation**

The Wheelchair Foundation is a nonprofit organization designed to create awareness of the needs and abilities of people with physical disabilities and to deliver a wheelchair to every individual in the world that needs one, but cannot afford one. For more information, call **877-378-3839** or visit **www.wheelchairfoundation.org**.

### **Wheelchair Recycling Program (WRP)**

The Wheelchair Recycling Program offers low cost, refurbished mobility and medical equipment to those who lack the resources to acquire new equipment. All equipment is donated to WRP by individuals, businesses and other nonprofit agencies. Every item is carefully cleaned and repaired by experienced workers. Equipment can be shipped to anyone in the nation; individuals must pay for the equipment plus the shipping cost. For more information, call **608-243-1785** or visit **www.wrp.org**.

### **WVSeniors.org**

WVSeniors.org is a free website with information about senior services available throughout the state of West Virginia. The site also allows users to access a calendar of events, a library of information on aging and links to senior-related news and online resources for seniors. Users can ask experts questions about geriatric medicine, pharmacy, social services and more. Email accounts, message boards and chat rooms are available free. For more information, call **888-WVAGING (888-982-4464)** or visit **www.wvseniors.org**.

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## **Additional Funding Sources for Assistive Technology**

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*Compiled by Debbie Budash*

A quick reference list of funding sources used by professionals to purchase equipment and services.

**The most common sources for AT funding are public agencies. They include:**

- ALS Foundation
- Christina Foundation
- Medicaid/Medicare
- Office of Vocational Rehabilitation (OVR)
- Mental Health/Intellectual Disabilities (MH/ID)
- United Cerebral Palsy Association (Bellows Fellow Grant)
- ARC
- SSI/SSDI work incentives

**Private Agencies, Foundations and Commercial Insurance include:**

- Travelers
- Metropolitan Life
- Prudential Insurance
- Equitable Life
- Mutual of Omaha
- State Farm
- Blue Cross/Blue Shield
- Aetna
- Champus

**Potential contributors include:**

- Private individuals
- Businesses
- Sports organizations
- Athletes

**Lending Libraries include:**

- West Virginia Assistive Technology System (WVATS) **800-841-8436**
- Vendor loan programs
- Early Childhood Lending Library

**Resources within the community can be sought and mini-grant proposals can be written and submitted to businesses and civic groups. They include:**

- Business and professional women's associations
- Exchange Club
- Kiwanis
- Elks
- Lions
- Church groups
- "A Dream Come True"
- "Make-A-Wish"
- Masons/Shriners
- Knights of Columbus
- Quota Club
- Seratoma
- Junior Women's League
- Telephone Pioneers
- Moose Lodges
- Fraternal Orders of Police
- Sunshine Foundation

**The following list provides some examples of alternate funding sources. They include:**

- Fundraising events
- Call or email individual companies for donations
- Garage sales/flea markets

Coordinating efforts with technical classes in high schools, community colleges, clubs and universities that require specific projects (i.e., senior projects required in mechanical engineering course, boy scout projects, etc.)

Once activities and technology needs have been identified, consider people who have specific skills in carpentry, electronics, mechanical engineering, computers and general "fix-it" skills to help with design and construction of adaptations.

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## Traveling Resource and Information Library Service (TRAILS) Vans:

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A mobile resource outreach program that uses vans equipped with resources of interest to early childhood providers. Resources include educational and developmentally appropriate toys for children ranging in ages from birth to 13 years, books, videos, computer software, music teaching curriculum and idea books, assistive technology, art supplies, and large equipment such as highchairs and cribs. Any WV licensed, registered, or certified provider within the listed counties can call for an appointment. Different areas of West Virginia are served by different TRAILS providers. Please locate your provider below:

### **MountainHeart North Trails Van**

For TRAILS service in Berkeley, Jefferson, Morgan, Hardy, Grant, Hampshire, Mineral and Pendleton counties, call the Martinsburg Office at **888-915-7653**.

For TRAILS service in Barbour, Taylor, Upshur, Randolph, Tucker, Preston and Lewis counties, call **877-811-5437**.

### **MountainHeart South TRAILS VAN**

For TRAILS service in Wyoming, Mercer, McDowell, Nicholas, Webster or Braxton counties, call **800-834-7082**.

For TRAILS service in Greenbrier, Fayette, Raleigh, Monroe, Summers and Pocahontas counties, call **866-223-7127**.

### **LINK TRAILS Van**

For TRAILS service in Boone, Lincoln, Mason, Mingo, Putnam, Wayne, Logan and Cabell counties, call **800-894-9540**.

### **Connect TRAILS Van**

For TRAILS service in Kanawha, Jackson, Clay or Roane counties, call **888-595-8290**.

### **Choices TRAILS Van**

For TRAILS service in Wood, Wirt, Richie, Pleasants, Harrison, Doddridge, Calhoun or Gilmer counties, call **866-966-2668**.





# Section 3

Common AT Funding Source Questions



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## Funding Information for Augmentative Communication Devices

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### How can you get funding for Alternative Augmentative Communication Devices (AAC)?

#### Public programs

- Public programs
- Private insurance
- Private foundations

You should not buy or ask a funding source to pay for an AAC device unless you have had an assessment by an expert in AAC. Everyone's needs are different and literally hundreds of AAC devices are available. Probably more AAC devices are in closets than any other assistive technology device. Trying AAC devices out is absolutely necessary. So please look to one of the loan sources in this section before purchasing. For an assessment, call Karen Haines at **(304) 293-2477** or email [karenhaines@mail.wvu.edu](mailto:karenhaines@mail.wvu.edu).

#### AAC Funding Sources

##### Medicaid

Medicaid covers augmentative communication devices for the purpose of assisting a Medicaid recipient to communicate basic medical needs only. At least one of the following criteria must be met before an AAC will be considered for approval:

- The person cannot communicate basic wants and needs verbally or through gestures due to various medical conditions in which speech is not expected to be restored. Basic needs include eating, drinking, toileting and indicating discomfort or pain
- The person cannot verbally or through gestures participate in medical care, i.e., make decisions regarding medical care or indicate medical needs
- The person cannot verbally or through gestures communicate consent on medical decisions

Devices intended to meet social, educational and vocational needs are not covered. Call **877-267-2323** to discuss the Medicaid process further.



## **Private Insurance for Augmentative Communication**

Under most health insurance policies, a communication device is not usually seen as a covered item, but the policy may cover prosthesis. A prosthesis is a device, external or implanted, that substitutes or supplements a missing or defective part of the body. You can request the communication device as a voice prosthesis and appeal if your request is turned down. These decisions are made on a case-by-case basis. The request and appeal should include information from your physician and a speech pathologist showing how the assistive technology will encourage normal function and will improve the user's ability to function.

## **Other funding sources for augmentative communication are:**

### **Public school systems**

- Veterans Administration for veterans and some family members
- Family Support Program
- Financial loan programs
- Used devices through advertisements
- Private foundations
- Civic groups

## **Loan Sources**

### **Augmentative Communication Loan Sources**

- WVATS Loan Library
- Vendors who will rent or lend
- Easter Seals
- Early Childhood Lending Library

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## Funding Information for Computers

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### Computers for Learning

Computers for Learning is a federally operated program designed to streamline the transfer of excess and surplus federal computer equipment to schools and nonprofit educational organizations. Special consideration is given to those with the greatest need. Equipment is shipped free. All schools and educational nonprofits are eligible for participation. For more information, call **866-333-7472** or visit **[www.computersforlearning.gov](http://www.computersforlearning.gov)**.

### Dell Computer Company

Dell offers reasonably priced, previously owned PCs that have been thoroughly tested. For more information, call **800-624-9897** or visit **[www.dell.com/outlet](http://www.dell.com/outlet)**.

### GiveTech

Computer tools designed specifically for those with severe physical disabilities allow for increased self-reliance and a vastly enhanced computing and Internet experience. GiveTech's goal is to provide such technological tools to those in need. For more information, call **415-750-2570** or visit **[www.givetech.org](http://www.givetech.org)**.

### Mission West Virginia

Mission West Virginia is a nonprofit organization that accepts donations of used computer equipment, refurbishes the equipment and redistributes it in the form of donations or low-cost resale. For more information, call **866-562-0723** or visit **[www.missionwv.org](http://www.missionwv.org)**.

## National Cristina Foundation

The National Cristina Foundation is dedicated to training through donated, used technology. The Cristina Foundation is a partner with the Computing Technology Industry Association (CTIA) with over 7,500 manufacturers, distributors and businesses. The foundation matches requests with companies to provide computer technology and solutions to give people with disabilities, students at risk, and the economically disadvantaged the opportunity through training to lead more independent and productive lives. Donors send equipment directly to the beneficiary. For more information, call **203-863-9100** or visit **[www.cristina.org](http://www.cristina.org)**.

## PC Renewal

PC Renewal is a West Virginia company specializing in the recycling of retired computer and office equipment. This company refurbishes old and donated equipment and office equipment and redistributes equipment at a discounted price to individuals who need a computer or office equipment. For more information, call **304-291-8550** or visit **[www.wvpcrenewal.com](http://www.wvpcrenewal.com)**.

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## Prescription Assistance

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With the cost of prescriptions rising and depleting the resources of people on fixed incomes, you may be searching for financial assistance when it comes to purchasing your prescription medications. Listed below are prescription assistance programs for low-income individuals and some options for individuals in higher income brackets too.

### Medicaid

The Medicaid program covers most medicines prescribed by a doctor. Children, with limited income and resources, who are blind or disabled will be automatically eligible for Medicaid if they qualify for Supplemental Security Income (SSI), a program run by the Social Security Administration. For more information, call your local Social Security Administration Office (see appendix O) or the West Virginia Department of Health and Human Resources at **304-558-0684**.

### Health Right Clinics

Individuals with a monthly income below the federal poverty level may qualify for assistance from a Health Right Clinic. For more information, call **304-343-7000** (Charleston) or visit **[www.wvhealthright.org](http://www.wvhealthright.org)**.

## **Pharmaceutical Companies**

Someone who receives too much income to qualify for assistance at a Health Right Clinic may be eligible for a pharmaceutical assistance program. Because eligibility guidelines vary from company to company, it's difficult to know if someone will qualify until a personal physician submits the application and the drug company reviews it. If a person qualifies, medications are provided free or at a reduced rate. For more information, ask your health care provider or call the pharmaceutical company that manufactures the medication you are interested in receiving a discount for.

## **340b Drug Program Initiative**

The 340b Drug Program Initiative is available at federally qualified health centers. It is a federal program designed to provide low-cost prescriptions to the growing uninsured population. Health centers and hospitals can purchase prescriptions at the federal ceiling price (roughly 49 percent of wholesale prices) and pass the savings onto their patients (you must be a patient of the covered entity). For more information about participating entities, call the West Virginia Primary Care Association at **304-346-0032**.

## **[www.needymeds.org](http://www.needymeds.org)**

Needymeds.org is a free resource to help people learn about patient assistance programs and other programs for those who can't afford their medications. The site has direct links to each states Medicaid program, enables users to search for pharmacy assistance by drug company name and prescription drug name and compares companies' discount card programs. For more information, visit **[www.needymeds.org](http://www.needymeds.org)**.

## **Rx Drug Discount Programs**

Several drug companies also offer discount cards. The Pfizer Share Card, Together Rx Card, GlaxoSmithKline Orange Card, Lilly Answers Card and the Novartis Care Card are programs designed to help low and moderate-income Medicare beneficiaries and individuals with disabilities that do not have drug coverage. For more information, visit **[www.needymeds.org](http://www.needymeds.org)**.

## **Pharmacy Discounts**

Many chain stores offer medicine discounts to their customers. Wal-Mart, Sam's Club, Giant Eagle and others offer some generic prescriptions for \$4. These programs do not usually include all generics. The pharmacist should be able to help you pick the least expensive way to buy your medicine. For more information, visit a participating pharmacy.

## **National Organization for Rare Disorders (NORD)**

NORD's Medication Assistance Programs provide several free prescription drugs to needy patients with rare diseases who cannot afford treatments. For more information, call **800-999-6673** (voice mail only). You may also visit **[www.rarediseases.org](http://www.rarediseases.org)**.

## **The Medicine Company**

The Medicine Company, in cooperation with physicians, assists patients who qualify in one or more of their programs. These programs provide prescription medication free-of-charge to individuals in need regardless of their age, if they meet the sponsor's criteria. For more information, visit [www.themedicineprogram.com](http://www.themedicineprogram.com)

## **Rx for West Virginia**

Rx for West Virginia enables individuals to call one place to find out if they qualify for help. There are more than 250 programs to help families afford their prescription drugs. The programs contain more than 1,200 different prescription drugs. Medications for asthma, diabetes, heartburn and cholesterol are just some of the prescriptions eligible patients can get for free or at discounted prices. For more information, call **888-477-2669** or visit [www.pparxwv.org](http://www.pparxwv.org).

## **West Virginia Rx (WVRx)**

WVRx is a free, electronic medicine distribution system for uninsured and underinsured West Virginians. WVRx allows West Virginia physicians to prescribe name-brand pharmaceuticals online for eligible patients. Prescriptions are filled by a WVRx distribution center at Charleston's West Virginia Health Right and mailed to patients within 24 hours. Patients will be able to register for the WVRx program in participating physician's offices. The program requires a \$30 application processing fee with each new or renewed application, and there is never a charge for the medication. For more information on WVRx and eligibility, call **877-388-9879** or visit [www.wvr.org](http://www.wvr.org).

## **Online Sources**

Individuals can save on prescription drugs by shopping online, getting free discount cards and going directly to the manufacturer. Below are some links designed to help individuals start saving:

[www.destinationrx.com](http://www.destinationrx.com)  
[www.rxsavingsplus.com](http://www.rxsavingsplus.com)  
[www.togetherrxaccess.com](http://www.togetherrxaccess.com)  
[www.revolutionhealth.org](http://www.revolutionhealth.org)  
[www.webmd.com](http://www.webmd.com)

# Ramps and Home Modification

Ramps and other home modifications are needed by many people to make their residences accessible. Listed below are sources that might be of assistance.

<p><b>Private insurance:</b></p>	<p>Depending on the terms of an individual or group policy, private insurance may pay for ramps and home modifications. Such modifications are considered to be durable medical equipment by many insurance companies. Contact your insurance company representative for more information.</p>
<p><b>Managed Care Programs:</b></p>	<p>Managed care programs may pay for ramps and home modifications on a case-by-case basis if the doctor writes a prescription and if they are considered to be durable medical equipment. For more information, call your managed care program.</p>
<p><b>Home and Community Based Waiver:</b></p>	<p>Medicaid can pay \$1,000 per year for ramps and home modifications under the Home and Community-Based Waiver program as part of an array of in-home services. This is an important note: An individual cannot be made eligible for the waiver just to get these modifications. The individual must receive extensive services that enable them to stay in the home instead of living in a nursing home. For more information, call your Medicaid Waiver case manager.</p>
<p><b>Rural Housing Administration:</b></p>	<p>Individuals living in a rural community of less than 20,000 individuals can apply for Section 504 loans or grants. The grants may be up to \$7,000 for those 62 and older and loans up to \$15,000 at 1 percent interest. There are strict income guidelines. For more information, call your local Rural Housing Administration.</p>
<p><b>I/DD Special Services and Equipment Fund:</b></p>	<p>This Special Services and Equipment Fund helps pay for assistive technology services and devices for individuals with intellectual disabilities and developmental disabilities who have exhausted all other sources of funding. This fund may pay for ramps and some home modifications. For more information, call your case manager.</p>
<p><b>Veterans Administration:</b></p>	<p>The Veterans Administration (VA) offers programs that pay for ramps and home modifications for qualified veterans. For more information, call your local VA office.(See Appendix D)</p>
<p><b>Regional Programs:</b></p>	<p>County or regional organizations may provide labor and/or materials. Call your local Community Action program to see if it will assist you or knows of an organization in your community that will help.</p>
<p><b>Other Suggestions:</b></p>	<p>Because of the scarcity of funding and resources many individuals with disabilities turn to churches and other local charity organizations for help in installing ramps or modifying their home. If you have tried the above resources without success, see if you can find a local group that may be able to help you.</p>

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## Funding Information for Vans/Lifts

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### How can you get funding for vans or lifts?

Funding for adaptive vans usually involves funding the vehicle itself and additional funding for adaptive equipment, such as lifts or adapted driving aids. Programs for funding are:

- Financial loan programs
- Private foundations
- Civic groups
- Public programs
- Community Alternatives Program - I/DD
- Vocational rehabilitation

Public programs may give help to people who qualify. Funding will depend on income and how severe the disability is.

The I/DD Waiver program may cover the cost of the lift if the person qualifies for services. This is a Medicaid waiver program that provides assistance to people with severe intellectual disabilities or development disabilities. Call your local Department of Health and Human Resources for more information. (See Appendix J for a list of DHHR offices)

Vocational rehabilitation may also help put in a lift for a vehicle that has been certified as “sound”. For more information, call your local rehabilitation counselor.

### Automotive Company Assistance Programs

#### Chrysler’s Automobility

Chrysler offers assistance to individuals who buy or lease new Chrysler cars, trucks and vans and who install adaptive driving aids and conversion equipment in their vehicles. Chrysler will provide reimbursement for such equipment up to \$750, which must be installed within one year of the vehicle purchase. Reimbursements of up to \$1,000 are available on some full-size wagons and vans. Individuals are reimbursed for adaptations and must supply an invoice with the application. For information, call **800-255-9877** or visit **[www.chryslerautomobility.com](http://www.chryslerautomobility.com)**.

### **Ford Mobility Motoring**

Ford Mobility Company will provide up to \$1,000 toward the installation of adaptive equipment or passenger equipment for an individual who purchases any new Ford or Lincoln-Mercury vehicle. The qualified applicant will also receive a complimentary cellular phone and a complimentary one-year membership to Ford Auto Club that includes 24-hour emergency service. Any individual with a disability or the family member of an individual with a physical disability who purchases a new vehicle is eligible for assistance. For more information, call **800-392-3673** or visit **www.fordmobilitymotoring.com**. The Ford Mobility Motoring Program offers a helpline at **800-952-2248**. This helpline can offer information on nearby driver assessment centers, local adaptive equipment dealers and more.

### **General Motors Mobility Assistance Center**

General Motors will reimburse up to \$1,000 of the cost of adaptive equipment and its installation in any new GM vehicle. The purchase assistance is only available to drivers or passengers with disabilities who purchase a new GM vehicle. In addition the GM Mobility Program provides resource information by state, including locations of mobility equipment installers, driver assessment centers and other transportation resources. GM Mobility has partnered with iCan.com, an online community for people who have disabilities. iCan Auto Channel provides information about vehicles, conversion options, funding and driving programs for people who have special mobility needs. For more information, call **800-323-9935** or visit **www.gmmobility.com**.

### **Toyota's Mobility Assistance Program**

Toyota Motor Sales, USA Inc., offers assistance toward the cost of qualified aftermarket adaptive equipment installed on eligible new Toyota and Lexus vehicles. Toyota and Lexus will provide cash reimbursements of up to \$1,000 to each eligible, original retail customer for the cost of purchasing and installing qualifying adaptive driving or passenger equipment for people with physical disabilities. The offer applies to all purchased or leased Toyota or Lexus vehicles. In the Lexus and Toyota Mobility Assistance programs, the following are considered obvious mobility adaptations and do not require a doctor's note or other documentation to qualify for reimbursement: Automatic door opener, automatic door and lift controls, assist handles, hoist or lifter-type products, vinyl seat covers and transfer seats. For more information, call **800-331-4331** or visit **www.toyotamobility.com**.





# Section 4

How to Organize Your Funding Request





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## Step 1: Get an evaluation and choose the right AT

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### Get an evaluation by a person with professional experience

Health insurance, government or private, has to have a health care provider make the decision on whether a person needs assistive technology. Other professionals, including speech/language pathologists, and physical or occupational therapists (PTs or OTs) may evaluate the person, but you must still get an assistive technology prescription from a health care provider.

The evaluation/diagnosis will drive the entire funding process. You must have a good evaluation that is clear about the person's assistive technology needs.

You can start by collecting the information below. You may need to get more specific information once you speak with the funding source. To get a good start, you should gather the following:

- Individual's background and history. You should include the individual's level of ability and how assistive technology will improve his or her condition. Include age, disability or medical diagnosis and goals for the future.
- Whether the individual is covered by private insurance
- Information about other money sources or programs the individual may be using or has used
- The name, maker or vendor of the assistive technology and its cost

Choosing the right assistive technology is hard. Many kinds of assistive technology are available at different prices. Here are a few questions that will help.

- What type of assistive technology will increase the individual's level of independence?
- Who sells the assistive technology?
- How much does the assistive technology cost? Can it be loaned or rented to try out?
- Is there a professional person, such as a case manager, who can help you write a funding request?

## What other services are needed to train you and others in how to use the assistive technology, to follow up to see if it works right and to teach you how to take care of the assistive technology?

- Is there a professional person such as a speech pathologist or occupational therapist who can help with training and follow-up?
- Can the assistive technology vendor provide follow-up help?

Once all of the above information is collected, it's time to write a justification for funding. The justification should not be based on why the assistive technology is needed but on what the assistive technology does for the person.

A good funding justification should include the following:

- Details about what type of help the assistive technology will provide for the individual
- Evidence that the assistive technology is useful to the individual
- Why this assistive technology was chosen. Include other assistive technology choices that you tried that did not work. Explain why the assistive technology is the ONLY real answer to the individual's problems and why other assistive technology did not work.
- Pictures or videotapes of the individual with and without the assistive technology

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## Step 2: Find out what funding is available

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Several funding sources are available, so finding the best one may take time. You can start by answering the questions below.

- Can you pay for the assistive technology? Do you have private insurance? If so, will it pay for the assistive technology? Does the private insurance have limits or caps on what it will pay?
- Do you qualify for help from government agencies?
- Are there private funding sources or grants? What are the requirements of each? How can I apply? How long is the wait? Are funds easily available?
- Can I get a loan? Do local banks give assistive technology loans? Do I qualify for the Revolving Loan Program?
- Does the assistive technology vendor have a special way to finance the assistive technology?

You don't have to find the funding source on your own. This would be a perfect time to get professional advice from a case manager, an advocate, a health care professional or a social worker. They can help you tackle the following questions based on their experiences.

- Will the assistive technology vendor order the assistive technology knowing funding is not approved yet, and then submit billing to the funding source?
- Will the assistive technology vendor be able to help with any financing? For example, will the supplier accept a lesser payment and finance the remainder or write it off as payment in full?
- Have you reviewed what information the funding source needs and what assistive technology they will cover? (Medicare, Medicaid, private insurance, etc.)
- Is it possible to combine two funding sources that will equal 80 percent or more of the total cost? Private insurance funding sources may only pay up to 80 percent or less. For example, if your private insurance paid less than 80 percent, Medicaid could pay the difference up to 80percent.
- Are there charitable groups in your area that can help raise the necessary funds? (Lions Club, Kiwanis, etc.)

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## **Step 3: Funding approval**

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### **What happens when your request is approved?**

The amount of funding that was approved from your request will be stated in writing. Hopefully, your request was approved for the full amount requested. If this is the case the vendor will order the assistive technology.

### **What do you do if the request was approved but for less money?**

If the approval was for less than the amount you asked for, then you must think about some other things to do. Go to your records on all the possible funding sources that you have found and look over this information before moving on to Step 4.

### **What do you do if the request was turned down?**

If the funding source called to say the request was turned down, you have the right to ask for that information in writing. The funding source must also tell you in writing why the request was turned down. Go to Step 5.

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## **Step 4: Seek funds to make up the difference**

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If you are not happy with the amount of funding that was approved, there are other options that you can try before paying for the assistive technology on your own. You may choose either option or both.

- Look for other funding sources
- File an appeal to try and increase the amount of funding

After you have looked into the two options above without success, it is possible that you may have to pay for the amount of the funding that was not approved.

- Can you get a bank loan or possibly a home equity loan?
- Are there any other funding sources, for example, community agencies or local clubs that can help in covering the difference?

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## **Step 5: Attacking the appeals process**

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If your request for funding was turned down or not fully funded, it is time to ask for an appeal. Look over your funding request package and ask the following questions.

- Was my request clear?
- Did I include all the necessary information? Was it organized?

If you answer “no” to either of the above questions you should take care of any problems and resubmit the funding request.

If you answer “yes” to either of the above questions you have the right to file an appeal. This is your opportunity to ask for the decision to be reviewed. Many times, funding sources say no to funding for assistive technology due to lack of understanding by whomever is making the decision or a lack of evidence that the assistive technology meets your needs.

• NOTES

All funding sources have an appeals process. You have the right to request an appeal to have your request looked at. This is why it is important to keep all your records on file. The appeal will be much easier if you have already collected evidence of how the assistive technology will help you.

Find out what is most important to the funding source. If possible, find out why the request was denied. Does the funding source need more information? Were they out of funds until a certain date in the future? It will be helpful if you have built a good relationship with the funding source staff people, since these same people can discuss why the request was denied and help you appeal the decision.

Try to find evidence of whether the funding source has funded this type of assistive technology request in the past. If so, it will be more difficult for the agency to turn your appeal down.

Key elements in successful funding are:

- Determination...Never Give Up
- Self-advocacy
- Educating funding sources about the advantages of the assistive technology chosen
- Looking for other funding sources, if necessary

Remember that knowledge is power. By educating funding sources you are paving the way for other people in the future. Other individuals may benefit from your efforts.

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## Fundraising for Assistive Technology

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On occasion it is necessary for an individual or family to consider fundraising as a means of purchasing needed assistive technology.

### How do you start a fundraising effort?

If you are an individual or have a family member needing assistive technology, it may be helpful to approach a church, fraternal or civic organization within your community to sponsor the fundraising effort. They may be willing to sponsor a bake sale, bazaar, pancake breakfast or similar activity that can help raise funds for your cause. Usually organizations are already familiar with this type of fundraising.

If you have a willing sponsor that has no experience in fundraising but is willing to assist, here are some general guidelines that can help take some of the mystery out of fundraising.

- What is the funding need? Be specific.
- Work with your supporter on a plan to achieve the goal.
- Include a timeline on when things should be accomplished.
- Be available to answer questions and make appearances at events on your behalf.

If your sponsor wishes to create a donor letter campaign, these are a few things to keep in mind when creating the letter: Think about why you are writing the letter.

- Think about why you are writing the letter
- Who is the audience you are writing to?
- Write the letter so it reads well out loud
- Include why the donation is needed and what it will be used for
- Let donors know what an impact their donation will have
- Use short paragraphs and simple concise descriptions
- If your sponsor is a nonprofit entity that can accept charitable contributions, check if the donor can get a tax exemption for their gift.

It is often necessary to combine several types of resources. It can often be difficult to go to the community for assistance. But it is important to remember that asking for assistance is not admitting defeat, but realizing that there are people willing to help donate time and money to your cause.



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# Appendices

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- Appendix A:** What a Justification Letter Should Include
- Appendix B:** Effective Terminology
- Appendix C:** WV Department of Rehabilitation Districts and Offices
- Appendix D:** WV Division of Veterans Affairs & Medical Centers
- Appendix E:** WV Behavioral Health Centers
- Appendix F:** Centers for Independent Living
- Appendix G:** Advocacy Organizations
- Appendix H:** Local Health Departments
- Appendix I:** WV Government Agencies and Officials
- Appendix J:** WV Department of Health & Human Resources
- Appendix K:** WV Senior Corps Programs
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- Appendix N:** Low Cost Dental Care
- Appendix O:** Social Security Administration Offices
- Appendix P:** 800 Numbers
- Appendix Q:** Area Agencies on Aging
- Appendix R:** WV County Senior Centers
- Appendix S:** Senior Health Insurance Information Programs (SHIP)



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## Appendix A: What a Justification Letter Should Include

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### What, Who, How, Where

A funding justification letter should be in report form.

### Some useful terms are:

1. "Prevention of" or "accommodation to"  
For example: sores, contractures, orthopedic deformities
2. "Promote and/or support"  
For example: breathing, swallowing, mobility
3. The term to use is "adequate" not "optimal." No product is ever "perfect." It will not last forever because conditions of the patient and situation are constantly changing.
4. A physician's note to endorse the report is usually necessary.
5. It is also important to point out the long-term benefits.

### These benefits should include those that apply to medical needs/ benefits:

- Bone growth
- Respiratory activity
- Strengthening of anti-gravity muscles
- Development of head and trunk control
- Development of hand/eye coordination
- Opportunity for cognitive growth

### Other helpful hints:

- Refer to a three wheel trike as a "therapeutic mobility device"
- Always use the term "patient" not "client." It is a medical system and the product is for medical reasons. Physicians do not have clients.
- It is imperative to define the product as a medical necessity

For examples of medical justification letters, look on the website [www.freedomconcepts.com](http://www.freedomconcepts.com) under funding.

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## Appendix B: Effective Terminology

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### Effective Terminology for Insurance Companies, Medicaid or Medicare

“significantly improves condition of patient”

“medically necessary”

“prosthesis to replace organ or limb”

“replaces a nonfunctional part of patient’s body”

“other therapeutic and prosthetic services and supplies”

“durable medical equipment”

“improvement of a malformed body member”

“restoration of patient to best possible functional level”

**As you investigate the possible avenues of funding for assistive technology, keep in mind that some options may affect your own insurance policies in the future.**

### Definitions

**Co-payment:** Specified charges that must be paid each time care or medical services of a particular type are received. The instances in which a co-payment will be required are specified in your policy’s schedule of benefits. The co-payment must be paid before any other payment will be made for that specific benefit. The co-payment amount does not count toward satisfaction of the insured’s deductible or out-of-pocket maximum for the plan year.

**Deductible:** The amount the insured must pay on covered benefits before the insurance company will pay during a benefit period.

**Life Time Cap:** The maximum amount (limit) that the insurance company is obligated to pay for all medical care during the lifetime of the insured.

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## Appendix C: WV Division of Rehabilitation (DRS) Districts and Offices

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### District 1

**Counties:** Boone, Calhoun, Clay, Jackson, Kanawha, Mason, Putnam and Roane

#### Charleston District Office

4701 MacCorkle Avenue, SE  
Charleston, WV 25304  
Phone: **304-356-2371**

#### Point Pleasant Branch Office

209 5th St.  
Point Pleasant, WV 25550  
Phone: **304-675-0867**

#### Ripley Branch Office

206 Stone Drive  
Ripley, WV 25271  
Phone: **304-373-0313**

#### Spencer Branch Office

321 Market St.  
Spencer, WV 25276  
Phone: **304-927-0954**

#### Teays Valley Branch Office

115 Liberty Square  
Hurricane, WV 25526  
Phone: **304-760-7082**

### District 2

**Counties:** Barbour, Gilmer, Harrison, Lewis, Marion, Monongalia, Preston, Randolph, Taylor, Tucker and Upshur

#### Clarksburg District Office

107 Cambridge Place  
Bridgeport, WV 26330  
Phone: **304-842-2951**

#### Elkins Branch Office

1025 North Randolph Avenue  
Elkins, WV 26241  
Phone: **304-637-0205**

#### Fairmont Branch Office

Veterans Square  
320 Adams Street, Suite 106  
Fairmont, WV 26554  
Phone: **304-367-2714**

#### Morgantown Branch Office Sabraton Plaza

1415 Earl Core Rd.  
Morgantown, Wv 26505  
Phone: **304-285-3155**

#### Weston Branch Office

306 Market Place Mall  
Weston, WV 26452  
Phone: **304-269-0547**

### District 3

**Counties:** Brooke, Doddridge, Hancock, Marshall, Ohio, Pleasants, Ritchie, Tyler, Wetzel, Wirt and Wood

#### Parkersburg Branch Office

State Office Bldg. 400 5th St.  
Parkersburg, WV 26101  
Phone: **304-420-4580**

#### Parkersburg South High School

1511 Blizzard Dr.  
Parkersburg, WV 26101  
Phone: **304-420-4916**

#### Sistersville Branch Office

714 Wells St.  
Sistersville, WV 26175  
Phone: **304-652-2354**

#### Weirton Branch Office

100 Municipal Plaza, Ste. 200  
Weirton, WV 26062  
Phone: **304-723-5311**

**Wheeling District Office**

Central Union Building  
40 14th Street, Suite 102  
Wheeling, WV 26003  
Phone: **304-238-1092**

**District 4**

**Counties:** Braxton, Fayette, Greenbrier, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers and Webster

**Beckley District Office**

800 New River Town Center  
Beckley, WV 25801  
Phone: **304-256-6900**

**Oak Hill Branch Office**

549 Mall Road  
Oak Hill, WV 25901  
Phone: **304-465-3025**

**Lewisburg District Office**

777 North Jefferson St.  
Suite 105  
Lewisburg, WV 24739  
Phone: **304-647-7515**

**Princeton Branch Office**

195 Davis St.  
Princeton, WV 24740  
Phone: **304-425-1256**

**Summersville Branch Office**

830 Northside Drive, Ste. 113  
Summersville, WV 26651  
Phone: **304-872-0813**

**District 5**

**Counties:** Cabell, Lincoln, Logan, McDowell, Mingo, Wayne and Wyoming

**Cabell Midland High School**

2300 US Rt. 60 East  
Ona, WV 25545  
Phone: **304-743-7496**

**Huntington District Office**

2699 Park Ave., Ste. 200  
Huntington, WV 25704  
Phone: **304-528-5585**

**Huntington High School**

Highlander Way  
Huntington, WV 25701  
Phone: **304-528-6511**

**Logan Branch Office**

216 Dingess St.  
Logan, WV 25601  
Phone: **304-792-7060**

**Marshall University**

One John Marshall Dr.  
113 Prichard Hall  
Huntington, WV 25755  
Phone: **304-696-2394**

**Mullens Branch Office**

316 Howard Ave.  
Mullens, WV 25882  
Phone: **304-294-5653**

**Welch Branch Office**

110 Park Ave.  
Welch, WV 24801  
Phone: **304-436-3175**

**District 6**

**Counties:** Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan and Pendleton

**Keyser Branch Office**

67 North Tornado Way  
Keyser, WV 26726  
Phone: **304-788-2313**

**Martinsburg District Office**

891 Auto Parts Place, Suite 131  
Martinsburg, WV 25403  
Phone: **304-267-0005**

**Moorefield Branch Office**

1929-1 State Road 55, Suite 217  
Huntington, WV 26836  
Phone: **304-528-2701**

**Romney Branch Office**

24948 Northwestern Pike  
PO Box 943  
Romney, WV 26757  
Phone: **304-822-3957**

## Appendix D: WV Division of Veterans Affairs

Location	Phone Number	Counties Served
Charleston Administrative Office	886-984-8387 304-558-3661	Entire State
Beckley Field Office	304-256-6955	Raleigh, Fayette
Charleston Field Office	304-558-3540	Kanawha, Parts of Fayette, Putnam
Clarksburg Field Office	304-556-7251	Harrison, Lewis, Doddridge
Elkins Field Office	304-637-0235	Barbour, Randolph, Tucker, Upshur
Huntington Field Office	304-399-9395	Cabell, Mason, Wayne
Lewisburg Field Office	304-647-7500	Greenbrier, Pocahontas
Logan Field Office	304-792-7055	Logan, Mingo, Boone, Lincoln
Martinsburg Field Office	304-267-0040	Berkeley, Jefferson, Morgan
Moorefield Field Office	304-538-2839	Pendleton, Grant, Hardy, Hampshire, Mineral
Morgantown Field Office	304-285-3480	Marion, Monongalia, Preston, Taylor
Parkersburg Field Office	304-424-1952	Pleasants, Ritchie, Tyler, Wood
Princeton Field Office	304-425-5194	Mercer, Summers, Monroe
Spencer Field Office	304-927-0980	Calhoun, Clay, Gilmer, Jackson, Roane, Wirt
Summersville Field Office	304-827-0829	Braxton, Nicholas, Webster
Welch Field Office	304-436-3804	McDowell, Wyoming
Wheeling Field Office	304-238-1085	Hancock, Brooke, Ohio, Wetzel, Marshall

## Veterans Administration Medical Centers in WV

### Beckley VAMC

877-902-5142  
304-255-2121

### Clarksburg VAMC

800-733-0512  
304-623-3461

### Huntington VAMC

800-827-8244  
304-429-6741

### Martinsburg VAMC

800-817-3807  
304-263-0811

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## Appendix E: WV Behavioral Health Centers

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### **Appalachian Community Health Center, Inc.**

The Appalachian Community Health Center is a comprehensive behavioral health center established for the benefit of the public. Its mission is to identify, respond and serve the behavioral health needs and promote physical, social, emotional and intellectual well-being of consumers and the community. Services provided include: counseling for children, teens and families, adult day program, developmental disabilities (DD) programs, MR/DD Waiver, life skills training, alcohol and drug abuse assistance and programs, parent education workshops, psychological and psychiatric evaluations and information & referral services. For more information, call **304-636-3232** or visit **www.achcinc.org**.

*Counties Served: Barbour, Randolph, Tucker, Upshur*

### **Green Acres Regional Center, Inc.**

Green Acres is a behavioral health center serving only those with intellectual disabilities and/or developmental disabilities. The mission of Green Acres is to provide a comprehensive continuum of services and support for skill development to assist developmentally disabled adults in Cabell, Mason, Lincoln and Wayne counties to function at their maximum potential. Participants gain basic, academic and functional living skills as well as vocational training and work experience. Green Acres includes a staff of over 100, including certified professionals in fields like nursing, social work, counseling and psychology. For more information, call **304-762-2522**.

*Counties Served: Cabell, Mason, Lincoln, Wayne*

### **Kanawha Valley Center (KVC)**

KVC is a private, not-for-profit behavioral health care organization that provides an integrated array of programs for children, adolescents and their families who are at risk or in crisis. KVC provides family and community support services through a partial hospital program, outpatient services, respite care, state-of-the-art training center and family resource library. Some services provided include: pediatric services, emergency services, family foster care, child, family, and community education and juvenile intake and assessment program. Local offices are in Cabell, Fayette, Kanawha, Lincoln, Logan, Mason, Mercer, Putnam, Roane, Wood, Wyoming and Wayne counties. For more information, call **304-347-9818** or visit **www.kvc.org**.

*Counties Served: Cabell, Fayette, Kanawha, Lincoln, Logan, Mason, Mercer, Putnam, Roane, Wood, Wyoming, Wayne*



### **Northwood Health Systems, Inc.**

Formerly known as Northern Panhandle Behavioral Health Center, Northwood Health Systems is a network of services ranging from outpatient to residential care. Northwood operates from 30 locations in Ohio, Marshall and Wetzel counties providing direct services for children, adolescents, adults and senior citizens. Northwood serves people who have mental illnesses, developmental disabilities, emotional problems and substance dependencies. For more information, call **304-234-3570**.

*Counties Served: Ohio, Marshall, Wetzel*

### **Oasis Behavioral Health Services**

Oasis Behavioral Health Services provides outpatient mental health services. Some of their services include consultation, psychotherapy, addiction services, psychiatric services, therapy groups, DOT/SAP Services, EAP Services and psychological testing. For more information, call **304- 733-3331** or visit **www.psychoasis.com**.

*Counties Served: Cabell and surrounding counties*

### **The Potomac Center**

The Potomac Center is an independent, nonprofit short-term residential facility. This Center assists children and adults with developmental disabilities, helping them learn skills for successful community living. The center offers an intensive training program, respite program, crisis respite, Kids on the Block program and a Specialized Family Care program. There are also group homes like the Washington Street Group Home and Birch Lane Group Home. For more information, call **304-822-3861** or visit **www.potomaccenter.com**.

*Counties Served: Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, Pendleton, Randolph, Tucker, Upshur*

### **Prestera Center**

Prestera Center provides clients and their families with services ranging from outpatient services to 24-hour emergency care and residential substance abuse treatment. Additional services provided include: addiction programs, children and family programs and adult programs such as life-planning, advocacy and monitoring, in-home support services, adult case management, hospital admission & discharge planning, job development and placement, basic living skills development, self-help groups and crisis assistance. Prestera has sites in eight counties including Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam and Wayne. For more information, call **800-642-3434** or visit **www.prestera.org**.

*Counties Served: Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam, Wayne*

### **Seneca Health Services, Inc.**

Seneca Health Services, Inc. provides community-based behavioral health services to adults and children/adolescents with a mental illness, a developmental disability or an addiction. Services include: adult outpatient mental health and substance abuse services, child/adolescent outpatient services, advocacy and linkage with other service providers, in-home support services, hospital admission and discharge planning, medication management, psychotherapy, supportive individual and group counseling, crisis assistance **(304-872-2659)** 24 hours daily, day treatment and training, residential services, substance abuse prevention, education and treatment and specialized services to persons with a developmental disability. For more information, call **304-872-6503** or visit **[www.shsinc.org](http://www.shsinc.org)**.

*Counties Served: Clay, Greenbrier, Nicholas, Pocahontas, Webster*

### **Valley HealthCare System**

Valley HealthCare is a comprehensive community mental health center, providing behavioral health services in north central West Virginia for over 30 years. Valley HealthCare offers individuals services and programs in mental health, cognitive impairments, developmental disabilities and chemical dependency. For more information, call **304-296-1731** or visit **[www.valleyhealthcare.org](http://www.valleyhealthcare.org)**.

*Counties Served: Marion, Monongalia, Preston, Taylor*

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## Appendix F: Centers for Independent Living

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### **Appalachian Center for Independent Living**

Services provided: advocacy/individual and systems, information and referral services, peer support, skills development, community integration support, personal assistance services, housing, transportation and educational services.

### **Elk Office Center**

4710 Chimney Dr., Suite C  
Charleston, WV 25302-4804  
Phone: **800-642-3003**

**Counties served:** Boone, Clay, Calhoun, Jackson, Kanawha, and Putnam

### **Mountain State Centers for Independent Living**

Services provided: Advocacy/individual and systems, information and referral, peer support, skills development, community integration support, personal assistance services, housing, transportation, volunteer program, community integration project and educational services.

329 Prince St.  
Beckley, WV 25801  
Telephone: 304-255-0122  
Website: **www.mtstcil.org**

821 Fourth Ave.  
Huntington, WV 25701  
Phone: 304-525-3324  
Website: **www.mtstcil.org**

**Counties served:** Cabell, Raleigh, Tyler, Wayne

## **Northern West Virginia Center for Independent Living**

Services provided: advocacy/individual and systems, information and referral, peer support, skills and developments, community intergration support and housing.

601-3 East Brockway Ave., Ste. A-B,

Morgantown, WV 26501

Phone: **800-834-6408**

Website: **[www.nwvcil.org](http://www.nwvcil.org)**

109 Randolph Avenue

Elkins, WV 26241

Phone: **304-636-0143**

**Counties served:** Barbour, Berkeley, Braxton, Doddridge, Gilmer, Hampshire, Harrison, Jefferson, Lewis, Marion, Monongalia, Morgan, Preston, Randolph, Taylor, Tucker, and Upshur

• NOTES

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## Appendix G: Advocacy Organizations

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### **ADAPT WV**

ADAPT (American with Disabilities for Attendant Programs Today) works for the civil rights of persons with disabilities. Through direct activism, ADAPT has played a vital role on the national level. ADAPT has an informal structure. To become involved, you must have an active interest in the issue of changing the long term care system, getting individuals attendant services in the community and getting individuals out of nursing homes and other institutions. For more information, call **304-319-2697** or visit **www.adaptwv.com**.

### **West Virginia Advocates (WVA)**

The Advocates protect the human and legal rights of West Virginians who have disabilities and work to ensure individuals enjoy full inclusion and integration in the economic, political, social, cultural and educational mainstream of society. For more information, visit **www.wvadvocates.org** or call **800-950-5250**.

### **Client Assistance Program (CAP) WV Advocates**

WVA administers the Client Assistance Program. CAP provides advocacy to individuals seeking services under the federal rehabilitation act (such as services from the West Virginia Division of Rehabilitation Services, Centers for Independent Living, supported employment programs and sheltered workshops).

### **Protection and Advocacy Agency for Assistive Technology (PAAT) WV Advocates**

WVA administers the PAAT program. The PAAT program protects and promotes the rights of persons with disabilities to access assistive technology devices and services.

Clarice Haush, Executive Director  
Litton Bldg., Suite 400  
1207 Quarrier Street  
Charleston, WV 25301  
Phone: **304-346-0847** (V/TTY)  
Toll-free: **800-950-5250** (in WV)  
Website: **www.wvadvocates.org**

## **Legal Aid of West Virginia**

Legal Aid of West Virginia provides free legal assistance and representation to low-income people in civil matters only. There are no fee-generating cases. Legal Aid works to prevent homelessness, maintain family income and keep individuals safe from family violence. There is also an ombudsman program and advocacy for the residents of long term care facilities and individuals with behavioral health problems. The advocacy project conducts abuse and neglect investigations and monitors seclusion, restraints, accidents and injuries occurring to patients in state-operated behavioral health facilities.

Legal Aid advocates for persons with severe emotional disturbances, severe mental illness, substance addiction and co-existing conditions that are outside of the state facilities and not eligible for other advocacy services. The ombudsman program advocates for the health, safety, welfare and rights of residents of long-term care facilities. Identity of complainant or resident is not revealed unless authorized by that person. For more information, call **800-642-8279** or visit **www.lawv.net**.

## **MSPCAN**

MSPCAN program offers support, education and advocacy to parents or caregivers of mentally or behaviorally challenged children. It also offers information and referral, emotional support and advocacy training for parents who have children with emotional, psychiatric or behavioral support needs. For more information, call **800-244-5385** or visit **www.mspscan.org**.

## **WV EMS Technical Support Network (TSN) (Medley & Hartley Programs)**

WV EMS Technical Support Network is a nonprofit corporation that provides programmatic support and technical assistance to the WV Office of EMS. TSN is funded by both federal grants and state appropriations. The WV EMS TSN also operates the Hartley and Medley Advocacy Project.

21 Middletown Road  
Whitehall, WV 26554  
Phone: **304-366-3022**

## **Other Important Resources**

### **Medicaid Application Assistance**

Phone: **800-642-8589**

### **Poison Control Center**

Phone: **800-642-3625**

### **Social Security Administration**

Phone: **800-772-1213** (national hotline)

### **West Virginia Human Rights Commission**

Phone: **888-676-5546**

### **West Virginia Insurance Commission Consumer Services Division**

Phone: **888-879-9842**

TTY: **800-435-7341**

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## Appendix H: WV Local Health Departments

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### **Berkeley County**

800 Emmett Rousch Dr.  
Martinsburg, WV 25401  
Phone: **304-263-5131**

### **Boone County**

213 Kenmore Dr.  
Danville, WV 25053  
Phone: **304-369-7967**

### **Brooke County**

Courthouse 2nd Floor  
204 Courthouse Square  
Wellsburg, WV 26070  
Phone: **304-737-3665**

### **Cabell County**

703 7th Ave.  
Huntington, WV 25701  
Phone: **304-523-6483**

### **Calhoun County**

186 Hospital Dr., Bldg. 2  
Grantsville, WV 26147  
Phone: **304-354-6101**

### **Grant County**

PO Box 608  
Petersburg, WV 26847  
Phone: **304-257-4922**

### **Hampshire County**

HC 71 Box 9  
Rt. 50, East  
Augusta, WV 26704  
Phone: **304-496-9640**

### **Hancock County**

PO Box 578  
102 Court St.  
New Cumberland, WV 26047  
Phone: **304-564-3343**

### **Hardy County**

411 Spring Ave., Ste. 101  
Moorefield, WV 26836  
Phone: **304-530-6355**

### **Jackson County**

504 South Church St.  
Ripley, WV 25271  
Phone: **304-372-2634**

### **Jefferson County**

1948 Wiltshire Rd., Ste. 1  
Kearneysville, WV 25430  
Phone: **304-728-8416**

### **Kanawha County**

108 Lee St. East  
Charleston, WV 25301  
Phone: **304-344-5243**

### **Lincoln County**

PO Box 527  
8008 Court St., Court House Annex  
Hamlin, WV 25523  
Phone: **304-824-3330**

### **Marshall County**

PO Box 429  
513 Sixth St.  
Moundsville, WV 26041  
Phone: **304-845-7840**

### **Mason County**

216 Fifth St.  
Point Pleasant, WV 25550  
Phone: **304-675-3050**

### **Mid-Ohio Valley**

211 Sixth St.  
Parkersburg, WV 26101  
Phone: **304-485-7374**

### **Mineral County**

Rt. 3, Box 3045  
Keyser, WV 26726  
Phone: **304-788-1321**



**Mingo County**

PO Box 1096  
1st Ave. & Logan St. Memorial Bldg.  
2nd Floor  
Williamson, WV 25661  
Phone: **304-235-3570**

**Monongalia County**

453 Van Voorhis Rd.  
Morgantown, WV 26505  
Phone: **304-598-5100**

**Monroe County**

PO Box 590  
200 Health Center Dr.  
Union, WV 24983  
Phone: **304-772-3064**

**Morgan County**

187 South Green St., Ste. 2  
Berkeley Springs, WV 25411  
Phone: **304-258-1513**

**Ohio County**

1500 Chapline St., Rm. 106  
Wheeling, WV 26003  
Phone: **304-234-3682**

**Pleasants County**

605 Cherry St.  
Saint Marys, WV 26170  
Phone: **304-684-2461**

**Pocahontas County**

900 Tenth Ave.  
Marlinton, WV 24954  
Phone: **304-799-4154**

**Putnam County**

1401 Hospital Dr., Ste. 304  
Hurricane, WV 25526  
Phone: **304-757-2541**

**Raleigh County**

1602 Harper Rd.  
Beckley, WV 25801  
Phone: **304-252-8531**

**Ritchie County**

125 West Main St.  
Harrisville, WV 26362  
Phone: **304-643-2917**

**Roane County**

PO Box 909  
200 East Main St.  
Spencer, WV 25276  
Phone: **304-927-1480**

**Wayne County**

PO Box 368  
590 Railroad Ave.  
Wayne, WV 25570  
Phone: **304-272-6761**

**Wetzel-Tyler County**

425 South Fourth Ave.  
Paden City, WV 26159  
Phone: **304-337-2001**

**Wirt County**

PO Box 670  
Lower Washington St.  
Elizabeth, WV 26143  
Phone: **304-275-3131**

**Wood County**

211 Sixth St.  
Parkersburg, WV 26101  
Phone: **304-485-7374**

**Wyoming County**

PO Box 1679  
Courthouse Annex, Bank and Cedar St.  
Pineville, WV 24874  
Phone: **304-732-7941**

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## **Appendix I: WV Government Agencies and Officials**

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### **United States Senators**

Honorable Joe Manchin, III  
306 Hart Senate Office Building  
United States Senate  
Washington, DC 20510-4801  
Phone: **202-224-3954**  
(TTY): **202-228-0002**

Honorable Shelly Moore Capito  
Russell Courtyard 5  
Washington, DC 20510  
Phone: **(202) 224-6472**  
Website: <http://www.capito.senate.gov/>  
**HomePage**

### **United States Congress**

Honorable David B. McKinley  
412 Cannon HOB  
Washington, DC 20515  
Phone: **202-225-4172**  
**Website: <http://mckinley.house.gov/#dialog>**

Honorable Alexander Mooney  
1232 Longworth House Office Building  
Washington, DC 20515  
Phone: **(202) 225-2711**  
Fax: **(202) 225-7856**  
Website: <https://mooney.house.gov/>

Honorable Evan Jenkins  
502 Cannon House Office Building  
Washington, DC 20515  
Phone: **(202) 225-3452**  
Fax: **(202) 225-9061**  
Website: <https://evanjenkins.house.gov/>

### **Governor**

Earl Ray Tomblin  
Governor's Office  
1900 Kanawha Blvd., East  
Charleston, WV 25305-0370  
Phone: **304-558-2000**  
Toll free: **888-438-2731**  
Website: [www.governor.wv.gov](http://www.governor.wv.gov)

### **WV Vocational Rehab Agency**

Director  
Division of Rehabilitation Services  
107 Capitol St.  
Charleston, WV 25307  
Phone: **304-356-2060**  
Website: [www.wvdrs.org](http://www.wvdrs.org)

### **Equal Employment Opportunity Office**

50 Dee Drive  
Charleston, WV 25311  
Phone: **304-558-0400**  
Email: [jann.d.hoke@wv.gov](mailto:jann.d.hoke@wv.gov)

### **West Virginia Department of Health and Human Resources**

Cabinet Secretary  
One Davis Square, Suite 100 East  
Charleston, WV 25301  
Phone: **304-558-0684**  
Email: [DHHRSecretary@wv.gov](mailto:DHHRSecretary@wv.gov)

### **West Virginia Department of Education**

Superintendent of Schools  
West Virginia Department of Education  
1900 Kanawha Boulevard East,  
Charleston, WV 25305  
Phone: **304-558-2681**  
Email: [dvermill@access.k12.wv.us](mailto:dvermill@access.k12.wv.us)

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## Appendix J: WV Dept. Of Health & Human Resources (DHHR)

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State/Regional/County Management Staff Listing • Bureau for Children and Families •  
9005 Middletown Mall, White Hall, WV 26554 • Phone: 304-368-4420

### Region I

**Ohio County DHHR**  
PO Box 6165  
407 Main Street  
Wheeling, WV 26003  
Phone: 304-232-4411

### Community Service Managers

**Calhoun/Gilmer/Wirt counties**  
PO Box 280  
350 Main St.  
Grantsville, WV 26147  
Phone: 304-354-6118

**Harrison County**  
PO Box 1877  
633 West Pike St.  
Clarksburg, WV 26302  
Phone: 304-627-2295

**Marion/Monongalia counties**  
9083 Middletown Mall  
White Hall, WV 26554  
Phone: 304-368-4420

**Marshall/Tyler/Wetzel counties**  
1236 North State Route 2  
New Martinsville, WV 26155  
Phone: 304-455-0920

**Ohio/Brooke/Hancock counties**  
PO Box 6165  
407 Main St.  
Wheeling, WV 26003  
Phone: 304-232-4411

**Ritchie/Pleasants/Doddridge counties**  
220 W. Main St.  
Harrisville, WV 26362  
Phone: 304-643-2934

**Wood County**  
PO Box 1547  
400 5th St.  
Parkersburg, WV 26102  
Phone: 304-420-2560

### Region II

**Kanawha County DHHR**  
4190 W. Washington St.  
Charleston, WV 25313  
Phone: 304-746-2380

**Boone County**  
PO Box 970  
Danville, WV 25053  
Phone: 304-369-7802

**Cabell County**  
2699 Park Ave., Ste. 100  
Huntington, WV 25704  
Phone: 304-528-5800

**Jackson/Mason/Roane counties**  
4285 Cedar Lakes Rd.  
Ripley, WV 25271  
Phone: 304-372-7885

**Kanawha County**  
4190 W. Washington St.  
Charleston, WV 25313  
Phone: 304-746-2360

**Lincoln County**  
PO Box 468,  
8209 Court Ave.  
Hamlin, WV 25523  
Phone: 304-824-5811

**Logan County**  
195 Dingess St.  
Logan, WV 25601  
Phone: 304-762-7095

**Mingo County**  
203 East 3rd Ave.  
Williamson, WV 25661  
Phone: 304-235-4680

**Putnam County**  
3405 Winfield Road  
Winfield, WV 25213  
Phone: 304-586-1520

**Wayne County**  
26452 East Lynn Road  
Wayne, WV 25570  
Phone: 304-272-6311

### REGION III

**Taylor County DHHR**  
PO Box 29  
235 Barrett St.  
Grafton, WV 26354  
Phone: 304-265-6103

**Berkeley/Jefferson/Morgan counties**  
PO Box 1247  
433 Mid-Atlantic Park  
Martinsburg, WV 25404  
Phone: 304-267-0100

**Hampshire/Mineral counties**

18 N Tornado Way  
Keyser, WV 26721  
Phone: **304-788-4150**

**Hardy/Grant/Pendleton counties**

149 Robert C. Byrd Industrial Park  
Moorefield, WV 26836  
Phone: **304-539-2391**

**Lewis/Upshur counties**

PO Box 1268  
91 Arnold Ave.  
Weston, WV 26452  
Phone: **304-269-6820**

**Randolph/Tucker counties**

1027 N. Randolph Ave.  
Elkins, WV 26241  
Phone: **304-637-5560**

**Taylor/Preston/Barbour counties**

PO Box 29  
235 Barrett St.  
Grafton, WV 26354  
Phone: **304-265-6103**

**REGION IV****Raleigh County DHHR**

407 Neville Street  
Beckley, WV 25801  
Phone: **304-256-6930**

**Braxton/Clay counties**

1920 Sutton Ln.  
Sutton, WV 26601  
Phone: **304-765-7344**

**Fayette County**

1400 Virginia St.  
Oak Hill, WV 25901  
Phone: **304-465-9613**

**Greenbrier/Monroe/  
Pocahontas/Summers**

150 Maplewood Ave.  
Lewisburg, WV 24901  
Phone: **304-647-7476**

**McDowell County**

840 Virginia Ave.  
Welch, WV 24801  
Phone: **304-436-8302**

**Mercer County**

200 Davis St.  
Princeton, WV 24739  
Phone: **304-425-8738**

**Nicholas/Webster counties**

1073 Arbuckle Rd.  
Summersville, WV 26651  
Phone: **304-872-0803**

**Raleigh County**

407 Neville St.  
Beckley, WV 25801  
Phone: **304-256-6930**

**Wyoming County**

HCR 72, Box 300  
Route 97  
Pineville, WV 24874  
Phone: **304-732-6900**

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## Appendix K: WV Senior Corps Programs

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### Foster Grandparent Program

**Counties:** Calhoun, Jackson, Marshall, Pleasants, Ritchie, Roane, Tyler, Wetzel, Wirt, Wood, Ohio, Braxton, Clay, Gilmer, Lewis, Nicholas, Tucker, Upshur and Webster  
Mid-Ohio Valley Regional Council  
**304-422-4993, Ext. 132**

**Counties:** McDowell, Mercer, Mingo, Monroe, Raleigh, Summers and Wyoming  
Council of the Southern Mountains  
**304-436-6800**

**Counties:** Boone, Cabell, Fayette, Greenbrier, Kanawha, Lincoln, Logan, Mason, Putnam and Wayne  
FGP of United Way of Central WV  
**304-340-3636**

**Counties:** Barbour, Doddridge, Grant, Hampshire, Harrison, Hardy, Mineral, Pendleton, Pocahontas, Randolph, Taylor, Jefferson, Berkeley and Morgan  
Region VIII Planning & Development Council  
**304-257-1221**

### Senior Companion Program

**Counties:** Brooke, Cabell, Doddridge, Harrison, McDowell, Monongalia, Pleasants, Taylor, Wood, Barbour, Braxton, Calhoun, Clay, Gilmer, Fayette, Lewis, Raleigh, Preston, Kanawha, Randolph, Tucker, Upshur and Webster  
Mid-Ohio Valley Regional Council  
**304-422-4993 Ext. 107**

### Retired and Senior Volunteer Program

**Counties:** Brooke, Hancock, Ohio and Marshall  
Brooke County Committee on Aging  
**304-527-3410**

**Counties:** Fayette, Greenbrier, Nicholas and Webster  
Summersville Baptist Church  
**304-872-2113**

**Counties:** Boone, Cabell, Kanawha, Putnam, Lincoln, and Wayne  
United Way of Central WV  
**304-340-3519**

**Counties:** Berkeley, Jefferson and Morgan  
Pendleton, Grant, Hardy, Hampshire and Mineral  
Potomac Highlands Support Services  
**304-257-1221**

**Counties:** Calhoun, Jackson, Pleasants, Roane and Wood  
Mid-Ohio Valley Regional Council  
**304-422-4993**

**Counties:** McDowell, Mingo, Mercer, Wyoming and Raleigh  
Council of the Southern Mountains  
**304-436-6800**

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## Appendix L: Community Action Groups

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**Central West Virginia  
Community Action Assoc.**  
106 Frederick St.  
PO Box 1070  
Clarksburg, WV 26301  
**304-622-4977**  
<http://www.wvcommunityactionpartnership.org>

**Change, Inc.**  
3136 West Street  
Weirton, WV 26062  
**304-797-7733**  
[www.changeinc.org](http://www.changeinc.org)

**Community Action of South  
Eastern West Virginia**  
307 Federal Street  
Bluefield, WV 24701  
**304-324-0450**  
[www.casewv.org](http://www.casewv.org)

**Community Resources, Inc.**  
133 Rosemar Road, Ste 101  
Parkersburg, WV 24701  
**304-485-9238**  
[www.cricap.org](http://www.cricap.org)

**Council of the Southern  
Mountains**  
148 McDowell Road  
Welch, WV 24801  
**304-436-6800**

**Eastern West Virginia  
Community Action Agency,  
Inc.**  
401 Maple Avenue  
Moorefield, WV 26836  
**304-538-7711**

**Coalfield Community Action  
Partnership, Inc.**  
PO Box 1406  
Williamson, WV 25661  
**304-235-1701**  
[www.coalfieldcap.org](http://www.coalfieldcap.org)

**EnAct  
Schoenbaum Family  
Enrichment Center**  
1701 5th Ave., Suite 7  
Charleston, WV 25387  
**304-414-4475**  
<http://schoenbaumcenter.org/>

**Mountain CAP, Inc.**  
26 North Kanawha Street  
Buckhannon, WV 26201  
**304-472-1500**  
[www.mountaincap.com](http://www.mountaincap.com)

**MountainHeart Community  
Services, Inc.**  
PO Box 1509  
Oceana, WV 24870  
**304-682-8271**  
[www.mountainheartwv.org](http://www.mountainheartwv.org)

**Nicholas Community Action  
Partnership, Inc.**  
1205 Broad Street  
Summersville, WV 26651  
**304-872-1162**

**North Central West Virginia  
Community Action**  
1304 Goose Run Road  
Fairmont, WV 26554  
**304-363-2170**  
[www.ncwvcaa.org](http://www.ncwvcaa.org)

**PRIDE Community Services**  
PO Box 1346  
Logan, WV 25601  
**304-752-6868**  
<http://www.prideinlogan.com/>

**Raleigh County Community  
Action Association**  
PO Box 3066  
Beckley, WV 25801  
**304-252-6396**  
[www.rccaa.org](http://www.rccaa.org)

**Southwestern CAC, Inc.**  
540 Fifth Avenue  
Huntington, WV 25701  
**304-525-5151**  
[www.scacwv.org](http://www.scacwv.org)

**Telamon Corporation**  
891 Auto Parts Place, Ste 201  
Box 137  
Martinsburg, WV 25401  
**304-263-0916**  
[www.telamon.org](http://www.telamon.org)

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## Appendix M: Catholic Community Services, Inc.

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### **Eastern Region**

*Serving Berkeley, Grant,  
Hampshire, Hardy, Jefferson,  
Mineral & Morgan counties*

### **Regional Office**

224 S. Queen St.  
Martinsburg, WV 25401  
Phone: **304-267-8837**

### **Romney Outreach**

521 West Main St. #A  
Romney, WV 26757  
Phone: **304-822-5414**

### **Migration & Refugee Services**

224 S. Queen St.  
Martinsburg, WV 25401  
Phone: **304-267-3071**

### **Child Care Food Program**

Phone: **304-820-4486**

### **Central Region**

Serving the Clarksburg  
Vicariate  
235 High St., Suite 207  
Morgantown, WV 26505  
Phone: **304-292-6597**

### **Catholic Community Services**

17 West Washington St.  
Grafton, WV 26354  
Phone: **304-265-3091**

### **Raymond Wolfe Center**

Serving Preston County  
P.O. Box 407  
Kingwood, WV 26537  
Phone: **304-329-3644**

### **Child Care Food Program**

Phone: **304-230-1280**  
Ext. 2203

### **Child Care Resource Center**

Phone: **888-272-7357**

### **WV Birth to Three**

Phone: **304-264-3660**

### **Northern Region**

Serving the Wheeling  
Vicariate  
Main Office  
110 North York St.  
Wheeling, WV 26003  
Phone: **304-905-9860**  
Ext. 2120

### **Catholic Charities- Neighborhood Center**

125-18th St.  
P.O. Box 6176  
Wheeling, WV 26003  
Phone: **304-232-7157**

### **Brooke County Outreach**

Phone: **304-527-0103**

### **Hancock County Outreach**

Phone: **304-564-7051**

### **Child Care Resource Center**

Phone: **304-232-1603**  
Ext. 1005

### **Child Care Food Program**

Phone: **304-230-1280**  
Ext. 2203

### **WV Birth to Three**

Phone: **304-214-5775**  
Ext.1014

### **Homemaker**

Phone: **304-230-1280**  
Ext. 2202

### **Parkersburg Region**

Serving Calhoun, Jackson,  
Pleasants, Ritchie, Roane,  
Tyler, Wetzel, Wirt, & Wood  
counties

### **Regional and Outreach Office**

521 Market St. #24  
Parkersburg, WV 26101  
Phone: **304-424-3457**

### **Mobile Outreach & WellnessWorks Food Pantry**

521 Market St. #24  
Parkersburg, WV 26101  
Phone: **304-424-3457**

### **New Martinsville Outreach**

21 Rosary Rd., Suite #A  
New Martinsville, WV 26155  
Phone: **304-455-9740**

### **WV Birth to Three**

RUA - 1  
1236 N State Route 2  
New Martinsville, WV 26155  
Phone: **304-455-0920**

### **Child Care Food Program**

Phone: **304-780-6504**

### **Child Care Resource Center**

1236 N State Route 2  
New Martinsville, WV 26155  
Phone: **304-455-0920**

**Homemaker and Case Management**

21 Rosary Rd., Suite #A  
New Martinsville, WV 26155  
Phone: **304-455-9740**

130 4th St.  
Parkersburg, WV 26155  
Phone: **304-422-6116**

**Southern Region**

Serving the Beckley Vicariate  
Catholic Community Services  
P.O. Box 386  
Princeton, WV 24740-2909  
Phone: **304-425-4306**

**Eckman Learning Center**  
Phone: **304-862-3318**

**Hinton Loaves & Fishes**  
Phone: 304-466-2110  
Sacred Heart Wednesday  
Food Pantry  
Phone: **304-327-5623**

**Western Region**

Serving Boone, Clay,  
Kanawha, Lincoln, Logan  
Mason, Mingo, Putnam &  
Wayne counties

**Regional Office**

1116 Kanawha Blvd.  
Charleston, WV 25301  
Phone: **304-345-2103**

**Homemaker & Case Management (Medicaid Waiver)**

1116 Kanawha Blvd.  
Charleston, WV 25301  
Phone: **304-345-2103**

**Immigration, Migration, and Refugee Services**

1116 Kanawha Blvd.  
Charleston, WV 25301  
Phone: **304-345-1036**

**Logan Extension Office Outreach**

561 Main Street  
Logan, WV 25601  
Phone: **304-953-0042**

**Pettus Food Pantry Outreach**

11823 Coal River Road  
Whitesville, WV 25209  
Phone: **304-854-1043**

**Whitesville Food Pantry Outreach**

37292 Coal River Road  
Whitesville, WV 25209  
Phone: **304-854-1043**

**Weston Region**

Serving Braxton, Gilmer,  
Lewis, Pendleton,  
Pocahontas, Randolph,  
Tucker, Upshur & Webster  
Counties

**Regional Office**

103 Randolph Avenue  
PO Box 2764  
Elkins, WV 26241  
Phone: **304-636-4875**

**Webster Springs Outreach**

113 North Main Street  
Webster Springs, WV 26288  
Phone: **304-847-7416**

**Child Care Food Program**

Harrison, Lewis, Taylor,  
Upshur  
Phone: **304-838-3064**

**Preston, Randolph, Tucker**  
Phone: **304-614-2492**

**Medicaid Waiver/ Homemaker & Case Management**

104 East Main St., Suite 1D  
Clarksburg, WV 26301  
Phone: **304-623-1765**



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## Appendix N: Low Cost Dental Care

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*Community Health Centers with onsite dental services (sliding fees based on income; Medicaid accepted)*

**Clay-Battelle Community Health Services Assoc.**

5861 Mason Dixon Highway  
Blacksville, WV 26521  
Phone: **304-432-8211**

**E.A. Hawse Health Center**

17978 Rt 55 & 259  
Baker, WV 26801  
Phone: **304-897-5915**

**Minnie Hamilton Health Care Center**

186 Hospital Dr.  
Grantsville, WV 26147  
Phone: **304-354-9244**

**Preston-Taylor Community Health Centers**

2060 N Mountaineer Hwy  
Newburg, WV 26410  
Phone: **304-892-2828**

**Tug River Health Association**

103 Supply Street  
Gary, WV 24836  
Phone: **304-448-2101**

**Valley Health-Fort Gay**

71 Wayne St.  
Fort Gay, WV 25514  
Phone: **304-648-5544**

**Valley Health- Harts**

22 Fleming Dr.  
Harts, WV 25524  
Phone: **304-855-4595**

**Valley Health- Upper Kanawha**

408 Alexander St.  
Cedar Grove, WV 25309  
Phone: **304-595-1770**

**Valley Health Systems**

3377 US Route 60  
Huntington, WV 25705  
Phone: **304-525-3333**

**Wirt County Health Services Association**

1301 Elizabeth Pike  
Elizabeth, WV 26143  
Phone: **304-275-3301**

Free Clinics with onsite dental services (free services or small donation accepted)

**West Virginia Health Right**

1520 Washington St. E.  
Charleston, WV 25311  
Phone: **304-343-7000**

**Milan Puskar Health Right**

341 Spruce St.  
Morgantown, WV 26507  
Phone: **304-292-8234**

**Ebenezer Medical Outreach, Inc.**

1448 Tenth Ave. #100  
Huntington, WV 25701  
Phone: **304-529-0753**

**Susan Dew Hoff Memorial Clinic**

925 Liberty St.  
West Milford, WV 26451  
Phone: **304-745-3700**

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## Appendix O: Social Security Administration Offices

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### **Beckley**

307 Beckley Crossing Shopping Center  
Beckley, WV 25801  
Phone: **800-772-1213**

### **Bluefield**

3014 E Cumberland Rd.  
Bluefield, WV 24701  
Phone: **800-772-1213**

### **Martinsburg**

14 Compass Point  
Martinsburg, WV 25401  
Phone: **800-772-1213**

### **Morgantown**

Mountaineer Mall  
5000 Greenbag Rd.  
Morgantown, WV 26501  
Phone: **800-772-1213**

### **Charleston**

Ste. 300  
500 Quarrier St.  
Charleston, WV 25301  
Phone: **800-772-1213**

### **Parkersburg**

Ste. 4301  
425 Juliana St.  
Parkersburg, WV 26101  
Phone: **800-772-1213**

### **Clarksburg**

Clarksburg Federal Ctr.  
320 W Pike St.  
Clarksburg, WV 26301  
Phone: **800-772-1213**

### **Petersburg**

207 N Main St.  
Petersburg, WV 26847  
Phone: **800-772-1213**

### **Elkins**

Ste. 325  
300 Third St.  
Elkins, WV 26241  
Phone: **800-772-1213**

### **Fairmont**

Middletown Mall  
9039 Middletown Mall  
Fairmont, WV 26554  
Phone: **800-772-1213**

### **Huntington**

3rd Floor  
301 9th St.  
Huntington, WV 25701  
Phone: **800-772-1213**

### **Logan**

1103 George Kostas Dr.  
Logan, WV 25601  
Phone: **800-772-1213**

### **Saint Albans**

49 Olde Main Plaza  
Saint Albans, WV 25177  
Phone: **800-772-1213**

### **Welch**

50 McDowell St.  
Welch, WV 24801  
Phone: **800-772-1213**

### **Wheeling**

123 16th St.  
Wheeling, WV 26003  
Phone: **800-772-1213**

### **Williamson**

146 E First Ave.  
Williamson, WV 25661  
Phone: **800-772-1213**

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## Appendix P: 800 Numbers

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### *Adoption / Foster Care*

**AdoptUSKids**

Phone: 888-200-4005

Website: [www.adoptuskids.org](http://www.adoptuskids.org)

**National Adoption Center**

Phone: 800-802-3678

Website: [www.adopt.org](http://www.adopt.org)

**Child Welfare Information Gateway**

Website: [www.childwelfare.gov](http://www.childwelfare.gov)

Phone: 800-394-3366

### *Americans with Disabilities Act (ADA)*

**ADA InfoLine- U.S. Department of Justice**

Phone: 800-514-0301 or

800-514-0383 (TTY)

Website: [www.ada.gov/infoline.htm](http://www.ada.gov/infoline.htm)

**ADA National Network**

Phone: 800-949-4232 (V/TTY)

Website: [www.adata.org](http://www.adata.org)

**Center for Universal Design**

Phone: 919-513-0825

Website: <http://www.ncsu.edu/ncsu/design/cud/>

**U.S. Equal Employment Opportunity Commission**

Phone: 800-669-4000 or

800-669-6820 (TTY)

Website: [www.eeoc.gov](http://www.eeoc.gov)

**Job Accommodation Network**

Phone: 800-526-7234 (V) or

877-781-9403 (TTY)

Website: [www.askjan.org](http://www.askjan.org)

**U.S. Access Board**

Phone: 800-872-2253 or

800-993-2822 (TTY)

Website: [www.access-board.gov](http://www.access-board.gov)

**U.S. Department of Housing and Urban Development–HUD**

User Phone: 800-245-2691 or

800-927-7589 (TTY)

Website: [www.huduser.org](http://www.huduser.org)

### *Assistive Technology / Devices*

**ABLEDATA**

Phone: 800-227-0216

Website: [www.abledata.com](http://www.abledata.com)

**AbleNet**

Phone: 800-322-0956

Website: [www.ablenetinc.com](http://www.ablenetinc.com)

**Alliance for Technology Access**

Phone: 800-914-3017 or

731-554-5282

Website: [www.ataccess.org](http://www.ataccess.org)

**IBM Accessibility Center**

Phone: 800-426-4968

Website: [http://www-03.ibm.com/able/accessibility\\_services/](http://www-03.ibm.com/able/accessibility_services/)

**National Lekotek Center**

Phone: 773-528-5766 or

773-973-2180 (TTY)

Website: [www.lekotek.org](http://www.lekotek.org)

**Georgia Tech Center for Assistive Technology and Environmental Access (CATEA)**

Phone: 404-894-4960 (V/TTY)

Website: [www.assistivetech.net](http://www.assistivetech.net)

### *Blind / Visual Impairments*

**American Council of the Blind**

Phone: 800-424-8666

Website: [www.acb.org](http://www.acb.org)

**American Foundation for the Blind**

Phone: 800-232-5463

Website: [www.afb.org](http://www.afb.org)**American Printing House for the Blind**

Phone: 800-223-1839

Website: [www.aph.org](http://www.aph.org)**Blind Childrens Center**

Phone: 323-664-2153

Website: [www.blindchildrenscenter.org](http://www.blindchildrenscenter.org)**Library Reproduction Service**

Phone: 800-255-5002

Website: [www.largeprintschoolbooks.com](http://www.largeprintschoolbooks.com)**Lighthouse International**

Phone: 800-829-0500

212-821-9713 (TTY)

Website: [www.lighthouse.org](http://www.lighthouse.org)**National Association for Parents of Children with Visual Impairments**

Phone: 800-562-6265

Website: <http://www.afb.org/directory/profile/national-association-of-parents-of-children-with-visual-impairments-national-headquarters/12>**National Library Service for the Blind and Physically Handicapped**

Phone: 202-707-5100

Website: [www.loc.gov/nls/](http://www.loc.gov/nls/)**Prevent Blindness America**

Phone: 800-331-2020

Website: [www.preventblindness.org](http://www.preventblindness.org)**Recording for the Blind and Dyslexic**

Phone: 800-221-4792

Website: [www.learningally.org](http://www.learningally.org)**Foundation Fighting Blindness**

Phone: 800-683-5555

Website: [www.blindness.org](http://www.blindness.org)**Child Care****Child Care Aware**

Phone: 800-424-2246 or

866-278-9428 (TTY)

Website: [www.childcareaware.org](http://www.childcareaware.org)**National Child Care Information Center**

Phone: 202-720-4423

Website: [www.csrees.usda.gov](http://www.csrees.usda.gov)**Communication Disorders****American Speech-Language-Hearing Association**

Phone: 800-638-8255

Website: [www.asha.org](http://www.asha.org)**National Institute on Deafness and Other Communication Disorders**

Phone: 800-241-1044 or

800-241-1055 (TTY)

Website: [www.nidcd.nih.gov](http://www.nidcd.nih.gov)**National Stuttering Association**

Phone: 800-937-8888

Website: [www.westutter.org](http://www.westutter.org)**The Stuttering Foundation**

Phone: 800-992-9392

Website: [www.stutteringhelp.org](http://www.stutteringhelp.org)**Craniofacial Syndromes****About Face**

Phone: 800-665-3223

Website: [www.aboutfaceusa.org](http://www.aboutfaceusa.org)**Children's Craniofacial Association**

Phone: 800-535-3643

Website: [www.ccakids.org](http://www.ccakids.org)**Craniofacial Foundation of America**

Phone: 800-418-3223

Website: [www.craniofacialfoundation.org](http://www.craniofacialfoundation.org)

**FACES – The National Craniofacial Association**

Phone: 800-332-2373

Website: [www.faces-cranio.org](http://www.faces-cranio.org)

**Foundation for Nager and Miller Syndromes**

Phone: 800-507-3667

Website: [www.fnms.net](http://www.fnms.net)

***Deafness / Hearing Impairments***

**Listening and Spoken Language Knowledge Center**

Phone: 202-337-5220

Website:

[www.listeningandspokenlanguage.org](http://www.listeningandspokenlanguage.org)

**American Academy of Audiology**

Phone: 800-222-2336

Website: [www.audiology.org](http://www.audiology.org)

**American Society for Deaf Children**

Phone: 800-942-2732 (V/TTY)

Website: [www.deafchildren.org](http://www.deafchildren.org)

**American Speech-Language-Hearing Association**

Phone: 800-638-8255

Website: [www.asha.org](http://www.asha.org)

**Better Hearing Institute**

Phone: 202-449-1100

Website: [www.betterhearing.org](http://www.betterhearing.org)

**Starkey Hearing Foundation**

Phone: 866-354-3254

Website: [www.starkeyhearingfoundation.org](http://www.starkeyhearingfoundation.org)

**International Hearing Society**

Phone: 734-522-7200

Website: [www.ihsinfo.org](http://www.ihsinfo.org)

**John Tracy Clinic**

Phone: 213-748-5481

Website: [www.jtc.org](http://www.jtc.org)

**National Cued Speech Association**

Phone: 800-459-3529 (V/TTY)

Website: [www.cuedspeech.org](http://www.cuedspeech.org)

**National Consortium on Deaf-Blindness**

Phone: 800-438-9376 or

800-854-7013 (TTY)

Website: [www.nationaldb.org](http://www.nationaldb.org)

**National Institute on Deafness and Other Communication Disorders**

Phone: 800-241-1044 or

800-241-1055 (TTY)

Website: [www.nidcd.nih.gov](http://www.nidcd.nih.gov)

**Postsecondary Education Programs Network Resource Center (pepnet2)**

Phone: 414-892-7044

Website: [www.pepnet.org/resources](http://www.pepnet.org/resources)

***Disability Awareness / Community Inclusion***

**Best Buddies**

Phone: 800-892-8339

Website: [www.bestbuddies.org](http://www.bestbuddies.org)

**Kids on the Block**

Phone: 800-368-5437

Website: [www.kotb.com](http://www.kotb.com)

**Easter Seals**

Phone: 800-221-6827

Website: [www.easterseals.com](http://www.easterseals.com)

**The Kennedy Center**

Phone: 800-444-1324

Website:

[www.kennedy-center.org/education/vsa](http://www.kennedy-center.org/education/vsa)

**Yes I Can! Council for Exceptional Children**

Phone: 888-232-7733

Website: [www.cec.sped.org/yesican](http://www.cec.sped.org/yesican)

***Employment / Independent Living***

**Disabled and Alone**

Phone: 800-995-0066

Website: [www.disabledandalone.org](http://www.disabledandalone.org)

**Education Northwest**  
Phone: 503-275-9500  
Website: [www.educationnorthwest.org](http://www.educationnorthwest.org)

**U.S. Equal Employment Opportunity Commission**  
Phone: 800-669-6820 (V/TTY)  
Website: [www.eeoc.gov](http://www.eeoc.gov)  
**Job Accommodation Network**  
Phone: 800-526-7234 (V/TTY) or 877-781-9403 (V/TTY)  
Website: [www.askjan.org](http://www.askjan.org)

**National Center on Workforce and Disability**  
Phone: 888-886-9898 (V/TTY)  
Website: [www.onestops.info/](http://www.onestops.info/)

**National Collaborative on Workforce and Disability/Youth**  
Phone: 877-871-0744  
Website: [www.ncwd-youth.info/](http://www.ncwd-youth.info/)

**National Council on Independent Living**  
Phone: 877-525-3400  
Website: [www.ncil.org](http://www.ncil.org)

**The Center on Human Policy**  
Phone: 800-894-0826  
Website: [thechp.syr.edu](http://thechp.syr.edu)

**Proyecto Vision**  
Phone: 866-367-5361  
Website: [www.proyectovision.net](http://www.proyectovision.net)

## ***Information Centers***

**ABLEDATA**  
Phone: 800-227-0216  
Website: [www.abledata.com](http://www.abledata.com)

**HRSA Information Center (U.S. Dept. of Health & Human Services)**  
Phone: 888-275-4772 or 877-489-4772 (TTY)  
Website: <http://www.hrsa.gov/index.html>

**March of Dimes**  
Phone: 914-997-4488  
Website: [www.marchofdimes.com](http://www.marchofdimes.com)

**National Center on Birth Defects and Developmental Disabilities**  
Phone: 800-232-4636  
Website: [www.cdc.gov/ncbddd/](http://www.cdc.gov/ncbddd/)

**National Dissemination Center for Children with Disabilities (NICHCY)**  
Phone: 800-695-0285 (V/TTY)  
Website: [www.nichcy.org](http://www.nichcy.org)

**National Health Information Center**  
Phone: 240-453-8280  
Website: [www.health.gov/nhic](http://www.health.gov/nhic)

**National Lead Information Center**  
Phone: 800-424-5323  
Website: [www.epa.gov/lead/nlic](http://www.epa.gov/lead/nlic)

**National Library of Medicine**  
Phone: 888-346-3656  
Website: [www.nlm.nih.gov](http://www.nlm.nih.gov)

**Office of Minority Health**  
Phone: 800-444-6472  
Website: [www.minorityhealth.hhs.gov](http://www.minorityhealth.hhs.gov)

**Zero to Three/National Center for Infants, Toddlers, and Families**  
Phone: 800-899-4301  
Website: [www.zerotothree.org](http://www.zerotothree.org)

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## Appendix Q: Area Agencies on Aging

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### **Region I - Northwestern Area Agency on Aging**

Post Office Box 2086

Wheeling, WV 26003

Telephone: **304-242-1800** or **800-924-0088**

Email: **lwilliams@belomar.org**

Website: **www.belomar.org**

Counties: Brooke, Calhoun, Doddridge, Gilmer, Hancock, Harrison, Marion, Marshall, Monongalia, Ohio, Pleasants, Ritchie, Tyler, Wetzel, Wirt, Wood

### **Region II - WVSU - Metro Area Agency on Aging**

1 Dunbar Plaza, Suite 102

Dunbar, WV 25064

Telephone: **304-720-6858**

Email: **landerbr@wvstateu.edu**

Website: **http://www.wvstateu.edu/metro-aaa**

Counties: Boone, Cabell, Jackson, Kanawha, Lincoln, Logan, Mason, Mingo, Putnam, Roane, Wayne

### **Region III - Upper Potomac Area Agency on Aging**

Post Office Box 869

Airport Road

Petersburg, WV 26847

Telephone: **304-257-1221** or **800-296-1221**

Email: **upaaa@regioneight.org**

Website: **www.upaaa.net**

Counties: Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Lewis, Mineral, Morgan, Pendleton, Preston, Randolph, Taylor, Tucker, Upshur

### **Region IV - Appalachian Area Agency on Aging**

1460 East Main Street #6

Princeton, WV 24740

Telephone: **304-425-1147** or **800-473-1207**

Email: **stanleyramona@citlink.net**

Counties: Braxton, Clay, Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, Wyoming

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## Appendix R: WV County Senior Centers

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### **Barbour County Senior Center, Inc.**

101 Church Street  
PO Box 146  
Philippi, WV 26416  
Phone: **304-457-4545**  
Email: [bcsc@bcscwv.org](mailto:bcsc@bcscwv.org)  
Website: [www.bcscwv.org](http://www.bcscwv.org)

### **Berkeley Senior Services**

217 North High Street  
Martinsburg, WV 25401  
Phone: **304-263-8873**  
Email: [linda.dir@berkeleyseniorservices.org](mailto:linda.dir@berkeleyseniorservices.org)  
Website: [www.berkeleyseniorservices.org](http://www.berkeleyseniorservices.org)

### **Bi-County Nutrition**

#### **(Doddridge and Harrison IIIC)**

416 1/2 Ohio Avenue  
Nutter Fort, WV 26301  
Phone: **304-622-4075**  
Email: [bicountyseniors@yahoo.com](mailto:bicountyseniors@yahoo.com)

### **Boone County Community Organization**

347 Kenmore Dr., Suite 1-A  
PO Box 247  
Madison, WV 25130  
Phone: **304-369-0451**  
Email: [bcco.jeaster@suddenlinkmail.com](mailto:bcco.jeaster@suddenlinkmail.com)

### **Braxton County Senior Citizens Center, Inc.**

33 Senior Center Drive  
Sutton, WV 26601  
Phone: **304-765-4090** or  
**888-654-9321**  
Email: [dirbcsc@frontier.com](mailto:dirbcsc@frontier.com)

### **Brooke County Committee on Aging**

948 Main Street  
Follansbee, WV 26037  
Phone: **304-527-3410**  
Email: [brookejoy@aol.com](mailto:brookejoy@aol.com)  
Website:  
[www.brookecountyseniorcenter.org](http://www.brookecountyseniorcenter.org)  
(Also IIIC provider for Hancock County)

### **Cabell County Community Services Organization**

724 10th Avenue  
Huntington, WV 25701  
Phone: **304-529-4952**  
Email: [cccsoinc@cccso.com](mailto:cccsoinc@cccso.com) Website:  
[www.cccso.com](http://www.cccso.com)

### **Calhoun County Committee on Aging, Inc.**

105 Market Street  
PO Box 619  
Grantsville, WV 26147  
Phone: **304-354-7017**  
Email: [rpoling@cccoa-wv.org](mailto:rpoling@cccoa-wv.org)  
Website: [www.cccoa-wv.org](http://www.cccoa-wv.org)

### **Clay County Development Corp. (IIIB)**

174 Main Street  
PO Box 455  
Clay, WV 25043  
Phone: **304-587-2468**  
Email: [claydevcorp@live.com](mailto:claydevcorp@live.com)

### **Doddridge County Senior Citizens, Inc. (IIIB)**

403 West Main Street PO Box 432  
West Union, WV 26456  
Phone: **304-873-2061**  
Email: [dcscoffice@gmail.com](mailto:dcscoffice@gmail.com)

### **Fayette County Office**

108 Lewis Street  
PO Box 770  
Oak Hill, WV 25901  
Phone: **304-465-8484**  
Email: [jszamiela@yahoo.com](mailto:jszamiela@yahoo.com)

### **Fayette IIIB and IIIC, Clay IIIC-Putnam Aging Program, Inc.**

694 Winfield Road  
Saint Albans, WV 25177  
Phone: **304-755-2385**  
Email: [jaurthur@putnamaging.com](mailto:jaurthur@putnamaging.com)  
Website: [www.putnamaging.com](http://www.putnamaging.com)



**Gilmer County- Council of Senior Citizens of  
Gilmer County, Inc.**  
720 North Lewis Street  
Glennville, WV 26351  
Phone: **304-462-5761**  
Email: [gilmerseniors@yahoo.com](mailto:gilmerseniors@yahoo.com)

**Grant County Commission on Aging**  
111 Virginia Avenue  
Petersburg, WV 26847  
Phone: **304-257-1666**  
Email: [gccoafs@frontier.com](mailto:gccoafs@frontier.com)

**Greenbrier County Committee on Aging**  
1003 Greenbrier Street  
PO Box 556  
Rupert, WV 25984  
Phone: **304-392-5138**  
Email: [gcca@suddenlinkmail.com](mailto:gcca@suddenlinkmail.com)  
Website: [www.greenbriercountycoa.com](http://www.greenbriercountycoa.com)

**Hampshire County Committee on Aging**  
24781 Northwestern Pike  
PO Box 41  
Romney, WV 26757  
Phone: **304-822-4097** or  
**304-822-4030 (TDD)**  
Email: [aginghamp@hardynet.com](mailto:aginghamp@hardynet.com)  
Website: [www.aginginhampshire.us](http://www.aginginhampshire.us)

**Hancock County - Committee for Hancock  
County Senior Citizens (IIIB)**  
647 Gas Valley Road  
New Cumberland, WV 26047 Phone:  
**304-564-3801**  
Email: [emknabenshue@hanchocksrsvs.org](mailto:emknabenshue@hanchocksrsvs.org)  
Website: [www.hanchocksrsvs.org](http://www.hanchocksrsvs.org)

**Hardy County Committee on Aging**  
409 Spring Avenue  
PO Box 632  
Moorefield, WV 26836  
Phone: **304-530-2256** or  
**888-538-2256**  
Email: [hcco1@hardynet.com](mailto:hcco1@hardynet.com)

**Harrison County Senior Citizens, Inc. (IIIB)**  
500 West Main Street Clarksburg, WV 26301  
Phone: **304-623-6795**  
Email: [jdewitthcg@gmail.com](mailto:jdewitthcg@gmail.com)  
Website: [www.hscwv.org](http://www.hscwv.org)

**Jackson County Commission on Aging, Inc.**  
121 So. Court Street  
PO Box 617  
Ripley, WV 25271  
Phone: **304-372-2406**  
Email: [jccoawv@hotmail.com](mailto:jccoawv@hotmail.com)  
Website: <http://www.jccoawv.org/>

**Jefferson County Council on Aging**  
103 West 5th Street  
Ranson, WV 25438  
Phone: **304-725-4044**  
Email: [jccoadirector@frontiernet.net](mailto:jccoadirector@frontiernet.net)

**Kanawha Valley Senior Services (IIIB)**  
2428 Kanawha Boulevard  
East Charleston, WV 25311  
Phone: **304-348-0707**  
Website: [www.kvss.org](http://www.kvss.org)

**Lewis County Senior Citizens Center, Inc.**  
171 West 2nd Street  
Weston, WV 26452  
Phone: **304-269-5738** or  
**800-695-4594**  
Email: [dinahlynnmills@aol.com](mailto:dinahlynnmills@aol.com)  
Website: [www.lcseniorcenter.org](http://www.lcseniorcenter.org)

**Lincoln County Opportunity Co., Inc.**  
360 Main Street  
Hamlin, WV 25523  
Phone: **304-824-3448**  
Email: [lcoc@zoominternet.net](mailto:lcoc@zoominternet.net)  
Website: [www.lincolncountyopportunity.net](http://www.lincolncountyopportunity.net)

**Logan County - PRIDE in Logan County, Inc.**  
699 Stratton Street  
PO Box 1346  
Logan, WV 25601  
Phone: **304-752-6868**  
Email: [vicky@prideinlogan.com](mailto:vicky@prideinlogan.com) or  
[reggie@prideinlogan.com](mailto:reggie@prideinlogan.com)  
Website: [www.prideinlogan.com](http://www.prideinlogan.com)

**Marion County Senior Citizens, Inc.**  
105 Maplewood Drive  
Fairmont, WV 26554  
Phone: **304-366-8779**  
Email: [debbie@marionseniors.org](mailto:debbie@marionseniors.org)  
Website: [www.marionseniors.org](http://www.marionseniors.org)

**Marshall County Committee on Aging**  
805 5th Street  
Moundsville, WV 26041  
Phone: **304-845-8200**  
Email: [jhoward@wvdsi.net](mailto:jhoward@wvdsi.net)  
Website: [www.mcseniorcenter.com](http://www.mcseniorcenter.com)

**Mason County Action Group, Inc.**  
101 2nd Street  
Point Pleasant, WV 25550  
Phone: **304-675-2369**  
Email: [masonseniors@aol.com](mailto:masonseniors@aol.com)

**McDowell County Commission on Aging**  
725 Stewart Street  
Welch, WV 24801  
Phone: **304-436-6588**  
Email:  
[lisa.sanderson@mcdowellcounty.coa.org](mailto:lisa.sanderson@mcdowellcounty.coa.org)

**CASE Commission on Aging (Mercer IIIB only, no nutrition)**  
600 Trent St.  
PO Box 1507  
Princeton, WV 24740  
Phone: **304-425-7111**  
Email: [sbgraham@casewv.org](mailto:sbgraham@casewv.org)

**Mercer Community Action of South Eastern WV (CASE) (nutrition only)**  
355 Bluefield Ave.  
Bluefield, WV 24701  
Phone: **304-324-0450**  
Email: [ohubbard@casewv.org](mailto:ohubbard@casewv.org)  
Website: [www.casewv.org](http://www.casewv.org)

**Mineral County - Aging and Family Services of Mineral County, Inc.**  
1 South Main Street  
Keyser, WV 26726-3127  
Phone: **304-788-5467**  
Email: [smallery@wvaging.com](mailto:smallery@wvaging.com)  
Website: [www.wvaging.com](http://www.wvaging.com)

**Mingo- Coalfield Community Action Partnership, Inc.**  
815 Alderson St.  
PO Box 1406  
Williamson, WV 25661  
Phone: **304-235-1701**  
Email: [tsalmons@coalfieldcap.org](mailto:tsalmons@coalfieldcap.org)

**Monongalia- Senior Monongalians, Inc.**  
5000 Greenbag Rd., Suite 7, Mountaineer Mall  
Post Office Box 653  
Morgantown, WV 26507  
Phone: **304-296-9812**  
Email: [brobinson@seniormons.org](mailto:brobinson@seniormons.org)  
Website: [www.seniormons.org](http://www.seniormons.org)

**Monroe County Council on Aging**  
PO Box 149 (Route 219)  
Lindside, WV 24951  
Phone: **304-753-4384**  
Email: [mccoal.lindside@yahoo.com](mailto:mccoal.lindside@yahoo.com)

**Morgan- Senior Life Services of Morgan County**  
106 Sandmine Rd., Suite 1  
Berkeley Springs, WV 25411  
Phone: **304-258-3096**  
Email: [sismc1@hotmail.com](mailto:sismc1@hotmail.com)  
Website: [www.sismc.org](http://www.sismc.org)

**Nicholas Community Action Partnership, Inc.**  
1205 Broad Street  
Summersville, WV 26651  
Phone: **304-872-1162**  
Email: [anowak@ncapwv.info](mailto:anowak@ncapwv.info)

**Ohio County - Family Services - Upper Ohio Valley**  
51 11th Street  
Wheeling, WV 26003  
Phone: **304-232-6730** or  
**1-800-631-1954**  
Email: [jleindecker@fsuov.com](mailto:jleindecker@fsuov.com)

**Pendleton Senior and Family Services, Inc.**  
231 Mill Road PO Box 9  
Franklin, WV 26807  
Phone: **304-358-2421**  
Email: [pendletonseniorcenter@frontier.com](mailto:pendletonseniorcenter@frontier.com)

**Pleasants County Senior Citizens Center  
(IIIB, no nutrition)**

209 2nd Street  
Saint Marys, WV 26170  
Phone: **304-684-9243**  
Email: [pcscjr@frontier.com](mailto:pcscjr@frontier.com)

**Pleasants County Senior Nutrition  
(nutrition only)**

Post Office Box 576  
(219 2nd St.)  
Saint Marys, WV 26170  
Phone: **304-684-9319**  
Email: [seniornutrition@creeds.net](mailto:seniornutrition@creeds.net)

**Pocahontas County Senior Programs**

Post Office Box 89  
(State Route 219N, HC69, Box 7)  
Marlinton, WV 24954  
Phone: **304-799-6337**  
Email: [pocahontascoseniors@gmail.com](mailto:pocahontascoseniors@gmail.com)

**Preston County Senior Citizens, Inc.**

108 Senior Center Dr.  
PO Box 10  
Kingwood, WV 26537  
Phone: **304-329-0464** or **800-661-7556**  
Email: [prestonseniors@atlanticbb.net](mailto:prestonseniors@atlanticbb.net)

**Putnam Aging Program, Inc.**

694 Winfield Road  
Saint Albans, WV 25177  
Phone: **304-755-2385**  
Email: [jarthur@putnamaging.com](mailto:jarthur@putnamaging.com)  
Website: [www.putnamaging.com](http://www.putnamaging.com)  
(Also IIC provider for Clay, Fayette and Kanawha)

**Raleigh County Commission on Aging**

1614 S. Kanawha Street  
Beckley, WV 25801  
Phone: **304-255-1397**  
Email: [rcoa@raleighseniors.org](mailto:rcoa@raleighseniors.org)  
Website: [www.raleighseniors.org](http://www.raleighseniors.org)

**Randolph County - The Committee on Aging  
for Randolph County, Inc.**

5th St. & Railroad Av.  
PO Box 727  
Elkins, WV 26241  
Phone: **304-636-4747**  
Email:  
[randolphcountyseniorcenter@yahoo.com](mailto:randolphcountyseniorcenter@yahoo.com)  
Website:  
[www.randolphcountyseniorcenter.com](http://www.randolphcountyseniorcenter.com)

**Ritchie County Integrated Family Services**

S. Court St. & Edgeview Ln.  
PO Box 195  
Harrisville, WV 26362  
Phone: **304-643-4941**  
Email: [rcseniors@zoominternet.net](mailto:rcseniors@zoominternet.net)

**Roane County Committee on Aging, Inc.**

811 Madison Avenue  
Spencer, WV 25276  
Phone: **304-927-1997**  
Email: [jhaverty@rccoawv.org](mailto:jhaverty@rccoawv.org)  
Website: [www.rccoawv.org](http://www.rccoawv.org)

**Summers County Council on Aging**

120 2nd Avenue  
Hinton, WV 25951  
Phone: **304-466-4019**  
Email: [sccoalg@suddenlinkmail.com](mailto:sccoalg@suddenlinkmail.com)  
Website: [www.summersseniors.com](http://www.summersseniors.com)

**Taylor County Senior Citizens, Inc.**

US Rt. 119 & US Rt. 250  
Route 2 Box 514  
Grafton, WV 26354  
Phone: **304-265-4555**  
Email: [taylorcscfm@aol.com](mailto:taylorcscfm@aol.com)

**Tucker County Senior Citizens, Inc.**

217 Senior Lane  
Parsons, WV 26287  
Phone: **304-478-2423**  
Email: [sully0818@yahoo.com](mailto:sully0818@yahoo.com) or  
[rdnestor@hotmail.com](mailto:rdnestor@hotmail.com)

**Tyler County - Council of Senior Tyler  
Countians, Inc.**

504 Cherry Street  
PO Box 68  
Middlebourne, WV 26149  
Phone: **304-758-4919**  
Email: **Amy.CSTCWV@frontier.com**

**Upshur County Senior Citizens Opportunity  
Center, Inc.**

28 North Kanawha Street  
Buckhannon, WV 26201  
Phone: **304-472-0528**  
Email: **acook@upwvsc.org**  
Website: **www.upwvsc.org**

**Wayne County Community Services  
Organization, Inc.**

3609 Hughes Street  
Huntington, WV 25704  
Phone: **304-429-0070**  
Email: **rmeredith@wccso.org**  
Website: **www.wccso.org**

**Webster County Commission of Senior  
Citizens**

148 Court Square  
Webster Springs, WV 26288  
Phone: **304-847-5252**  
Email: **webcosencitz@frontiernet.net**

**Wetzel County Committee on Aging**

145 Paducah Drive  
New Martinsville, WV 26155  
Phone: **304-455-3220**  
Email: **wetzelcoa@suddenlinkmail.com**

**Wirt County Committee on Aging, Inc.**

74 Senior Circle  
Elizabeth, WV 26143  
Phone: **304-275-3158**  
Email: **wccoas@suddenlinkmail.com**

**Wood County Senior Citizens Association,  
Inc.**

914 Market Street  
PO Box 1229  
Parkersburg, WV 26102  
Phone: **304-485-6748**  
Email: **mdennis@suddenlinkmail.com**

**Wyoming County – Council on Aging**

Old Itmann School Bldg., Rt. 10  
PO Box 130  
Itmann, WV 24847  
Phone: **304-294-8800**  
Email: **gibsonj@wccoac.com**  
Website: **www.wccoac.com**

**\*\*Visit Senior Centers in WV for WV Senior  
information\*\***

**West Virginia Bureau of Senior Services**

Mailing Address:  
1900 Kanawha Blvd.  
Charleston, WV 25305

Location:  
Town Center Mall, 3rd Level  
Charleston, WV

Phone: **304-558-3317** or **877-981-3646**

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## **Appendix S: Senior Health Insurance Information Programs (SHIP)**

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SHIP counselors are based in County Senior Centers (See Appendix R) or call the Resource Center at **304-558-3317** or **877-987-4463**.

### **SENIOR LEGAL ADVICE & REFERRAL HOTLINE (60+)**

235 High Street # 519

Morgantown, WV 26505

**800-229-5068** or **304-291-3900**

9:00 a.m. - 5:00 p.m.

24 hour voice mail

Website: [www.seniorlegalaid.org](http://www.seniorlegalaid.org)

### **QUALITY OF CARE ISSUES**

Quality Improvement Organization: hospital discharge disputes, quality of care complaints.

#### **West Virginia Medical Institute, Inc.**

3001 Chesterfield Place

Charleston, WV 25304

Phone: **800-642-8686** or **304-346-9864**

Website: [www.wvmi.org](http://www.wvmi.org)

#### **West Virginia Bureau of Senior Services**

1900 Kanawha Boulevard East

Charleston, WV 25305

Phone: **304-558-3317** or **877-987-3646**

Website: [www.wvseniorservices.gov/](http://www.wvseniorservices.gov/)

#### **West Virginia Health Care Association**

110 Association Drive

Charleston, WV 25311

Phone: **346-4575** or **888-298-9842**

Website: [www.wvhca.org](http://www.wvhca.org)

#### **West Virginia Insurance Commission**

1124 Smith Street

Post Office Box 50540

Charleston, WV 25305

Phone: **888-879-9842** or **304-558-3386**

Website: [www.wvinsurance.gov](http://www.wvinsurance.gov)

**(National toll free fraud hotline) 800-HHS-TIPS (800-447-8477)**

#### **Medicare Hotline**

**800-MEDICARE (800-633-4227)**

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# Index

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