

Pathways to Funding for Adults & Seniors

A Handbook for West Virginia Residents

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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 or that information will not change between updates to the guide. Efforts will be made to update the guide annually. 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 the West Virginia Assistive Technology System (WVATS) at the Center for Excellence in Disabilities at WVU.

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What Is Assistive Technology?

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.

Categories of Assistive Technology

Aids for Daily Living: Self-help aids for use in activities such as eating, bathing, cooking, dressing, toileting and home maintenance.

Augmentative Communication: Electronic and non-electronic devices that provide a means for expressive and receptive communication for persons with limited speech.

Computer Applications: Input and output devices (voice, braille), alternative access aids (head sticks, light pointers), modified or alternative keyboards, switches, special software and other devices.

Environmental Control Systems: 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.

Home/Worksite Modifications: Structural adaptations, fabrications in the home, worksite or other areas (ramps, lifts, bathroom changes) that remove or reduce physical barriers.

Prosthetics and Orthotics: Replacement, substitution or augmentation of missing or malfunctioning body parts with artificial limbs or other orthotic aids (splints, braces, etc.).

Seating and Positioning: 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).

Aids for Vision/Hearing Impaired: Aids such as magnifiers, braille and speech output devices, large screens, hearing aids, TTYs and visual alerting systems.

Ambulation/Mobility Aids: Manual and power wheelchairs, mobile bases for custom chairs, walkers, three-wheel scooters and other utility vehicles used for increasing personal mobility.

Vehicle Modification: 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

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 **877-987-3646** or visit their website at www.wvseniorservices.gov.

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 **877-987-3646** or visit www.wvseniorservices.gov.

Lighthouse Program

Lighthouse is designed to assist those seniors who have functional needs in their homes, but whose income or assets disqualify them for Medicaid services. The Lighthouse Program, available in each county, is funded entirely by state monies and provides support in four areas: personal care, mobility, nutrition, and housekeeping. For more information, call **877-987-3646** or visit www.wvseniorservices.gov.

Department of Health and Human Resources (DHHR)

The West Virginia Department of Health and Human Resources (DHHR) provides a wide range of services to West Virginia residents.

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 dhr.wv.gov.

Adult Residential Services

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 dhhr.wv.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.

Link-up America

Link-up America 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. Link-up America helps rural households have access to emergency and other community services. For more information, call your local DHHR office (See Appendix J).

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) or **866-674-6327**.

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).

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).

WV Family and Community Support Program

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, visit the [Division of Intellectual and Developmental Disabilities](#) page or call **304-356-4811**.

Medicaid

West Virginia's Medical Assistance Program, Medicaid, pays most of the cost of medical care for people who otherwise could not afford it. Medicaid is a state and federal assistance program which 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

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 Wavier (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 be 18 or older and a resident of West Virginia
- 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 which do not exceed the statewide average cost of nursing home care

For more information on the Aged and Disabled Waiver, call **304-558-3317**.

I/DD 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:

- Have a diagnosis of an intellectual AND/OR developmental related condition. The related condition must cause a person to function like someone who has MR.
- Have at least three (3) substantial functional limitations.
- Require a level of care provided in an Intermediate Care Facility for individuals with intellectual or developmental disabilities that provides care 24 hours a day and 7 days a week.

For more information on the I/DD Waiver, call **866-385-8920**.

Medicare

Medicare is a national health insurance program completely funded and run by the federal government. The Social Security Administration registers individuals and provides them Medicare information. Medicare helps pay health care costs for people sixty-five 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 – Covers part of your stay in the hospital or stay 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 – 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, devices such as augmentative communication devices, may be funded 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.

Private Insurance

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**.

Rehabilitation Services, Division of

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 travels 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, at 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 reach 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 55 and older with a permanent visual impairment which impacts independent functioning in daily activities. The goal of VISIONS is to help these individuals achieve their desired level of personal independence.

VISIONS offers:

- In-home or community-based independent living assessments
- Development of independent living plans
- Low vision aids including: magnifiers, assistive technology such as large print items like 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 agency 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 Technology-Related Assistance 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 or a maximum of \$5,000. A person may borrow up to 90% of the cost of the technology-related device or service. The interest rate is calculated at the time the loan application is received. Call **800-642-8207** for an application or for more information.

Centers for Independent Living

There are three Centers for Independent Living in West Virginia. West Virginia Centers for Independent Living (CILS) have grants from the Department of Education/Rehabilitation Services Administration to 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 the 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, contact your local CIL (Appendix F)

Social Security Programs

The Social Security Administration (SSA) oversees the Social Security Insurance (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. You can call the SSA in your local area or you can call the toll free number **800-772-1213** or **800-325-0778 (TTY)**. You can also find more information on Social Security's web site at 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, you can contact the Social Security Administration office or the Work Incentive Planning and Assistance (WIPA) Program headquartered at the Center for Excellence in Disabilities at **304-293-4692** or visit the program's web site at wipa.cedwvu.org.

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 SSA or the Work Incentive Planning and Assistance (WIPA) Program headquartered at the Center for Excellence in Disabilities at **304-293-4692**.

Veterans Affairs, Division of

Veteran's 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 Veteran Affairs office in your area (see Appendix D) or the regional office at **877-874-2273**.

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 is \$17,130.

Veterans and Service members with specific service-connected disabilities may be eligible. You must be entitled to disability compensation due to one of the following:

- Blindness in both eyes with 20/200 visual acuity or less in the better eye with use of a corrective lens
- Anatomical loss or loss of use of both hands and arms below the elbow
- Severe burn injury

If you have any questions regarding your eligibility for any of the above housing grant programs or need assistance with applying for them, call **877-827-3702** or call the local Veterans Affairs office in your area (see Appendix D) or the regional office at **800-827-1000**. You can also visit [VA benefits](#).

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 clinic locations.)

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 or other conveyance 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.

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.

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

AARP West Virginia

AARP West Virginia offers advocacy, education and community service for West Virginians 50 and over. For more information about the AARP services call 866-227-7458 or visit www.aarp.org.

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 (**304-402-3859**) and Barboursville (**304-409-2046**). For more information, such as other locations and fees, visit www.affordabledentures.com or call **800-DENTURE (800-336-8873)**.

Arc

The Arc is a community based organization of and for people with intellectual and developmental disabilities. It provides an array of services and support for families and individuals and includes over 140,000 members affiliated through more than 850 state and local chapters across the nation. The Arc is devoted to promoting and improving supports and services for all people with intellectual and developmental disabilities. The locations in West Virginia are Clarksburg at **304-624-3641**, Parkersburg at **304-422-3151**, and Charleston at **304-344-3403**.

Association of Blind Citizens (ABC)

This funding source will cover 50% 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 30 and December 31 for each grant period (two per year). For more information, visit www.blindcitizens.org/assistive_tech.htm.

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.cwab.org.

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 **304-558-3317** or visit www.wvseniorservices.gov.

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 **888-900-2989** or visit catholiccharitieswv.org or see Appendix M.

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.

Disability Rights of West Virginia

Disability Rights of West Virginia (DRWV) is the federally mandated protection and advocacy system for people with disabilities in West Virginia. DRWV is a private, nonprofit agency. Services are confidential and free of charge. Visit www.drofww.org or call **800-950-5250**.

Eldercare Locator

The Eldercare Locator connects older Americans and their caregivers with sources of information on senior services. The service is designed to help older adults and their families and caregivers 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 eldercare.acl.gov.

Family Caregiving 101

The Family Caregiving 101 web site is a resource to find assistance, answers, new ideas and helpful advice for individuals who are caring for a loved one who is ill or disabled. For more information, visit www.familycaregiving101.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.

File of Life

File of Life is a personal medical home file prepared for emergency first responders. This benefits the first responders, hospital emergency staff, and the individual to have the medical information that they need in order to access a possible accident properly. For more information, call The Retired and Senior Volunteer Program at **304-340-3636** or visit www.folife.org.

Good New Mountaineer Garage

The Good News Mountaineer Garage is a non-profit 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.

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.

iCanConnect

iCanConnect is another name for the National Deaf-Blind Equipment Distribution Program (NDBEDP), a federal program designed to help the many thousands of Americans with combined vision and hearing loss to connect with family, friends and

community. For this program, “deaf-blind” is defined as any individual with a combination of the disabilities described below for whom it is extremely difficult to attain independence in daily life activities, achieve psychosocial adjustment or obtain a vocation.

Must meet at least one of these sight guidelines:

- Visual acuity of 20/200 or less in the better eye with corrective lenses
- A field defect such that the peripheral diameter of visual field subtends an angular distance no greater than 20 degrees
- Progressive visual loss with a prognosis leading to one or both of above conditions

In the state of West Virginia, Perkins School for the Blind is responsible for the iCanConnect program, and works with Rachel Gill and others to provide local service in West Virginia. Those interested in applying to the program should contact **Rachel Gill at 304-315-4640**. For other questions about the overall program, contact **Marcia Brooks, Perkins School for the Blind**, marcia.brooks@perkins.org or **617-972-7724**.

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 **405-225-5174** or visit 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.

Memory Disorders Program

The Memory Disorders Program at West Virginia University provides comprehensive assessment and care services for elders who are experiencing memory loss, difficulty performing familiar tasks, disorientation in relation to time and space, misplacing things, changes in personality, loss of initiative and more. Support services for family caregivers are also available. The program is staffed by professionals who are trained to evaluate and treat the problems associated with memory loss in older adults. For more information, call the WVU Health line at **800-982-8242** or visit www.hsc.wvu.edu.

National Captioning Institute

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.

Nutrition Services – BOSS

The Bureau for Senior Services (BOSS) 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, meals in nutrition sites, 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 **304-558-3317** or visit www.wvseniorservices.gov.

Patient Advocate Foundation

The Patient Advocate Foundation is a national non-profit 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.

Pearle Vision Foundation

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 Pearle Vision.

Seeing Hand

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.

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**. For information on joining, and a wealth of hearing loss information, visit www.hearingloss.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, visit www.starkeyhearingfoundation.org or call **800-328-8602**.

Telephone Relay Service

The WV Telephone Relay Service works to connect people who are deaf, deaf-blind, hearing, hard-of-hearing and speech disabled. A Telephonic Communication Device Loan Program is available for interested individuals. For more information, about these services call the WV Commission for the Deaf and Hard-of-Hearing at **866-461-3578 (V/TTY)** or visit www.wvdhhr.org/wvcdhh.

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 **800-291-1425**.

U.S. Railroad Retirement Board (RRB)

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, those who 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.

Call the RRB Help-Line at **877-772-5772**. For more information, visit the RRB website at www.rrb.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 additional information call **800-974-6006** or visit www.verizon.com/about/accessibility/overview.

West Virginia Assistive Technology System (WVATS)

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 lending library, available online at 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 the donating of 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, visit www.wvdhhr.org/wvcdhh/wvad/.

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 or visit www.wvdhhr.org/cic/default.html.

West Virginia Commission for the Deaf & Hard of Hearing (WVCDHH)

The WVCDHH is an agency that provides free and confidential services to individuals interested in services concerning individuals 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.

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.

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 **800-834-0598** or visit [Long Term Care Ombudsman Program](#) site.

West Virginia Olmstead Transition and Diversion Program

The intent of the Olmstead Transition & Diversion Program is to assist people with disabilities who reside in facility settings to return to or for those who are at risk of facility placement to remain in their home and community. Facility placements include nursing facilities, intermediate care facilities for individuals with intellectual disabilities (ICF/IDD), state psychiatric facilities (or diversion facilities), rehabilitation facilities, acute care hospitals, or assisted living residences accepting state supplemental funding. For more information call **866-761-4628**.

West Virginia University Speech Center

The West Virginia University Speech Center conducts therapy session Monday through Friday 9 am to 5 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 clinic also conducts augmentative communication evaluations as part of its services. There is a fully equipped laboratory for acoustic and physiological study of speech disorders. For more information, call **304-293-4241** or visit csd.wvu.edu/clinical-facilities.

West Virginia Utility Assistance Program

Dollar Energy Fund is a private, non-profit organization that operates through the generosity of local utility companies, foundations, corporations, and customer donations. These contributions then are used to assist low-income individuals, senior citizens and families who struggle to afford adequate gas, electric and water services to meet basic living standards. For more information about this program, visit www.dollarenergy.org.

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.

Work Incentive Planning and Assistance (WIPA)

WIPA's Community Work Incentive Coordinators provide information to people with disabilities who receive Social Security benefits (SSI an SSDI) and want to work. The coordinators also answer questions about work choices, medical cards and benefits. For more information, call **304-293-4692**, toll free **877-724-8244** or **TTY 800-518-1448** or visit www.wipa.cedwvu.org.

Additional Funding Sources for Assistive Technology

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)
- Waiver Programs
- 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

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:

- Fund raising events
- GoFundMe sites
- Call or e-mail 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.

Section 3 – Common AT Funding Source Questions

Funding Information for Augmentative Communication Devices

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

- 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 look to one of the loan sources in this section before purchasing. For an assessment, call Karen Haines at (304) 293-2477 or e-mail 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:

- 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

Funding Information for Computers

Computers for the Blind

Computers for the Blind is a company that offers low cost computers with assistive technology to individuals who are blind. There is a cost of \$130.00 for processing. They assist individuals in finding grants that can help lower the processing cost. Visit www.computersfortheblind.net or call **214-340-6328**.

Dell Computer Company

Dell offers reasonably priced, previously owned PCs that have been thoroughly tested. For more information, call **888-518-3355** or visit 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.

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.

Funding Information for 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.

Private insurance: 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.

Managed Care Programs: 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.

Home and Community Based Waiver: 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.

Rural Housing Administration: 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% interest. There are strict income guidelines. For more information, call your local Rural Housing Administration.

I/DD Special Services and Equipment Fund: 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.

Veterans Administration: 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)

Regional Programs: 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.

Other Suggestions: 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.

Funding Information for Vans and 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.

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 intellectual or developmental disabilities. Call your local Department of Health and Human Resources for more information. (See Appendix J for a list of DHHR offices)

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

The **Bryon Riesch Paralysis Foundation** offers a charitable grant to assist in lift and accommodation costs. Grants are reviewed quarterly in January, March, June, and September. Funds are limited and generally cannot support charitable grants over \$10,000. Request should be for a specific item. Requests from Wisconsin residents are given precedence but are not limited to the state. To apply for funding, fill out the application at brpf.org/charitable-grant-application or call **262-547-2083**. Because of the high number of grant requests received you will only be notified if you receive a grant.

Eligibility Requirements for Individual Grants:

- Applicants must suffer from a neurological disorder with preference going to spinal cord injuries.
- Applicants must demonstrate financial need and may be required to provide documentation.
- There is no age requirement.
- Applicants must reside in the United States

- Applicants must request specific modifications or equipment to apply for a Bryon Riesch Paralysis Foundation grant; requests for “anything you can give” will not be considered.
- Partial Payments toward larger items (i.e. vans) will not be considered unless all payments are already in place for the total amount. For example, if requesting \$7,000 toward a \$30,000 van, you must have already obtained \$23,000 to complete the transaction.

Examples of eligible items include upgrade and maintenance of wheelchairs, vehicle modifications (i.e., hand controls or lifts), small home modifications including ramp and lift installation, computers, and other adaptive equipment.

Grants are disbursed directly to suppliers of the desired equipment or modifications. Individuals making the grant application are required to submit estimates from potential suppliers.

The National Organization for Vehicle Accessibility (NOVA) Funding - This program is directed to individuals with disabilities who have secured the majority of the money needed to fund vehicle modification products and just need some additional help to reach their goal. The mobility assistance grant program is designed to bridge the funding gap that prevents people in need of mobility products from achieving their mobility goals. For more information visit novafunding.org/grant-program or call **574-607-5995**.

Ability Fund - Provides medical and rehabilitation equipment to individuals who have a medical condition covered by the program. Call **877-231-4567** or visit www.abilityfound.org/about/how-we-work for more information.

Magicmobility Wheelchair Van Assistance Program - Operates a widely acclaimed Wheelchair Van Assistance Program, helping needy families nationwide access handicap vans for their disabled family member. They help children, adults and disabled veterans. www.specialkidsfund.org/wheelchair

HelpHOPELive - Helps patients who have exhausted all other resources by awarding them a one-time grant for fundraising and providing other financial services. HelpHOPELive can help people mobilize their communities to raise funds for uninsured expenses related to catastrophic injury, including, but not limited to, vehicle modifications. **1-800-642-8399**

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 more information, call **800-255-9877** or visit

www.fcausautomobility.com/vehicles

Ford Mobility Motoring - Ford Mobility Company will provide \$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 **800-952-2248** or visit www.fordmobilitymotoring.com. The Ford Mobility Motoring 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 **800-353-3867** or visit www.toyotamobility.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.

Volkswagen Mobility Access Program - Volkswagen of America offers up to \$1,500 in assistance under its mobility Access Program for conversions and modifications to its Eurovan and Camper models when purchased new. The purchase assistance is only available to individuals who purchase the models specified. Proof of wheelchair use is required at the time of purchase. For more information, call **800-374-8389**.

Section 4 – How to Organize Your Funding Request

Step 1: Get an evaluation and choose the right AT

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 difficult. 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 and 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.

Step 2: Find out what funding is available

Several funding sources are available. 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% or more of the total cost? Private insurance funding sources may only pay up to 80% or less. For example, if your private insurance paid less than 80%, Medicaid could pay the difference up to 80%.
- Are there charitable groups in your area that can help raise the necessary funds? (Lions Club, Kiwanis, etc.)

Step 3: Funding approval

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.

Step 4: Seek funds to make up the difference

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?

Step 5: Attacking the appeals process

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.

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, 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.

Fundraising for Assistive Technology

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 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.
- 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.

Appendices

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Appendix A: What a Justification Letter Should Include

A funding justification letter should be in report form.

Some useful terms are:

- “Prevention of” or “accommodation to” For example: sores, contractures, orthopedic deformities “Promote and/or support” For example: breathing, swallowing, mobility
- 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.
- A health care professional’s note to endorse the report is usually necessary.
- 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. Health care providers 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 under funding.

Appendix B: Effective Terminology

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.

**Appendix C: WV Department of
Rehabilitation Districts and
Offices**

District 1 – Counties: **Boone, Calhoun,
Clay, Jackson, Kanawha, Mason,
Putnam and Roane**

Charleston District & Branch Office

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

Point Pleasant Branch Office

2807 Jackson Ave, Suite 200.
Point Pleasant, WV 25550
304-675-0867

Ripley Branch Office

206 Stone Drive
Ripley, WV 25271
304-373-0313

Spencer Branch Office

321 Market St.
Spencer, WV 25276
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 & Branch Office

153 West Main Street, Suite F
Clarksburg 6301
Phone: 304-625-6044

Elkins Branch Office

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

Fairmont Branch Office

109 Adams St., Suite 240
WV Office Complex Bldg.
Fairmont, WV 26554
304-367-2714

Morgantown Branch Office

Sabraton Plaza
1415 Earl Core Rd.
Morgantown, WV 26505
304-285-3155

Weston Branch Office

306 Market Place Mall

Weston, WV 26452

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

304-420-4580

New Martinsville Office

WorkForce WV Office

257 N. State Route 2

New Martinsville, WV 26155

304-455-0912

Weirton Branch Office

100 Municipal Plaza, Suite 200

Weirton, WV 26062

304-723-5311

Wheeling District Office

1324 Chapline Street, Suite 200

Wheeling, WV 26003

304-238-1092

District 4 – Counties: **Braxton, Fayette, Greenbrier, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, and Webster**

Beckley District & Branch Office

800 New River Town Center

Beckley, WV 25801

304- 256-6900

Lewisburg District Office

777 North Jefferson St.

Suite 105

Lewisburg, WV 24901

304-647-7515

Princeton Branch Office

195 Davis St.

Princeton, WV 24740

304-425-1256

Summersville Branch Office

812 Northside Drive

Suite 113

Summersville, WV 26651

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

304-743-7496

Huntington District & Branch Office

2699 Park Ave., Suite 200

Huntington, WV 25704

304-528-5585

Huntington High School

Highlander Way

Huntington, WV 25701

304-528-6511

Logan Branch Office

130 Stratton Street, Suite 231.

PO Box 896

Logan, WV 25601

304-792-7060

Marshall University Branch Office

Prichard Hall, Room 113

Huntington, WV 25755

304-696-2394

Mullens Branch Office

316 Howard Ave.

Mullens, WV 25882

304-294-5653

Welch Branch Office

110 Park Ave.

Welch, WV 24801

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

304-788-2313

Martinsburg District Office

489 Mid Atlantic Parkway, Suite 2

Martinsburg, WV 25404

304-267-0005

Moorefield Branch Office

151 Robert C. Byrd Industrial Park Rd,
Suite 3

Moorefield, WV 26836

304-538-2701

Romney Branch Office

24948 Northwestern Pike

PO Box 943

Romney, WV 26757

304-822-3957

Appendix D: WV Division of Veteran Affairs

Charleston Administrative Office

304-558-3661

Entire State

Beckley Field Office

304-256-6955

Raleigh, Fayette

Charleston Field Office

304-746-4497

Kanawha, Parts of Fayette

Clarksburg Field Office

304-627-2175

Harrison, Lewis, Doddridge, Marion, Monongalia, Preston, Taylor

Elkins Field Office

304-637-0235

Barbour, Randolph, Tucker, Upshur

Huntington Field Office

304-399-9395

Cabell, Wayne

Lewisburg Field Office

304-647-7500

Greenbrier, Pocahontas, Parts of Monroe

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

Parkersburg Field Office

304-424-1952

Pleasants, Ritchie, Tyler, Wood, Mason

Princeton Field Office

304-425-5194

Mercer, Summers, McDowell, Wyoming, Parts of Monroe

Spencer Field Office

304-927-0980

Calhoun, Gilmer, Jackson, Roane, Wirt

Summersville Field Office

304-827-0829

Braxton, Nicholas, Clay, Webster

Teays Valley Field Office

304-562-3612

Putnam

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

Appendix E: WV Behavioral Health Centers

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 **888-357-3232** or visit www.achcinc.org.

Green Acres Regional Center, Inc.

Green Acres is a behavioral health center serving only those with mental retardation 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**.

Kanawha Valley Center (KVC)

KVC is a private, not-for-profit behavioral healthcare 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 **800-825-5277** or visit westvirginia.kvc.org.

Northwood Health Systems, Inc.

Formerly known as Northern Panhandle Behavioral Health Center, Northwood Health Systems is 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 **304-843-1111** or visit www.northwoodhealth.com.

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. Counties served are Cabell and surrounding counties. For more information, call **304-733-3331** or visit www.psychoasis.com.

The Potomac Center

The Potomac Center is an independent, non-profit 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. Counties served are Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, Pendleton, Randolph, Tucker, and Upshur counties. For more information, call **304-822-3861** or visit www.potomaccenter.com.

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 & family programs and adult programs such as life-planning, advocacy & 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 counties. For more information, call **800-642-3434** or visit www.prestera.org.

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 24 hours daily, day treatment and training, residential services, substance abuse prevention, education and treatment and specialized services to persons with a developmental disability. Counties served are Clay, Greenbrier, Nicholas, Pocahontas, and Webster counties. For more information, call **304-872-6503** or visit www.shsinc.org.

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. Counties served are Marion, Monongalia, Preston, and Taylor. For more information, call **304-296-1731** or visit www.valleyhealthcare.org.

Appendix F: Centers for Independent Living

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**

Website: www.acilwv.org

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

Phone: **304-255-0122**

Website: mtstcil.org

821 Fourth Ave.

Huntington WV 25701

Phone: **304-525-3324**

Website: mtstcil.org

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

Northern West Virginia Council for Independent Living

A resource center for persons with a disability that offers direct and community based services. Service include: intake/assessment, advocacy, independent skills training, peer and support counseling along with benefit assistance, information and referral, awareness training, resource library, technical assistance workshops and presentations. Working to help individuals and their community change a situation that has created a barrier for a person's independence.

601-3 East Brockway Ave., Ste. A-B,
Morgantown WV 26501
Phone: **844-212-3464**
Website: nwvcil.org

109 Randolph Ave
Elkins WV 26241
Phone: **866-262-2875**
Website: nwvcil.org

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

Appendix G: Advocacy Organizations

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**.

Disability Rights of WV (DRWV)

Disability Rights of West Virginia (DRWV) is the federally mandated protection and advocacy system for people with disabilities in West Virginia. DRWV is a private, nonprofit agency. Services are confidential and free of charge. Visit www.drofwv.org or call **800-950-5250**.

Client Assistance Program DRWV

DRWV 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)

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

Phone: **304-346-0847 (V/TTY)**

Toll-free: **800-950-5250** (in WV)

Website: www.drofwv.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 who 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 **866-244-5385** 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 (Medley & Hartley Programs)

WV EMS Technical Support Network is a Non-profit 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
800-642-8589

Poison Control Center
800-642-3625

Social Security Administration
800-772-1213 (national hotline) **800-234-5772** (West Virginia)

West Virginia Human Rights Commission
888-676-5546

West Virginia Insurance Commission Consumer Services Division
888-879-9842
TTY **800-435-7341**
www.wvinsurance.gov

Appendix H: Local Health Departments

Barbour County

23 Wabash Ave.
Philippi, WV 26416
Phone: 304-457-1670

Berkeley County

122 Waverly Court
Martinsburg, WV 25403
Phone: 304-263-5131

Boone County

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

Braxton County

617 Old Turnpike Road
Sutton, WV 26601
Phone: 304-765-2020

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

Clay County

452 Main St.
Clay, WV 25043

Phone: 304-587-4269

Doddridge County

Rt. 2 Box 54
West Union, WV 26456
Phone: 304-873-1531

Fayette County

202 Church St.
Fayetteville, WV 25840
Phone: 304-574-1617

Gilmer County

809 Mineral Rd., Suite 3
Glennville, WV 26351
Phone: 304-462-7351

Grant County

PO Box 608, 739 North Fork Highway
Petersburg, WV 26847
Phone: 304-257-4922

Greenbrier County

9207 Seneca Trail So.
Ronceverte, WV 24902
Phone: 304-645-1787

Hampshire County

HC 71 Box 9
16189 Northwestern Pike
Augusta, WV 26704
Phone: 304-496-9640

Hancock County

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

Hardy County

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

Harrison County

330 W Main St.
Clarksburg, WV 26301
Phone: 304-623-9308

Jackson County

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

Jefferson County

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

Kanawha County

108 Lee St. East
Charleston, WV 25323
Phone: 304-348-6494

Lewis County

125 Court Ave.
Weston, WV 26452
Phone: 304-269-8218

Lincoln County

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

Logan County

300 Stratton Street, Rm. 203
Logan, WV 25601
Phone: 304-792-8630

Marion County

300 Second St.
Fairmont, WV 26554
Phone: 304-366-3360

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

McDowell County

PO Box 218
Rt. 103
Wilcoe, WV 24895
Phone: 304-448-2174

Mercer County

978 Blue Prince Road
Bluefield, WV 24701
Phone: 304-324-8367

Mineral County

541 Harley O. Staggers Dr. Ste 1
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 26505-3408
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., Suite 2
Berkeley Springs, WV 25411
Phone: 304-258-1513

Nicholas County

One Stevens Rd., Suite 201
Summersville, WV 26651
Phone: 304-872-5329

Ohio County

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

Pendleton County

PO Box 520
223 Mill Rd.
Franklin, WV 26807
Phone: 304-358-7565

Pocahontas County

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

Preston County

106 West Main St., Suite 203
Kingwood, WV 26537
Phone: 304-329-0096

Putnam County

11878 Winfield Road
Winfield, WV 25213
Phone: 304-757-2541

Raleigh County

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

Randolph County

32 Randolph Avenue, Suite 101

Elkins, WV 26241
Phone: 304-636-0396

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

Summers County

PO Box 898
151 Pleasant St.
Hinton, WV 25951
Phone: 304-466-3388

Taylor County

718 West Main St.
Grafton, WV 26354
Phone: 304-265-1288

Tucker County

206 Senior Lane
Parsons, WV 26287
Phone: 304-478-3572

Upshur County

15 North Locust St.
Buckhannon, WV 26201
Phone: 304-472-2810

Wayne County

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

Webster County

112 Bell Street, Suite C

Webster Springs, WV 26288
Phone: 304-847-5483

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

**For a complete list of Local Health
Department profiles online visit:
www.wvdhhr.org/wvlocalhealth/lhd_profiles/lhdreport/index.asp

Appendix I: WV Government Agencies and Officials

Toll free: **888-438-2731**
Website: <https://governor.wv.gov>

UNITED STATES SENATORS

Joe Manchin, III
306 Hart Senate Office Building
United States Senate
Washington, DC 20510-4801
Phone: **202-224-3954**
(TTY): **202-224-4849**

Honorable Shelly Moore Capito
Russell Courtyard 5
Washington, DC 20510_4801
Phone: **202-224-6472**
Web site: www.capito.senate.gov

UNITED STATES CONGRESS

Honorable David B. McKinley
2239 Rayburn HOB
Washington, DC 20515
Phone: **202-225-4172**
Website: mckinley.house.gov

Honorable Alexander Mooney
2440 Rayburn House Office Building
Washington, DC 20515
Phone: **202-225-2711**
Website: mooney.house.gov

Honorable Carol Miller
1605 Longworth House Office Building
Washington, DC 20515
Phone: **202-225-3452**
Website: miller.house.gov

GOVERNOR

Jim Justice
Governor's Office
1900 Kanawha Blvd., East
Charleston, WV 25305-0370
Phone: **304-558-2000**

**WV Vocational Rehab Agency
Director**
Division of Rehabilitation Services
107 Capitol St.
Charleston, WV 25307
Phone: **304-356-2060**
Website: www.wvdrs.org

**Equal Employment Opportunity
Office**
50 Dee Drive
Charleston, WV 25311
Phone: **304-558-0400**
Website: eeo.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

**West Virginia Department of
Education - Superintendent of
Schools**
West Virginia Department of Education
1900 Kanawha Boulevard East,
Charleston, WV 25305
Phone: **304-558-2681**
Website: wvde.us

Appendix J: WV Department of Health & Human Resources (DHHR)

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

REGION I

Doddridge County DHHR

PO Box 207
Smithburg, WV 26436
Phone: 304-873-2031

Community Service Managers Calhoun/Gilmer/Wirt Counties

PO Box 280
404 Main St.
Grantsville, WV 26147
Phone: 304-354-6118

Jackson/ Roane/Clay Counties

677 Ripley Road, Suite 3
Spencer, WV 25276
Phone: 304-373-2560

Marion/Monongalia Counties

416 Adams Street, Suite 307
Fairmont, 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

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

Ritchie/Pleasants/Doddridge Counties

1655 South Pleasant Hwy.
St. Marys, WV 26170
Phone: 304-684-9244

Wood County

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

REGION II

Kanawha Co. DHHR

4190 W. Washington St.
Charleston, WV 25313
Phone: 304-746-2380

Community Service Managers Boone County

PO Box 468
8209 Court Avenue
Hamlin, WV 25523
Phone: 304-824-5811

Cabell County

2699 Park Ave., Suite 100
Huntington, WV 25704
Phone: 304-528-5800

Kanawha County

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

Logan County

130 Stratton Street
Logan, WV 25601
Phone: 304-792-7095

Mason/Putnam Counties

12531 Winfield Road
Winfield, WV 25213
Phone: 304-586-1520

Wayne County

203 Kenova Avenue
Wayne, WV 25570
Phone: 304-272-6311

REGION III

Harrison DHHR

153 W. Main Street, Suite D
Clarksburg, WV 26301
Phone: 304-627-2295

**Community Service Managers
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 26726
Phone: 304-788-4150

Hardy/Grant/Pendleton Counties

112 Beans Lane.
Moorefield, WV 26839
Phone: 304-539-2391

Harrison County

153 W. Main Street, Suite D
Clarksburg, WV 26301
Phone: 304-627-2295

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 100
18351 Veteran's Memorial Hwy)
Kingwood, WV 26537
Phone: 304-329-4340

REGION IV

Raleigh Co. DHHR

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

**Community Service Managers
Fayette County**

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

**Greenbrier / Monroe / Pocahontas /
Summers**

316 Maplewood Ave., Suite 3
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 24740
Phone: 304-425-8738

Mingo County

203 East Third Avenue
Williamson, WV 25661
Phone: 304-235-4680

Nicholas/Webster County

707 Professional Park Drive
Summersville, WV 26651
Phone: 304-872-0803

Raleigh County

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

Wyoming County

1767 Bearhole Road
Pineville, WV 24874
Phone: 304-732-6900

Appendix K: WV Senior Corps Programs

Foster Grandparent Program

Counties: Braxton, Brooke, Calhoun, Clay, Gilmer, Hancock, Jackson, Lewis, Marion, Marshall, Monongalia, Nicholas, Ohio, Pleasants, Preston, Ritchie, Roane, Tucker, Tyler, Webster, Wetzel, Wirt, Wood, and Upshur

**Mid-Ohio Valley Regional Council
304-422-4993**

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
304-340-3500**

Counties: Barbour, Doddridge, Grant, Hampshire, Harrison, Hardy, Mineral, Pendleton, Pocahontas, Randolph, Taylor, Jefferson, Berkeley and Morgan

**Potomac Highlands Support Services
304-263-3943**

Senior Companion Program

Counties: Barbour, Berkeley, Braxton, Brooke, Cabell, Calhoun, Clay, Doddridge, Fayette, Gilmer, Harrison, Kanawha, Lewis, McDowell, Mercer,

Monongalia, Pleasants, Preston, Raleigh, Randolph, Ritchie, Taylor, Tucker, Upshur, and Wood

**Mid-Ohio Valley Regional Council
304-422-4993**

Retired and Senior Volunteer Program

Counties: Brooke, Hancock, Marshall, and Ohio

**Brooke County Committee on Aging
304-527-3410**

Counties: Braxton, Fayette, Greenbrier, Nicholas, Pocahontas, and Webster

**Summersville Baptist Church
304-872-1361**

Counties: Boone, Cabell, Doddridge, Harrison, Kanawha, Lincoln, Marion, Mercer, Monongalia, Monroe, Preston, Putnam, Summers, Taylor, Upshur, and Wayne

**RSVP – United Way of Central WV
304-340-3500**

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

**Region VIII PDC
304-257-2448**

Counties: Calhoun, Jackson, Mason, Pleasants, Ritchie, Roane, Tyler, Wetzel, Wirt, and Wood

**Mid-Ohio Valley Regional Council
304-422-4993**

Counties: McDowell, Mingo, Wyoming
and Raleigh

Council of the Southern Mountains
(304) 436-6800

Appendix L: Community Action Groups

Capital Resource Agency

1701 5th Ave, Suite 7
Charleston, WV 25387
304-720-5413

Central West Virginia Community Action Assoc.

106 Frederick St.
Clarksburg, WV 26301
304-622-8495

Change, Inc.

3158 West Street
Weirton, WV 26062
304-797-7733

Community Action of South Eastern West Virginia

307 Federal St #323
Bluefield, WV 24701
304-327-3506

Community Resources, Inc.

1037 Market Street
Parkersburg, WV 24701
304-485-5525

Council of the Southern Mountains

148 McDowell St.
Welch, WV 24801
304-436-6800

Eastern West Virginia Community Action Agency, Inc.

228 Clay Street
Moorefield, WV 26836
304-538-7711

Coalfield Community Action Partnership, Inc.

1626 W 3rd Ave.
Williamson, WV 25661
304-235-1701

Mountain CAP, Inc.

26 North Kanawha Street
Buckhannon, WV 26201
304-472-1500 or 800-871-1503

MountainHeart Community Services, Inc.

PO Box 1509
Oceana, WV 24870
304-682-8271

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

P.R.I.D.E. in Logan County, Inc.

699 Stratton St.
Logan, WV 25601
304-752-6868

Raleigh County Community Action Agency

111 Willow Lane
Beckley, WV 25801
304-252-6396

Southwestern CAC, Inc.

540 Fifth Avenue
Huntington, WV 25701
304-525-5151

Telamon Corporation
100 Five Point Ave
Martinsburg, WV 25401
304-263-0916

Appendix M: Catholic Charities West Virginia

Eastern Region

Serving Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, Pendleton, Preston Randolph, and Tucker Counties

Regional Office

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

Romney Outreach

260 School St.
Romney, WV 26757
Phone: 304-822-5414

Elkins Outreach

1513 Harrison Avenue, Suite C-10
Elkins WV 26241
Phone: 304-636-4875

Immigration & Refugee Services

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

Promise House Family Resource Center

224 South Queen Street
Martinsburg WV 25401
Phone: 304-267-8837

Raymond Wolfe Center

Serving Preston County
P.O. Box 407
119 South Price St.
Kingwood, WV 26537
Phone: 304-329-3644

Northern Region

Serving Barbour, Brooke, Doddridge, Gilmer, Hancock, Harrison, Lewis, Marion, Marshall, Monongalia, Ohio, Pleasants, Ritchie, Taylor, Tyler, Upshur, and Wetzel counties

Regional Office

2000 Main St, Suite 200
Wheeling, WV 26003
Phone: 304-905-9860 ext. 2201
Ext. 2120

Catholic Charities-Neighborhood Center

125-18th St.
Wheeling, WV 26003
Phone: 304-232-7157

Case Management & Emergency Services

125 – 18th Street
P O Box 6176
Wheeling WV 26003
Phone: 304-232-7157

Morgantown Outreach

827 Fairmont Run Road, Suite #203
Morgantown WV 26501
Phone: 304-292-6597

New Martinsville Outreach

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

Taylor County Outreach

17 West Washington Street
Grafton WV 26354
Phone: 304-265-3091

HomeCare – Weirton
3501 West Street
Weirton WV 26062
Phone: 304-905-9860 ext. 2209

HomeCare – Wheeling
2000 Main Street, Suite #200
Wheeling WV 26003
Phone: 304-905-9860

**Child Care Resource Center -
Fairmont**
118 Adams Street, Suite #201
Fairmont WV 26554
Phone: 304-366-3018

**Child Care Resource Center -
Morgantown**
965 Hartman Run Road, Suite #1103
Morgantown WV 26505
Phone: 304-292-7357

**Child Care Resource Center – New
Martinsville**
1236 North Street Route 2
New Martinsville WV 26155
Phone: 304-455-0920

**Child Care Resource Center -
Wheeling**
2000 Main Street, Suite #100
Wheeling WV 26003
Phone: 304-232-1603

Child Care Resource Center - Weirton
3622-B West Street
Weirton WV 26062
Phone: 304-748-2007

**Child Care Food Program – Northern
Region**
2000 Main St, Suite 121
Wheeling WV 26003

Phone: 304-230-1280

WV Birth to Three
2000 Main St, Suite 222
Wheeling, WV 26003
Phone: 304-214-5775 (Main Office)
Phone: 304-296-3660 (Morgantown
Office)
Phone: 304-455-0920 (New Martinsville
Office)

Western Region
Serving Boone, Braxton, Cabell,
Calhoun, Clay, Jackson, Kanawha,
Lincoln, Logan, Mason, Mingo,
Pleasants, Putnam, Ritchie, Roane,
Tyler, Wayne, Wetzel, Wirt, and Wood
Counties

Regional Office
1116 Kanawha Blvd.
Charleston, WV 25301
Phone: 304-380-0162

Parkersburg Outreach Office
1226 Market St.
Parkersburg, WV 26101
Phone: 304-917-4486

**Mobile Outreach & WellnessWorks
Food Pantry**
1226 Market St.
Parkersburg, WV 26101
Phone: 304-917-4486

Migration and Refugee Services
1116 Kanawha Blvd.
Charleston, WV 25301
Phone: 304-343-1036

**Center for Community Learning and
Advancement**

901 5th Avenue
Huntington, WV 25701
Phone: 304-650-3514

HomeCare - Charleston

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

HomeCare - Parkersburg

1226 Market Street
Parkersburg, WV 26155
Phone: 304-422-6116

Southern Region

Serving Fayette, Greenbrier, McDowell,
Mercer, Monroe, Nicholas, Pocahontas,
Raleigh, Summers, Webster and
Wyoming counties

Regional Office

P.O. Box 386
203 South 7th St
Princeton, WV 24740-2909
Phone: 304-425-4306

McDowell County Learning Center

110 Park Ave, Room 215
Welch, WV 24801
Phone: 304-436-4796

Loaves & Fishes

207 Temple St
PO Box 56
Hinton, WV 25951
Phone: 304-466-2110
Webster Springs Outreach
113 North Main Street
Webster Springs, WV 26288
Phone: 304-847-7416

Appendix N: Medicaid Programs

Lincoln, Putnam, Cabell, Kanawha, Logan, Wayne and Boone Counties

877-330-9105
352 Mansion St., Hamlin, WV 25523

Wood, Wirt, Ritchie, Roane, Calhoun, Gilmer and Jackson Counties

304-422-6116
P.O. Box 13, Parkersburg, WV 26102

Hancock and Brooke Counties

304-527-0103
822 Main St., Follansbee WV 26037

Ohio and Marshall Counties

304-230-1280
110 North York St., Wheeling, WV
26003

Wetzel, Tyler and Pleasants Counties

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

Doddridge, Harrison, Lewis, Taylor, Monongalia, Marion, Barbour, Preston, Randolph and Upshur Counties

304-623-1765
104 E. Main St., Suite 1D., Clarksburg,
WV 26301

Appendix O: Low-Cost Dental Care

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**
cbhealthwv.org

E.A. Hawse Health Center

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

Minnie Hamilton Health Care Center

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

Preston-Taylor Community Health Centers

2060 N Mountaineer Hwy
Newburg, WV 26410
Phone: **304-892-2812**

Tug River Health Association

103 Supply Street
Gary, WV 24836
Phone: **304-448-2101**
www.tugrivermedical.org

Valley Health-Fort Gay

71 Wayne St.
Fort Gay, WV 25514
Phone: **304-648-5544**
valleyhealth.org/location/fort-gay

Valley Health- Harts

22 Fleming Dr.
Harts, WV 25524
Phone: **304-855-4595**
valleyhealth.org/location/harts

Valley Health- Upper Kanawha

408 Alexander St.
Cedar Grove, WV 25039
Phone: **304-595-1770**
valleyhealth.org/location/upper-kanawha

Valley Health - Huntington

1301 Hal Greer Boulevard
Huntington, WV 25701
Phone: **304-525-0572**
Website:
valleyhealth.org/location/huntington

Wirt County Health Services Association

1301 Elizabeth Pike
Elizabeth, WV 26143
Phone: **304-275-8780**

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**
www.wvhealthright.org/wvs-premiere-free-charitable-clinic

Milan Puskar Health Right

341 Spruce St.
Morgantown, WV 26505
Phone: **304-292-8234**
mphealthright.org/

Ebenezer Medical Outreach, Inc.

1448 Tenth Ave. #100

Huntington, WV 25701

Phone: **304-529-0753**

Website: www.emohealth.org

Susan Dew Hoff Memorial Clinic

925 Liberty St.

West Milford, WV 26451

Phone: **304-745-3700**

Appendix P: Social Security Administration Offices

5475 Robert C. Byrd Dr, Suite A-8
Mount Hope, WV 25801
800-722-1213

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

500 Quarrier St., Ste. 300
Charleston, WV 25301
800-722-1213

Clarksburg Federal Ctr.
320 W Pike St., Suite 100
Clarksburg, WV 26301
800-722-1213

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

Middletown Mall
9039 Middletown Mall
Fairmont, WV 26554
800-772-1213

3rd Floor
301 9th St.
Huntington, WV 25701
800-722-1213

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

14 Compass Point
Martinsburg, WV 25401
866-416-1919

3596 Collins Ferry Rd, Suite 100
Morgantown, WV - 26505
800-772-1213

425 Juliana St.
Parkersburg, WV 26101
800-772-1213

111 S Grove St, Suite 3
Petersburg, WV 26847
877-405-2885

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

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

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

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

Appendix Q: Area Agencies on Aging

Region I – Belomar Regional Council

105 Bridge Street Plaza
Wheeling, WV 26003
Phone: 304-242-1800 or 800-924-0088

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

1400 Ohio Ave Suite B
Dunbar, WV 25064
Phone: 304-720-6858

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

Region III – Upper Potomac Area Agency on Aging

131 Providence Lane
Petersburg, WV 26847
Phone: 304-257-1221, Toll free – 877-833-5084

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

Region IV – Appalachian Area Agency on Aging

1460 Main Street
Princeton, WV 24740
Phone: 304-425-2040 or 800-473-1207

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

Appendix R: WV County Senior Centers

Barbour County Senior Center, Inc.

101 Church Street
Philippi, WV 26416
Phone: 304-457-4545

Berkeley Senior Services

217 North High Street
Martinsburg, WV 25404
Phone: 304-263-8873

Bi-County Nutrition (Doddridge and Harrison IIIC)

416 Ohio Avenue
Clarksburg, WV 26301
Phone: 304-622-2140

Boone County Community Organization

Lick Creek Rd #1A
Danville, WV 25053
Phone: 304-949-3673

Braxton County Senior Citizens Center, Inc.

23 Senior Center Drive
Sutton, WV 26601
Phone: 304-765-4090

Brooke County Committee on Aging

948 Main Street
Follansbee, WV 26037
Phone: 304-527-3410
(Also IIIC provider for Hancock County)

Cabell County Community Services Organization

724 – 10th Avenue
Huntington, WV 25701
Phone: 304-529-4952

Calhoun County Committee on Aging, Inc.

105 Market St.
Grantsville, WV 26147
Phone: 304-354-7017

Clay Senior and Community Services Inc (IIIB)

174 Main Street
Clay, WV 25043
Phone: 304-587-2468

Doddridge County Senior Citizens, Inc. (IIIB)

417 West Main Street
West Union, WV 26456
Phone: 304-873-2061

Fayette County Office

108 Lewis Street
Oak Hill, WV 25901
Phone: 304-465-8484

Council of Senior Citizens of Gilmer County Inc.

720 N. Lewis St
Glennville, WV 26351
Telephone: 304-462-5761

Grant County Commission on Aging

111 Virginia Avenue
Petersburg, WV 26847
Phone: 304-257-1666

Greenbrier County Committee on Aging

1003 Greenbrier Street
Rupert, WV 25984
Phone: 304-392-5138

Hampshire County Committee on Aging

24781 Northwestern Pike
Romney, WV 26757
Phone: 304-822-4097 (TTY)

Hancock County Senior Services (IIIB)

647 Gas Valley Road
New Cumberland, WV 26047
Phone: 304-564-3801

Hardy County Committee on Aging

409 Spring Avenue
Moorefield, WV 26836
Phone: 888-538-2256

Harrison County Senior Citizens, Inc. (IIIB)

500 West Main Street
Clarksburg, WV 26301
Phone: 304-623-6795

Jackson County Commission on Aging, Inc.

217 S. Court St.
Ripley, WV 25271
Phone: 304-372-2406

Jefferson County Council on Aging

103 West 5th Street
Ranson, WV 25438
Phone: 304-725-4044

Kanawha Valley Senior Services (IIIB)

2428 Kanawha Boulevard, East
Charleston, WV 25311
Phone: 304-348-0707

Lewis County Senior Citizens Center, Inc.

171 West 2nd Street
Weston, WV 26452

Phone: 304-269-5738

Lincoln County Opportunity Co., Inc.

360 Main Street
Hamlin, WV 25523
Phone: 304-824-3448

Logan County – PRIDE in Logan County, Inc.

699 Stratton Street
Logan, WV 25601
Phone: 304-752-0994

Marion County Senior Citizens, Inc.

105 Maplewood Drive
Fairmont, WV 26554
Phone: 304-366-8779

Marshall County Committee on Aging

805 5th Street
Moundsville, WV 26041
Phone: 304-845-8200

Mason County Action Group, Inc.

101 2nd street
Point Pleasant, WV 25550
Phone: 304-675-2369

McDowell County Commission on Aging

725 Stewart St.
Welch, WV 24801
Phone: 304-436-6588

Mercer County – CASE WV Aging Program {CASE} (IIIC)

600 Trent St
Princeton, WV 24740
Phone: 304-425-7111

Mineral County – Aging and Family Services of Mineral County, Inc.

875 South Main Street

Keyser, WV 26726
Phone: 304-788-5467

**Mingo County Coalfield Community
Action Partnership, Inc.**

1626 W. Third Ave.
Williamson, WV 25661
Phone: 304-235-1701

**Monongalia County – The Senior
Monongalians, Inc.**

5000 Greenbag Rd, Suite 7
(Mountaineer Mall)
Morgantown, WV 26507
Phone: 304-296-9812

Monroe County Council on Aging

Route 219
Lindside, WV 24951
Phone: 304-753-5894

**Senior Life Services of Morgan
County**

106 Sandmine Road, Suite 1
Berkeley Springs, WV 25411
Phone: 304-258-3096

**Nicholas Community Action
Partnership, Inc.**

1205 Broad Street
Summersville, WV 26651
Phone: 304-872-1162

**Ohio County – Family Services –
Upper Ohio Valley**

2200 Main Street, 1st Floor
Wheeling, WV 26003
Phone: 304-233-2350

**Pendleton Senior and Family
Services, Inc.**

231 Mill Road
Franklin, WV 26807

Phone: 304-358-2421

Pleasants County Senior Center

209 Second Street
St. Marys, WV 26170
Phone: 304-684-9243

Pleasants Senior Nutrition (IIIC)

219 Second Street
St. Marys, WV 26170
Phone: 304-684-9319

Pocahontas County Senior Programs

20626 Seneca Trail
Marlinton, WV 24954
Phone: 304-799-6337

Preston County Senior Citizens, Inc.

108 Senior Center Drive
Kingwood, WV 26537
Telephone: 304-329-0464

Putnam Aging Program, Inc.

2558 Winfield Road
St. Albans, WV 25177
Phone: 304-755-2385

**Raleigh County Commission on
Aging**

1614 S. Kanawha Street
Beckley, WV 25801
Phone: 304-255-1397

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

5th Street & Railroad Avenue
Elkins, WV 26241
Phone: 304-636-4747

**Ritchie County Integrated Family
Services**

521 South Court Street
Harrisville, WV 26362

Phone: 304-643-4941

Roane County Committee on Aging, Inc.

811 Madison Avenue
Spencer, WV 25276
Phone: 304-927-1997

Summers County Council on Aging

120 - 2nd Avenue
Hinton, WV 25951
Phone: 304-466-4019

Taylor County Senior Citizens, Inc.

52 Trap Springs Road
Grafton, WV 26354
Phone: 304-265-4555

Tucker County Senior Citizens, Inc.

217 Senior Lane
Parsons, WV 26287
Phone: 304-478-2423

Tyler County – Council of Senior Tyler Countians, Inc.

504 Cherry St
Middlebourne, WV 26149
Phone: 304-758-4919

Upshur County Senior Citizens Opportunity Center, Inc.

28 North Kanawha Street
Buckhannon, WV 26201
Phone: 304-472-0528

Wayne County Superior Senior Care

360 Main Street
Hamlin, WV 25523
Phone: 304-824-3448

Webster County Commission of Senior Citizens

148 Court Square

Webster Springs, WV 26288
Phone: 304-847-5252

Wetzel County Committee on Aging

145 Paducah Drive
New Martinsville, WV 26155
Phone: 304-455-3220

Wirt County Committee on Aging, Inc.

74 Senior Circle
Elizabeth, WV 26143
Phone: 304-275-3158

Wood County Senior Citizens Association, Inc.

914 Market Street, Suite 106
Parkersburg, WV 26101
Phone: 304-485-6748

Wyoming County – All Care Home and Community Services, Inc.

695 Mountaineer Highway
Mullens, WV 25882
Phone: 304-294-8800

Appendix S: Senior Health Insurance Information Programs (SHIP)

SHIP counselors are based in County Senior Centers (See Appendix R)

Or call **877-987-3646**.

PART A FISCAL INTERMEDIARY
(Services by hospitals, skilled nursing facilities, community mental health centers, certified outpatient rehabilitation facilities, and renal dialysis facilities)

United Government Services
Office 213 S. Jefferson St. Ste 1100
Roanoke, VA 24011

PART B CARRIER
(Services provided by physicians, non-physician practitioners, ambulance companies, clinical labs)

Palmetto GBA, LLC
PO Box 182935
Columbus, OH 43218-2933
Phone: **877-567-9232; 614-277-0287**
www.palmettogba.com

DURABLE MEDICAL EQUIPMENT REGIONAL CARRIER (DMERC)
(Claims for medical equipment, prosthetics, orthotics)

AdminStar Federal, Inc.
PO Box 240
Indianapolis, IN 46207-0240
Phone: **317-841-4493** or **800-633-4227**

SENIOR LEGAL ADVICE & REFERRAL HOTLINE (60+)

800-229-5068
235 High Street #519
Morgantown, WV 26505
9:00 A.M. - 5:00 P.M.
24 Hour Voice Mail
www.seniorlegalaid.org

RAILROAD RETIREES (Part B Services)

United Health Care
Fraud & Abuse Unit
PO Box 10066
Augusta, GA 30999-0001
Phone: **800-833-4455**

QUALITY OF CARE ISSUES
(Quality Improvement Organization: hospital discharge disputes, quality of care complaints)

Quality Insights
3001 Chesterfield Place
Charleston, WV 25304
Phone: **800-642-8686** or **304-346-9864**
www.qualityinsights.org

WEST VIRGINIA BUREAU OF SENIOR SERVICES

(West Virginia's State Unit on Aging)

1900 Kanawha Boulevard, East
Charleston, WV 25305
Phone: **304-558-3317** or **877-987-3696**
www.wvseniorservices.gov

**WEST VIRGINIA INSURANCE
COMMISSION**

PO Box 50540
Charleston, WV 25301-0540
Phone: **888-879-9842** or **304-558-3386**
www.wvinsurance.gov

**NATIONAL TOLL-FREE FRAUD
HOTLINE**
800-HHS-TIPS (800-447-8477)

MEDICARE HOTLINE
800-MEDICARE (800-633-4227)

Appendix T: 800 Numbers

Americans with Disabilities Act (ADA)
ADA InfoLine – U.S. Department of Justice
800-514-0301
800-514-0383 (TTY)
www.ada.gov/infoline.htm

Center for Universal Design
projects.ncsu.edu/ncsu/design/cud

ADA National Network
800-949-4232 (V/TTY)
adata.org

Equal Employment Opportunity Commission
800-669-4000
800-669-6820 (TTY)
www.eeoc.gov

Job Accommodation Network
800-526-7234 (V/TTY)
877-781-9403 (V/TTY; ADA Information)
askjan.org

U.S Access Board
800-872-2253 or 800-993-2822 (TTY)
www.access-board.gov

U.S. Department of Housing and Urban Development –HUD User
800-245-2691 or 800-927-7589 (TTY)
www.huduser.gov/portal/home.html

Assistive Technology / Devices
ABLEDATA
800-227-0216
www.abledata.com

AbleNet
800-322-0956
www.ablenetinc.com

Alliance for Technology Access
800-914-3017
www.ataccess.org

IBM Accessibility Center
800-426-4832 or 800-426-4833 (TTY)
www.ibm.com/able

Georgia Tech Center for Assistive Technology and Environmental Access (CATEA)
404-894-4960
www.catea.gatech.edu

Blind / Visual Impairments
American Council of the Blind
800-424-8666
www.acb.org

American Foundation for the Blind
212-502-7600
www.afb.org

American Printing House for the Blind
800-223-1839
www.aph.org

Blind Children's Center
323-664-2153
blindchildrenscenter.org

Library Reproduction Service
800-255-5002
largeprintschoolbooks.com

Lighthouse International
800-284-4422 or 212-821-9713 (TTY)
www.lighthouseguild.org

National Library Service for the Blind and Physically Handicapped
888-657-7323
www.loc.gov/nls

Prevent Blindness America
800-331-2020
www.preventblindness.org

Recording for the Blind and Dyslexic
800-221-4792
learningally.org

Foundation for Fighting Blindness
800-683-5555 or 800-683-5551 (TTY)
www.fightingblindness.org

**Communication Disorders
American Speech-Language-Hearing
Association**
800-638-8255
www.asha.org

**National Institute on Deafness and
Other Communication Disorders
Clearinghouse**
800-241-1044 or 800-241-1055 (TTY)
www.nidcd.nih.gov

National Stuttering Association
800-937-8888
westutter.org

Stuttering Foundation of America
800-992-9392
www.stutteringhelp.org

**Craniofacial Syndromes
Aboutface USA**
800-766-0222
aboutface-usa.org

Children's Craniofacial Association
800-535-3643
ccakids.org

Craniofacial Foundation of America
800-418-3223

**FACES – The National Craniofacial
Association**
800-332-2373
www.faces-cranio.org

**Foundation for Nager and Miller
Syndromes**
800-507-3667
fnms.org

**Deafness / Hearing Impairments
Alexander Graham Bell Association
for the Deaf and Hard of Hearing**
202-337-5220
www.agbell.org/Families/Listening-and-Spoken-Language

American Academy of Audiology
703-790-8466
www.audiology.org

American Society for Deaf Children
800-942-2732 (V/TTY)
deafchildren.org

**American Speech-Language-Hearing
Association**
800-638-8255
www.asha.org

Better Hearing Institute

202-975-0905

www.hearing.org

Hear Now

800-328-8602

www.starkeyhearingfoundation.org

Hearing Aid Helpline

734-522-7200

ihsinfo.org/lhsV2/Home/Index.cfm

John Tracey Clinic

213-748-5481

www.jtc.org

National Cued Speech Association

800-459-3529 (V/TTY)

www.cuedspeech.org

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

800-241-1044 or 800-241-1055 (TTY)

www.nidcd.nih.gov

**Disability Awareness
/Community Inclusion**

Best Buddies

305-374-2233

www.bestbuddies.org

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

888-232-7733

www.cec.sped.org/yesican

**Employment /
Independent Living
Disabled and Alone, Inc.**

800-995-0066

www.disabledandalone.org

**Employer Assistance and Recruiting
Network**

www.askearn.org

Job Accommodation Network

800-526-7234 (V) or 877-781-9403

(TTY)

askjan.org

**National Center on Workforce and
Disability/Adult**

www.onestops.info

**National Collaborative on Workforce
and Disability/Youth**

877-871-0744

www.ncwd-youth.info

**National Council on Independent
Living**

844-778-7961

www.ncil.org

The Center on Human Policy

800-894-0826

thechp.syr.edu

Information Center

ABLEDATA

800-227-0216

www.abledata.com

**HRSA Information Center (U.S. Dept.
of Health & Human Services)**

877-464-4772

www.hrsa.gov

March of Dimes

888-663-4637

www.marchofdimes.org

**National Center on Birth Defects and
Developmental Disabilities**

800-232-4636

www.cdc.gov/ncbddd/index.html

National Health Information Center

240-453-8281

health.gov/nhic

National Lead Information Center

800-424-5323

www.epa.gov/lead/forms/lead-hotline-national-lead-information-center

National Library of Medicine

www.nlm.nih.gov

**Office of Minority Health Resource
Center**

800-444-6472

www.minorityhealth.hhs.gov

**Zero to Three/National Center for
Infants, Toddlers, and Families**

800-899-4301

www.zerotothree.org

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