



*MountainHeart Child Care Resource and Referral, Region VI*  
*A program of MountainHeart Community Services, Inc.*

## *Resource Manual*

*Mission Statement:*

*Working together with individuals, families and  
communities to provide resources for a better life.*



Visit Us Online At



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



[facebook.com/mountainheartwv](https://facebook.com/mountainheartwv)



## **The Promise of Community Action**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



Greetings from the MountainHeart South Child Care Resource and Referral Program!

We are excited to present our book of current information and relevant resources for you and your family to share!

First and foremost, we know parents can sometimes struggle with the high cost of childcare and we want you to know financial assistance is available for families who meet the eligibility guidelines. Our qualified and experienced Case Managers are eager to assist you in going through the childcare application process and determining if you are eligible for services. They will also discuss any needs you may have for information and additional resources.

Are you interested in providing quality childcare? Our Provider Support Specialist offers guidance and assistance to anyone interested in beginning a new career as a Child Care Provider. She will give you step by step instruction and encourage you all the way!

Once you are registered as a Child Care Provider, our highly skilled Professional Development Team will assist you with educational opportunities, hands on training and achieving and maintaining higher quality standards in your childcare program.

Our Agency serves child care providers, families and children in a twelve-county region which includes Braxton, Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, and Wyoming counties through five offices located in Beckley, Princeton, Summersville, Lewisburg and the Admin Office in Matheny ~ Wyoming County.

We endeavor to provide our families in West Virginia, services, resources and support to help them learn and grow while enhancing the quality of life for every parent and child we serve!

We hope our 2020 Resource Manual helps you and your family discover practical and useful resource information that you can use in everyday life!

Should you need any additional resources not listed in this Resource Manual, or if you have any questions about any of the services we offer, please call your local MountainHeart Child Care Resource and Referral office. We are always glad to help!

For the future of our children,

A handwritten signature in purple ink that reads "Margaret A. Younger".

Program Director

MountainHeart South ~ Child Care Resource and Referral Program, Region VI

## **Resource Manual Reference Guide**

MountainHeart Child Care Resource and Referral Brochure

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Supplemental Child Care for Vulnerable Populations

State Opioid Response (SOR)

How to Become a Family Home Childcare Provider

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WV Childcare Food Program Sponsors List 2021

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WV Children's Health Insurance Program (CHIP)

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WV Universal Pre-K

MountainHeart Head Start/Early Head Start Program

Head Start Programs Region VI

Section 504

WVATS (West Virginia Assistive Technology System)

College & University Information

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SMART 529 West Virginia's College Saving Plan

Free Tax Preparation

Southern WV EITC Coalition Free Tax Preparation

5 Tools to Successful Positive Parenting

10 Great Stress Reduction & Relaxation Techniques

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WVFRN

FMRS Health Systems, Inc

Gabriel Project of West Virginia, Inc.

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Families Strong

Opioid Recovery-Transportation Initiative

West Virginia Transportation Services

Domestic Violence Information

Signs of Child Abuse

PURPLE Crying

KnowBullying app

ACF Supported Hotlines/Helplines Providing Help for Youth and Families

WV Coalition to End Homelessness

Reference Guide for Managed Care

Donate! How to Donate Your Car

GrandFacts

Guidance for Cleaning & Disinfecting

Clean Hands Save Lives

Wash your Hands

How to Use Hand Sanitizer

Positive Parenting & COVID-19

How to Protect Yourself & Others

COVID-19 Stop the Spread of Germs

COVID-19 Symptoms of Coronavirus Disease 2019

Coronavirus (COVID-19) Funeral Assistance

Resource Directory

WV AID and Assistance Programs

MountainHeart South Office Locations and Telephone Numbers

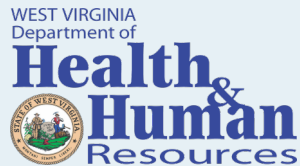
Acknowledgement



## Our Mission

**“Working together with individuals, families, and communities to provide resources for a better life.”**

**This program is being presented with financial assistance as a grant from the WV Department of Health and Human Resources**



## Locations

### ***Wyoming and McDowell Counties***

Administrative Office  
33 MountainHeart Lane  
Matheny, WV 24860

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P.O. Box 1509  
Oceana, WV 24870  
Phone: 304-682-8271  
Fax: 304-682-8274  
Toll Free: 1-800-834-7082

### ***Greenbrier, Pocahontas, Summers and Monroe Counties***

Phone: 304-647-3800  
Toll Free: 1-855-843-0720

### ***Mercer County***

Phone: 304-425-3669  
Toll Free: 1-800-738-8531

### ***Nicholas, Braxton, and Webster Counties***

Phone: 304-872-9200  
Toll Free: 1-866-598-4452

### ***Raleigh and Fayette Counties***

Phone: 304-253-7654  
Toll Free: 1-888-799-9217

### ***Online***

<http://ccsouth.mountainheartwv.org>  
[www.facebook.com/mountainheartwv](http://www.facebook.com/mountainheartwv)

## MountainHeart Child Care Resource and Referral

**A Program of**



**Dreama D. Padgett  
Chief Executive Officer  
MountainHeart Community Services, Inc.**

**Margaret A. Younce, LSW  
Program Director  
MountainHeart  
Child Care Resource & Referral**

**Children  
are our future...  
and our future looks promising!**

## Helping Families

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- Find quality child care
- Determine eligibility for subsidized child care
- Face to face support for families
- Consumer education
- Referrals to other agencies
- Case management for child care services
- Educating parents about the components of quality child care



## Helping Child Care Providers

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- Provide an entry point into the child care business
- Provide professional development opportunities
- Help develop your business into a quality child care program
- Process provider payments
- On-site technical assistance and training for child care centers, facilities, and family homes
- Build collaborations with other child care providers
- Provide an internet café
- Traveling Resource and Information Library System



## Helping Communities

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- Provide employers with information about the availability of subsidized child care
- Support and partner with other community agencies
- Supply information to higher education programs
- Advocate for improved child care policies
- Services available in the following counties: Braxton, Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster and Wyoming



## Need Child Care?

Listed below are verifications needed in order to determine eligibility for childcare assistance. Your child and the care he or she receive is important to us!

If you need childcare services because you are working, you will need the following verifications. Verifications are needed for both parents if both parents reside in the household.

- ❖ Verification of employment income (One month of current pay stubs which show 20 hours per week and minimum wage).
- ❖ If you are newly employed and have not received a month of pay stubs, you will need to submit the New Employment Verification Form. (The New Employment Verification Form is available at your local CCR&R office)
- ❖ Proof of Identity
- ❖ Proof of West Virginia Residency
- ❖ Proof of Child's Citizenship (Such as a birth certificate. All documents must be either an original or a copy certified by the issuing agency.)

If you need childcare services because you are going to school, you will need the following verifications. Verifications are needed for both parents if both parents reside in the household.

- ❖ Copy of your College Class Schedule
- ❖ A letter from the School Administration Office (letterhead) stating you are enrolled as a student. (Jr. High, High School, or Trade School.)
- ❖ Proof of Identity
- ❖ Proof of West Virginia Residency
- ❖ Proof of Child's Citizenship (Such as a birth certificate. All documents must be either an original or a copy certified by the issuing agency.)

WV WORKS Activity-Must be verified by the WV Works worker.

For Sole Proprietorship Self-Employment: Please contact your local Child Care Resource and Referral office for details concerning required verifications.

You will also need to provide verification of any other household income received such as Child Support, TANF, or Social Security Income (SSI).

Office hours are from 8:30 am until 4:30 pm Monday through Friday

Parents must apply in person

Appointments are available upon request

We look forward to serving you!



## Child Care Assistance

### Supplemental Child Care for Vulnerable Populations

In order to better service the vulnerable populations of WV, Early Care & Education has worked with other programs to obtain additional funding that is not subject to CCDF qualifying activity rules. The program is called Supplemental Child Care Assistance and will serve populations as stated below.

Vulnerable Populations are defined as:

- ❖ Children in Foster or Kinship/Relative Care
- ❖ Children and families in a State Opioid Response drug treatment program
- ❖ Children and families participating in Jobs and Hope

All applicants will first be screened to see if eligible through regular Child Care Resource and Referral Child Care Subsidy guidelines.

If the applicant is ineligible through regular means, the application will be processed under the rules and regulations as outlined in the Supplemental Child Care for Vulnerable Populations guidelines.

All verifications are still needed as those required through regular Child Care Resource and Referral Child Care Subsidy guidelines, such as proof of Identity, WV residency and child's citizenship (such as a Birth Certificate). In addition, if Foster or Kinship families are in a non-qualifying activity, parents will need to submit a DHHR placement letter to determine eligibility through the Supplemental Child Care Assistance Program. An approved childcare referral form must be submitted by applicants who are applying for services from Jobs and Hope or a State Opioid Response drug treatment program.

For additional information on the Supplemental Child Care for Vulnerable Populations, please refer to the Supplemental Child Care for Vulnerable Populations Power Point by visiting <http://ccsouth.mountainheartwv.org> or contact your local MountainHeart Child Care Resource and Referral office.

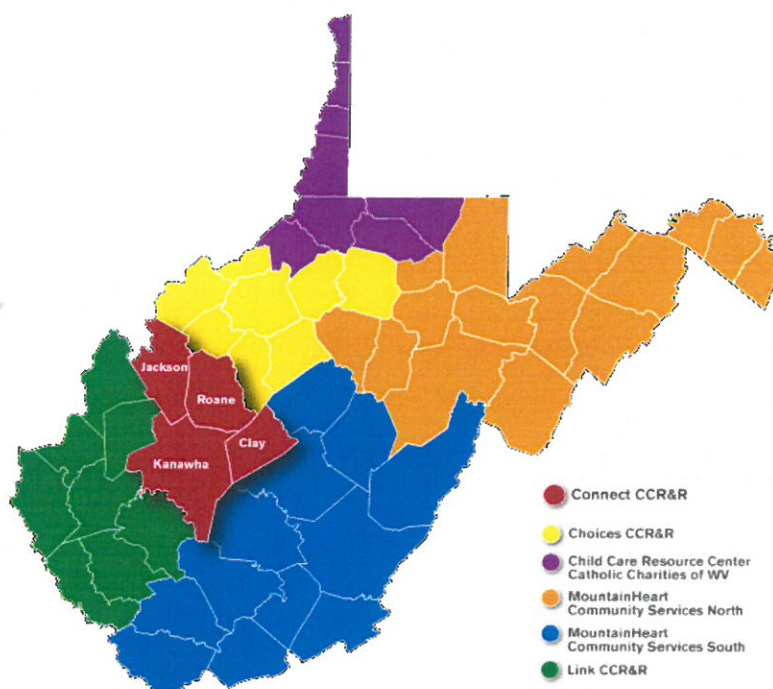


The State Opioid Response (SOR) grant sponsors free child care, after confirmed eligibility, through CCR&Rs to legal guardians in treatment or recovery services for substance use disorder. Legal guardians need to provide:

- Adult's Identification – driver's license or state issued ID
- Residency – driver's license or utility bill
- Child's US Citizenship – birth certificate and/or citizenship documents
- Concise Student Schedule – print out of days and times attending classes
- Qualifying Activity – SOR referral form completed by a SUD provider

Visit the SOR CCR&R page at [dhhr.wv.gov/bbhf](http://dhhr.wv.gov/bbhf) for a copy of the referral form and the contact information for CCR&Rs.

# Child Care Resource and Referral (CCR&R)



WEST VIRGINIA  
Department of  
**Health & Human Resources**  
BUREAU FOR  
BEHAVIORAL HEALTH

# **How to Become a Family Home Childcare Provider!**

Greetings! My name is Kaitlyn Begg and I am the Provider Support Specialist for Region Six. I offer assistance to new, potential childcare providers as they begin their journey to become a registered provider.

## **Step One: Inquire at Your Local MountainHeart Child Care Resource & Referral Office on How to Become a Childcare Provider.**

When you inquire about becoming a childcare provider, you will receive a packet of information detailing each step needed in the provider orientation process. This information can be emailed or mailed to you for your convenience. The Provider Support Specialist is available to answer any questions and to offer step by step guidance and assistance.

## **Step Two: Attend Provider Orientation**

Sign up at your local MountainHeart Child Care Resource & Referral office to attend Provider Orientation where you will complete the required paperwork to become a family childcare provider, as well as receive technical assistance from the Provider Support Specialist.

## **Step Three: Provider and All Adult Household Members (18 or older)**

### **Must be Fingerprinted**

The approved vendor for the Department of Health and Human Resources for family childcare providers is WV CARES. WV CARES is an online, multiple step fingerprinting process. The Provider Support Specialist can offer guidance and assistance in the navigation of this process.

This step can be completed before step two. This step must be completed before you can be an approved family childcare provider.

## **Step Four: Register With WV STARS**

As a childcare provider, it is required that you attend and complete 8 hours of training yearly. All trainings received through the MountainHeart Child Care Resource & Referral office is registered with the West Virginia Training and Registry System (WV STARS).

### **Step Five: Complete Pre-service Training on WV STARS**

After you have registered with WV STARS, you must complete the required Pre-Service training, “Basic Health and Safety in Child Care.” This training is self-paced and consists of 10 modules, quiz, and an evaluation.

### **Step Six: Visit with the DHHR Child Care Regulatory Specialist**

After completing the above steps, the DHHR Child Care Regulatory Specialist will schedule the initial home visit.

### **Step Seven - Payment Training**

Contact your local MountainHeart Child Care Resource & Referral office and schedule a payment form process training after being approved by the DHHR Child Care Regulatory Specialist. This must be completed before payment can be made for subsidized children.



Remember, the Provider Support Specialist will help you navigate through the process and get you one step closer on your journey to becoming a Family Home Child Care Provider!

### **Kaitlyn Begg, Provider Support Specialist**

1411 North Walker Street, Princeton, WV 24740

304-425-3669 extension 114

[Kaitlyn.M.Begg@wv.gov](mailto:Kaitlyn.M.Begg@wv.gov)

## Child Care Provider Types

**Family Child Care Home:** A facility which is used to provide nonresidential child care for compensation in the provider's home. The provider may care for four to six children, including children who are living in the household, who are under six years of age. No more than two of the total number of children may be under twenty-four months of age.

### **Some general program requirements for a family child care home provider include:**

- ✓ Must be 18 years of age or older
- ✓ Provide the care in your home
- ✓ Pay for your own taxes and social security
- ✓ Everyone in the home 18 years of age or older must be fingerprinted and have no serious criminal history, or a history of abuse or neglect of a child or an adult
- ✓ To obtain fingerprinting, providers must go through WV CARES.
- ✓ Provider must have a physical examination
- ✓ Your home must meet the regulations set forth by WV DHHR
- ✓ Complete eight (8) hours of approved training each year

Family Child Care Home Information Packet can be found at:

<https://dhhr.wv.gov/bcf/Childcare/ChildCareLicensingandRegulations/Documents/ECE-CC-14A%20Home%20Info%20Packet.pdf>

**Family Child Care Facility:** Any facility which is used to provide nonresidential child care for compensation for seven (7) to twelve (12) children for four (4) or more hours per day, including children who are living in the household who are under six years of age. No more than four (4) of the total number of children may be under 24 months of age.

### **Some general program requirements for a family child care facility include:**

- ✓ May be operated in the provider's home or in another building
- ✓ Have fire and liability insurance
- ✓ Must meet the requirements set forth by WV DHHR and have the appropriate license before providing care
- ✓ Owner/operator and staff must be fingerprinted and have no serious criminal history, or history of abuse or neglect of a child or an adult. To obtain fingerprinting, facility owner must go through WV CARES.
- ✓ Complete the required health and safety inspections such as inspection from Sanitarian (contact local health department in regards to facility requirements) Fire Marshall, and Department of Agriculture for pest management.

Family Child Care Facility Packet information can be found at:

[https://dhhr.wv.gov/bcf/Childcare/Documents/ECE-CC-14A-Facility%20Info%20Packet\\_060718.pdf](https://dhhr.wv.gov/bcf/Childcare/Documents/ECE-CC-14A-Facility%20Info%20Packet_060718.pdf)

**Child Care Center:** A facility operated for the care of 13 or more children on a nonresidential basis.

**Some general program requirements for a child care center include:**

- ✓ Must obtain and be licensed by WV DHHR before providing child care
- ✓ Must participate and complete the required inspections including but not limited to
  - Division of Health
  - State Fire Marshall
  - Department of Agriculture
  - West Virginia Department of Health and Human Resources
- ✓ Staff (including Director) must meet all requirements set forth by WV DHHR necessary for the health and safety of the children.
- ✓ Must be able to take children outdoors for one hour per day.
- ✓ Must meet the nutritional guidelines set for by the United States Department of Agriculture (USDA)
- ✓ Age range for children to attend a child care center is 6 weeks of age- 12 years of age.

Please review the child care center information packet to review staff to child ratios and additional information on becoming a child care center at:

[https://dhhr.wv.gov/bcf/Childcare/Documents/ECE-CC-14A\\_Center%20Info%20Packet\\_06820188.pdf](https://dhhr.wv.gov/bcf/Childcare/Documents/ECE-CC-14A_Center%20Info%20Packet_06820188.pdf)

Please contact your local Child Care Resource and Referral office for additional information on how to become a Family Child Care Home Provider, Facility, or Child Care Center.

You may also visit: <https://dhhr.wv.gov/bcf/childcare> for the required forms to be completed so you can begin your journey in providing quality child care!



## WEST VIRGINIA CHILDCARE FOOD PROGRAM SPONSORS LIST 2021

<b>SPONSOR NAME:</b>	<b><u>Catholic Charities of WV</u></b>
<b>CONTACT PERSON:</b>	<b><u>Jane Rose</u></b>
<b>TELEPHONE:</b>	304-905-9867
<b>EMAIL ADDRESS:</b>	<a href="mailto:jrose@ccwva.org">jrose@ccwva.org</a>
<b>Counties:</b>	<u>Barbour, Berkeley, Braxton, Brooke, Hancock, Harrison, Jefferson, Lewis, Marion, Marshall, Monongalia, Morgan, Ohio, Preston, Pocahontas, Randolph, Taylor, Tucker, Upshur, Webster, Wetzel</u>
<b>SPONSOR NAME:</b>	<b><u>Central Child Care of WV Inc</u></b>
<b>CONTACT PERSON:</b>	<b><u>Yvonne Black</u></b>
<b>TELEPHONE:</b>	681-217-1856 office cell: 304-549-3520
<b>EMAIL ADDRESS:</b>	<a href="mailto:yblack@suddenlinkmail.com">yblack@suddenlinkmail.com</a>
<b>Counties:</b>	<u>Boone, Clay, Part of Fayette, Nicholas, Kanawha</u>
<b>SPONSOR NAME:</b>	<b><u>Community Action South Eastern West Virginia (CASEWV)</u></b>
<b>CONTACT PERSON:</b>	<b><u>Michelle Buchanan</u></b>
<b>TELEPHONE:</b>	304-324-0453 Office 304-910-6447 Cell
<b>EMAIL ADDRESS:</b>	<a href="mailto:mbuchanan@casewv.org">mbuchanan@casewv.org</a>
<b>Counties:</b>	<u>Greenbrier, Mercer, Monroe, Raleigh, Summers and Part of Fayette- (Mt. Hope, Oak Hill, Lochgelly only)</u>
<b>SPONSOR NAME:</b>	<b><u>Community Enrichment Network, Inc</u></b>
<b>CONTACT PERSON:</b>	<b><u>Amanda Kitzmiller</u></b>
<b>TELEPHONE:</b>	304-790-2201
<b>EMAIL ADDRESS:</b>	<a href="mailto:submitmenus@gmail.com">submitmenus@gmail.com</a>
<b>Counties:</b>	<u>Grant, Hardy, Hampshire, Mineral and Pendleton</u>
<b>SPONSOR NAME:</b>	<b><u>Community Resources, Inc</u></b>
<b>CONTACT PERSON:</b>	<b><u>Melissa Ogden</u></b>
<b>TELEPHONE:</b>	<b><u>304-485-5525</u></b>
<b>EMAIL ADDRESS:</b>	<a href="mailto:Mogden@cricap.org">Mogden@cricap.org</a>
<b>Counties:</b>	<u>Doddridge, Calhoun, Gilmer, Jackson, Pleasants, Ritchie, Roane, Wood and Wirt</u>
<b>SPONSOR NAME:</b>	<b><u>Council of Southern Mountains</u></b>
<b>CONTACT PERSON:</b>	<b><u>Ida Monroe</u></b>
<b>TELEPHONE:</b>	304-436-6800
<b>EMAIL ADDRESS:</b>	<a href="mailto:ismonroe@yahoo.com">ismonroe@yahoo.com</a>
<b>Counties:</b>	<u>McDowell and Wyoming</u>

<b>SPONSOR NAME:</b>	<b><u>Pride Community Service</u></b>
<b>CONTACT PERSON:</b>	<b><u>Brandi Browning</u></b>
<b>TELEPHONE:</b>	<u>304-752-6868 work 304-601-6964 cell</u>
<b>EMAIL ADDRESS:</b>	<u><a href="mailto:Brandi.browning@loganpride.com">Brandi.browning@loganpride.com</a></u>
<b>Counties:</b>	<u>Logan and small portion of Mingo</u>

<b>SPONSOR NAME:</b>	<b><u>River Valley Child Development Services</u></b>
<b>CONTACT PERSON:</b>	<b><u>Tammy Leonard</u></b>
<b>TELEPHONE:</b>	<u>304-751-5253</u>
<b>EMAIL ADDRESS:</b>	<u><a href="mailto:tleonard@rvcds.org">tleonard@rvcds.org</a></u>
<b>Counties:</b>	<u>Cabell, Putnam, Mason, Lincoln, Mingo, Wayne</u>

Learn the Signs. Act Early.

**T**he journey of your child's early years includes many developmental milestones for how he or she plays, learns, speaks, and acts.

Look inside to learn what to look for in your child. Talk with your child's doctor about these milestones.

Not reaching these milestones, or reaching them much later than other children, could be a sign of a developmental delay.

## YOU KNOW YOUR CHILD BEST.

If you are concerned about your child's development, talk to the doctor.

If you or the doctor is still concerned, contact one of the agencies on the back of this brochure.

## DON'T WAIT.

Acting early can make a real difference!

This document was printed with funding from the U.S. Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Bureau, Division of Services for Children with Special Health Needs, Grant number H6MMC11059. Updated 4/6/2011.



For more information about what to do if you have a concern, contact your child's doctor or one of these agencies.



Parents as Teachers

A resource for parents of children from birth to 5 years of age. Call Parents as Teachers for information on parenting and child development.

**314-432-4330**

**[www.parentsasteachers.org](http://www.parentsasteachers.org)**



A resource for parents of children from birth to 3 years of age. Call First Steps if you have a concern about a developmental delay or disability.

**314-453-9203**

**<http://dese.mo.gov/divspecced/FirstSteps>**

# Track Your Child's Developmental Milestones



Your child's early development is a journey. Use this map of milestones to know what to look for along the way.

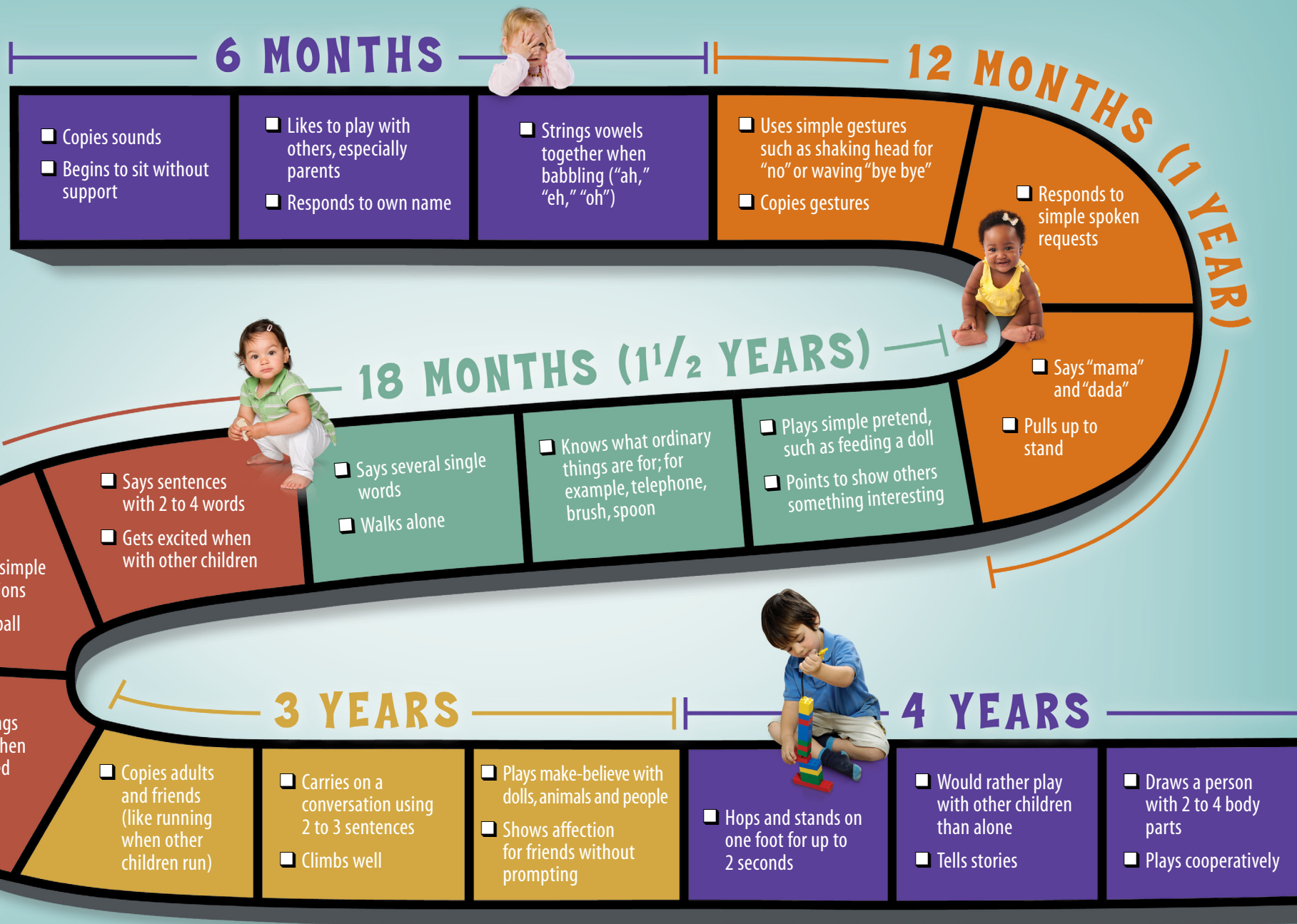


Department of Health and Human Services  
Centers for Disease Control and Prevention

Learn the Signs. Act Early.

# Your Child's Early Development is a Journey

Check off the milestones your child has reached and share your child's progress with the doctor at every visit.



These are just a few of many important milestones to look for. For more complete checklists by age visit [www.cdc.gov/ActEarly](http://www.cdc.gov/ActEarly) or call 1-800-CDC-INFO.

# Your Baby at 2 Months



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by 2 months. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Babies Do by this Age:

### Social/Emotional

- ☐ Begins to smile at people
- ☐ Can briefly calm himself (may bring hands to mouth and suck on hand)
- ☐ Tries to look at parent

### Language/Communication

- ☐ Coos, makes gurgling sounds
- ☐ Turns head toward sounds

### Cognitive (learning, thinking, problem-solving)

- ☐ Pays attention to faces
- ☐ Begins to follow things with eyes and recognize people at a distance
- ☐ Begins to act bored (cries, fussy) if activity doesn't change

### Movement/Physical Development

- ☐ Can hold head up and begins to push up when lying on tummy
- ☐ Makes smoother movements with arms and legs

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't respond to loud sounds
- ☐ Doesn't watch things as they move
- ☐ Doesn't smile at people
- ☐ Doesn't bring hands to mouth
- ☐ Can't hold head up when pushing up when on tummy

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at [cdc.gov/FindEI](http://cdc.gov/FindEI).

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

**DON'T WAIT.**  
Acting early can make a real difference!



[www.cdc.gov/ActEarly](http://www.cdc.gov/ActEarly)  
1-800-CDC-INFO (1-800-232-4636)

Learn the Signs. Act Early.



Download CDC's  
Milestone Tracker App



# Help Your Baby Learn and Grow



You can help your baby learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 2-month-old baby today.

## What You Can Do for Your 2-Month-Old:

- ☐ Cuddle, talk, and play with your baby during feeding, dressing, and bathing.
- ☐ Help your baby learn to calm herself. It's okay for her to suck on her fingers.
- ☐ Begin to help your baby get into a routine, such as sleeping at night more than in the day, and have regular schedules.
- ☐ Getting in tune with your baby's likes and dislikes can help you feel more comfortable and confident.
- ☐ Act excited and smile when your baby makes sounds.
- ☐ Copy your baby's sounds sometimes, but also use clear language.
- ☐ Pay attention to your baby's different cries so that you learn to know what he wants.
- ☐ Talk, read, and sing to your baby.
- ☐ Play peek-a-boo. Help your baby play peek-a-boo, too.
- ☐ Place a baby-safe mirror in your baby's crib so she can look at herself.
- ☐ Look at pictures with your baby and talk about them.
- ☐ Lay your baby on his tummy when he is awake and put toys near him.
- ☐ Encourage your baby to lift his head by holding toys at eye level in front of him.
- ☐ Hold a toy or rattle above your baby's head and encourage her to reach for it.
- ☐ Hold your baby upright with his feet on the floor. Sing or talk to your baby as he is upright.

Milestones adapted from CARING FOR YOUR BABY AND YOUNG CHILD: BIRTH TO AGE 5, Fifth Edition, edited by Steven Shelov and Tanya Remer Altmann © 1991, 1993, 1998, 2004, 2009 by the American Academy of Pediatrics and BRIGHT FUTURES: GUIDELINES FOR HEALTH SUPERVISION OF INFANTS, CHILDREN, AND ADOLESCENTS, Third Edition, edited by Joseph Hagan, Jr., Judith S. Shaw, and Paula M. Duncan, 2008, Elk Grove Village, IL: American Academy of Pediatrics.

This milestone checklist is not a substitute for a standardized, validated developmental screening tool.

[www.cdc.gov/ActEarly](http://www.cdc.gov/ActEarly) | 1-800-CDC-INFO (1-800-232-4636)



Learn the Signs. Act Early.

# Your Baby at 4 Months



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by 4 months. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Babies Do by this Age:

### Social/Emotional

- ☐ Smiles spontaneously, especially at people
- ☐ Likes to play with people and might cry when playing stops
- ☐ Copies some movements and facial expressions, like smiling or frowning

### Language/Communication

- ☐ Begins to babble
- ☐ Babbles with expression and copies sounds he hears
- ☐ Cries in different ways to show hunger, pain, or being tired

### Cognitive (learning, thinking, problem-solving)

- ☐ Lets you know if she is happy or sad
- ☐ Responds to affection
- ☐ Reaches for toy with one hand
- ☐ Uses hands and eyes together, such as seeing a toy and reaching for it
- ☐ Follows moving things with eyes from side to side
- ☐ Watches faces closely
- ☐ Recognizes familiar people and things at a distance

### Movement/Physical Development

- ☐ Holds head steady, unsupported
- ☐ Pushes down on legs when feet are on a hard surface
- ☐ May be able to roll over from tummy to back
- ☐ Can hold a toy and shake it and swing at dangling toys
- ☐ Brings hands to mouth
- ☐ When lying on stomach, pushes up to elbows

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't watch things as they move
- ☐ Doesn't smile at people
- ☐ Can't hold head steady
- ☐ Doesn't coo or make sounds
- ☐ Doesn't bring things to mouth
- ☐ Doesn't push down with legs when feet are placed on a hard surface
- ☐ Has trouble moving one or both eyes in all directions

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at [cdc.gov/FindEI](http://cdc.gov/FindEI).

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

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# Help Your Baby Learn and Grow



You can help your baby learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 4-month-old baby today.

## What You Can Do for Your 4-Month-Old:

- ☐ Hold and talk to your baby; smile and be cheerful while you do.
- ☐ Set steady routines for sleeping and feeding.
- ☐ Pay close attention to what your baby likes and doesn't like; you will know how best to meet his needs and what you can do to make your baby happy.
- ☐ Copy your baby's sounds.
- ☐ Act excited and smile when your baby makes sounds.
- ☐ Have quiet play times when you read or sing to your baby.
- ☐ Give age-appropriate toys to play with, such as rattles or colorful pictures.
- ☐ Play games such as peek-a-boo.
- ☐ Provide safe opportunities for your baby to reach for toys and explore his surroundings.
- ☐ Put toys near your baby so that she can reach for them or kick her feet.
- ☐ Put toys or rattles in your baby's hand and help him to hold them.
- ☐ Hold your baby upright with feet on the floor, and sing or talk to your baby as she "stands" with support.

Milestones adapted from CARING FOR YOUR BABY AND YOUNG CHILD: BIRTH TO AGE 5, Fifth Edition, edited by Steven Shelov and Tanya Remer Altmann © 1991, 1993, 1998, 2004, 2009 by the American Academy of Pediatrics and BRIGHT FUTURES: GUIDELINES FOR HEALTH SUPERVISION OF INFANTS, CHILDREN, AND ADOLESCENTS, Third Edition, edited by Joseph Hagan, Jr., Judith S. Shaw, and Paula M. Duncan, 2008, Elk Grove Village, IL: American Academy of Pediatrics.

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# Your Baby at 6 Months



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by 6 months. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Babies Do by this Age:

### Social/Emotional

- ☐ Knows familiar faces and begins to know if someone is a stranger
- ☐ Likes to play with others, especially parents
- ☐ Responds to other people's emotions and often seems happy
- ☐ Likes to look at self in a mirror

### Language/Communication

- ☐ Responds to sounds by making sounds
- ☐ Strings vowels together when babbling ("ah," "eh," "oh") and likes taking turns with parent while making sounds
- ☐ Responds to own name
- ☐ Makes sounds to show joy and displeasure
- ☐ Begins to say consonant sounds (jabbering with "m," "b")

### Cognitive (learning, thinking, problem-solving)

- ☐ Looks around at things nearby
- ☐ Brings things to mouth
- ☐ Shows curiosity about things and tries to get things that are out of reach
- ☐ Begins to pass things from one hand to the other

### Movement/Physical Development

- ☐ Rolls over in both directions (front to back, back to front)
- ☐ Begins to sit without support
- ☐ When standing, supports weight on legs and might bounce
- ☐ Rocks back and forth, sometimes crawling backward before moving forward

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't try to get things that are in reach
- ☐ Shows no affection for caregivers
- ☐ Doesn't respond to sounds around him
- ☐ Has difficulty getting things to mouth
- ☐ Doesn't make vowel sounds ("ah", "eh", "oh")
- ☐ Doesn't roll over in either direction
- ☐ Doesn't laugh or make squealing sounds
- ☐ Seems very stiff, with tight muscles
- ☐ Seems very floppy, like a rag doll

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at [cdc.gov/FindEI](https://www.cdc.gov/FindEI).

For more information, go to [cdc.gov/Concerned](https://www.cdc.gov/Concerned).

## DON'T WAIT.

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# Help Your Baby Learn and Grow



You can help your baby learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 6-month-old baby today.

## What You Can Do for Your 6-Month-Old:

- ☐ Play on the floor with your baby every day.
- ☐ Learn to read your baby's moods. If he's happy, keep doing what you are doing. If he's upset, take a break and comfort your baby.
- ☐ Show your baby how to comfort herself when she's upset. She may suck on her fingers to self soothe.
- ☐ Use "reciprocal" play—when he smiles, you smile; when he makes sounds, you copy them.
- ☐ Repeat your child's sounds and say simple words with those sounds. For example, if your child says "bah," say "bottle" or "book."
- ☐ Read books to your child every day. Praise her when she babbles and "reads" too.
- ☐ When your baby looks at something, point to it and talk about it.
- ☐ When he drops a toy on the floor, pick it up and give it back. This game helps him learn cause and effect.
- ☐ Read colorful picture books to your baby.
- ☐ Point out new things to your baby and name them.
- ☐ Show your baby bright pictures in a magazine and name them.
- ☐ Hold your baby up while she sits or support her with pillows. Let her look around and give her toys to look at while she balances.
- ☐ Put your baby on his tummy or back and put toys just out of reach. Encourage him to roll over to reach the toys.

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# Your Baby at 9 Months★



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by 9 months. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Babies Do by this Age:

### Social/Emotional

- ☐ May be afraid of strangers
- ☐ May be clingy with familiar adults
- ☐ Has favorite toys

### Language/Communication

- ☐ Understands "no"
- ☐ Makes a lot of different sounds like "mamamama" and "bababababa"
- ☐ Copies sounds and gestures of others
- ☐ Uses fingers to point at things

### Cognitive (learning, thinking, problem-solving)

- ☐ Watches the path of something as it falls
- ☐ Looks for things he sees you hide
- ☐ Plays peek-a-boo
- ☐ Puts things in her mouth
- ☐ Moves things smoothly from one hand to the other
- ☐ Picks up things like cereal o's between thumb and index finger

### Movement/Physical Development

- ☐ Stands, holding on
- ☐ Can get into sitting position
- ☐ Sits without support
- ☐ Pulls to stand
- ☐ Crawls

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't bear weight on legs with support
- ☐ Doesn't sit with help
- ☐ Doesn't babble ("mama", "baba", "dada")
- ☐ Doesn't play any games involving back-and-forth play
- ☐ Doesn't respond to own name
- ☐ Doesn't seem to recognize familiar people
- ☐ Doesn't look where you point
- ☐ Doesn't transfer toys from one hand to the other

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at [cdc.gov/FindEI](http://cdc.gov/FindEI).

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

**DON'T WAIT.**  
**Acting early can make a real difference!**

### ★ It's time for developmental screening!

At 9 months, your child is due for general developmental screening, as recommended for all children by the American Academy of Pediatrics. Ask the doctor about your child's developmental screening.



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# Help Your Baby Learn and Grow



You can help your baby learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 9-month-old baby today.

## What You Can Do for Your 9-Month-Old:

- ☐ Pay attention to the way he reacts to new situations and people; try to continue to do things that make your baby happy and comfortable.
- ☐ As she moves around more, stay close so she knows that you are near.
- ☐ Continue with routines; they are especially important now.
- ☐ Play games with “my turn, your turn.”
- ☐ Say what you think your baby is feeling. For example, say, “You are so sad, let’s see if we can make you feel better.”
- ☐ Describe what your baby is looking at; for example, “red, round ball.”
- ☐ Talk about what your baby wants when he points at something.
- ☐ Copy your baby’s sounds and words.
- ☐ Ask for behaviors that you want. For example, instead of saying “don’t stand,” say “time to sit.”
- ☐ Teach cause-and-effect by rolling balls back and forth, pushing toy cars and trucks, and putting blocks in and out of a container.
- ☐ Play peek-a-boo and hide-and-seek.
- ☐ Read and talk to your baby.
- ☐ Provide lots of room for your baby to move and explore in a safe area.
- ☐ Put your baby close to things that she can pull up on safely.

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# Your Child at 1 Year



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by age 1. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Children Do by this Age:

### Social/Emotional

- ☐ Is shy or nervous with strangers
- ☐ Cries when mom or dad leaves
- ☐ Has favorite things and people
- ☐ Shows fear in some situations
- ☐ Hands you a book when he wants to hear a story
- ☐ Repeats sounds or actions to get attention
- ☐ Puts out arm or leg to help with dressing
- ☐ Plays games such as "peek-a-boo" and "pat-a-cake"

### Language/Communication

- ☐ Responds to simple spoken requests
- ☐ Uses simple gestures, like shaking head "no" or waving "bye-bye"
- ☐ Makes sounds with changes in tone (sounds more like speech)
- ☐ Says "mama" and "dada" and exclamations like "uh-oh!"
- ☐ Tries to say words you say

### Cognitive (learning, thinking, problem-solving)

- ☐ Explores things in different ways, like shaking, banging, throwing
- ☐ Finds hidden things easily
- ☐ Looks at the right picture or thing when it's named
- ☐ Copies gestures
- ☐ Starts to use things correctly; for example, drinks from a cup, brushes hair
- ☐ Bangs two things together
- ☐ Puts things in a container, takes things out of a container
- ☐ Lets things go without help
- ☐ Pokes with index (pointer) finger
- ☐ Follows simple directions like "pick up the toy"

### Movement/Physical Development

- ☐ Gets to a sitting position without help
- ☐ Pulls up to stand, walks holding on to furniture ("cruising")
- ☐ May take a few steps without holding on
- ☐ May stand alone

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't crawl
- ☐ Can't stand when supported
- ☐ Doesn't search for things that she sees you hide.
- ☐ Doesn't say single words like "mama" or "dada"
- ☐ Doesn't learn gestures like waving or shaking head
- ☐ Doesn't point to things
- ☐ Loses skills he once had

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at [cdc.gov/FindEI](http://cdc.gov/FindEI).

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# Help Your Child Learn and Grow



You can help your child learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 1-year-old child today.

## What You Can Do for Your 1-Year-Old:

- ☐ Give your child time to get to know a new caregiver. Bring a favorite toy, stuffed animal, or blanket to help comfort your child.
- ☐ In response to unwanted behaviors, say “no” firmly. Do not yell, spank, or give long explanations. A time out for 30 seconds to 1 minute might help redirect your child.
- ☐ Give your child lots of hugs, kisses, and praise for good behavior.
- ☐ Spend a lot more time encouraging wanted behaviors than punishing unwanted behaviors (4 times as much encouragement for wanted behaviors as redirection for unwanted behaviors).
- ☐ Talk to your child about what you’re doing. For example, “Mommy is washing your hands with a washcloth.”
- ☐ Read with your child every day. Have your child turn the pages. Take turns labeling pictures with your child.
- ☐ Build on what your child says or tries to say, or what he points to. If he points to a truck and says “t” or “truck,” say, “Yes, that’s a big, blue truck.”
- ☐ Give your child crayons and paper, and let your child draw freely. Show your child how to draw lines up and down and across the page. Praise your child when she tries to copy them.
- ☐ Play with blocks, shape sorters, and other toys that encourage your child to use his hands.
- ☐ Hide small toys and other things and have your child find them.
- ☐ Ask your child to label body parts or things you see while driving in the car.
- ☐ Sing songs with actions, like “The Itsy Bitsy Spider” and “Wheels on the Bus.” Help your child do the actions with you.
- ☐ Give your child pots and pans or a small musical instrument like a drum or cymbals. Encourage your child to make noise.
- ☐ Provide lots of safe places for your toddler to explore. (Toddler-proof your home. Lock away products for cleaning, laundry, lawn care, and car care. Use a safety gate and lock doors to the outside and the basement.)
- ☐ Give your child push toys like a wagon or “kiddie push car.”

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# Your Child at 18 Months (1½ Yrs)★



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by 18 months. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Children Do by this Age:

### Social/Emotional

- ☐ Likes to hand things to others as play
- ☐ May have temper tantrums
- ☐ May be afraid of strangers
- ☐ Shows affection to familiar people
- ☐ Plays simple pretend, such as feeding a doll
- ☐ May cling to caregivers in new situations
- ☐ Points to show others something interesting
- ☐ Explores alone but with parent close by

### Language/Communication

- ☐ Says several single words
- ☐ Says and shakes head "no"
- ☐ Points to show someone what he wants

### Cognitive (learning, thinking, problem-solving)

- ☐ Knows what ordinary things are for; for example, telephone, brush, spoon
- ☐ Points to get the attention of others
- ☐ Shows interest in a doll or stuffed animal by pretending to feed
- ☐ Points to one body part
- ☐ Scribbles on his own
- ☐ Can follow 1-step verbal commands without any gestures; for example, sits when you say "sit down"

### Movement/Physical Development

- ☐ Walks alone
- ☐ May walk up steps and run
- ☐ Pulls toys while walking
- ☐ Can help undress herself
- ☐ Drinks from a cup
- ☐ Eats with a spoon

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't point to show things to others
- ☐ Can't walk
- ☐ Doesn't know what familiar things are for
- ☐ Doesn't copy others
- ☐ Doesn't gain new words
- ☐ Doesn't have at least 6 words
- ☐ Doesn't notice or mind when a caregiver leaves or returns
- ☐ Loses skills he once had

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at **[cdc.gov/FindEI](http://cdc.gov/FindEI)**.

For more information, go to **[cdc.gov/Concerned](http://cdc.gov/Concerned)**.

## DON'T WAIT.

**Acting early can make a real difference!**

### ★ It's time for developmental screening!

At 18 months, your child is due for general developmental screening and an autism screening, as recommended for all children by the American Academy of Pediatrics. Ask the doctor about your child's developmental screening.



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# Help Your Child Learn and Grow



You can help your child learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 18-month-old child today.

## What You Can Do for Your 18-Month-Old:

- ☐ Provide a safe, loving environment. It's important to be consistent and predictable.
- ☐ Praise good behaviors more than you punish bad behaviors (use only very brief time outs).
- ☐ Describe her emotions. For example, say, "You are happy when we read this book."
- ☐ Encourage pretend play.
- ☐ Encourage empathy. For example, when he sees a child who is sad, encourage him to hug or pat the other child.
- ☐ Read books and talk about the pictures using simple words.
- ☐ Copy your child's words.
- ☐ Use words that describe feelings and emotions.
- ☐ Use simple, clear phrases.
- ☐ Ask simple questions.
- ☐ Hide things under blankets and pillows and encourage him to find them.
- ☐ Play with blocks, balls, puzzles, books, and toys that teach cause and effect and problem solving.
- ☐ Name pictures in books and body parts.
- ☐ Provide toys that encourage pretend play; for example, dolls, play telephones.
- ☐ Provide safe areas for your child to walk and move around in.
- ☐ Provide toys that she can push or pull safely.
- ☐ Provide balls for her to kick, roll, and throw.
- ☐ Encourage him to drink from his cup and use a spoon, no matter how messy.
- ☐ Blow bubbles and let your child pop them.

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# Your Child at 2 Years★



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by age 2. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Children Do by this Age:

### Social/Emotional

- ☐ Copies others, especially adults and older children
- ☐ Gets excited when with other children
- ☐ Shows more and more independence
- ☐ Shows defiant behavior (doing what he has been told not to)
- ☐ Plays mainly beside other children, but is beginning to include other children, such as in chase games

### Language/Communication

- ☐ Points to things or pictures when they are named
- ☐ Knows names of familiar people and body parts
- ☐ Says sentences with 2 to 4 words
- ☐ Follows simple instructions
- ☐ Repeats words overheard in conversation
- ☐ Points to things in a book

### Cognitive (learning, thinking, problem-solving)

- ☐ Finds things even when hidden under two or three covers
- ☐ Begins to sort shapes and colors
- ☐ Completes sentences and rhymes in familiar books
- ☐ Plays simple make-believe games
- ☐ Builds towers of 4 or more blocks
- ☐ Might use one hand more than the other
- ☐ Follows two-step instructions such as "Pick up your shoes and put them in the closet."
- ☐ Names items in a picture book such as a cat, bird, or dog

### Movement/Physical Development

- ☐ Stands on tiptoe
- ☐ Kicks a ball
- ☐ Begins to run
- ☐ Climbs onto and down from furniture without help
- ☐ Walks up and down stairs holding on

- ☐ Throws ball overhand
- ☐ Makes or copies straight lines and circles

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't use 2-word phrases (for example, "drink milk")
- ☐ Doesn't know what to do with common things, like a brush, phone, fork, spoon
- ☐ Doesn't copy actions and words
- ☐ Doesn't follow simple instructions
- ☐ Doesn't walk steadily
- ☐ Loses skills she once had

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call your state or territory's early intervention program to find out if your child can get services to help. Learn more and find the number at [cdc.gov/FindEI](http://cdc.gov/FindEI).

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

**DON'T WAIT.**  
**Acting early can make a real difference!**

### ★ It's time for developmental screening!

At 2 years, your child is due for general developmental screening and an autism screening, as recommended for all children by the American Academy of Pediatrics. Ask the doctor about your child's developmental screening.



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# Help Your Child Learn and Grow



You can help your child learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 2-year-old child today.

## What You Can Do for Your 2-Year-Old:

- ☐ Encourage your child to help with simple chores at home, like sweeping and making dinner. Praise your child for being a good helper.
- ☐ At this age, children still play next to (not with) each other and don't share well. For play dates, give the children lots of toys to play with. Watch the children closely and step in if they fight or argue.
- ☐ Give your child attention and praise when he follows instructions. Limit attention for defiant behavior. Spend a lot more time praising good behaviors than punishing bad ones.
- ☐ Teach your child to identify and say body parts, animals, and other common things.
- ☐ Do not correct your child when he says words incorrectly. Rather, say it correctly. For example, "That is a ball."
- ☐ Encourage your child to say a word instead of pointing. If your child can't say the whole word ("milk"), give her the first sound ("m") to help. Over time, you can prompt your child to say the whole sentence — "I want milk."
- ☐ Hide your child's toys around the room and let him find them.
- ☐ Help your child do puzzles with shapes, colors, or farm animals. Name each piece when your child puts it in place.
- ☐ Encourage your child to play with blocks. Take turns building towers and knocking them down.
- ☐ Do art projects with your child using crayons, paint, and paper. Describe what your child makes and hang it on the wall or refrigerator.
- ☐ Ask your child to help you open doors and drawers and turn pages in a book or magazine.
- ☐ Once your child walks well, ask her to carry small things for you.
- ☐ Kick a ball back and forth with your child. When your child is good at that, encourage him to run and kick.
- ☐ Take your child to the park to run and climb on equipment or walk on nature trails. Watch your child closely.

Milestones adapted from CARING FOR YOUR BABY AND YOUNG CHILD: BIRTH TO AGE 5, Fifth Edition, edited by Steven Shelov and Tanya Remer Altmann © 1991, 1993, 1998, 2004, 2009 by the American Academy of Pediatrics and BRIGHT FUTURES: GUIDELINES FOR HEALTH SUPERVISION OF INFANTS, CHILDREN, AND ADOLESCENTS, Third Edition, edited by Joseph Hagan, Jr., Judith S. Shaw, and Paula M. Duncan, 2008, Elk Grove Village, IL: American Academy of Pediatrics.

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# Your Child at 3 Years



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by age 3. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Children Do by this Age:

### Social/Emotional

- ☐ Copies adults and friends
- ☐ Shows affection for friends without prompting
- ☐ Takes turns in games
- ☐ Shows concern for a crying friend
- ☐ Understands the idea of "mine" and "his" or "hers"
- ☐ Shows a wide range of emotions
- ☐ Separates easily from mom and dad
- ☐ May get upset with major changes in routine
- ☐ Dresses and undresses self

### Language/Communication

- ☐ Follows instructions with 2 or 3 steps
- ☐ Can name most familiar things
- ☐ Understands words like "in," "on," and "under"
- ☐ Says first name, age, and sex
- ☐ Names a friend
- ☐ Says words like "I," "me," "we," and "you" and some plurals (cars, dogs, cats)
- ☐ Talks well enough for strangers to understand most of the time
- ☐ Carries on a conversation using 2 to 3 sentences

### Cognitive (learning, thinking, problem-solving)

- ☐ Can work toys with buttons, levers, and moving parts
- ☐ Plays make-believe with dolls, animals, and people
- ☐ Does puzzles with 3 or 4 pieces
- ☐ Understands what "two" means
- ☐ Copies a circle with pencil or crayon
- ☐ Turns book pages one at a time
- ☐ Builds towers of more than 6 blocks
- ☐ Screws and unscrews jar lids or turns door handle

### Movement/Physical Development

- ☐ Climbs well
- ☐ Runs easily
- ☐ Pedals a tricycle (3-wheel bike)
- ☐ Walks up and down stairs, one foot on each step

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Falls down a lot or has trouble with stairs
- ☐ Drools or has very unclear speech
- ☐ Can't work simple toys (such as peg boards, simple puzzles, turning handle)
- ☐ Doesn't speak in sentences
- ☐ Doesn't understand simple instructions
- ☐ Doesn't play pretend or make-believe
- ☐ Doesn't want to play with other children or with toys
- ☐ Doesn't make eye contact
- ☐ Loses skills he once had

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call any local public elementary school for a free evaluation to find out if your child can get services to help.

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

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# Help Your Child Learn and Grow

You can help your child learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 3-year-old child today.



## What You Can Do for Your 3-Year-Old:

- ☐ Go to play groups with your child or other places where there are other children, to encourage getting along with others.
- ☐ Work with your child to solve the problem when he is upset.
- ☐ Talk about your child's emotions. For example, say, "I can tell you feel mad because you threw the puzzle piece." Encourage your child to identify feelings in books.
- ☐ Set rules and limits for your child, and stick to them. If your child breaks a rule, give him a time out for 30 seconds to 1 minute in a chair or in his room. Praise your child for following the rules.
- ☐ Give your child instructions with 2 or 3 steps. For example, "Go to your room and get your shoes and coat."
- ☐ Read to your child every day. Ask your child to point to things in the pictures and repeat words after you.
- ☐ Give your child an "activity box" with paper, crayons, and coloring books. Color and draw lines and shapes with your child.
- ☐ Play matching games. Ask your child to find objects in books or around the house that are the same.
- ☐ Play counting games. Count body parts, stairs, and other things you use or see every day.
- ☐ Hold your child's hand going up and down stairs. When she can go up and down easily, encourage her to use the railing.
- ☐ Play outside with your child. Go to the park or hiking trail. Allow your child to play freely and without structured activities.

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# Your Child at 4 Years



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by age 4. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Children Do by this Age:

### Social/Emotional

- ☐ Enjoys doing new things
- ☐ Plays "Mom" and "Dad"
- ☐ Is more and more creative with make-believe play
- ☐ Would rather play with other children than by himself
- ☐ Cooperates with other children
- ☐ Often can't tell what's real and what's make-believe
- ☐ Talks about what she likes and what she is interested in

### Language/Communication

- ☐ Knows some basic rules of grammar, such as correctly using "he" and "she"
- ☐ Sings a song or says a poem from memory such as the "Itsy Bitsy Spider" or the "Wheels on the Bus"
- ☐ Tells stories
- ☐ Can say first and last name

### Cognitive (learning, thinking, problem-solving)

- ☐ Names some colors and some numbers
- ☐ Understands the idea of counting
- ☐ Starts to understand time
- ☐ Remembers parts of a story
- ☐ Understands the idea of "same" and "different"
- ☐ Draws a person with 2 to 4 body parts
- ☐ Uses scissors
- ☐ Starts to copy some capital letters
- ☐ Plays board or card games
- ☐ Tells you what he thinks is going to happen next in a book

### Movement/Physical Development

- ☐ Hops and stands on one foot up to 2 seconds

- ☐ Catches a bounced ball most of the time
- ☐ Pours, cuts with supervision, and mashes own food

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Can't jump in place
- ☐ Has trouble scribbling
- ☐ Shows no interest in interactive games or make-believe
- ☐ Ignores other children or doesn't respond to people outside the family
- ☐ Resists dressing, sleeping, and using the toilet
- ☐ Can't retell a favorite story
- ☐ Doesn't follow 3-part commands
- ☐ Doesn't understand "same" and "different"
- ☐ Doesn't use "me" and "you" correctly
- ☐ Speaks unclearly
- ☐ Loses skills he once had

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call any local public elementary school for a free evaluation to find out if your child can get services to help.

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

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# Help Your Child Learn and Grow



You can help your child learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 4-year-old child today.

## What You Can Do for Your 4-Year-Old:

- ☐ Play make-believe with your child. Let her be the leader and copy what she is doing.
- ☐ Suggest your child pretend play an upcoming event that might make him nervous, like going to preschool or staying overnight at a grandparent's house.
- ☐ Give your child simple choices whenever you can. Let your child choose what to wear, play, or eat for a snack. Limit choices to 2 or 3.
- ☐ During play dates, let your child solve her own problems with friends, but be nearby to help out if needed.
- ☐ Encourage your child to use words, share toys, and take turns playing games of one another's choice.
- ☐ Give your child toys to build imagination, like dress-up clothes, kitchen sets, and blocks.
- ☐ Use good grammar when speaking to your child. Instead of "Mommy wants you to come here," say, "I want you to come here."
- ☐ Use words like "first," "second," and "finally" when talking about everyday activities. This will help your child learn about sequence of events.
- ☐ Take time to answer your child's "why" questions. If you don't know the answer, say "I don't know," or help your child find the answer in a book, on the Internet, or from another adult.
- ☐ When you read with your child, ask him to tell you what happened in the story as you go.
- ☐ Say colors in books, pictures, and things at home. Count common items, like the number of snack crackers, stairs, or toy trains.
- ☐ Teach your child to play outdoor games like tag, follow the leader, and duck, duck, goose.
- ☐ Play your child's favorite music and dance with your child. Take turns copying each other's moves.

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# Your Child at 5 Years



Child's Name \_\_\_\_\_

Child's Age \_\_\_\_\_

Today's Date \_\_\_\_\_

Milestones matter! How your child plays, learns, speaks, acts, and moves offers important clues about his or her development. Check the milestones your child has reached by age 5. Take this with you and talk with your child's doctor at every well-child visit about the milestones your child has reached and what to expect next.

## What Most Children Do by this Age:

### Social/Emotional

- ☐ Wants to please friends
- ☐ Wants to be like friends
- ☐ More likely to agree with rules
- ☐ Likes to sing, dance, and act
- ☐ Is aware of gender
- ☐ Can tell what's real and what's make-believe
- ☐ Shows more independence (for example, may visit a next-door neighbor by himself [adult supervision is still needed])
- ☐ Is sometimes demanding and sometimes very cooperative

### Language/Communication

- ☐ Speaks very clearly
- ☐ Tells a simple story using full sentences
- ☐ Uses future tense; for example, "Grandma will be here."
- ☐ Says name and address

### Cognitive (learning, thinking, problem-solving)

- ☐ Counts 10 or more things
- ☐ Can draw a person with at least 6 body parts
- ☐ Can print some letters or numbers
- ☐ Copies a triangle and other geometric shapes
- ☐ Knows about things used every day, like money and food

### Movement/Physical Development

- ☐ Stands on one foot for 10 seconds or longer
- ☐ Hops; may be able to skip
- ☐ Can do a somersault
- ☐ Uses a fork and spoon and sometimes a table knife
- ☐ Can use the toilet on her own
- ☐ Swings and climbs

## You Know Your Child Best.

Act early if you have concerns about the way your child plays, learns, speaks, acts, or moves, or if your child:

- ☐ Is missing milestones
- ☐ Doesn't show a wide range of emotions
- ☐ Shows extreme behavior (unusually fearful, aggressive, shy or sad)
- ☐ Unusually withdrawn and not active
- ☐ Is easily distracted, has trouble focusing on one activity for more than 5 minutes
- ☐ Doesn't respond to people, or responds only superficially
- ☐ Can't tell what's real and what's make-believe
- ☐ Doesn't play a variety of games and activities
- ☐ Can't give first and last name
- ☐ Doesn't use plurals or past tense properly
- ☐ Doesn't talk about daily activities or experiences
- ☐ Doesn't draw pictures
- ☐ Can't brush teeth, wash and dry hands, or get undressed without help
- ☐ Loses skills he once had

**Tell your child's doctor or nurse if you notice any of these signs of possible developmental delay and ask for a developmental screening.**

If you or the doctor is still concerned

1. Ask for a referral to a specialist and,
2. Call any local public elementary school for a free evaluation to find out if your child can get services to help.

For more information, go to [cdc.gov/Concerned](http://cdc.gov/Concerned).

### DON'T WAIT.

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# Help Your Child Learn and Grow



You can help your child learn and grow. Talk, read, sing, and play together every day. Below are some activities to enjoy with your 5-year-old child today.

## What You Can Do for Your 5-Year-Old:

- ☐ Continue to arrange play dates, trips to the park, or play groups. Give your child more freedom to choose activities to play with friends, and let your child work out problems on her own.
- ☐ Your child might start to talk back or use profanity (swear words) as a way to feel independent. Do not give a lot of attention to this talk, other than a brief time out. Instead, praise your child when he asks for things nicely and calmly takes “no” for an answer.
- ☐ This is a good time to talk to your child about safe touch. No one should touch “private parts” except doctors or nurses during an exam or parents when they are trying to keep the child clean.
- ☐ Teach your child her address and phone number.
- ☐ When reading to your child, ask him to predict what will happen next in the story.
- ☐ Encourage your child to “read” by looking at the pictures and telling the story.
- ☐ Teach your child time concepts like morning, afternoon, evening, today, tomorrow, and yesterday. Start teaching the days of the week.
- ☐ Explore your child’s interests in your community. For example, if your child loves animals, visit the zoo or petting farm. Go to the library or look on the Internet to learn about these topics.
- ☐ Keep a handy box of crayons, paper, paint, child scissors, and paste. Encourage your child to draw and make art projects with different supplies.
- ☐ Play with toys that encourage your child to put things together.
- ☐ Teach your child how to pump her legs back and forth on a swing.
- ☐ Help your child climb on the monkey bars.
- ☐ Go on walks with your child, do a scavenger hunt in your neighborhood or park, help him ride a bike with training wheels (wearing a helmet).

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# Positive Parenting Tips for Healthy Child Development

## Middle Childhood (6-8 years of age)

### Developmental Milestones

Middle childhood brings many changes in a child's life. By this time, children can dress themselves, catch a ball more easily using only their hands, and tie their shoes. Having independence from family becomes more important now. Events such as starting school bring children this age into regular contact with the larger world. Friendships become more and more important. Physical, social, and mental skills develop quickly at this time. This is a critical time for children to develop confidence in all areas of life, such as through friends, schoolwork, and sports.

Here is some information on how children develop during middle childhood:

### Emotional/Social Changes

Children in this age group might:

- Show more independence from parents and family.
- Start to think about the future.
- Understand more about his or her place in the world.
- Pay more attention to friendships and teamwork.
- Want to be liked and accepted by friends.

### Thinking and Learning

Children in this age group might:

- Show rapid development of mental skills.
- Learn better ways to describe experiences and talk about thoughts and feelings.
- Have less focus on one's self and more concern for others.

### Positive Parenting Tips

Following are some things you, as a parent, can do to help your child during this time:

- Show affection for your child. Recognize her accomplishments.
- Help your child develop a sense of responsibility—ask him to help with household tasks, such as setting the table.
- Talk with your child about school, friends, and things she looks forward to in the future.
- Talk with your child about respecting others. Encourage him to help people in need.
- Help your child set her own achievable goals—she'll learn to take pride in herself and rely less on approval or reward from others.
- Help your child learn patience by letting others go first or by finishing a task before going out to play. Encourage him to think about possible consequences before acting.
- Make clear rules and stick to them, such as how long your child can watch TV or when she has to go to bed. Be clear about what behavior is okay and what is not okay.
- Do fun things together as a family, such as playing games, reading, and going to events in your community.



- Get involved with your child's school. Meet the teachers and staff and get to understand their learning goals and how you and the school can work together to help your child do well.
- Continue reading to your child. As your child learns to read, take turns reading to each other.
- Use discipline to guide and protect your child, rather than punishment to make him feel bad about himself. Follow up any discussion about what *not* to do with a discussion of what *to* do instead.
- Praise your child for good behavior. It's best to focus praise more on what your child does ("you worked hard to figure this out") than on traits she can't change ("you are smart").
- Support your child in taking on new challenges. Encourage her to solve problems, such as a disagreement with another child, on her own.
- Encourage your child to join school and community groups, such as a team sports, or to take advantage of volunteer opportunities.

## Child Safety First

More physical ability and more independence can put children at risk for injuries from falls and other accidents. Motor vehicle crashes are the most common cause of death from unintentional injury among children this age.

- Protect your child properly in the car. For detailed information, see the American Academy of Pediatrics' Car Safety Seats: A Guide for Families.
- Teach your child to watch out for traffic and how to be safe when walking to school, riding a bike, and playing outside.
- Make sure your child understands water safety, and always supervise her when she's swimming or playing near water.
- Supervise your child when he's engaged in risky activities, such as climbing.
- Talk with your child about how to ask for help when she needs it.
- Keep potentially harmful household products, tools, equipment, and firearms out of your child's reach.

## Healthy Bodies

- Parents can help make schools healthier. Work with your child's school to limit access to foods and drinks with added sugar, solid fat, and salt that can be purchased outside the school lunch program.
- Make sure your child has 1 hour or more of physical activity each day.
- Limit screen time for your child to no more than 1 to 2 hours per day of quality programming, at home, school, or afterschool care.
- Practice healthy eating habits and physical activity early. Encourage active play, and be a role model by eating healthy at family mealtimes and having an active lifestyle.

A pdf of this document for reprinting is available free of charge from

<http://www.cdc.gov/ncbddd/childdevelopment/positiveparenting/middle.html>

## Additional Information:

<http://www.cdc.gov/childdevelopment>

1-800-CDC-INFO (800-232-4636) <http://www.cdc.gov/info>

# Positive Parenting Tips for Healthy Child Development

## Middle Childhood (9-11 years of age)

### Developmental Milestones

Your child's growing independence from the family and interest in friends might be obvious by now. Healthy friendships are very important to your child's development, but peer pressure can become strong during this time. Children who feel good about themselves are more able to resist negative peer pressure and make better choices for themselves. This is an important time for children to gain a sense of responsibility along with their growing independence. Also, physical changes of puberty might be showing by now, especially for girls. Another big change children need to prepare for during this time is starting middle or junior high school.

Here is some information on how children develop during middle childhood:

### Emotional/Social Changes

Children in this age group might:

- Start to form stronger, more complex friendships and peer relationships. It becomes more emotionally important to have friends, especially of the same sex.
- Experience more peer pressure.
- Become more aware of his or her body as puberty approaches. Body image and eating problems sometimes start around this age.

### Thinking and Learning

Children in this age group might:

- Face more academic challenges at school.
- Become more independent from the family.
- Begin to see the point of view of others more clearly.
- Have an increased attention span.

### Positive Parenting Tips

Following are some things you, as a parent, can do to help your child during this time:

- Spend time with your child. Talk with her about her friends, her accomplishments, and what challenges she will face.
- Be involved with your child's school. Go to school events; meet your child's teachers.
- Encourage your child to join school and community groups, such as a sports team, or to be a volunteer for a charity.
- Help your child develop his own sense of right and wrong. Talk with him about risky things friends might pressure him to do, like smoking or dangerous physical dares.
- Help your child develop a sense of responsibility—involve your child in household tasks like cleaning and cooking. Talk with your child about saving and spending money wisely.
- Meet the families of your child's friends.
- Talk with your child about respecting others. Encourage her to help people in need. Talk with her about what to do when others are not kind or are disrespectful.



- Help your child set his own goals. Encourage him to think about skills and abilities he would like to have and about how to develop them.
- Make clear rules and stick to them. Talk with your child about what you expect from her (behavior) when no adults are present. If you provide reasons for rules, it will help her to know what to do in most situations.
- Use discipline to guide and protect your child, instead of punishment to make him feel badly about himself.
- When using praise, help your child think about her own accomplishments. Saying "you must be proud of yourself" rather than simply "I'm proud of you" can encourage your child to make good choices when nobody is around to praise her.
- Talk with your child about the normal physical and emotional changes of puberty.
- Encourage your child to read every day. Talk with him about his homework.
- Be affectionate and honest with your child, and do things together as a family.

## Child Safety First

More independence and less adult supervision can put children at risk for injuries from falls and other accidents. Here are a few tips to help protect your child:

- Protect your child in the car. The National Highway Traffic Safety Administration recommends that you keep your child in a booster seat until he is big enough to fit in a seat belt properly. Remember: your child should still ride in the back seat until he or she is 12 years of age because it's safer there. Motor vehicle crashes are the most common cause of death from unintentional injury among children of this age.
- Know where your child is and whether a responsible adult is present. Make plans with your child for when he will call you, where you can find him, and what time you expect him home.
- Make sure your child wears a helmet when riding a bike or a skateboard or using inline skates; riding on a motorcycle, snowmobile, or all-terrain vehicle; or playing contact sports.
- Many children get home from school before their parents get home from work. It is important to have clear rules and plans for your child when she is home alone.

## Healthy Bodies

- Provide plenty of fruits and vegetables; limit foods high in solid fats, added sugars, or salt, and prepare healthier foods for family meals.
- Keep television sets out of your child's bedroom. Limit screen time, including computers and video games, to no more than 1 to 2 hours.
- Encourage your child to participate in an hour a day of physical activities that are age appropriate and enjoyable and that offer variety! Just make sure your child is doing three types of activity: aerobic activity like running, muscle strengthening like climbing, and bone strengthening – like jumping rope – at least three days per week.

A pdf of this document for reprinting is available free of charge from

<http://www.cdc.gov/ncbddd/childdevelopment/positiveparenting/middle2.html>

## Additional Information:

<http://www.cdc.gov/childdevelopment>

1-800-CDC-INFO (800-232-4636) <http://www.cdc.gov/info>

# Positive Parenting Tips for Healthy Child Development

## Young Teens (12-14 years of age)

### Developmental Milestones

This is a time of many physical, mental, emotional, and social changes. Hormones change as puberty begins. Most boys grow facial and pubic hair and their voices deepen. Most girls grow pubic hair and breasts, and start their period. They might be worried about these changes and how they are looked at by others. This also will be a time when your teen might face peer pressure to use alcohol, tobacco products, and drugs, and to have sex. Other challenges can be eating disorders, depression, and family problems. At this age, teens make more of their own choices about friends, sports, studying, and school. They become more independent, with their own personality and interests, although parents are still very important.

Here is some information on how young teens develop:

### Emotional/Social Changes

Children in this age group might:

- Show more concern about body image, looks, and clothes.
- Focus on themselves; going back and forth between high expectations and lack of confidence.
- Experience more moodiness.
- Show more interest in and influence by peer group.
- Express less affection toward parents; sometimes might seem rude or short-tempered.
- Feel stress from more challenging school work.
- Develop eating problems.
- Feel a lot of sadness or depression, which can lead to poor grades at school, alcohol or drug use, unsafe sex, and other problems.



### Thinking and Learning

Children in this age group might:

- Have more ability for complex thought.
- Be better able to express feelings through talking.
- Develop a stronger sense of right and wrong.

### Positive Parenting Tips

Following are some things you, as a parent, can do to help your child during this time:

- Be honest and direct with your teen when talking about sensitive subjects such as drugs, drinking, smoking, and sex.
- Meet and get to know your teen's friends.
- Show an interest in your teen's school life.
- Help your teen make healthy choices while encouraging him to make his own decisions.

- Respect your teen's opinions and take into account her thoughts and feelings. It is important that she knows you are listening to her.
- When there is a conflict, be clear about goals and expectations (like getting good grades, keeping things clean, and showing respect), but allow your teen input on how to reach those goals (like when and how to study or clean).

## Child Safety First

You play an important role in keeping your child safe—no matter how old he or she is. Here are a few tips to help protect your child:

- Make sure your teen knows about the importance of wearing seatbelts. Motor vehicle crashes are the leading cause of death among 12- to 14-year-olds.
- Encourage your teen to wear a helmet when riding a bike or a skateboard or using inline skates; riding on a motorcycle, snowmobile, or all-terrain vehicle; or playing contact sports. Injuries from sports and other activities are common.
- Talk with your teen about the dangers of drugs, drinking, smoking, and risky sexual activity. Ask him what he knows and thinks about these issues, and share your thoughts and feelings with him. Listen to what she says and answer her questions honestly and directly.
- Talk with your teen about the importance of having friends who are interested in positive activities. Encourage her to avoid peers who pressure her to make unhealthy choices.
- Know where your teen is and whether an adult is present. Make plans with him for when he will call you, where you can find him, and what time you expect him home.
- Set clear rules for your teen when she is home alone. Talk about such issues as having friends at the house, how to handle situations that can be dangerous (emergencies, fire, drugs, sex, etc.), and completing homework or household tasks.

## Healthy Bodies

- Encourage your teen to be physically active. She might join a team sport or take up an individual sport. Helping with household tasks such as mowing the lawn, walking the dog, or washing the car also will keep your teen active.
- Meal time is very important for families. Eating together helps teens make better choices about the foods they eat, promotes healthy weight, and gives your family members time to talk with each other.
- Limit screen time for your child to no more than 1 to 2 hours per day of quality programming, at home, school, or afterschool care.

A pdf of this document for reprinting is available free of charge from

<http://www.cdc.gov/ncbddd/childdevelopment/positiveparenting/adolescence.html>

## Additional Information:

<http://www.cdc.gov/childdevelopment>

1-800-CDC-INFO (800-232-4636) <http://www.cdc.gov/info>



**Protect your children! Without regularly scheduled prevention visits and vaccines your child could be at great risk for developing certain diseases. Call your family doctor today.**



**Interested in free or low-cost health insurance?  
Call toll-free  
1-877-982-2447**

### Prevention Timelines For Children\*1

Tests and Examaintations	Birth	1 Yr	2 Yrs	3 Yrs	4 Yrs	5 Yrs	6 Yrs	7 Yrs	8 Yrs	9 Yrs	10 Yrs	11 Yrs	12 Yrs	13 Yrs	14 Yrs	15 Yrs	16 Yrs	17 Yrs	18 Yrs
Well Baby Visit *2	◆																		
Physical Check-Up	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Head Size	◆	◆																	
Height & Weight	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Blood Pressure				◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Anemia	◆		◆						◆										◆
Lead		◆	◆																
Urinalysis									◆								◆		
Tuberculosis		◆			◆										◆				
Hearing	◆				◆	◆	◆						◆						◆
Vision	◆			◆	◆	◆	◆		◆				◆		◆				◆
Dental		◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
1st Pelvic Exam *3																			◆







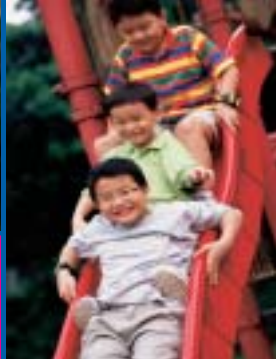







\*1) Please note that children with special risk factors may need more frequent and additional types of preventive care.

\*2) Well baby visits are recommended at 2-4 weeks and at 2,3,4,6,9,12,15 and 18 months.

\*3) Many doctors recommend that a teenage girl have her first gynecologic exam by the time she turns 18, or sooner if there is concern such as pain; signs of infection, worries about development; or if the teenager has become sexually active.

Materials were adapted from KidSource's online Child Preventive Care Timeline at [www.kidsource.com](http://www.kidsource.com)

## Recommended Childhood Immunization Schedule

Vaccine	Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	24 months	4 - 6 years	11 - 12 years	13 - 18 years
Hep B Hepatitis B (a serious liver disease)	1st dose	2nd dose 1 - 4 months			3rd dose 6 - 18 months				All children 0 through 18 years of age need 3 doses of the Hepatitis B Vaccine Start now, if your child hasn't received all 3 doses.			
DTaP Diphtheria, Tetanus (lockjaw), Pertussis (whooping cough)		1st dose	2nd dose			4th dose 15 - 18 months				5th dose	Td is given at age 11- 12 if atleast 5 years have passed since the last dose of DTaP/DTP.	
HiB Haemophilus influenza tybe B (flu-like symptoms)		1st dose	2nd dose	3rd dose	4th dose 12 - 18 months							
IPV Polio		1st dose	2nd dose	3rd dose 6 - 18 months								
PCV7 Pneumococcal conjugate		1st dose	2nd dose	3rd dose	4th dose	Children 16 months to 5 years of age who have not been vaccinated may need 1 or 2 doses of PCV7. Talk to your doctor.						
MMR Measles, Mumps, Rubella (german measles)						1st dose 12 - 15 months				MMR #2 is given at 4-6 years of age.  If dose #2 is not given at 4-6 years of age. It should be given at next visit.		
Chickenpox (Varicella)						12 - 18 months recommended age frame for dose			Children 12 months of age through 12 years of age (who have not had chickenpox or have not been previously vaccinated) need 1 dose.  Children 13 years of age or older (who have not had chickenpox or have been previously vaccinated) need 2 doses given 4-8 weeks apart.			
Were you or your child born in a country where Hepatitis B is a common disease? If so, your child should be vaccinated against Hepatitis B right away, no matter his or her age. Don't wait until your child reaches a certain age. Your child is at risk for this disease and needs protection now. Talk to your doctor.												

Talk to your health care provider about whether your child need other vaccines: hepatitis A, influenza, Lyme disease, or pneumococcal polysaccharide vaccine. Certain children are at risk for these diseases and need to immunized against them.

For additional information about vaccines, including precautions and contraindications for immunization and vaccine shortages, please visit the National Immunization Program Website at [www.cdc.gov/nip](http://www.cdc.gov/nip) or call the National Immunization Program Hotline at 800-232-2522 (English) or 800-232-0233 (Spanish) or 800-243-7889 (teletypewriter). Materials were adapted from the CDC Immunization Program.

**Talk to your child's doctor or nurse about the vaccines recommended for their age.**

	Flu Influenza	Tdap Tetanus, diphtheria, pertussis	HPV Human papillomavirus	Meningococcal		Pneumococcal	Hepatitis B	Hepatitis A	Polio	MMR Measles, mumps, rubella	Chickenpox Varicella
				MenACWY	MenB						
7-8 Years											
9-10 Years											
11-12 Years											
13-15 Years											
16-18 Years											
<b>More information:</b>	Everyone 6 months and older should get a flu vaccine every year.	All 11- through 12- year olds should get one shot of Tdap.	All 11- through 12- year olds should get a 2-shot series of HPV vaccine. A 3-shot series is needed for those with weakened immune systems and those who start the series at 15 years or older.	All 11- through 12- year olds should get one shot of meningococcal conjugate (MenACWY). A booster shot is recommended at age 16.	Teens 16–18 years old <b>may</b> be vaccinated with a serogroup B meningococcal (MenB) vaccine.						

These shaded boxes indicate when the vaccine is recommended for all children unless your doctor tells you that your child cannot safely receive the vaccine.

These shaded boxes indicate the vaccine is recommended for children with certain health or lifestyle conditions that put them at an increased risk for serious diseases. See vaccine-specific recommendations at [www.cdc.gov/vaccines/hcp/acip-recs/](http://www.cdc.gov/vaccines/hcp/acip-recs/).

These shaded boxes indicate the vaccine should be given if a child is catching up on missed vaccines.

This shaded box indicates children not at increased risk may get the vaccine if they wish after speaking to a provider.



**U.S. Department of  
Health and Human Services**  
Centers for Disease  
Control and Prevention

## Vaccine-Preventable Diseases and the Vaccines that Prevent Them

Disease	Vaccine	Disease spread by	Disease symptoms	Disease complications
<b>Chickenpox</b>	Varicella vaccine protects against chickenpox.	Air, direct contact	Rash, tiredness, headache, fever	Infected blisters, bleeding disorders, encephalitis (brain swelling), pneumonia (infection in the lungs)
<b>Diphtheria</b>	Tdap* and Td** vaccines protect against diphtheria.	Air, direct contact	Sore throat, mild fever, weakness, swollen glands in neck	Swelling of the heart muscle, heart failure, coma, paralysis, death
<b>Hepatitis A</b>	HepA vaccine protects against hepatitis A.	Direct contact, contaminated food or water	May be no symptoms, fever, stomach pain, loss of appetite, fatigue, vomiting, jaundice (yellowing of skin and eyes), dark urine	Liver failure, arthralgia (joint pain), kidney, pancreatic and blood disorders
<b>Hepatitis B</b>	HepB vaccine protects against hepatitis B.	Contact with blood or body fluids	May be no symptoms, fever, headache, weakness, vomiting, jaundice (yellowing of skin and eyes), joint pain	Chronic liver infection, liver failure, liver cancer
<b>Human Papillomavirus</b>	HPV vaccine protects against human papillomavirus.	Direct skin contact	May be no symptoms, genital warts	Cervical, vaginal, vulvar, penile, anal, oropharyngeal cancers
<b>Influenza (Flu)</b>	Flu vaccine protects against influenza.	Air, direct contact	Fever, muscle pain, sore throat, cough, extreme fatigue	Pneumonia (infection in the lungs)
<b>Measles</b>	MMR*** vaccine protects against measles.	Air, direct contact	Rash, fever, cough, runny nose, pink eye	Encephalitis (brain swelling), pneumonia (infection in the lungs), death
<b>Meningococcal Disease</b>	MenACWY and MenB vaccines protect against meningococcal disease.	Air, direct contact	Sudden onset of fever, headache, and stiff neck, dark purple rash	Loss of limb, deafness, nervous system disorders, developmental disabilities, seizure disorder, stroke, death
<b>Mumps</b>	MMR*** vaccine protects against mumps.	Air, direct contact	Swollen salivary glands (under the jaw), fever, headache, tiredness, muscle pain	Meningitis (infection of the covering around the brain and spinal cord), encephalitis (brain swelling), inflammation of testicles or ovaries, deafness
<b>Pertussis</b>	Tdap* vaccine protects against pertussis.	Air, direct contact	Severe cough, runny nose, apnea (a pause in breathing in infants)	Pneumonia (infection in the lungs), death
<b>Pneumococcal Disease</b>	Pneumococcal vaccine protects against pneumococcal disease.	Air, direct contact	May be no symptoms, pneumonia (infection in the lungs)	Bacteremia (blood infection), meningitis (infection of the covering around the brain and spinal cord), death
<b>Polio</b>	Polio vaccine protects against polio.	Air, direct contact, through the mouth	May be no symptoms, sore throat, fever, nausea, headache	Paralysis, death
<b>Rubella</b>	MMR*** vaccine protects against rubella.	Air, direct contact	Sometimes rash, fever, swollen lymph nodes	Very serious in pregnant women—can lead to miscarriage, stillbirth, premature delivery, birth defects
<b>Tetanus</b>	Tdap* and Td ** vaccines protect against tetanus.	Exposure through cuts on skin	Stiffness in neck and abdominal muscles, difficulty swallowing, muscle spasms, fever	Broken bones, breathing difficulty, death

\*Tdap combines protection against diphtheria, tetanus, and pertussis.

\*\*Td combines protection against diphtheria and tetanus.

\*\*\*MMR combines protection against measles, mumps, and rubella.

If you have any questions about your child's vaccines, talk to your child's doctor or nurse.

Last updated on January 2020 • CS314226-A

## Preventing Shaken Baby Syndrome/ Abusive Head Trauma

### Resources

Get Help Now!

CHILDHELP NATIONAL ABUSE

HOTLINE.

This is a free, confidential, 24/7  
counseling & crisis line for parents  
(800) 4-A-CHILD / (800) 422-4453  
<http://www.childhelp.org/hotline>

### Other Resources

National Center on  
Shaken Baby Syndrome  
<http://www.dontshake.org>



<http://cdss.ca.gov/Inforesources/OCAP>



## Do Your Homework Before Choosing a Care Provider

It's important that you ask yourself the following questions when carefully considering a caregiver for your child:

- » Does this person have a history of violence?
- » Will this person become frustrated or angry if my baby cries?
- » Have I told this person that a baby should never be shaken?
- » Is this person good with babies?
- » Has this person had children removed from his or her care because he or she was unable to care for them?
- » Does this person know to call someone immediately if they become frustrated while caring for the baby?
- » Did I find this person from someone I know?
- » Does this person abuse alcohol or drugs?

For more **INFORMATION** call **TRUSTLINE**  
California's Background Check for In-Home  
Child Care at (800) 822-8490 or visit  
<http://www.trustline.org>

PUB 271 (2/17)

To care for your baby, you need to  
care for yourself.

Helping parents find ways to cope with  
crying and understand the long-term  
effects of shaking an infant.



## Never Ever Shake a Baby

## To care for your baby, you need to care for yourself.

- » If you are getting upset or losing control, focus on calming yourself down. Put the baby in a safe place and walk away to calm down, checking on the baby every 5 to 10 minutes.
- » Call a friend, relative, neighbor, or parent helpline for support.
- » Remember that caring for a crying baby can be very frustrating, but infant crying is normal and it will get better.
- » Be sensitive and supportive in situations when other parents are trying to calm a crying baby.



### Have a Plan:

Knowing what to do when your baby is crying can help reduce your stress level.

### Try to keep a daily routine:

- » Eat healthy and drink plenty of water
- » Get as much rest as possible
- » Create a solid support system for your family
- » Do something for yourself everyday



### Why do babies cry?

Babies cry because it's the only way they know how to express their wants and needs. They cry to let you know that they are:

- » Hungry
- » Thirsty
- » Tired
- » Hot
- » Cold
- » Not feeling well
- » Need a diaper change
- » Uncomfortable
- » Teething
- » Scared



### The 5 S's of soothing your baby\*:

- » Swaddling and laying your baby on its back
- » Side or stomach position is comfortable for your baby while you are holding him/her
- » Sounds like your voice, soft music or white noise can be soothing to your baby
- » Swinging your baby gently in your arms or a rocker
- » Sucking on a pacifier or feeding can help calm your baby

\*as developed by Dr. Harvey Karp



### How to calm your crying baby:

Check and tend to physical needs. Is your baby:

- » Hungry
- » Thirsty
- » Hot
- » Cold

### Does your baby:

- » Need to be burped
- » Need a diaper change
- » Have something wrapped around his/her finger or toe, causing them pain (hair tourniquet)

## What is Shaken Baby Syndrome/Abusive Head Trauma?

This is a serious brain injury from enduring blunt impact to the head or being forcefully shaken. When a baby is shaken, the brain is at serious risk for trauma caused by movement in the skull.

The most common trigger leading to abusive head trauma is inconsolable crying. Babies less than one year old are at greatest risk of injury from abusive head trauma.

### Shaking a baby can cause:

- » Brain damage
- » Blindness
- » Spinal injuries
- » Paralysis
- » Seizures
- » Learning and behavior problems
- » In extreme cases, death

### Signs your baby may have been shaken:

- » Rigidity
- » Seizures
- » Lethargy
- » Vomiting
- » Coma
- » Difficulty breathing
- » Dilated pupils
- » Blood spot in eyes

**Seek immediate or urgent medical care if you notice any of the listed signs.**

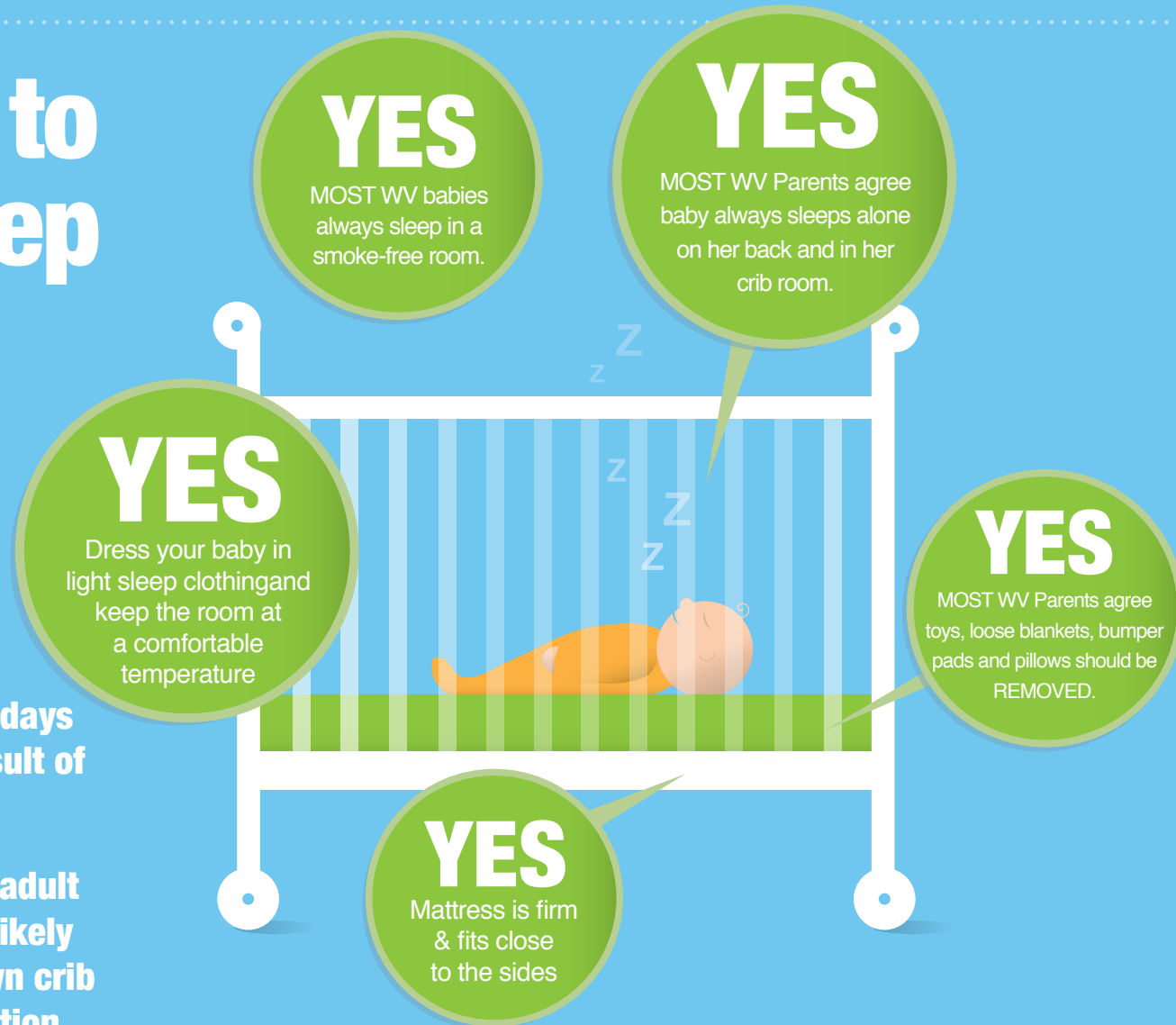
**MOST** (99%) West Virginia Parents agree that the safety of their baby is most important when thinking about where their baby sleeps.

## Say **YES** to Safe Sleep

### Remember!

One baby dies every 10 days in West Virginia as a result of unsafe sleeping.

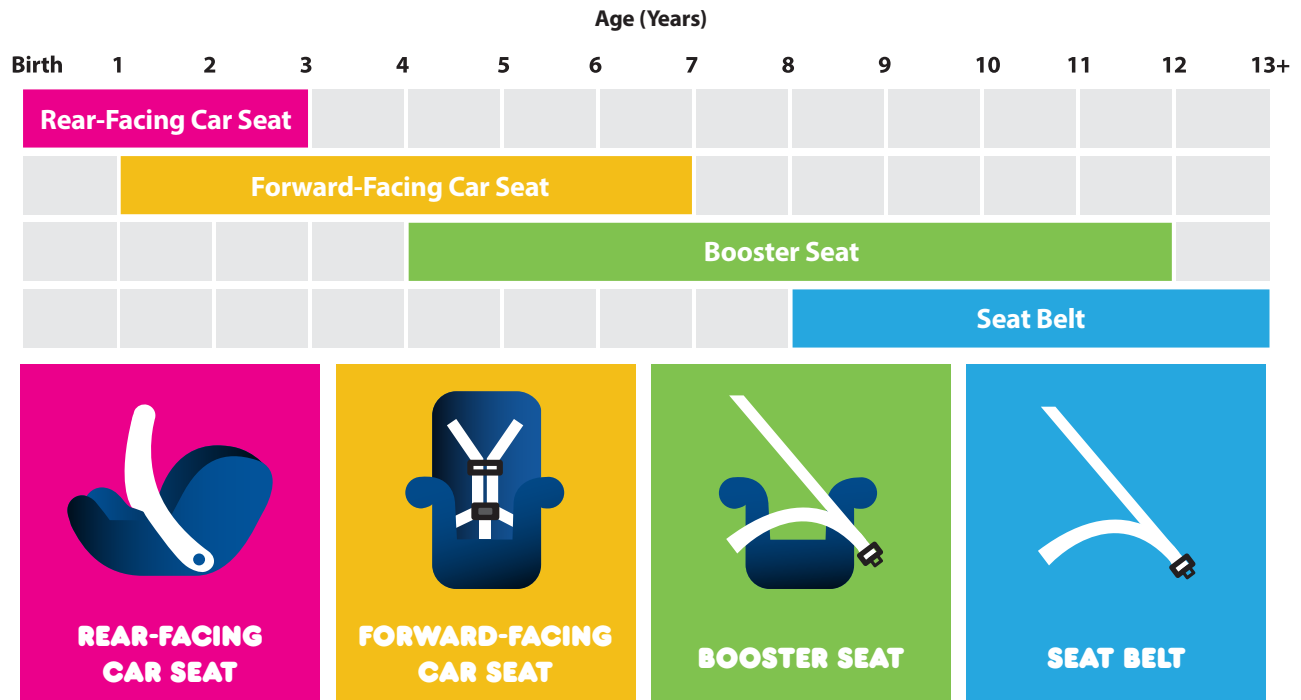
Babies who sleep in an adult bed are 40 times more likely to die than if in their own crib from accidental suffocation.



**SafeSoundBabies.com**

# Car Seat Recommendations for Children

There are many car seat choices on the market. Use the information below to help you choose the type of car seat that best meets your child's needs.



- Select a car seat based on your child's age and size, choose a seat that fits in your vehicle, and use it every time.
- Always refer to your specific car seat manufacturer's instructions (check height and weight limits) and read the vehicle owner's manual on how to install the car seat using the seat belt or lower anchors and a tether, if available.
- To maximize safety, keep your child in the car seat for as long as possible, as long as the child fits within the manufacturer's height and weight requirements.
- Keep your child in the back seat at least through age 12.

## Rear-Facing Car Seat



### Birth – 12 Months

Your child under age 1 should always ride in a rear-facing car seat. There are different types of rear-facing car seats:

- Infant-only seats can only be used rear-facing.
- Convertible and All-in-One car seats typically have higher height and weight limits for the rear-facing position, allowing you to keep your child rear-facing for a longer period of time.



### 1 – 3 Years

Keep your child rear-facing as long as possible. It's the best way to keep him or her safe. Your child should remain in a rear-facing car seat until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the rear-facing car seat, your child is ready to travel in a forward-facing car seat with a harness and tether.

## Forward-Facing Car Seat



### 1 - 3 Years

Keep your child rear-facing as long as possible. It's the best way to keep him or her safe. Your child should remain in a rear-facing car seat until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the rear-facing car seat, your child is ready to travel in a forward-facing car seat with a harness and tether.



### 4 - 7 Years

Keep your child in a forward-facing car seat with a harness and tether until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the forward-facing car seat with a harness, it's time to travel in a booster seat, but still in the back seat.

---

## Booster Seat



### 4 - 7 Years

Keep your child in a forward-facing car seat with a harness and tether until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the forward-facing car seat with a harness, it's time to travel in a booster seat, but still in the back seat.



### 8 - 12 Years

Keep your child in a booster seat until he or she is big enough to fit in a seat belt properly. For a seat belt to fit properly the lap belt must lie snugly across the upper thighs, not the stomach. The shoulder belt should lie snug across the shoulder and chest and not cross the neck or face. Remember: your child should still ride in the back seat because it's safer there.

---

## Seat Belt



### 8 - 12 Years

Keep your child in a booster seat until he or she is big enough to fit in a seat belt properly. For a seat belt to fit properly the lap belt must lie snugly across the upper thighs, not the stomach. The shoulder belt should lie snug across the shoulder and chest and not cross the neck or face. Remember: your child should still ride in the back seat because it's safer there.

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**NHTSA.gov/TheRightSeat**



U.S. Department of Transportation  
National Highway Traffic Safety Administration





## **POOL SAFETY TIPS**

[WWW.POOLSAFETY.GOV](http://WWW.POOLSAFETY.GOV)

**1. Never leave a child unattended in or near water.**

Always watch children when they're in or near water, and never leave them unattended. Designate an official Water Watcher, an adult tasked with supervising children in the water. That should be their only task- they shouldn't be reading, texting or playing games on their phone. Have a phone close by at all times in case you need to call for help, and if a child is missing, check the pool first. Even if a lifeguard is present, parents and caregivers should still take the responsibility of being a designated Water Watcher. When any lifeguard chair is empty, the remaining lifeguards may not be able to see the entire pool and when lifeguards are seated in low chairs, their view can be blocked by patrons in the pool.

**2. Teach children how to swim.**

Swimming is not only fun, it's a lifesaving skill. Enroll children in swimming lessons; there are many free or reduced-cost options available from your local YMCA, USA Swimming chapter or Parks and Recreation Department.

**3. Teach children to stay away from drains.**

Do not play or swim near drains or suction outlets, especially in spas and shallow pools, and never enter a pool or spa that has a loose, broken or missing drain cover. Children's hair, limbs, jewelry or bathing suits can get stuck in a drain or suction opening. When using a spa, be sure to locate the emergency vacuum shutoff before getting in the water.

**4. Ensure all pools and spas- both in your backyard and any public pool you may visit- have compliant drain covers.**

Virginia Graeme Baker, after whom the *Pool and Spa Safety Act* is named, died from drowning due to a suction entrapment from a faulty drain cover. All public pools and spas must have drain grates or covers that meet safety standards to avoid incidents like the one that took Graeme's life. Powerful suction from a pool or spa drain can even trap an adult.

**5. Install proper barriers, covers and alarms on and around your pool and spa.**

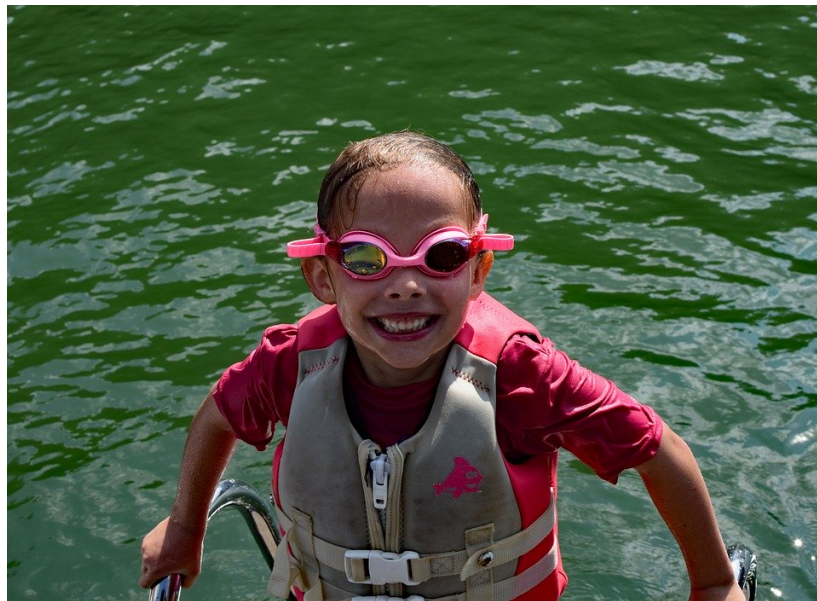
Proper fences, barriers, alarms and covers can be lifesaving devices. A fence of at least four feet in height should surround the pool or spa on all sides and should not be climbable for children. The water should only be accessible through a self-closing, self-latching gate. Teach children to never try to climb over the gate or fence. Install a door alarm from the house to the pool area, and keep pool and spa covers in working order.

**6. Know how to perform CPR on children and adults.**

Often, bystanders are the first to aid a drowning victim, so learning CPR can help save a life. And once you're CPR certified, make sure to keep your certification current. CPR classes are available through many hospitals, community centers, or by contacting the American Red Cross

**7. Visit: <https://www.poolsafely.gov/parents/safety-tips/> to take the Pool Safely Pledge.**

This online call to action is a reminder to stay safer around the water.



# Brain Building Basics™

We've made the science of early learning simple! Remember these 5 easy ways to help build your child's brain anytime.

## Look

Children use their eyes to learn. See what catches your child's attention and talk about it. Or connect eye-to-eye, then smile, chat, hug, or make funny faces!



## Follow

Young children learn best when you follow their lead. Tune into your child's words, sounds, movements, and ideas! Then respond with your own words and actions.



## Chat

Children's brains light up when you talk, sing, or make sounds back and forth with them. Chat about your day, food, and what's around you, or string sounds together for a fun conversation!

BA BA BA



## Take Turns

Children learn from taking turns when you play, talk, or explore. After they go, take your turn. Then repeat: they go, you go, they go, you go!



## Stretch

Children's brains grow strong when you help them stretch their learning further. Keep a moment going: ask your child a question that starts with what, when, where, how, or why!



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# Hello, Brain Builder!

A baby is born ready to learn with billions of neurons waiting to be connected. Even before they can talk, they are looking, listening, and relating to you. Being a brain-builder now gets them ready for school, friends, and life.



Turn everyday  
moments into  
Brain Building  
Moments™.

## Brain Building 101

### Nurture Future Potential

Positive, supportive experiences with adults help your child's brain grow strong and flexible. It's ideal to brain-build from birth, but it's never too late to start.

### Communicating is Key

Back-and-forth moments with you build your child's brain. You're shaping a growing mind and helping their learning, health, and behavior both now and in the future.

### You Are a Brain Builder

We know you are busy. That's why we created the Vroom Brain Building Basics™ — Look, Follow, Chat, Take Turns, and Stretch. These tools help you build your child's life skills like focus, self-control, problem-solving, and taking on challenges.

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## **Cleanup Time**

Time to give away some of Child's clothes? For each item, hold it up and ask him, "Is this too small for you or does it fit?" Make a pile to keep and one to give away or resell. Talk back and forth about your memories and what younger child might like to have this now.

**See what your child is learning**

### **BRAINY BACKGROUND**

This task helps you clean up but it also helps your child develop the skill of making connections—between whether their clothes are too small or still fit. Recalling the past develops their ability to remember and also develops their sense of their own history.

# Vroom



**Helpful Resources - Please contact your local MountainHeart Child Care Resource and Referral Office for more information.**

**Supplemental Nutrition Assistance Program (SNAP)**

[https://dhhr.wv.gov/bcf/Services/familyassistance/Pages/Supplemental-Nutritional-Assistance-Program-\(Former-Food-Stamp-Program\).aspx](https://dhhr.wv.gov/bcf/Services/familyassistance/Pages/Supplemental-Nutritional-Assistance-Program-(Former-Food-Stamp-Program).aspx)

SNAP provides monthly benefits to help eligible households buy food. SNAP is administered by the WV DHHR, and eligibility to receive benefits is based on household size, income, assets and some household expenses as determined by the federal government and governed by federal law and regulations of the US Department of Agriculture, Food Nutrition Services.

SNAP benefits may only be used to purchase food for human consumption and seeds/plants to grow food at home. Food stamp benefits cannot be used for: household items, grooming products, tobacco, alcohol products, pet food, etc.

**Utility Assistance\LIEAP - <https://dhhr.wv.gov/bcf/Services/familyassistance/Pages/Utility-Assistance.aspx>**

The Low Income Energy Assistance Program (LIEAP) assists eligible households with the cost of home heating through direct cash payments or payments to utility companies on their behalf. A crisis component is available for households without resources facing the loss of a heating source. Eligibility for both program components is based on a combination of factors, including income, type of heating payment, and total heating costs.

**Temporary Assistance for Needy Families\WV Works - <https://dhhr.wv.gov/bcf/Services/familyassistance>**

WV Works provides monthly cash assistance to eligible families. Most people who receive a monthly WV Works check are also eligible to receive SNAP and Medicaid, but these are not guaranteed based just on receipt of a check.

**WIC (Women, Infants and Children) - <https://dhhr.wv.gov/wic/Pages/default.aspx>**

The mission of the West Virginia WIC program is to improve the health of women, infants, and children in West Virginia by providing quality nutrition and breastfeeding counseling and education, as well as health monitoring and nutritious foods.

**Help Me Grow - <https://dhhr.wv.gov/helpmegrow/>**

Help Me Grow is a FREE referral service that connects families with critical developmental resources for their children birth through five years. The goal of Help Me Grow is to successfully identify children at risk and link them to the help they need.

**WV Birth to Three - <http://www.wvdhhr.org/birth23/>**

WV Birth to Three partners with families and caregivers to build upon their strengths by offering coordination, supports, and resources to enhance children's learning and development.

**WV Head Start and Early Head Start Programs** - <https://www.benefits.gov/benefit/1946>

West Virginia Head Start provides children with essential educational resources, including school readiness, so that every child is awarded an opportunity to learn. WVHS programs help parents grow as individuals, professionally and within their families, through training and leadership opportunities. Head Start offers these services with the ultimate goal of providing the opportunity for success to each participating family.

**WVU Extension** - <https://extension.wvu.edu/>

The WVU Extension Services is West Virginia's local connection to timely, researched based knowledge.

**TEAM for West Virginia Children** - <https://teamwv.org/>

TEAM for West Virginia Children is a non-profit organization whose mission is to work with communities and families to promote and advance the well-being of children, making their needs and healthy development a priority.

**WV State Statewide Afterschool Network** - <http://www.statewideafterschoolnetworks.net/west-virginia>

The WVSAN works to sustain a statewide partnership to raise awareness of the importance of accessibility of high-quality afterschool and summer learning programs for all school age children, share criteria of effective programs and best practices among providers and the public and promote the sustainability of such programs throughout the state.

**Child Support Enforcement** - <https://dhhr.wv.gov/bcse/Pages/BCSE.aspx>

The Bureau for Child Support Enforcement establishes paternity (a legal determination of the father of the child) and support and enforces support from a child's parent. The Bureau also enforces court orders for spousal support or alimony.

**WV Special Education** - <http://wvde.state.wv.us/osp/>

The office of Special Education and Student Support is responsible for improving results for children and youth with exceptionalities, primarily through leadership and financial support to local education agencies and for the administration of the federal individuals with Disabilities in Education Improvement Act of 2004.

For more information on Health Care, Family Assistance, and Food & Nutrition, visit:

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

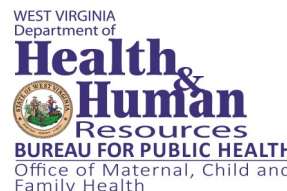
# WV Birth to Three

West Virginia's Early Intervention System under Part C of the  
Individuals with Disabilities Education Act (IDEA)

(304) 558-5388 or Toll-free (in WV) 1-800-642-9704 | [www.wvdhhr.org/birth23](http://www.wvdhhr.org/birth23)



WV Birth to Three services are administered by the West Virginia Department of Health and Human Resources, Bureau for Public Health, Office of Maternal, Child and Family Health in cooperation with the Early Intervention Interagency Coordinating Council (ICC).



## Eligibility

- A child must be less than 36 months of age.
- There are **no** financial eligibility requirements.

Eligibility is based only on a child meeting one or more of the following criteria:

1. Diagnosed by a multi-disciplinary team as having a significant delay in one or more of the following areas of development in accordance with the State's definition:
  - Cognitive development
  - Physical development including vision and hearing
  - Communication development
  - Social and emotional development
  - Adaptive development
2. Diagnosed physical or mental condition that has a high probability of resulting in developmental delay. Examples of such conditions include, but are not limited to:
  - Down syndrome and other chromosomal abnormalities associated with delay;
  - Congenital syndromes or genetic disorders associated with developmental delays; and/or
  - Inborn errors of metabolism.
3. Experiencing multiple biological and/or environmental risk factors in accordance with the State's definition.

## Referrals

Parents, physicians, service providers, or others who think a child may need early intervention services should refer the child to the Regional Administrative Unit (RAU) for the county where the child lives (see listing on next page). By federal law, primary referral sources are required to make a referral within seven days of suspecting that a child may be in need of early intervention services. Effective July 1, 2012, in accordance with federal regulations, children who are referred to WV Birth to Three less than 45 days before their third birthday will not be evaluated for eligibility. Parents will be provided information about other possible resources that could benefit their children and, with parent consent, WV Birth to Three will assist with referring these children to the county school district to determine whether the child is eligible for services.

Children age three years or older with suspected developmental delays should be referred to their local county school district for possible services.

## Assessment/Plan

Children who are suspected of having or being at significant risk of developmental delay may receive a multidisciplinary evaluation to determine eligibility for WV Birth to Three services under Part C IDEA. The assessment also helps to identify the needs of the child and family. With participation of the family, an Individualized Family Service Plan (IFSP) is developed based upon the strength and abilities of the child and shaped by the concerns and priorities of the family. Services and supports listed on the plan are targeted to help the family promote the child's development through participation in daily routines and learning opportunities.

According to federal law, Part C services identified on a child/family's IFSP are delivered in natural environments. Families determine the environment in which the child would be if he/she was not in need of early intervention services. Services may also support the family's participation in community activities and everyday routines.

A variety of specialists may be called upon to help the family decide what strategies and services are needed to address their unique outcomes. These specialists may include:

- Audiologists
- Counselors, social workers
- Child development specialists
- Nurses
- Occupational therapists
- Physical therapists
- Registered dietitians
- Speech language pathologists
- Vision specialists

WV Birth to Three provides these services through enrolled professionals who meet the highest standard in their respective discipline. Transportation may be a Part C service in the rare instances when a family may have to travel to obtain a WV Birth to Three service.

### Cost of Services

Part C services listed on a child/family's IFSP are provided at no cost to the family. WV Birth to Three may bill public insurance with no cost to the family.

These services are funded in part by the Individuals with Disabilities Education Act (IDEA), Part C, through the U.S. Department of Education and the West Virginia Department of Health and Human Resources (the state's lead agency responsible for implementation), Bureau for Public Health, Office of Maternal, Child and Family, Health, in cooperation with the West Virginia Early Intervention Interagency Coordinating Council.

### Additional Questions

For more information, you may call the Office of Maternal, Child and Family Health, WV Birth to Three at 304-558-5388, or toll-free at 1-800-642-9704.

### WV Birth to Three Local Points of Entry

#### Region 1 – Regional Administrative Unit

Catholic Charities West Virginia  
2000 Main Street, Suite 222, Wheeling, WV 26003  
Phone: (304) 214-5775; Toll-free: 1-800-619-5697  
Fax: (304) 214-5792

**Serves:** Brooke, Hancock, Marion, Marshall, Monongalia, Ohio, Tyler, Wetzel

#### Region 2 – Regional Administrative Unit

The Arc of Mid Ohio Valley  
1917 Dudley Avenue, Parkersburg, WV 26101  
Phone: (304) 485-2000; Toll-free: 1-866-401-8919  
Fax: (304) 865-2072

**Serves:** Calhoun, Doddridge, Gilmer, Harrison, Pleasants, Ritchie, Wirt, Wood

#### Region 3 – Regional Administrative Unit

River Valley Child Development Services  
1 Players Club Drive, Suite 160, Charleston, WV 25311  
Phone: (304) 414-4460; Toll-free: 1-844-885-0618  
Fax: (304) 414-4461

**Serves:** Clay, Jackson, Kanawha, Roane

#### Region 4 – Regional Administrative Unit

River Valley Child Development Services  
432 2<sup>nd</sup> Street, Huntington, WV 25701  
Phone: (304) 523-5444; Toll-free: 1-866-WVBTT55 (1-866-982-8855)  
Fax: (304) 523-5556

**Serves:** Boone, Cabell, Lincoln, Logan, Mason, Mingo, Putnam, Wayne

#### Region 5 – Regional Administrative Unit

MountainHeart Community Services  
1200 Harrison Avenue, Suite 220, Elkins, WV 26241  
Phone: (304) 637-2844; Toll-free: 1-800-449-7790  
Fax: (304) 637-2845

**Serves:** Barbour, Lewis, Preston, Randolph, Taylor, Tucker, Upshur

#### Region 6 – Regional Administrative Unit

MountainHeart Community Services  
Work 4 WV Center, 25 Red Oak Shopping Center, P.O. Box 1610, Lewisburg, WV 24901  
Phone: (304) 647-3810; Toll-free: 1-866-229-0461  
Fax: (304) 647-5521

**Serves:** Braxton, Greenbrier, Monroe, Nicholas, Pocahontas, Summers, Webster

#### Region 7 – Regional Administrative Unit

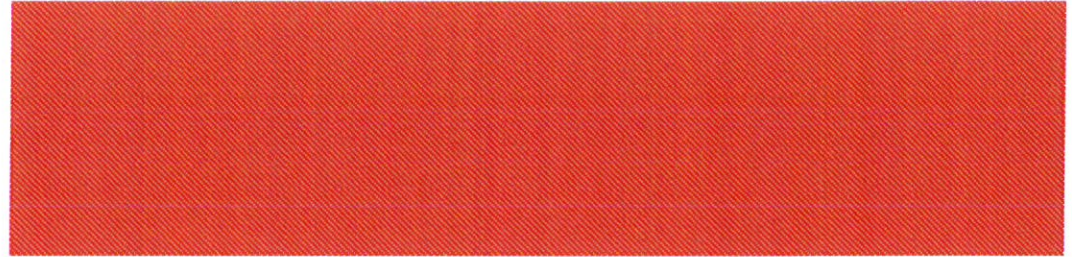
MountainHeart Community Services  
1411 North Walker Street, Princeton, WV 24740  
Phone: (304) 425-2926; Toll-free: 1-866-207-6198  
Fax: (304) 425-7367

**Serves:** Fayette, Mercer, McDowell, Raleigh, Wyoming

#### Region 8 – Regional Administrative Unit

EPIC—Eastern Panhandle Instructional Cooperative  
109 South College Street, Martinsburg, WV 25401  
Phone: (304) 267-3595; Toll-free: 1-800-367-3728  
Fax: (304) 267-3599



**Serves:** Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, Pendleton



## Welcome

Help Me Grow is a **FREE referral service** that connects families with critical developmental resources for their children birth through five years. The goal of Help Me Grow is to **successfully identify children at-risk and link them to the help they need.**

Help Me Grow offers parents and medical providers:

-  **Referral line** - Get expert advice and a referral to community resources to help support early childhood development; and
-  **Ages and Stages Screening Questionnaire - 3 (ASQ-3)<sup>TM</sup>** - A developmental screening tool that's endorsed by West Virginia Chapter of the American Academy of Pediatrics and available upon request.

Help Me Grow is part of a national program that connects families to resources right here in West Virginia. The program is funded by the Office of Maternal, Child and Family Health, West Virginia Home Visitation Program.



### Who needs developmental screenings?

To ensure healthy behavior and development, all children from birth through age five should have regular screenings.

[Learn More](#)



### What is proper development?

Think your child may be missing important milestones? We'll help you identify the warning signs of developmental delay.

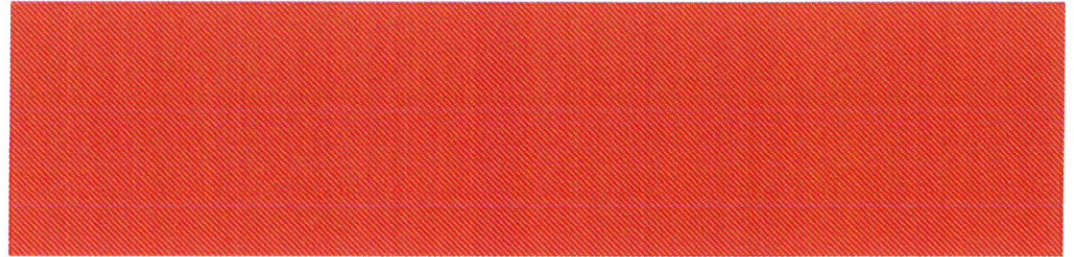
[Learn More](#)



### The Ages and Stages Questionnaire

Our screening questionnaire is endorsed by the West Virginia Chapter of American Academy of Pediatrics and helps parents understand proper childhood development.

[Learn More](#)



WVDHHR > **Help Me Grow** > Families

## Families

Parents, families and friends can call Help Me Grow directly to be connected to a care coordinator who can talk with them about how their child is doing, mail a developmental screening tool and connect them to the appropriate resources.

### Why Call Help Me Grow?

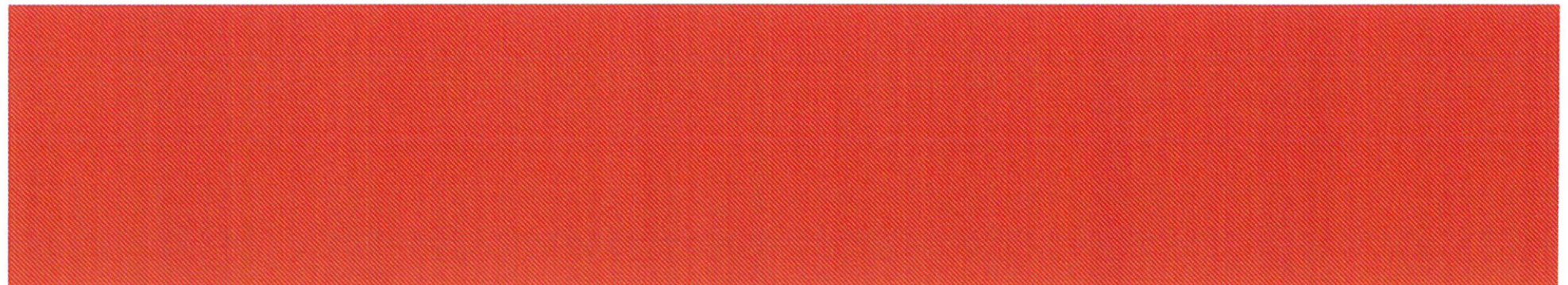
Call if you are:

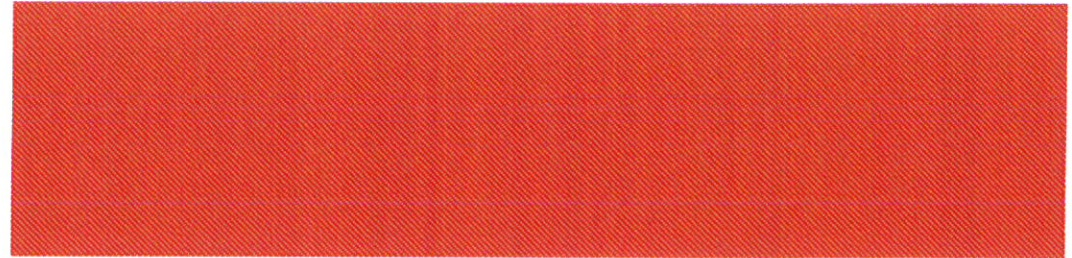
- Wondering about your child's development, behavior or learning;
- Needing support to access services; or
- Helping a family member or friend find information about developmental services.

The Help Me Grow Team will:

- Evaluate your child's developmental progress with a developmental screening, the Ages and Stages Questionnaire-3 (ASQ-3)<sup>TM</sup>, endorsed by the West Virginia Chapter of American Academy of Pediatrics;
- Help you decide which referrals are right for your family;
- Connect you with services that are appropriate and available; and
- Follow-up to find out if you were connected to services.

**Learn more about Developmental Screenings.**





WVDHHR > **Help Me Grow** > Healthcare Providers

## Health Care Providers

In today's busy office, it can be difficult to find time to locate appropriate resources for issues related to behavior, development or learning. Parents turn to you for direction and advice for issues ranging from parenting support and education to discipline and behavior management.

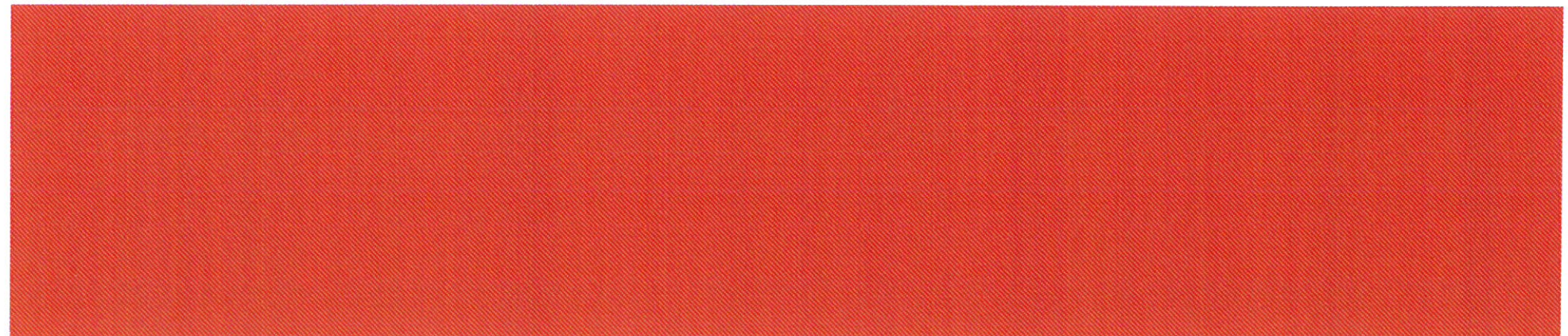
Families often expect you to have the answers at your fingertips. Additionally, helping families find the most appropriate resource may be further complicated by individual agency and program criteria regarding county of residence, income level, or language among other factors.

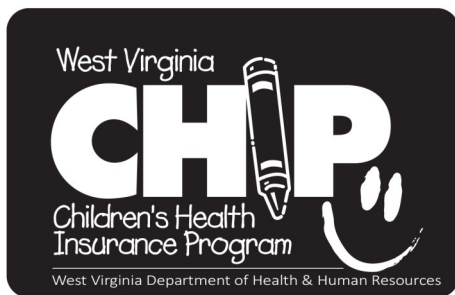
## What are the benefits of Help Me Grow?

- Help Me Grow is a FREE service for families and health care providers that can simplify the referral process for you, your staff and the families.
- We can help you locate the appropriate, non-medical services that meet the individualized needs of your patients from birth through age five and their families.
- You can refer a family to Help Me Grow. They'll speak directly with a Care Coordinator who has access to the most current resources in West Virginia.
- When Help Me Grow refers families to non-medical services, a follow-up letter detailing the referrals is sent to your office for the child's medical records.

Help Me Grow is part of a national program that connects families to resources right here in West Virginia. The program is funded by the Office of Maternal, Child and Family Health, West Virginia Home Visitation Program.

To learn more call  
**Help Me Grow**  
**1-800-642-8522**





## West Virginia Children's Health Insurance Program (WVCHIP)

WVCHIP is a low cost health care plan for children and teenagers of working families. There is no cost to apply. WVCHIP covers services important to growing children, such as check-ups, vision and dental services, immunizations, hospital visits, prescription drugs, and more.

### Who Qualifies for WVCHIP?

- ♦ **Age**—Children under age 19.
- ♦ **Income**—Your Modified Adjusted Gross Income (MAGI) on line #37 on the 1040 Income Tax Form is how your income is counted. MAGI is the income shown after certain tax deductions you may take, such as some self-employment taxes, health savings account, student loans, IRA deductions, alimony, etc. The income of all adults, parents, and spouses in the household is included in the total income. All individuals claimed as tax dependents are counted in household size.

Household Size	WVCHIP Gold Maximum Yearly Income	WVCHIP Blue Maximum Yearly Income	Premium Plan Maximum Yearly Income
2	\$25,860	\$36,377	\$51,720
3	\$32,580	\$45,830	\$65,160
4	\$39,300	\$55,282	\$78,600
5	\$46,020	\$64,735	\$92,040
6	\$52,740	\$74,188	\$105,480

**Co-Payments**—There are no co-pays on preventive care, generic prescriptions, or vision services. Premium members have a co-pay for some dental services. All members will be subject to a co-pay on non-well/non-medical home visits and brand name prescriptions. WVCHIP Blue and the Premium Plan will be responsible for co-pays on inpatient services, outpatient procedures, and emergency room visits.

Co-pays will be required until maximum limit has been met for the year. Premium Plan members also have low monthly premiums in addition to required co-payments. Visit [www.chip.wv.gov](http://www.chip.wv.gov) for more information.

- ♦ **Insurance**—Eligible children may not be enrolled in other insurance in addition to WVCHIP.

For more information, an application, or to apply by phone...

Call the WVCHIP Helpline at 1-877-982-2447 (Translation Services Available)

You can also apply for WVCHIP online!

Apply online at [www.wvpath.org](http://www.wvpath.org) in the convenience of your own home, or from a library, health care clinic, or hospital—any place that has Internet access.



# GIVE YOUR FAMILY A HEALTHY START

**RAISING A FAMILY CAN BE CHALLENGING. WEST VIRGINIA WIC IS HERE TO HELP.**

WIC offers a variety of services designed to help you and your family live a healthy life.

## HOW CAN WIC HELP MY FAMILY?

Services and benefits offered:

- Personalized nutrition counseling
- Free, healthy food
- Breastfeeding support
- Healthcare referrals

## WHO IS ELIGIBLE?

- Pregnant women
- Women breastfeeding an infant up to the infant's first birthday
- Postpartum women up to six months after delivery or end of pregnancy
- Infants up to their first birthday
- Children from age one until their fifth birthday

Applicants must also have a medical-based or dietary-based risk or condition and meet income guidelines.

## WIC SHOPPING IS NOW EASIER

### eWIC CARD

Participants can now purchase approved items using an electronic card to swipe at checkout.

### ebtEDGE

ebtEDGE offers direct access to your eWIC card information so you can change your pin, view purchases and see future benefits. Visit [ebtEDGE.com](http://ebtEDGE.com)

### WICSHOPPER™ MOBILE APP

See your benefit balance on your phone and scan items to see if they are WIC allowed.

## CONTACT US

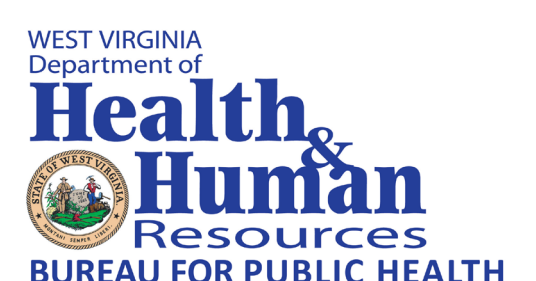
**Call** 1-844-601-0365 or 304-558-0030

**Text** localwic + zip code to 67076

**Email** [dhhrwic@wv.gov](mailto:dhhrwic@wv.gov)

**Visit** [dhhr.wv.gov/wic](http://dhhr.wv.gov/wic)

This institution is an equal opportunity provider.





# Supplemental Nutrition Assistance Program

## Program Description

The West Virginia Supplemental Nutrition Assistance Program (SNAP) provides monthly benefits to help eligible households buy food. Eligibility to receive benefits is based on household size, income, assets and some household expenses. SNAP may only be used to purchase food for human consumption and seeds/plants to grow food at home. SNAP benefits cannot be used for: household items, grooming products, tobacco, alcohol products, pet food, etc.

## Contact Information

For more information on the West Virginia SNAP and instructions on how to apply, please visit:

[WV Department of Health and Human Resources](#)

Please call the DHHR to speak with a client service representative:

[1-800-642-8589](#)



## WV Universal Pre-K

Since the induction of West Virginia Universal Pre-K in 2002, West Virginia has been a national pioneer in developing and maintaining a statewide pre-k program for all four-year-olds and three-year-olds with special needs. Conception of pre-k in the state began as early as 1983 with legislation that provided local school boards the ability to offer preschool. Following this initial legislation, localized efforts were made to support pre-k during the 1980's and 1990's. State lawmakers solidified the state's commitment to pre-k with the passage of an early childhood education programs bill at the conclusion of the 2002 legislative session. From that point forward, W.Va. Code §18-5-44 has mandated that the West Virginia Board of Education, in collaboration with the Secretary of the West Virginia Department of Health and Human Resources, ensure that every eligible child have access to high quality pre-k by the 2012-2013 school year. County boards of education were, at that time, required to develop pre-k programs with existing community programs, including Head Start and licensed child care centers. With state law and research illustrating a positive growth for young children and return on investment, West Virginia continues to strengthen its efforts in early childhood education. In light of research that continues to show how high quality early education experiences, teacher continuity, and other social and health services can support children's optimal development and well-being, West Virginia maintains its commitment to high-quality early childhood education. Today, WV Universal Pre-K is available in all 55 counties.

Find My WV Pre-K is an application that includes program information for each WV Universal Pre-K classroom by city and county. To find a WV Universal Pre-K Program near you, visit [Find My WV Pre-K](https://webtop.k.12.wv.us/0/apps/find-my-pre-k/). Visit: <https://webtop.k.12.wv.us/0/apps/find-my-pre-k/>



## Head Start/Early Head Start

MountainHeart Community Services, Inc. operates a Head Start and Early Head Start program in Wyoming County with a variety of options and locations throughout the county serving pregnant moms and children under the age of five. The Head Start program is part of West Virginia Universal Pre-K through a collaborative agreement with Wyoming County Schools. A comprehensive approach to child development is used throughout the program recognizing that nutritional, medical, dental and mental health needs, all need to be met in order for a child to learn. The program also recognizes the parent as the first and most important teacher of the child and included parents in all aspects of the program including having a role in planning and major decision making of the overall program. Children learn through play and hands on experiences, our curriculum recognizes that and builds on that aspect thus enhancing the child's development rather than simply teaching. Families may apply at anytime throughout the year to enroll in the program and may be accepted at anytime if an opening exists.

*Susan Stafford*

Head Start/Early Head Start Director



# *Head Start Programs*

## *Region VI*

<b>NAME</b>	<b>COUNTY</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>
<b>BRAXTON COUNTY BOARD OF EDUCATION HEAD START</b>	<b>BRAXTON</b>	<b>98 CARTER BRAXTON DRIVE SUTTON, WV 26601</b>	<b>304-765-5566</b>
<b>FAYETTE COUNTY PRESCHOOL EARLY INTERVENTION</b>	<b>FAYETTE</b>	<b>102 HUNTER STREET OAK HILL, WV 25901</b>	<b>304-465-5613 EXT 165</b>
<b>GREENBRIER COUNTY BOARD OF EDUCATION</b>	<b>GREENBRIER</b>	<b>653 CHURCH STREET LEWISBURG, WV 24901</b>	<b>304-392-6999</b>
<b>MCDOWELL COUNTY BOARD OF EDUCATION</b>	<b>MCDOWELL</b>	<b>30 CENTRAL AVENUE WELCH, WV 24801</b>	<b>304-436-8441</b>
<b>MERCER COUNTY HEAD START</b>	<b>MERCER</b>	<b>153 MAPLE ACRES ROAD, PRINCETON, WV 24740</b>	<b>304-487-5631</b>
<b>MONROE COUNTY HEAD START</b>	<b>MONROE</b>	<b>P O BOX 330 UNION, WV 24983</b>	<b>304-772-3284</b>
<b>NICHOLAS COUNTY HEAD START</b>	<b>NICHOLAS</b>	<b>1205 BROAD STREET SUMMERSVILLE, WV 26651</b>	<b>304-872-1162</b>
<b>NORTH CENTRAL COMMUNITY ACTION</b>	<b>POCAHONTAS</b>	<b>ROUTE 219 HILLSBORO, WV 24946</b>	<b>304-363-2170</b>
<b>RALEIGH COUNTY COMMUNITY ACTION</b>	<b>RALEIGH</b>	<b>P O BOX 3066 BECKLEY, WV 25801</b>	<b>304-252-6396</b>
<b>CASE OF WV HEAD START</b>	<b>SUMMERS</b>	<b>254 MAIN STREET HINTON, WV 25951</b>	<b>304-466-5010</b>
<b>WEBSTER COUNTY HEAD START</b>	<b>WEBSTER</b>	<b>P O BOX 724 COWEN, WV 26206</b>	<b>304-363-2170</b>
<b>MOUNTAINHEART COMMUNITY SERVICES, INC.</b>	<b>WYOMING</b>	<b>P O BOX 1509 OCEANA, WV 24870</b>	<b>304-682-8272</b>

## ***What should a Section 504 plan contain?***

Once the team determines that the student meets the criteria, the team is responsible for crafting a Section 504 Plan. The goal is to ensure that the student is educated with his nondisabled peers to the maximum extent appropriate for the student - in IDEA and Section 504 terms, educating the student in the least restrictive environment (LRE).

Accommodations usually are minor adjustments in the regular classroom such as the seating arrangements, lesson presentation and assignments which provide the student with equal access to learning opportunities.

The team must identify the student's needs and accommodations and document them on the Section 504 Plan.

## ***Who is responsible for Section 504 compliance?***

Most school systems have a Section 504 Coordinator. At a building level, the principal or his/her designee is responsible for compliance. Any questions should be directed to the appropriate county coordinator. Please talk with your school for more information.

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Contact the WVDE, Office of Special Programs at 304.558.2696 or go to <http://wvde.state.wv.us/osp/> for more information.

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# ***Section 504:***

## **GUIDANCE for WEST VIRGINIA SCHOOLS and DISTRICTS**

March 2015  
West Virginia Department of Education  
Office of Special Programs



## Foreword

Section 504 of the Rehabilitation Act of 1973 continues to be a topic of interest for parents and counties in West Virginia. Many questions have arisen regarding the relationship between the Americans with Disabilities Act of 2008, Section 504 and the Individuals with Disabilities Education Improvement Act (IDEA). School administrators have asked for examples of Section 504 forms and accommodations that meet the requirements of the law and can be efficiently and effectively implemented.

To address these requests, the West Virginia Department of Education Office of Special Programs has developed materials to assist counties and parents in serving their general education students with disabilities in a way that assures a quality education that is in compliance with state and federal laws. The materials include a parent and educator guide to Section 504 which highlights the major differences between Section 504 and the IDEA and provides sample policies and procedures including forms, detailed frequently asked questions and sample accommodations for use by counties in West Virginia.



Michael J. Martirano, Ed.D.  
State Superintendent of Schools

## Introduction

This brochure describes the requirements of Section 504 of the Rehabilitation Act of 1973 as it applies to a public school and is designed to assist parents and educators to understand what Section 504 is and how to locate further resources.

### What is Section 504?

Section 504 refers to a portion of the federal Rehabilitation Act of 1973 that states

*"No otherwise qualified individual with a disability shall, solely by reason of his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."*

In plain English, that means that no student in West Virginia public schools may be kept from participating in any school program or activity solely because of his/her disability and that student may not be discriminated against at school or at school activities because of the disability.

Because it is a civil rights statute not a special education statute, county school systems receive no additional funding for providing Section 504 compliance or accommodations. Although §504 borrows language from the federal special education statutes (IDEA) and the federal Americans with Disabilities Act (ADA), its focus is on regular education students who may be subject to discrimination at school because of a disability or perceived disability.

## Who Is Eligible for a Section 504 Plan?

Any regular education student is eligible for §504 protections if he/she meets three (3) qualifications:

- 1. Has a mental or physical impairment** (or having a record of such an impairment or being regarded as having such an impairment);
- 2. That substantially limits** (the limitation must impose an important and material limitation and it must be expected to continue for a while);
- 3. A major life activity** (included are caring for oneself, sleeping, standing, walking, lifting, bending, hearing, seeing, speaking, working, breathing, reading, thinking, communicating, attending school, etc.).



# WVATS

West Virginia Assistive Technology System



## **Serving all ages and all abilities!**

WVATS services are available to individuals with disabilities, family members, service providers, and anyone else in WV. There is no documentation or referral required.

## **What is Assistive Technology?**

- Assistive technology (AT), or assistive tools, are any device or service used to perform tasks that would otherwise be difficult or impossible.
- AT can help people live, work, learn and play independently.



West Virginia University

CENTER FOR EXCELLENCE IN DISABILITIES  
WEST VIRGINIA ASSISTIVE TECHNOLOGY SYSTEM

# **WVATS Services**

## **AT Device Demonstrations**

WVATS can show you what tools are available to help meet your need and how they work.

## **AT Device Loans**

WVATS has hundreds of devices to borrow for 30 days to make sure they are the right match to buy.

Devices can also be borrowed help with a temporary disability like when recovering from surgery.

## **Information and Referral**

WVATS provides information about devices, services, funding and resources by phone and email.

## **AT Training**

WVATS provides group training on AT related topics, including how to create accessible documents and presentations.

## **WVATS**

WVU Center for Excellence in Disabilities  
959 Hartman Run Road  
Morgantown, WV 26505

Voice: 304-293-4692  
Toll free: 800-841-8436  
TTY: 800-518-1448

[wvats@hsc.wvu.edu](mailto:wvats@hsc.wvu.edu)  
[www.wvats.cedwvu.org](http://www.wvats.cedwvu.org)  
Facebook: WVATS

# Colleges and Universities in West Virginia

NAME	CITY	ADDRESS	PHONE NUMBER
CONCORD UNIVERSITY	ATHENS	1000 VERMILLON STREET ATHENS, WV 24710	304-344-6679
NEW RIVER COMMUNITY & TECHNICAL	BEAVER	280 UNIVERSITY DRIVE BEAVER, WV 25817	304-929-5450
BETHANY COLLEGE	BETHANY	31 SOUTH LOOP CAMPUS DRIVE BETHANY, WV 26032	304-829-7000
WEST VIRGINIA JUNIOR COLLEGE	BRIDGEPORT	176 THOMPSON DRIVE BRIDGEPORT, WV 26330	304-842-4007
BLUEFIELD STATE	BLUEFIELD	219 ROCK STREET BLUEFIELD, WV 24701	304-327-4000
WEST VIRGINIA WESLEYAN	BUCHANNON	59 COLLEGE AVENUE BUCHANNON, WV 26201	304-473-8000
NEW RIVER COMMUNITY AND TECHNICAL	CHARLESTON	1018 KANAWHA BLVD 700 CHARLESTON, WV 25301	304-558-0265
UNIVERSITY OF CHARLESTON	CHARLESTON	2300 MACCORKLE AVENUE SOUTH EAST CHARLESTON, WV 25304	1-800-995-4682
WEST VIRGINIA JUNIOR COLLEGE	CHARLESTON	1000 VIRGINIA STREET EAST CHARLESTON, WV 25301	304-345-2820
DAVIS AND ELKINS	ELKINS	100 CAMPUS DRIVE ELKINS, WV 26241	304-637-1900
PIERPONT COMMUNITY COLLEGE	FAIRMONT	1201 LOCUST AVENUE FAIRMONT, WV 26554	304-367-4907
FAIRMONT STATE	FAIRMONT	1201 LOCUST AVENUE FAIRMONT, WV 26554	1-800-641-5678

GLENVILLE STATE	GLENVILLE	200 HIGH STREET GLENVILLE, WV 26351	304-412-7361
HUNTINGTON JUNIOR COLLEGE	HUNTINGTON	900 5 <sup>TH</sup> AVENUE HUNTINGTON, WV 25701	304-697-7550
MOUNTWEST WAY	HUNTINGTON	1 MOUNT WEST WAY HUNTINGTON, WV 25701	304-710-3661
MARSHALL UNIVERSITY	HUNTINGTON	1 JOHN MARSHALL DRIVE HUNTINGTON, WV 25755	304-696-3170
WEST VIRGINIA OSTEOPATHIC	LEWISBURG	400 LEE STREET LEWISBURG, WV 24901	1-800-356-7836
WEST VIRGINIA STATE UNIVERSITY	INSTITUTE	100 BARRON DR. INSTITUTE, WV 25112	304-766-3000
POTOMAC STATE	KEYSER	101 FORT AVENUE KEYSER, WV 26725	304-788-6820
BLUE RIDGE COMMUNITY COLLEGE	MARTINSBURG	13650 APPLE HARVEST DRIVE MARTINSBURG, WV 25403	304-260-4380
EAST WEST VIRGINIA COMMUNITY AND TECHINCAL	MOOREFIELD	316 EASTERN DRIVE MOOREFIELD, WV 26836	304-434-8000
WEST VIRGINIA UNIVERSITY	MORGANTOWN	P O BOX 6201 MORGANTOWN, WV 26201	304-243-0111
APPALACHIAN BIBLE COLLEGE	MOUNT HOPE	161 COLLEGE DRIVE MT HOPE, WV 25880	304-877-6428
MOUNTAIN STATE	PARKERSBURG	1508 SPRING STREET PARKERSBURG, WV 26101	304-485-5487
WVU PARKERSBURG	PARKERSBURG	300 CAMPUS DRIVE PARKERSBURG, WV 26104	304-424-8000
ALDERSON BROADDUS UNIVERSITY	PHILIPPI	101 COLLEGE HILL ROAD PHILIPPI, WV 26416	304-457-1200

SALEM UNIVERSITY	SALEM	223 WEST MAIN STREE SALEM, WV 26426	1-844-462-9128
SOUTHERN WEST VIRGINIA COMMUNITY COLLEGE	SAULSVILLE	128 COLLEGE DRIVE SAULSVILLE, WV 25879	304-294-8344
STRAYER UNIVERSITY	SCOTT DEPOT	135 CORPORATE CENTER DRIVE SCOTT DEPOT, WV 25760	304-760-1700
SHEPHERD	SHEPHERD	301 NORTH KING DRIVE SHEPHERD, WV 25443	304-875-5000
NEW RIVER COMMUNITY AND TECHNICAL	SUMMERSVILLE	6101 W WEBSTER RD SUMMERSVILLE, WV 26651	866 349-3739
OHIO VALLEY	VIENNA	1 CAMPUS VIEW DRIVE VIENNA, WV 26105	304-865-6000
WEST LIBERTY	WEST LIBERTY	208 UNIVERSITY DRIVE WEST LIBERTY, WV 26074	304-336-5000
WEST VIRGINIA COMMUNITY COLLEGE	WEIRTON	150 PARK AVENUE WEIRTON, WV 26062	304-723-2210
WHEELING JESUIT	WHEELING	316 WASHINGTON AVENUE WHEELING, WV 26003	304-243-2000
SOUTHERN WEST VIRGINIA COMMUNITY & TECHNICAL	WILLIAMSON	1601 ARMORY DR. WILLIAMSON, WV 25661	304-896-7098

# West Virginia College Grants

[West Virginia Higher Education Policy Commission](#)

## PROMISE Scholarship Program

**Amount:** Tuition and fees

**Awards per Year:** Varies

**The Award Is:** Based on academic merit

**Majors/Fields of Study:** All Majors

**GPA:** 3.00 or better

**Residency:** West Virginia

**Other Comments:** The West Virginia PROMISE (Providing Real Opportunities for Maximizing In-state Student Excellence) Scholarship Program, approved by the Legislature in 1999, offers each West Virginia high school graduate who completes school in West Virginia \* with a 3.0 grade point average in the core and overall coursework as well as a composite ACT score of at least 21, or a combined SAT score of 1000 ( with a minimum ACT sub score of 20 in all subject areas or a minimum score of 490 on the verbal section and a 480 on the math section of the SAT), a full tuition scholarship to a state college or university or an equivalent dollar scholarship (\$3160) to an in-state private college. For more information and eligibility requirements please visit the website listed below.

**Contact:** Lisa DeFrank-Cole, Ed.D. Executive Director PROMISE Scholarship Program, Suite 700 1018 Kanawha Boulevard, E. Charleston, West Virginia 25301 Telephone: 304.558.4417, Toll Free: 1.877.WVPROMISE Fax: 304.558.3264 E-mail: [promise@hepc.wvnet.edu](mailto:promise@hepc.wvnet.edu)

**Website:** <http://www.promisescholarships.org/>

## West Virginia Engineering, Science and Technology Scholarship Program

**Amount:** Up to \$3,000

**Awards per Year:** Varies

**The Award Is:** Based on academic merit

**Deadline:** March 1

**Majors/Fields of Study:** All Majors

**GPA:** 3.00 or better

**Residency:** West Virginia

**Other Comments:** The West Virginia Engineering, Science and Technology Scholarship Program is a state funded student aid program designed to enable and encourage academically talented individuals to pursue careers in the fields of engineering, science and technology. For more information and eligibility requirements please visit the website listed below.

**Contact:** Please contact your HS guidance counselor or the financial aid office of the school you attend. You may also contact: Engineering, Science and Technology Scholarship Program West

Virginia Higher Education Policy Commission, 1018 Kanawha Blvd. East, Suite 700 Charleston, West Virginia 25301; Phone: (304) 558-4618

**Website:** <http://www.hepc.wvnet.edu/students/index.html>

## Higher Education Adult Part-Time Student (HEAPS) Grant Program

**Amount:** Varies

**Awards per Year:** Varies

**The Award Is:** Renewable

**Majors/Fields of Study:** All Majors

**Residency:** West Virginia

**Other Comments:** The purpose of the HEAPS Grant Program is to encourage and enable needy West Virginia students, who have been out of high school for at least two years and who desire to continue their education on a part-time basis at the post-secondary level. For more information and eligibility requirements please visit the website listed below.

**Contact:** Contact the financial aid office of the school you would like to attend.

**Website:**

<http://www.hepc.wvnet.edu/students/index.html>

## Medical Student Loan Program

**Amount:** Up to \$5,000

**Awards per Year:** Varies

**The Award Is:** Renewable

**Majors/Fields of Study:** All Majors

**Residency:** West Virginia

**Students Plan to attend:** Marshall University School of Medicine, the West Virginia School of Osteopathic Medicine or the West Virginia University School of Medicine.

**Other Comments:** The purpose of this program is to provide loans to needy medical students who meet designated academic standards and are enrolled or accepted for enrollment at the Marshall University School of Medicine, the West Virginia School of Osteopathic Medicine or the West Virginia University School of Medicine. For more information and eligibility requirements please visit the website listed below.

**Contact:** Contact the financial aid office of the medical school you would like to attend.

**Website:** <http://www.hepc.wvnet.edu/students/index.html>

## Underwood-Smith Teacher Scholarship Program

**Amount:** Up to \$5,000

**Awards per Year:** Varies

**The Award Is:** Based on academic merit

**Majors/Fields of Study:** Education

**Residency:** West Virginia

**Other Comments:** The Underwood-Smith Teacher Scholarship Program is a state funded student aid program designed to enable and encourage outstanding high school graduates to pursue teaching careers at the pre-school, elementary, middle, or secondary school level. For more information and eligibility requirements please visit the website listed below.

**Contact:** Please visit the website below and click on the appropriate program for application procedures.

**Website:**

<http://www.hepc.wvnet.edu/students/index.html>

## West Virginia Higher Education Grant Program

**Amount:** Range from \$350-\$2,756

**Awards per Year:** Varies

**The Award Is:** Based on academic merit and financial need; Renewable

**Deadline:** March 1

**Majors/Fields of Study:** All Majors

**Residency:** West Virginia

**Other Comments:** Monetary awards are granted to qualified undergraduate students who require financial assistance to attend an approved educational institution located in West Virginia or Pennsylvania . Grants may be renewed until the course of study is completed, but not to exceed an additional three years beyond the initial award. For more information and eligibility requirements please visit the website listed below.

**Contact:** Please visit the website below and click on the appropriate program for application procedures.

**Website:**

<http://www.hepc.wvnet.edu/students/index.html>

## West Virginia Department of Veterans Affairs

### War Orphans Education Program

**Amount:** Tuition Waiver

**Awards per Year:** Varies

**The Award Is:** Renewable

**Deadline:** July 1.

**Majors/Fields of Study:** All Majors

**GPA:** 2.00

**Residency:** West Virginia

**Military Service:**

**Person serving:** Parent.

**War/Military Action:** World War I, World War II, Vietnam, Korea, Panama, Persian Gulf/Desert Storm, Granada.

**Other Descriptors:** Deceased.

**Other Comments:** Students between the ages of 16 and 23 who are residents of West Virginia for at least one year prior to date of application and plan to attend a WV state school must be orphans of a deceased veteran who died while serving in WW I, WW II, Korean Conflict, Vietnam Era, or other hostile actions declared by congress.

**Contact:** West Virginia Department of Veterans Affairs, 1321 Plaza East, Suite 101, Charleston, WV 25301; Phone: (304) 558-3661 or (888) 838-2332; E-mail: [wvdva@state.wv.us](mailto:wvdva@state.wv.us)

**Website:**

<http://www.veterans.wv.gov/>

### WV Invests Grant

The West Virginia Invests Grant is a state-funded grant program that pays toward the full cost of basic tuition and mandatory fees for select certificate and associate degree programs at a West Virginia public two-or four-year institution. Priority is given to programs in high-demand fields, such as information technology or healthcare. This is a last-dollar-in program, meaning it will pay for any amount up to the total cost of tuition and mandatory fees not already covered by other state or federal grants or scholarships and institutional tuition waivers. For more information visit – [wvinvests.org](http://wvinvests.org)

# Federal Pell Grant

Federal Pell Grants are awarded to students on the basis of financial need and do not have to be repaid. These grants are considered the foundation of federal financial aid, to which aid from other federal and non-federal sources might be added.

A Federal Pell Grant, unlike a loan, does not have to be repaid. Generally, Pell Grants are only awarded to undergraduate students who have not yet earned a bachelor's or graduate degree. (In some cases, however, a student enrolled in a post-baccalaureate teacher certification program might receive a Pell Grant.)

## **How do I qualify?**

The U.S. Department of Education uses a standard formula to evaluate the financial information you provide when you apply. You apply with the Free Application for Federal Student Aid (FAFSA). The formula produces an Expected Family Contribution (EFC) number that is based on your family's financial situation -- your Student Aid Report (SAR) contains this number. This number will determine if you're eligible for a Pell Grant and how much you can receive.

## **How much money can I get?**

Pell Grant amounts depend on program funding and can change every year. The amount of other student aid you might qualify for does not affect your Pell Grant amount. You may not receive Pell Grant funds from more than one college at a time. The maximum Pell Grant for the 2021-2022 award year is \$6,345. The amount of your Pell Grant award will depend on the following:

- your EFC
- your cost of attending school
- your student status (full-time or part-time)
- your program's length of study (a full academic year or less)

The amount of any other student aid you might qualify for does not affect your Pell Grant amount.

Students with a parent or guardian who died as a result of military service in Iraq or Afghanistan after September 11, 2001, will receive the full amount. These students must be under 24 years old and at least part-time students at the time of the death.

You may receive a Pell Grant if you are enrolled for less than half time if you are otherwise eligible. Your school will disburse a Pell Grant amount in accordance with your enrollment status. You must be enrolled in a program that leads to an associate or bachelor's degree or certificate.

## **If I am eligible, how will I get the Pell Grant money?**

Your school may credit the Pell Grant funds to your school account, pay you directly or combine these methods. The school must tell you in writing how and when you'll be paid, and how much your award will be. Schools must pay you at least once per term (semester, trimester or quarter). Schools that do not use formally defined, traditional academic terms must pay you at least twice per academic year.

## **Can I receive a Federal Pell Grant if I am enrolled less than half time?**

Yes, if you are otherwise eligible. You won't receive as much as if you were enrolled full time, but your school must disburse your Pell Grant funds in accordance with your enrollment status.

**How can I get more information?**

For more information about the Federal Pell Grant:

**Internet:** <http://studentaid.ed.gov>

**Phone:** 1-800-4-FED-AID (1-800-433-3243) Chat and E-mail are available

**TTY:** 1-800-730-8913

Spanish speakers are available (se habla espanol).

[West Virginia Higher Education Policy Commission](#)



***Our Vision: To be a highly valued provider of quality educational programs that offer every adult in West Virginia an opportunity to build skills for success.***

***Our Mission: To enable adult learners to be literate, productive, and successful in the workplace, home, and community by delivering responsive adult education programs and services.***

Students enroll in Adult Education programs for many reasons. Ninety percent of adults cited career or job related reasons for participation in educational programs (Valentine, 1997). Adults enter educational programs to acquire skills needed to obtain a job, advance in their current job, or enter a new career field. The core academics of adult basic education programs include reading, mathematics, English, and computer skills. In addition, the skill set needed for career success by these adults is the same set of skills needed by high school and college graduates. These skills are the 21st Century Skills as outlined by the Partnership for 21st Century Skills.

- Learning and Thinking Skills
  - Critical thinking and problem-solving
  - Communication (written and oral)
  - Collaboration
  - Creativity and innovation
  - Contextual learning
  - Information and media literacy
- Information and communications technology literacy
- Life Skills
  - Leadership
  - Ethics
  - Accountability
  - Adaptability
  - Personal productivity
  - Personal responsibility
  - People skills
  - Self-direction
  - Social responsibility

Adult education programs in West Virginia serve the adult students who did not succeed in the traditional school setting for one reason or another. Before attention was given to special populations, some adults had undiagnosed learning disabilities that inhibited their success in school. In the industrial era, many were able to find good-paying jobs

without so much as a high school diploma, and often, the factory-style schooling of the 70's and 80's, failed to show any relevance of schoolwork and the real world. As a result, many adults did not complete high school. Adult education programs offered by the West Virginia Department of Education can and do meet the needs of these students. AdultEd is not a substitute for high school – it is just a different pathway.

Adult education programs focus first on identifying individual learning styles and screening for possible learning disabilities. All students set specific short and long-term goals. Students begin with the end in mind. As a result, every student has a sense of direction. As adults, students choose to become self-directed learners and take responsibility for their learning. They look for the relevance of basic academic skills to their own world. For example, in financial literacy, an adult program involves comparison-shopping and personal budgeting. Civic literacy involves registering to vote for the first time or becoming a US citizen. Family literacy involves helping children with homework, and visiting the school to become more involved with children's activities. Learning is contextual and meaningful.

Job Readiness courses, offered by adult education, empower the adult student to take control of their life by developing high self-esteem, learning to manage time, money, conflict, stress, and crisis situations. Effective communications, both written and oral are critical components of the job preparation program as well as teamwork, and interpersonal relationships. WorkKeys®, the national system for assessing workplace skills is an integral part of this program and successful completers receive the Ready-to-Work certificate. This certificate is issued to students who score Level 4 on the WorkKeys assessments in the areas of Reading for Information, Applied Mathematics, and Locating Information in addition to meeting strict attendance and punctuality requirements while in the program.

The West Virginia Adult Education (WVAdultEd) professional development program recognizes that practitioners need to understand and practice lifelong learning. The practitioners' sense of ownership in their own professional growth is a key element in producing long-term effects on instructional behavior. To encourage this sense of ownership, a variety of *elective* options are available for instructors to choose from when determining their own professional development needs.

Working in partnership with K-12 educators, colleges, and universities, the Office of Adult Education and Workforce Development has an opportunity and is committed to being part of the 21st Century Initiative in West Virginia to prepare adult students to be competitive in the 21st Century workplace.

West Virginia Department of Education  
Building 6, Room 230  
1900 Kanawha Blvd. E.  
Charleston, WV 26501  
Phone: (304) 558-0280 Fax: (304) 558-3946



SMART529, West Virginia's College Saving Plan is pleased to introduce the Bright Babies program to help new parents begin saving in their child's first year. Open a new account and we will make a \$100 contribution to your child's college savings.

### **Smart Savings starts now.**

SMART529, West Virginia's College Saving Plan is pleased to introduce the Bright Babies program to help new parents begin saving in their child's first year. Open a new account and we will make a \$100 contribution to your child's college savings.

### **Who is eligible:**

- Any child who has not celebrated his or her first birthday.
- Any adopted child who has not yet celebrated the one-year anniversary of their adoption.
- Children must be residents of West Virginia at the time the Bright Babies enrollment form is submitted

### **Open an account today:**

**Complete** the SMART529 account paperwork and check the Bright Babies enrollment box. Download the forms or call 866-574-3542.

Hurry! They grow up fast and this program is only available for their first year.



# LOCATE FREE TAX PREP SITES NEAR YOU!

Dial 2-1-1, visit [wveitc.org](http://wveitc.org) or call  
one of our Regional Coalitions

## Central WV EITC Coalition

**Cassandra Curtis** | *United Way of Central West Virginia*  
304-322-1991 | [ccurtis@unitedwaycwwv.org](mailto:ccurtis@unitedwaycwwv.org)

Counties: Boone, Clay, Kanawha, Logan, Mingo, and Putnam

## Eastern Panhandle EITC Coalition

**Kate Didden** | *MountainHeart Community Services*  
304-262-1584 | [kdidden@mhthtwv.org](mailto:kdidden@mhthtwv.org)

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

## Mid-Ohio Valley EITC Coalition

**Vicki Randolph** | *Community Resources*  
304-485-5525 | [vrandolph@cricap.org](mailto:vrandolph@cricap.org)

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

## North Central WV EITC Coalition

**Suree Sarceno** | *North Central WV Community Action Assoc.*  
304-265-3200 | [ssarceno@ncwvcaa.org](mailto:ssarceno@ncwvcaa.org)

Counties: Barbour, Braxton, Harrison, Lewis, Marion, Monongalia,  
Preston, Randolph, Taylor, Tucker, Upshur, and Webster

## Northern Panhandle EITC Coalition

**Hannah Rollyson** | *CHANGE, Inc.*  
304-670-8299 | [hrollyson@changeinc.org](mailto:hrollyson@changeinc.org)

Counties: Brooke, Hancock, Marshall, and Ohio

## Southern WV EITC Coalition

**PJ Estep** | *MountainHeart Community Services*  
304-682-8271 | [pestep@mhthtwv.org](mailto:pestep@mhthtwv.org)

Counties: Fayette, Greenbrier, McDowell, Mercer, Monroe,  
Nicholas, Pocahontas, Raleigh, Summers, and Wyoming

## Southwest WV EITC Coalition

**Amy Messinger** | *United Way of the River Cities*  
304-523-8929 | [amy.messinger@unitedwayrivercities.org](mailto:amy.messinger@unitedwayrivercities.org)

Counties: Cabell, Lincoln, Mason, and Wayne

Tax time could be the beginning  
of financial freedom...

*you earned it, now  
keep it and save it!*



# FREE TAX PREP



Sponsored By:

# BB&T

## Volunteer Income Tax Assistance

EARN IT. KEEP IT.  
**SAVE IT!**  
with the Earned Income Tax Credit

2019 Tax Year

# myfree taxes.com

**REFUNDS CAN BE:**  
DIRECTLY DEPOSITED IN YOUR ACCOUNT,  
LOADED ON A PRE-PAID CARD,  
OR SENT BY CHECK



**Do Your Own Taxes Free**  
NO FEES • INTEREST FREE

Visit: **MyFreeTaxes.com**

Powered by:



In Partnership With:



The VITA /EITC Program in  
West Virginia is supported by:



*This project represents the opinions of the West Virginia Alliance for Sustainable Families alone and does not necessarily reflect the opinions of the above organization.*

# Have Your Taxes Prepared... At No Cost To You!

EARN IT. KEEP IT.  
**SAVE IT!**  
with the Earned Income Tax Credit

## Keep what you earn. EITC - Earned Income Tax Credit

The EITC is a refundable federal tax credit for eligible working individuals. Taxpayers may receive money back even if they do not owe taxes, although a return must be filed. Even if you have missed out in the past, you can go back 3 years and claim your EITC.

- Refunds can be deposited into your account or sent by check. All or part can be used to purchase U.S. Saving Bonds.
- Keep all of your refund by avoiding costly preparer fees and interest.

## Are You Eligible?

If your annual earned income does not exceed the amount below you may qualify for the Earned Income Tax Credit. There are other tax credits you may also qualify to receive. Please check with your local free tax prep site to see what credits are available to you.

## EARNED INCOME AND AGI MUST BE LESS THAN

# of qualifying Children	Single	Married (Filing Jointly)	Maximum Credit
0	\$15,570	\$21,370	\$529
1	\$41,094	\$46,884	\$3,526
2	\$46,703	\$52,493	\$5,828
3 or more	\$50,162	\$55,952	\$6,557

## Tax Day Checklist

- ☒ Photo IDs for all taxpayers
- ☒ Social Security cards for everyone on your return
- ☒ W-2 forms
- ☒ 1099 forms
- ☒ 1095 forms\*
- ☒ Childcare provider information
- ☒ Voided check if using direct deposit
- ☒ Any other tax-related documents

\*1095 forms received from an employer, health insurance company, state or federal program, or the Health Insurance Marketplace (healthcare.gov)

**! If filing Married Filing Jointly both taxpayers must sign the return.**

## SOUTHERN WV EITC COALITION FREE TAX PREPARATION

### MCDOWELL

- **Council of the Southern Mountains**  
148 McDowell Street  
Welch • [304-436-6800](tel:304-436-6800)

### MERCER

- **Bluefield State College**  
Business Department  
219 Rock Street  
Bluefield • [304-327-4081](tel:304-327-4081)  
*By Appointment Only*

### MERCER

- **Concord University**  
1000 Vermillion Street  
Rahall Tech Center  
Athens • [304-384-5244](tel:304-384-5244)  
*By Appointment Only*

### MERCER

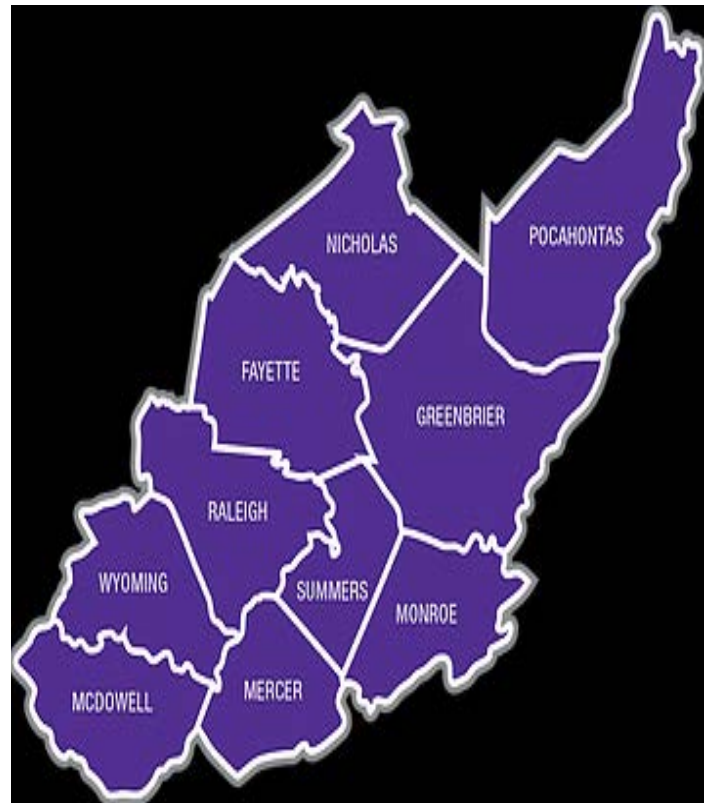
- **Princeton Commission on Aging**  
600 Trent Street  
Princeton • [304-425-7111](tel:304-425-7111)  
*By Appointment Only*

### MONROE

- **Community Action of South Eastern West Virginia**  
245 Main Street  
Union • [304-772-3381](tel:304-772-3381)  
*By Appointment Only*

### NICHOLAS

- **MountainHeart Community Services - Summersville**  
1020 Broad Street  
Summersville • [304-872-9200](tel:304-872-9200)  
*By Appointment Only*



### NICHOLAS

- **Nicholas Community Action Program**  
1205 Broad Street  
Summersville • [304-872-1162](tel:304-872-1162)

### RALEIGH

- **Shady Spring Library**  
440 Flat Top Road  
Shady Spring • [304-763-2681](tel:304-763-2681)  
*By Appointment Only*

### WYOMING

- **Integrated Resources**  
3776 Mountaineer Highway  
Maben • [304-294-5610](tel:304-294-5610)  
*By Appointment Only*

### WYOMING

- **MountainHeart Community Services - Matheny**  
33 MountainHeart Lane  
Matheny • [304-682-8271](tel:304-682-8271)

# 5 TOOLS TO SUCCESSFUL POSITIVE PARENTING

1

**Responding**  
to your child in an  
appropriate manner.



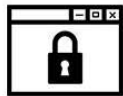
2

**Preventing**  
risky behavior or  
problems before  
they arise.



3

**Monitoring**  
your child's contact  
with his or her  
surrounding world.



4



**Mentoring**  
your child to support  
and encourage desired  
behaviors.

5



**Modeling**  
your own behavior to  
provide a consistent,  
positive example for  
your child.

# 10 GREAT STRESS REDUCTION & RELAXATION TECHNIQUES



# 9 STEPS TO POSITIVE CHILDREARING





## What is an FRN?

The West Virginia Family Resource Networks are organizations that respond to the needs and opportunities of the community. Partnering with community members and public and private organizations, the WVFRN members develop innovative projects and provide needed resources for their local areas.

Braxton County Contact: Amanda Criner Phone: 304-364-6021 Email: <a href="mailto:bccll@hotmail.com">bccll@hotmail.com</a>	Fayette County Contact: Diane Callison Phone: 304-574-4338 Email: <a href="mailto:Fayettefrn@gmail.com">Fayettefrn@gmail.com</a>
Greenbrier County Contact: Lisa Snedegar Phone: 304-646-3622 Email: <a href="mailto:greenbrierfrn@yahoo.com">greenbrierfrn@yahoo.com</a>	McDowell County Contact: Ginger Day Phone: 304-436-5255 Email: <a href="mailto:facesfrn@yahoo.com">facesfrn@yahoo.com</a>
Mercer County Contact: Greg Puckett Phone: 304-913-4956 Email: <a href="mailto:drugfree@strongcommunities.org">drugfree@strongcommunities.org</a>	Monroe County Contact: Michelle Groves McFall Phone: 304-772-5960 Email: <a href="mailto:monroefrn@frontier.com">monroefrn@frontier.com</a>
Nicholas County Contact: Robin Brown Phone: 304-872-4707 Email: <a href="mailto:nicholasfrn@frontier.com">nicholasfrn@frontier.com</a>	Pocahontas County Contact: Laura Young Phone: 304-799-6847 Email: <a href="mailto:pocahontasfrn@hotmail.com">pocahontasfrn@hotmail.com</a>
Raleigh County Contact: Deborah Williams Phone: 304-255-3764 Email: <a href="mailto:raleighfrn@frontier.com">raleighfrn@frontier.com</a>	Summers County Contact: Doris Selko Phone: 304-466-2226 Email: <a href="mailto:doris.starcher.selko@reachfrc.org">doris.starcher.selko@reachfrc.org</a>
Webster County Contact: Todd R. Farlow Phone: 304-847-2943 Email: <a href="mailto:websterfrn@yahoo.com">websterfrn@yahoo.com</a>	Wyoming County Contact: Tina Acord Phone: 304-202-0357 Email: <a href="mailto:tinaacord@aol.com">tinaacord@aol.com</a>

To learn more about the FRN in your community, please visit: [www.wvfrn.org](http://www.wvfrn.org)



**FMRS Health Systems, Inc. –**  
***DEDICATED TO THE COMMUNITY...FOCUSED ON THE  
INDIVIDUAL***

**Services:**

Addiction Treatment

Children's Behavioral Health

Crisis Services

Adult Behavioral Health

IDD Services

Primary Care/Health

**Locations:**

<b>Fayette</b>  Phone: <b>304-574-2100</b> Fax: <b>304-574-2151</b> <b>209 West Maple Avenue   Fayetteville, WV 25840</b>	<b>Monroe</b>  Phone: <b>304-772-5452</b> Fax: <b>304-772-4252</b> <b>PO Box 527   Union, WV 24983</b>
<b>Raleigh</b>  Phone: <b>304-256-7100</b> Fax: <b>304-256-7111</b> <b>101 South Eisenhower Dr.   Beckley, WV 25801</b>	<b>Summers</b>  Phone: <b>304-466-3899</b> Fax: <b>304-466-5548</b> <b>198 Pleasant St.   Hinton, WV 25951</b>

**What happens if I call the Children's Mobile Response Team?** A Crisis Specialist will gather information about what is happening, including where the crisis is occurring and who is involved. An initial determination will be made regarding safety and level of crisis response necessary. When appropriate, a team will be dispatched to meet the youth in the community in order to de-escalate the situation and support the caregivers involved. Assessment, intervention, skills training and crisis planning will occur on scene.

## Individualized Crisis Planning and Quick Response

After the initial crisis occurs, follow up services will be provided that include contact with a parent peer support specialist who can assist the care givers with debriefing, linkage/referral services and general support. Youth ages 12 - 21 may be linked with a peer support specialist as appropriate. Additional services and interventions will be offered as available.

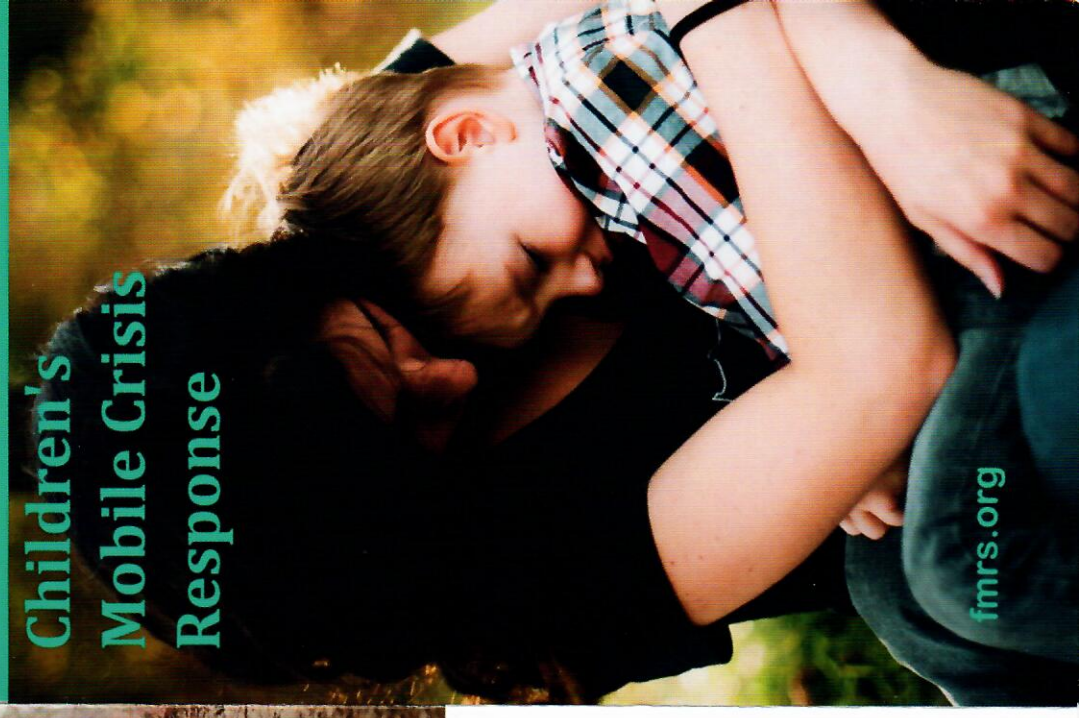
This service is made possible by grant funding provided by the WV Bureau for Behavioral Health and Health Facilities.

Help is just a phone call away:  
Call 304-256-7100 and ask to  
speak with a member of the  
**FMRS Children's Mobile Crisis  
Response Team**



FMRS Health Systems, Inc.

## Children's Mobile Crisis Response



101 S. Eisenhower Drive  
Beckley, WV 25801  
tel. (304) 256-7100

[fmrs.org](http://fmrs.org)

[fmrs.org](http://fmrs.org)

The FMRS Children's Mobile Crisis Response team helps Raleigh County and surrounding area youth who are experiencing emotional or behavioral crisis by interrupting the immediate crisis and assisting youth and their families in becoming safe and supported. Crisis specialists and a parent support specialist provide support and teach skills necessary to return youth and families to routine functioning; maintaining children in their home or current living situation, school and community whenever possible.

## With Help, Comes Hope

Who is appropriate for Children's Mobile Crisis Response?

- Children ages 0-21, experiencing behaviors such as suicidal or homicidal ideation, physical aggression, self-injurious behavior, running away, sexual aggression or substance abuse.
- Children that demonstrate behaviors that are unmanageable at home, school or community.
- Children that are at risk of placement, or are currently placed and cannot return home without extra support services.
- Children living in Raleigh County and the surrounding area will be considered.

### How do I get the Children's Mobile Crisis Response Team to help?

Call the Children's Mobile Crisis Response Team (CMCRT) before the crisis occurs.

Members of the team will be glad to meet with you and your family to discuss concerns and assist with crisis planning.

Just call 304-256-7100 and ask to speak with a member of the FMRS Children's Mobile Crisis Response Team. A team member will schedule a time to meet to discuss services available at your convenience.



# GABRIEL PROJECT

*of West Virginia, Inc.*

Making a  
difference in  
the lives of  
mothers &  
their babies...





## What We Do

The Gabriel Project of West Virginia benefits families without adequate financial resources to meet the tangible needs of a new baby. We provide essential baby items, such as new cribs, new car seats, diapers, formula, clothing, and hygiene products at no or low cost to our clients.

The Gabriel Project also recognizes that the needs of our clients go beyond tangible items. We support families in despair with understanding, compassionate listening and, if requested, prayer. We share child rearing experiences, offer information materials and answer general questions about baby care to improve parenting skills. And we make referrals to other sources of assistance that are beyond our mission.

We serve single mothers, homeless women, families without jobs or with meager income jobs, women and children who are victims of domestic violence, and countless others. Although most of our clients are mothers, we also assist fathers, grandparents, and other relatives with custody of a young child and who need our services.

Assistance provided by the Gabriel Project enhances the abilities of families to parent and nurture their children and to improve their quality of life. Gabriel Project assistance is primarily provided by volunteers called "Gabriel Angels", working from community client services sites in churches and other facilities.

The Gabriel Project is not a crisis pregnancy program. We do not offer pregnancy testing, pregnancy termination, adoption services, counseling or medical care. We also do not offer housing, utility assistance or direct financial payments to clients.



## **Need Help?**

### **Metro Valley Chapter**

304-414-4666  
501 Elizabeth Street, Charleston, WV 25311

Mail to: PO Box 11182, Charleston, WV 25339

[metrovalley@gabrielwv.org](mailto:metrovalley@gabrielwv.org)

Counties Served: Boone, Cabell, Clay, Jackson, Kanawha, Lincoln, Logan, Mason, Putnam, and Roane

### **Northern Programs Chapter**

Faith M. Hicks, Coordinator  
304-639-5039  
1409 Chapline Street, Wheeling, WV 26003

Mail to: PO Box 6529, Wheeling, WV 26003

[npgabrielproject@gmail.com](mailto:npgabrielproject@gmail.com)

Counties Served: Brooke, Doddridge, Hancock, Marion, Marshall, Ohio, Pleasants, Ritchie, Tyler, Wetzel and Wood

### **Fayette County Gabriel Project**

Fayetteville Presbyterian Church  
401 W. Maple Avenue, Fayetteville, WV 25840

Mail to: PO Box 338, Fayetteville, WV 25840

Phone: 304-574-0446

Serving Fayette, northern Raleigh County, and southern Nicholas County

## **Gabriel Project of West Virginia – State Office**

Donna Hawkins, Executive Director  
304-205-5865  
1207 Jefferson Road, South Charleston, WV 25309  
Charleston, WV 25302

Mail to: PO Box 4663, Charleston, WV 25364

[info@gabrielwv.org](mailto:info@gabrielwv.org)

Our State Office is for administrative purposes only. We do not offer services at this location.



*Serving West Virginia and beyond with behavioral health helplines*

## 1♥800♦GAMBLER

Fast, free, confidential help for problem gamblers and their loved ones. This program includes a 24-hour helpline, referrals to gambling addiction specialists, support groups, and much more!



Providing immediate help for those struggling with substance use or behavioral health issues, HELP4WV has 24-hour access to call, text, and chat, and a searchable online resource directory.

## WV NAVIGATOR

1-844-WV-CARES

Specifically designed to help people sign up with the Health Insurance Marketplace under the Affordable Care Act, WV Navigator offers free health insurance counseling.



We're proud to be answering the National Suicide Prevention Lifeline for callers in West Virginia. Our staff are trained in Crisis Management and are ready to help 24/7.



The Quitline offers personalized coaching and nicotine replacement therapy to help any West Virginian stop smoking.



We are proud to partner with United Way to answer the line for the WV 211 program, which helps people locate social services and resources in their community.



We connect anyone seeking job training or employment to someone who can help.  
(304) 583-4019 | (833) 784-1385

LOVED ONE HAS AN ADDICTION?  
ADDICTION IMPACTS THE WHOLE FAMILY.  
CONNECT WITH OTHERS WHO FACE THIS  
EVERYDAY.  
FIND STRENGTH AND HOPE

# Families Strong

*Free Online Support Group for Families and Friends  
Groups are forming now!*



For more information or to register:

<https://mosaic.mrooms.net/mod/page/view.php?id=62>



Families  
Strong



mosaic  
GROUP

Contact: Dawn Brown  
443-525-1976 or  
[dbrown@groupmosaic.com](mailto:dbrown@groupmosaic.com)



Project funded by SAMHSA SOR through the West Virginia Bureau for Behavioral Health



## Families Strong

*Supporting family members of individuals with substance use disorders*

### Online Groups Forming NOW for West Virginia residents!

For more information or to register: [Click here for more information](#)

#### What is Families Strong?

Families Strong is a support group developed to support families impacted by substance use disorder. The program focuses on helping family members develop self-care, build social supports, and learn effective motivational strategies for interacting with a loved one who is struggling with a substance use disorder. Families Strong was adapted from an evidence-based, mental health professional-led model to be more accessible and sustainable by using a peer-led support group approach.



#### Main Goals

- Minimize the negative effects of an individual's substance use disorder on family members and friends.
- Provide support for family members and friends of individuals with substance use disorders.
- Change the methods the family member uses to communicate with the person with a substance use disorder.

- Assist the person with a substance use disorder in getting treatment.

#### Why Is It Important?

Families Strong provides support for family members of those struggling with substance use disorder.

This support is provided through focused discussions and activities about:

- Self care
- Positive self-talk
- Self-empowerment
- Increased social support
- Alumni connections

Families Strong also helps family members to have a clear understanding of substance use disorder and substance use treatment options by:

- Discussing substance use disorder as a chronic illness
- Discussing prior treatment attempts
- Discussing supporting your loved one in treatment
- Preparing for changes in the family
- Working with refusal to enter treatment

#### How Does It Work?



9-week closed group



Meets weekly up to 2 hours



Follows **weekly** curriculum

**HOPE &  
HELP  
at HOME.**



CALL/TEXT  
**(844) 435-7498**



EMAIL  
**help4wv@1stchs.com**



CHAT  
**help4wv.com**



SOCIALIZE  
**@help4wv**



- [www.FirstChoiceServices.org](http://www.FirstChoiceServices.org) -



WV's Addiction & Mental Health Helpline



**Hope and Help around the clock**

HELP4WV offers immediate help for those struggling with addiction or mental health issues. Call, text, and chat are available 24/7, as is a searchable resource directory.



**Wherever you are  
on your recovery journey,  
or if you're just starting out,  
we're here to HELP.**

**Recovery coaches  
are available  
to help you through  
your journey.**

**Let us connect you to resources,  
including detox, long term  
treatment, sober living homes,  
group therapy, individual therapy,  
medication-assisted treatment, and  
self-help groups.**

**Our HELPLINE  
is answered 24/7,  
rain or shine.**

**In-patient  
detox services  
usually available  
within 24 hours  
of call.**

**Over 1,000  
resources right  
here in WV.**

**Call: 1(844) HELP4WV**

**Or: 1(304) 356•5840**

**Text: 1(844) 435•7498**

**Chat: [help4wv.com](https://help4wv.com)**

**Email: [help4wv@1stchs.com](mailto:help4wv@1stchs.com)**

**Don't deal with  
a mental health or  
addiction issue  
alone.**



At First Choice  
Services, we've been  
combining resources and expertise  
to provide management of statewide  
health care contracts since 1995.

While we offer a myriad of services,  
our bread and butter has always been  
behavioral health helplines.

We're poised and ready to answer  
the call for help – day, night, and  
everything in between.

**Proudly serving  
West Virginia  
and beyond**

first  
choice  
services  
.org

304.344.2213

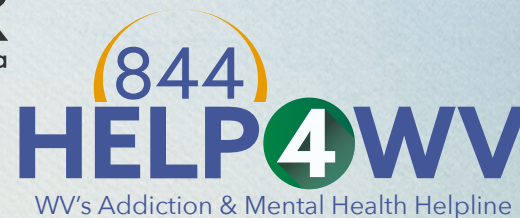


Accessing  
behavioral  
health services  
can be a  
challenge

**BUT WE  
MAKE  
IT EASY**



1♥800♦GAMBLER  
The Problem Gamblers Help Network of West Virginia



Hope is our specialty. Help is our expertise. With an ever-expanding roster of programs, we're continually seeking to form the foundation beneath the first steps of so many people who are ready to improve their lives.



**FIRST CHOICE**  
— EST. SERVICES 1995 —



WV NAVIGATOR  
YOUR HEALTH INSURANCE HELPLINE  
1-844-WV-CARES



Has your gambling changed from an occasional hobby to a troublesome obsession?

Is your family concerned about how much time and money you're spending gambling?

Has gambling caused you problems at work?

Has gambling forced you to borrow money?

If so, call 1-800-GAMBLER

**Let us  
help you  
win back  
your life.**

@1800GamblerWV



**If you have ANY of these symptoms,  
you MAY have a gambling problem.**

**If you have 5 or more,  
ODDS ARE YOU'RE ADDICTED.**

**You've tried unsuccessfully to cut  
back or quit**

**After losing money, you return as  
soon as possible to get even**

**You lie to family members or friends  
about your gambling**

**You need to bet more and more  
money each time you gamble**

**Gambling helps you escape your  
problems**

**Others have provided you with a  
bailout**

**You think about gambling often**

**Gambling has jeopardized  
relationships and/or opportunities**

**You feel restless or irritable when  
you quit**

Call 1-800-GAMBLER now for free help  
or chat online at 1800Gambler.net  
Outside WV? Call 1-800-522-4700



- [www.FirstChoiceServices.org](http://www.FirstChoiceServices.org) -

**1♥800♦GAMBLER**  
The Problem Gamblers Help Network of West Virginia



**Fast, free, confidential help for  
problem gamblers and their  
loved ones**

Recognized nationally for its innovative approach to providing treatment for gambling addiction, this statewide program includes a 24-hour helpline, referrals to gambling addiction specialists, support groups, and much more.



**Telehealth (distance counseling)**

**Nationally-certified gambling counselors**

**Intensive treatment events**

**Referrals for local support groups**

**Online chat**

**Emergency interventions**

**Help for family members**

**Individual counseling**

**High success rate**



Each phone represents a community  
with at least one network clinician

## Frequently Asked Questions

### Who is eligible for Help Network services?

Any West Virginian who believes they or a loved one may have a gambling problem.

### What happens when I call 1-800-GAMBLER?

A confidential screening process will help you determine if you are coping with a gambling problem. You can request a free information packet that includes a self-help manual. We will offer you a referral for a free two-hour consultation in your area. We will help you get back to the life you really want — free of the stress of problem gambling.

### Who are the counselors?

All Network counselors have a minimum of 35 hours of training and are professionally licensed. Most have a master's degree in social work, psychology, or counseling, and many are nationally certified gambling counselors.

### What does it cost?

The call and the in-person initial consultation are both free. For those who qualify, payment for follow-up treatment is covered by the Network.

### Does treatment work?

Yes, most people who call us seeking help for their gambling problem report significant improvement within six months.

**CALL 1-800-GAMBLER TODAY FOR  
FAST, FREE, CONFIDENTIAL HELP!**



1-844-HELP4WV  
ONE Call.  
ONE Text.  
ONE Click.  
INSTANT HELP.

#### Get Help

1-844-Help-4-WV

For immediate help for any West Virginian struggling with substance use or mental health issues - call or text 24/7.

#### Teens & Families

90% of Americans with substance use disorder started smoking, drinking or using other drugs before age 18. Prevention starts early!

#### Prescribers

"The amount of opioids prescribed in the U.S. is still too high, with too many opioid prescriptions for too many days at too high a dosage."

- Anne Schuchat, MD, Deputy Director, CDC

#### Connections for Recovery

SUD treatment providers are invited to participate in the Connections for Recovery initiative which utilizes a smartphone app to support the treatment and recovery of West Virginians with SUD.

#### Jobs & Hope WV

Jobs & Hope WV provides people in recovery the opportunity to obtain career training and to ultimately secure meaningful employment.

### Words Matter

The stigma of substance use disorder keeps people from seeking treatment and stands in the way of recovery. Addiction is not a choice. Choose your words carefully.

### Communities & First Responders

Communities & First Responders can adopt policies and practices to reduce overdoses and save lives.

### Medication Disposal

Learn about why proper disposal of medication is important and how to properly dispose of unused, unwanted, or expired prescription medications.

### Science of Addiction

Addiction is a brain disorder that involves physical changes in areas of the brain that are critical for judgment, decision-making, learning, memory, and behavior control.

### Prevention Works

Prevention requires a coordinated, comprehensive effort to prevent substance use disorders. WV has an excellent prevention infrastructure to implement and support efforts.

### Treatment Is Effective

Substance use disorder is treatable and can be managed successfully. Your health care provider can help you determine an individualized treatment plan.

### People Recover

People can and do recover! There are many paths to recovery and many individuals who can help along the way.

© 2020 Help and Hope WV

If you need immediate help, dial 911.



Funded with Federal Strategic Prevention Framework for Prescription Drugs Funds administered through the West Virginia Department of Health and Human Resources' Bureau for Behavioral Health

HIPAA-Compliant treatment  
from anywhere! For as low as  
\$50/MONTH!



**STAY FACE-TO-FACE  
WITH YOUR CLIENT**

**OUR GOAL** at *FIRST CHOICE SERVICES* is to ensure individuals, families, and communities have access to behavioral healthcare services when and where they need it. Our **ADAPTIVE TELEHEALTH** program enables people who suffer from a variety of issues to be linked to a skilled, caring professional through multiple devices.

**[FirstChoice.AdaptiveTelehealth.com](http://FirstChoice.AdaptiveTelehealth.com)**

For more information, contact:

**Ethan Paxton**/*Project Coordinator*

 **Ethan@1stCHS.com**

 **304.590.3524**

 **304.344.2213 ext. 1159**

 **601 Morris Street Suite 401  
Charleston, WV 25301**



- [www.FirstChoiceServices.org](http://www.FirstChoiceServices.org) -




**Stay face-to-face with your clients**

This innovative platform allows HIPAA-compliant, real-time video interaction between therapists and their clients in areas where they could not normally meet in person.








**VIDEO  
SESSIONS**

Create instant meetings  
Mobile-friendly  
Client receives link to join  
Quickly add people and groups




**SECURE**

Military-grade encrypted access

Multiple firewalls

Off-site servers for secure data storage


**COMPLETELY  
HIPAA-SECURE**



**CONTENT SHARING**

Share forms with colleagues and clients


Screen sharing



**HIPAA-  
COMPLIANT  
EMAIL**


Secure messages between therapist and client

Message notifications



**SCHEDULING**

Customize office hours  
Enable client appointment self-scheduling  
Calendar software integration




**ADAPTIVE**

Applicable for all medical professions

Integrate with electronic health records

Instant accessibility – from anywhere

Compatible with any video-enabled computer or smart device




**INTUITIVE**

Easily accessible

Schedule instant meetings

Record and archive meetings

Free training and consultation



**AFFORDABLE**

Free demos

Expand client base

Fewer canceled meetings

Discount contracts available

As low as \$50/month!

Free or low cost for tobacco users who want to stop.

Receive free educational materials.

Participants have 4 calls with a coach to assist the quitting process and unlimited reactive coaching calls.

Receive an eight-week supply of nicotine patches, lozenges, or gum (delivered in 4 shipments).


Pregnant women and those under 18 may participate with physician approval.

Medicaid, under-insured and uninsured West Virginia residents are eligible for enrollment. Medicare and privately-insured folks are also able to enroll.


Calls are confidential and based on each caller's needs.

# Start Stopping.

## Enroll Today Online or On the Phone.

CALL  **1-800-QUIT-NOW**  
**1-877-966-8784**

TEXT  **1-304-583-4010**

CHAT  **wvtobaccoquitline.com**

**Mon - Fri**  
10am - 8pm

**Sat- Sun**  
10am - 5pm



- [www.FirstChoiceServices.org](http://www.FirstChoiceServices.org) -

West Virginia  
**TOBACCO**  
**QUITLINE**



**Take the leap. Quit today.**

So many West Virginians are ready to quit using tobacco. We offer enrolling via phone, text, and chat.

**1-800-QUIT-NOW**  
1-877-966-8784



## What Happens When I Quit?

Quitting tobacco has both immediate and long-term benefits.

Breaking the habit today can reduce risks of tobacco-related diseases and improve your health.

## The Program

The West Virginia Tobacco Quitline is a state-based company designed to assist people who want to quit using nicotine.

You'll receive information, coaching, and, if eligible, free Nicotine Replacement Therapy (NRT).

The Quitline also offers specialized programs and information for pregnant smokers and spit tobacco users.

## The Coaches

People with a coach are twice as likely to stop when they have a coach.

The calls are free.

All based on your schedule.

Our coaches have years of experience helping people just like you quit for good.

## Quitting Timeline:



# *Opioid Recovery*

## *How will you get there?*

Transportation is now available to help you get to the recovery services you need.

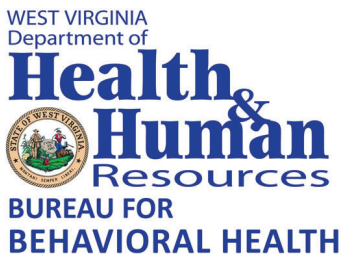
Through a partnership between the Substance Abuse Mental Health Services Administration (SAMHSA) and the West Virginia Public Transportation Association, transportation is now available throughout the state.

Transportation is specifically for those individuals with an Opioid Use Disorder (OUD) who are seeking treatment and recovery services related to OUD including evidence-based Medication Assisted Treatment.

### *Find out More At:*

<https://dhhr.wv.gov/bhhf/Sections/programs/ProgramsPartnerships/AlcoholismandDrugAbuse/SOR/Pages/default.aspx>

*Request A Trip: 1-888-696-6195*



This transportation initiative addresses the Bureau for Behavioral Health's primary goals under the SOR Grant which includes:

- Increase access and utilization of evidence-based MAT
- Decrease opioid related overdose deaths
- Decrease unmet treatment needs

*Coordination of services is provided through a partnership with Ecolane<sup>®</sup>*



**5,682,792 PASSENGER TRIPS IN 2019**

**WEST VIRGINIA  
PUBLIC TRANSIT**



**THERE'S  
A LOT  
RIDING  
ON IT**

*West Virginia Public Transit Association is prepared to help put an end to The Opioid Crisis.*

# West Virginia Transportation Services

## **Jobs & Hope**

**Service Provider:** LogistiCare- Circulation **Service Area:** All 55 WV counties **Population:** Jobs & Hope participants **Contact:** 1-833-784-1385 or [jobsandhope.wv.gov](http://jobsandhope.wv.gov)

Offers on-demand rides around the clock for participants of Jobs & Hope until they have secured personal transportation.

## **State Opioid Response Transportation**

**Service Provider:** WV Public Transit Authority (WVPTA) **Service Area:** All 55 WV counties **Population:** Individuals with an opioid use disorder (OUD) **Contact:** 1-888-696-6195 or <https://wvtransit.com>

WVPTA offers free transportation for both urgent and non-urgent needs for individuals with OUD seeking treatment and recovery care services, including Medication Assisted Treatment (MAT), within 24-72 hours of request for transportation. After-hours transportation and services outside of traditional public routes are offered.

## **Routes to Recovery**

**Service Provider:** CORE/RPWV **Service Area:** Cabell County **Population:** Individuals with a substance use disorder (SUD) **Contact:** Heath Collins (304)962-7918) or [hcollins@recoverypointwv.org](mailto:hcollins@recoverypointwv.org)

Offers free transportation to treatment and recovery care services for individuals with a SUD. Ride types include: Treatment and Recovery, Medical and Dental Appointment, Resource agencies, drug-court, and employment related appointments.

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

**Service Provider:** LogistiCare **Service Area:** All 55 WV counties **Population:** Medicaid Members **Contact:** 1-844-549-8353 or [www.logisticarewv.net](http://www.logisticarewv.net)

NEMT is available to Medicaid members for transportation to WV Medicaid covered services. For urgent trips reach out to Help4WV at 1-844-435-7498.

WEST VIRGINIA  
Department of



**Health & Human  
Resources**  
BUREAU FOR  
BEHAVIORAL HEALTH



## Get Involved

- **Educate yourself.** Learn about domestic violence and services available through local domestic violence programs.
- **Speak out.** Be a voice of change in your community by condemning violence and fostering respectful relationships.
- **Volunteer.** Contact a local domestic violence program to utilize your skills and resources to support the needs of your community.
- **Donate.** Support WVCADV's state-wide work through a tax-deductible contribution.

## RESOURCES

West Virginia Coalition Against Domestic Violence  
[www.wvcadv.org](http://www.wvcadv.org)

Legal Aid of West Virginia  
[www.lawv.net](http://www.lawv.net)

A Call to Men  
[www.acalltomen.org](http://www.acalltomen.org)

Battered Women's Justice Project  
[www.bwjp.org](http://www.bwjp.org)

FaithTrust Institute  
[www.faithtrustinstitute.org](http://www.faithtrustinstitute.org)

Family Violence Prevention Fund  
[www.endabuse.org](http://www.endabuse.org)

National Clearinghouse for the Defense of Battered Women  
[www.ncdbw.org](http://www.ncdbw.org)

National Clearinghouse on Abuse in Later Life  
[www.ncall.us](http://www.ncall.us)

National Coalition Against Domestic Violence  
[www.ncadv.org](http://www.ncadv.org)

National Domestic Violence Hotline  
[www.thehotline.org](http://www.thehotline.org)

National Network to End Domestic Violence  
[www.nnedv.org](http://www.nnedv.org)

National Resource Center on Domestic Violence  
[www.nrcdv.org](http://www.nrcdv.org)



5004 Elk River Road, South  
Elkview, WV 25071

[www.wvcadv.org](http://www.wvcadv.org)  
304.965.3552

## Incite **Hope**



## Support **Peace**



## Respect Others



# HOPE

## WVCADV

WVCADV was incorporated in 1981 with a mission to end personal and institutional violence in the lives of women, children and men.

WVCADV works to transform social, cultural, and political attitudes through public awareness, policy development, statewide organizing, education and advocacy in ways that promote values of respect, mutuality, accountability and non-violence in local, statewide, national, and global communities.

## WVCADV Member Programs

WVCADV consists of a network of fourteen licensed domestic violence programs that provide direct services to victims and their children in all of West Virginia's 55 counties. On any given day, over 600 women, children and men receive assistance from licensed domestic violence programs in West Virginia.

# PEACE

### Local Licensed Domestic Violence Programs offer:

Free, confidential support services, information and referral, emergency shelter, and safety planning



# RESPECT

## Agent of Social Change

WVCADV coordinates prevention efforts to transform social conditions that realize everyone's rights to safety and respect. These efforts connect West Virginia to the national and international movement to end all forms of violence against women. Every aspect of the Coalition's intervention, prevention and social change work includes an analysis of the impact of oppression in peoples' lives and in creating viable options for safety and liberation.

### ■ Public Policy

*Collaborating with professionals from various systems and disciplines to develop policies that increase victims' safety and options.*

### ■ Training and Technical Assistance

*Providing specialized training programs and support to a broad array of community-based service providers and professionals in governmental systems.*

### ■ Public Awareness

*Increasing understanding and mobilizing communities to take collective responsibility in preventing domestic violence.*

**Branches, Inc.**  
(Cabell, Lincoln, Mason, Putnam, Wayne)  
1.888.538.9838 Voice/TTY

**Family Crisis Center**  
(Grant, Hampshire, Hardy, Mineral, Pendleton)  
1.800.698.1240 Voice  
304.788.6061 Voice/TTY

**Family Crisis Intervention Center**  
(Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, Wood)  
1.800.794.2335 Voice  
1.800.787.3224 TTY

**Family Refuge Center**  
(Greenbrier, Monroe, Pocahontas)  
1.866.645.6334 Voice  
304.645.6334 Voice/TTY

**HOPE, Inc.**  
(Doddridge, Gilmer, Harrison, Lewis, and Marion)  
304.367.1101 Voice

**The Lighthouse**  
(Brooke, Hancock)  
304.797.7233

**Rape and Domestic Violence Information Center**  
(Monongalia, Preston, Taylor)  
304.292.5100 Voice/TTY

**S.A.F.E.**  
(McDowell, Mercer, Wyoming)  
1.800.688.6157 Voice  
304.436.8117 Voice/TTY

**Shenandoah Women's Shelter**  
(Berkeley, Jefferson, Morgan)  
304.263.8292 Voice/TTY

**Tug Valley Recovery Shelter**  
(Mingo, Logan)  
1.800.340.0639 Voice  
304.235.6121 Voice/TTY

**Women's Aid in Crisis**  
(Barbour, Braxton, Tucker, Randolph, Upshur, Webster)  
1.800.339.1185 Voice/TTY

**Women's Resource Center**  
(Fayette, Nicholas, Raleigh, Summers)  
1.888.825.7836 Voice  
304.255.2559 Voice/TTY

**YWCA – Family Violence Prevention Program**  
(Brooke, Hancock, Marshall, Ohio, Wetzel)  
1.800.698.1247 Voice/TTY

**YWCA – Resolve Family Abuse Program**  
(Boone, Clay, and Kanawha)  
1.800.681.8663 Voice/TTY

**West Virginia Coalition Against Domestic Violence**  
304.965.3552 Voice/TTY

# What is domestic violence?

It's not easy to tell at the beginning of a relationship if it will become abusive. Anyone of any race, age, sexual orientation, religion, or gender can be a victim of domestic violence.

If your partner physically harms, arouses fear, prevents you from doing what you wish, or forces you to behave in ways you don't want to, you may be experiencing domestic violence.



**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**CALL** 1-800-799-SAFE (7233) | **TTY** 1-800-787-3224 | **CHAT** [THEHOTLINE.ORG](https://www.thehotline.org)

**Domestic violence, domestic abuse, or relationship abuse is a pattern of behaviors use by one partner to maintain power and control over another partner in an intimate relationship.**

**You may be in an abusive relationship if your partner:**

- Shows extreme jealousy of your friends and time spent away.
- Insults, demeans, or shames you with put-downs.
- Controls every penny spent in the household.
- Controls who you see, where you go, or what you do.
- Intimidates you with guns, knives, or other weapons.
- Tells you that you can never do anything right.

**If you have concerns about what's happening in your relationship, call or chat today. We're completely free and confidential.**

**CALL 1-800-799-SAFE (7233) | TTY 1-800-787-3224 | CHAT THEHOTLINE.ORG**



*The production of this publication was supported by Grant Number 90EV0407 from the Department of Health and Human Services, Administration for Children and Families. Its contents are solely the responsibility of the National Domestic Violence Hotline and do not necessarily represent the official views of the Department of Health and Human Services, Administration for Children and Families.*

# SIGNS OF CHILD ABUSE

**Below are indicators of child abuse that can include—but are not limited to—these signs.**

Some signs that a child is experiencing violence or abuse are more obvious than others. Trust your instincts. Suspected abuse is enough of a reason to contact the authorities. You do not need proof.

## **1 Unexplained injuries.**

Visible signs of physical abuse may include unexplained burns or bruises in the shape of objects. You may also hear unconvincing explanations of a child's injuries.

## **2 Changes in behavior.**

Abuse can lead to many changes in a child's behavior. Abused children often appear scared, anxious, depressed, withdrawn or more aggressive.

## **3 Returning to earlier behaviors.**

Abused children may display behaviors shown at earlier ages, such as thumb-sucking, bed-wetting, fear of the dark or strangers. For some children, even loss of acquired language or memory problems may be an issue.

## **4 Fear of going home.**

Abused children may express apprehension or anxiety about leaving school or about going places with the person who is abusing them.

## **5 Changes in eating.**

The stress, fear and anxiety caused by abuse can lead to changes in a child's eating behaviors, which may result in weight gain or weight loss.

## **6 Changes in sleeping.**

Abused children may have frequent nightmares or have difficulty falling asleep, and as a result may appear tired or fatigued.

## **7 Changes in school performance and attendance.**

Abused children may have difficulty concentrating in school or have excessive absences, sometimes due to adults trying to hide the children's injuries from authorities.

## **8 Lack of personal care or hygiene.**

Abused and neglected children may appear uncared for. They may present as consistently dirty and have severe body odor, or they may lack sufficient clothing for the weather.

## **9 Risk-taking behaviors.**

Young people who are being abused may engage in high-risk activities such as using drugs or alcohol or carrying a weapon.

## **10 Inappropriate sexual behaviors.**

Children who have been sexually abused may exhibit overly sexualized behavior or use explicit sexual language.

If you suspect a child is in immediate danger, **call 911.**

If you suspect a child is being abused or neglected, call the WV hotline:  
**1-800-352-6513.**

Visit **wvcan.org** for a list of resources.



**wvcan**

Empowering children. Restoring hope. Ending abuse.

# IF A CHILD DISCLOSES:

## DO

- Remain calm.
- Believe the child.
- Allow the child to talk.
- Show interest and concern.
- Reassure and support the child.
- Take action. It could save a child's life.
- Report within 24 hours, as mandated by WV law.

## DON'T

- Panic or overreact.
- Press the child to talk.
- Promise anything you can't control.
- Confront the offender.
- Blame or minimize the child's feelings.
- Overwhelm the child with questions.

Remember, you are obligated by law to report suspected child abuse.

# REASONS TO BELIEVE CHILDREN WHEN THEY DISCLOSE ABUSE

## 1 It happens more often than we think.

Studies show that 1 in 10 children will be sexually abused before age 18.<sup>1</sup> Every year in West Virginia, more than 4,000 children are assessed at a Child Advocacy Center because of allegations of abuse.<sup>2</sup>

## 2 Kids have good reason to stay quiet.

More than 90 percent of the time, children are abused by someone they know,<sup>3</sup> often someone who is supposed to protect them—a person in a position of trust or authority. In almost every case, the only witnesses to this crime are the perpetrator and the victim. Perpetrators often tell the child to keep the abuse a secret or that no one will believe them; the child may even feel the abuse was their fault. For these and many other reasons, children rarely report abuse immediately. Most victims never tell anyone until several years after the abuse, if they ever disclose at all.

## 3 False reports are very uncommon.

Only 2–5% of reports of child sexual abuse are fabricated. Most reports of abuse that turn out to be false are made by adults, not children.<sup>4</sup>

## 4 Your response matters.

Adult survivors of abuse often say being listened to and believed was an important part of their healing.

1. Townsend, C., & Rheingold, A.A., (2013). Estimating a child sexual abuse prevalence rate for practitioners: studies. Charleston, S.C., Darkness to Light. Retrieved from [www.D2L.org](http://www.D2L.org).

2. West Virginia Child Advocacy Network Statewide Data Report (2018). Retrieved from [www.wvcan.org](http://www.wvcan.org).

3. Finkelhor, D. (2012). Characteristics of crimes against juveniles. Durham, NH: Crimes against Children Research Center.

4. O'Donohue, W., Cummings, C., Willis, B. (2018). The Frequency of False Allegations of Child Sexual Abuse: A Critical Review. *Journal of Child Sexual Abuse* 27(5): 459–475.



**wvcan**  
Empowering children. Restoring hope. Ending abuse.

## The Letters in **PURPLE** Stand for

**P U R P L E**

**PEAK OF  
CRYING**

Your baby may cry more each week, the most in month 2, then less in months 3-5

**UNEXPECTED**

Crying can come and go and you don't know why

**RESISTS  
SOOTHING**

Your baby may not stop crying no matter what you try

**PAIN-LIKE  
FACE**

A crying baby may look like they are in pain, even when they are not

**LONG  
LASTING**

Crying can last as much as 5 hours a day, or more

**EVENING**

Your baby may cry more in the late afternoon and evening

The word *Period* means that the crying has a beginning and an end.

### What is it?

The *Period of PURPLE Crying* is a new way to help parents understand during this time during their baby's life, which is a part of typical development. It is often confusing and concerning because parents are often told the baby "has colic." When a baby is given medication to treat symptoms of colic it reinforces the idea that there is something wrong with the baby, while in fact it is a normal phase of development. The acronym as you see above is a memorable way to describe what is occurring within the life of the parents and babies. The PURPLE period of crying can begin as early as two weeks old and can continue until 4 months of age and peaks between 4-6 weeks of age. Many times, most crying occurs in the late afternoon and evening hours.

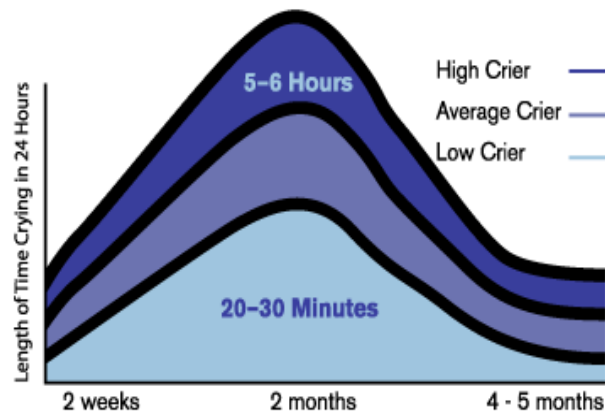
During this period of development, it may seem that the baby resists being soothed, even though some soothing methods may help. Sometimes the baby can cry for hours and still be healthy and normal. This can be discouraging for parents because sometimes the baby at the same times every day and nothing that the parents do can calm the baby. Some parents believe that the baby is in pain and think they are in pain, but they are not.

### "Is the baby not getting enough sleep?"

Until recently baby crying, and sleep problems have been lumped together, but they are separate issues with different causes. Sleeping problems usually involve babies waking up throughout the night does not occur until after 3 months of age.

Most babies go from short sleep and waking periods throughout the first 12 weeks of life. By 3-4 months of age two thirds of babies are 'sleeping through the night,' while one third continue to wake

### Curves of Early Infant Crying 2 Weeks to 4 - 5 Months



and cry out or otherwise get parents' attention. The babies who continue to wake throughout the night and disturb parents are known as night-time 'signalers.' These 'signalers,' are often healthy and within normal ranges of development except for waking up and calling out in the night.

#### Soothing

Listening to a baby cry can be difficult. As a caregiver you feel responsible for all the children in your care and want to relate to their emotions. When a baby cries, we can get

sucked into their distress, this is called emotional contagion and this is how humans relate to one another, especially in infancy. It can become difficult to stay focused on caring for the baby well when you can feel the baby's despair. Your mind may be speeding through all the questions that come to mind with a baby who cannot be soothed: Are you hungry? Are you hurt? What's wrong? Why are you crying? Why won't you stop crying?

The best thing that can be done is to stay calm. It may sound simple, but it can be hard to do when you are tired, frazzled, and worried about the baby. Keeping your emotions in check and staying calm is important for not only your sake but also for the baby. It is more difficult to calm a baby when you are upset.

#### Protecting

Many times, we just want to "fix," a problem. That does not work with babies, there is not much that can be done to change that. It is not your job to "fix," the baby. Understanding the baby's normal developmental stages is the first real step to make progress. The increased crying is normal and can be stressful for others. You must remember that the increased crying is not triggered by you. *PURPLE crying* is most likely to occur in late afternoons and evenings. It is important to remember that all babies cry, some more than others.

Helping families understand that this period of development is normal may help the baby, but it can also cause the parents to doubt themselves. By reassuring the parents the baby is just going through a period of development that is normal can go a long way in helping to protect the baby. Many people are not aware of their emotions before they reach a boiling point, because we can put the low-grade emotions into the background and are often missed altogether but the intensity can keep building which can be dangerous for a baby, such as Shaken Baby Syndrome.

The number one reason a child is shaken is because a parent or caregiver becomes so frustrated with a baby's crying, they lose control and just shake them. The Period of PURPLE Crying can be one of the most frustrating times in your child's development, many parents and caregivers do not know anything about it and is the time when most infants are shaken and abused. Shaken Baby Syndrome is caused by

violent and forceful shaking of a baby. It is something that anyone would recognize as dangerous and life threatening.

Having a safe spot for the baby is crucial. This allows the ability to take a break. Caring for a young baby does make taking a break difficult. Taking a break can be a hard thing for a childcare provider, but it is important that helps yourself and the baby feel comfortable. Taking a few steps away and having the baby out of reach can give you an opportunity to take long, deep breaths until you feel calm enough to pick the baby back up.

## References

National Center on Shaken Baby Syndrome,. (2019, April). *The Period of Purple Crying*. Retrieved from The Period of Purple Crying: <http://www.purplecrying.info/>



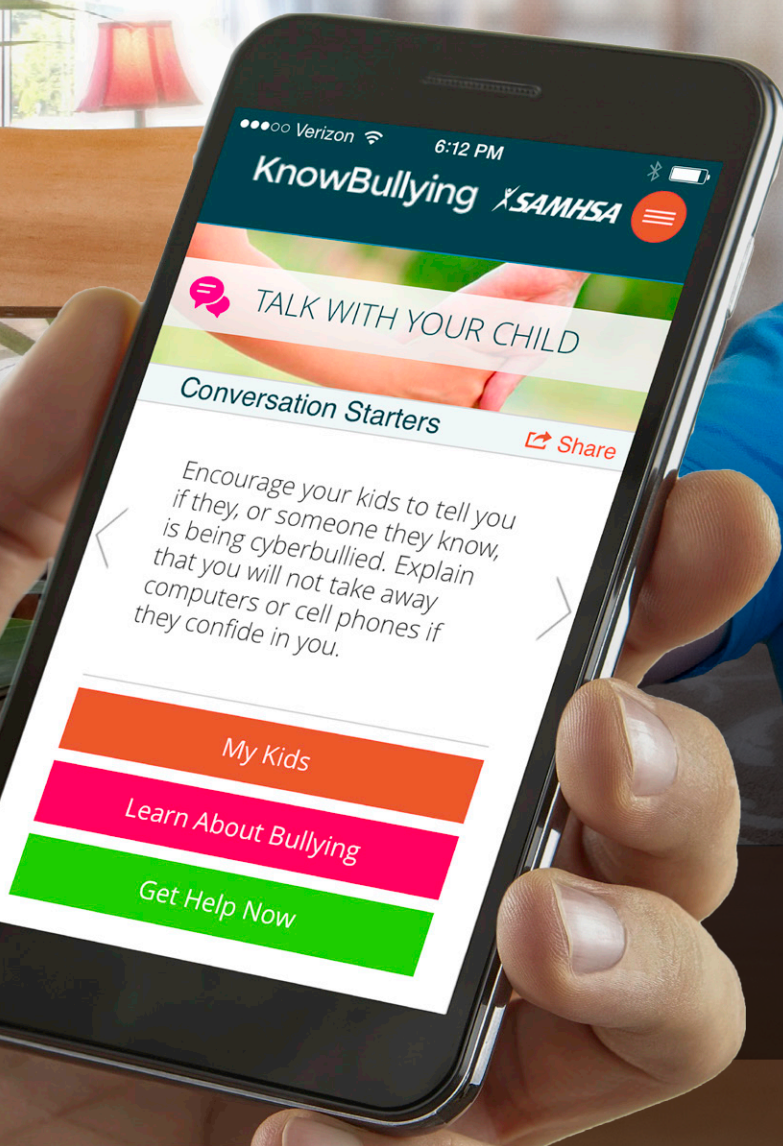
# Get the free app that can prevent bullying.

## How can I help a child affected by bullying?

Talking with your child every day is an easy way to stay connected. Research shows that spending at least 15 minutes a day talking with your child will increase self-esteem and encourage him/her to come to you with a problem. This will help your child face bullying—whether being bullied, engaging in bullying, or witnessing bullying.

## How can the KnowBullying app help prevent bullying?

The KnowBullying app helps you make the most of each opportunity to talk by giving helpful reminders and conversation starters. It provides information on bullying including how to know if your child is being affected and how to stop it. KnowBullying by SAMHSA also provides strategies for educators and school administrators.



Put the power to prevent bullying in your hand.



Free for iPhone® and Android.™

Visit <http://bit.ly/KnowBullying>

# Start a conversation your child will remember when it counts.

KnowBullying by SAMHSA includes:



- **Conversation Starters:** Start meaningful discussions with your child.



- **Tips:** Learn ways to prevent bullying for ages 3–6, 7–13, and teens.



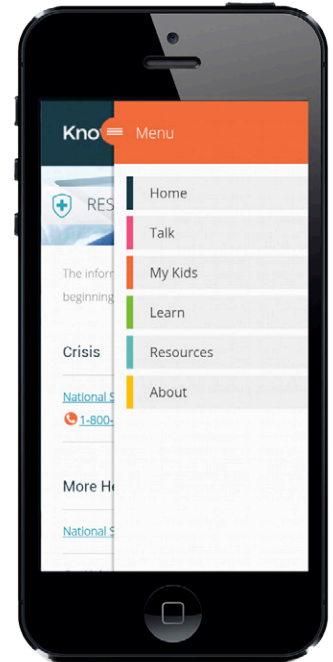
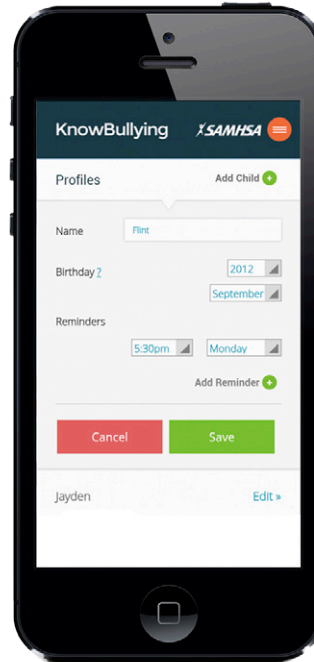
- **Warning Signs:** Recognize if your child is affected by bullying.



- **Reminders:** Find the right time to connect with your child.



- **Social Media:** Share successful strategies and useful advice.
- **Section for Educators:** Prevent bullying in the classroom and support children who are being bullied.



KnowBullying is a free resource for mobile devices provided by the Substance Abuse and Mental Health Services Administration (SAMHSA), in conjunction with the StopBullying.gov Federal partnership.



Free for iPhone® and Android.™  
Visit <http://bit.ly/KnowBullying>



<http://www.samhsa.gov>  
1-877-SAMHSA-7 (1-877-726-4727)



## **ACF Supported Hotlines/Helplines Providing Help for Youth and Families**

The Department of Health and Human Services' Administration for Children and Families has an important role in supporting domestic violence survivors, runaway and homeless youth, and trafficking survivors. The four primary hotlines/helplines supported by ACF are included below and can be referenced on our [website](#).

### **Help for Domestic Violence Survivors**

[National Domestic Violence Hotline](#) is a 24/7 confidential service that supports victims and survivors of domestic violence. The hotline can be reached:

- By phone: 1-800-799-7233(SAFE)
- By text: text LOVEIS to 22522
- Online chat: <https://www.thehotline.org/> and select "Chat Now"

Highly trained, experienced advocates offer support, crisis intervention information, educational services and referral services in more than 200 languages. The website provides information about domestic violence, online instructional materials, safety planning, and local resources.

[StrongHearts Native Helpline](#) is a culturally-appropriate domestic violence and dating violence helpline for Native Americans, available every day from 7 a.m. to 10 p.m. CT.

- By phone: 1-844-7NATIVE / 1-844-762-8483

Services include peer support and advocacy; information and education about domestic and dating violence; safety planning; crisis intervention; and referrals to Native or Tribal-based domestic violence service providers.

### **Help for Runaway and Homeless Youth**

[National Runaway Safeline](#) is a 24/7 hotline that serves as the national communication system for runaway and homeless youth (RHY) providing crisis intervention, information and referrals, and other resources. The RHY hotline can be reached:

- By phone: 1-800-RUNAWAY / 1-800-786-2929
- By email: <https://www.1800runaway.org/crisis-online-services/>
- Online chat: <https://www.1800runaway.org/> and select "Chat Now"
- Forum: <https://bulletinboards.1800runaway.org/forum>

### **Help for Trafficking Survivors**

[National Human Trafficking Hotline](#) is a 24/7, confidential, multilingual hotline for victims, survivors, and witnesses of human trafficking. The hotline can be reached:

- By phone: 1-888-373-7888
- By text: text HELP to 233733 (BEFREE)
- By email: [help@humantraffickinghotline.org](mailto:help@humantraffickinghotline.org)
- Online chat: <https://humantraffickinghotline.org/chat>

The hotline also has an online [Referral Directory](#) made up of anti-trafficking organizations and programs that offer emergency, transitional, or long-term services to victims and survivors of human trafficking.



Are you experiencing  
**HOMELESSNESS?**

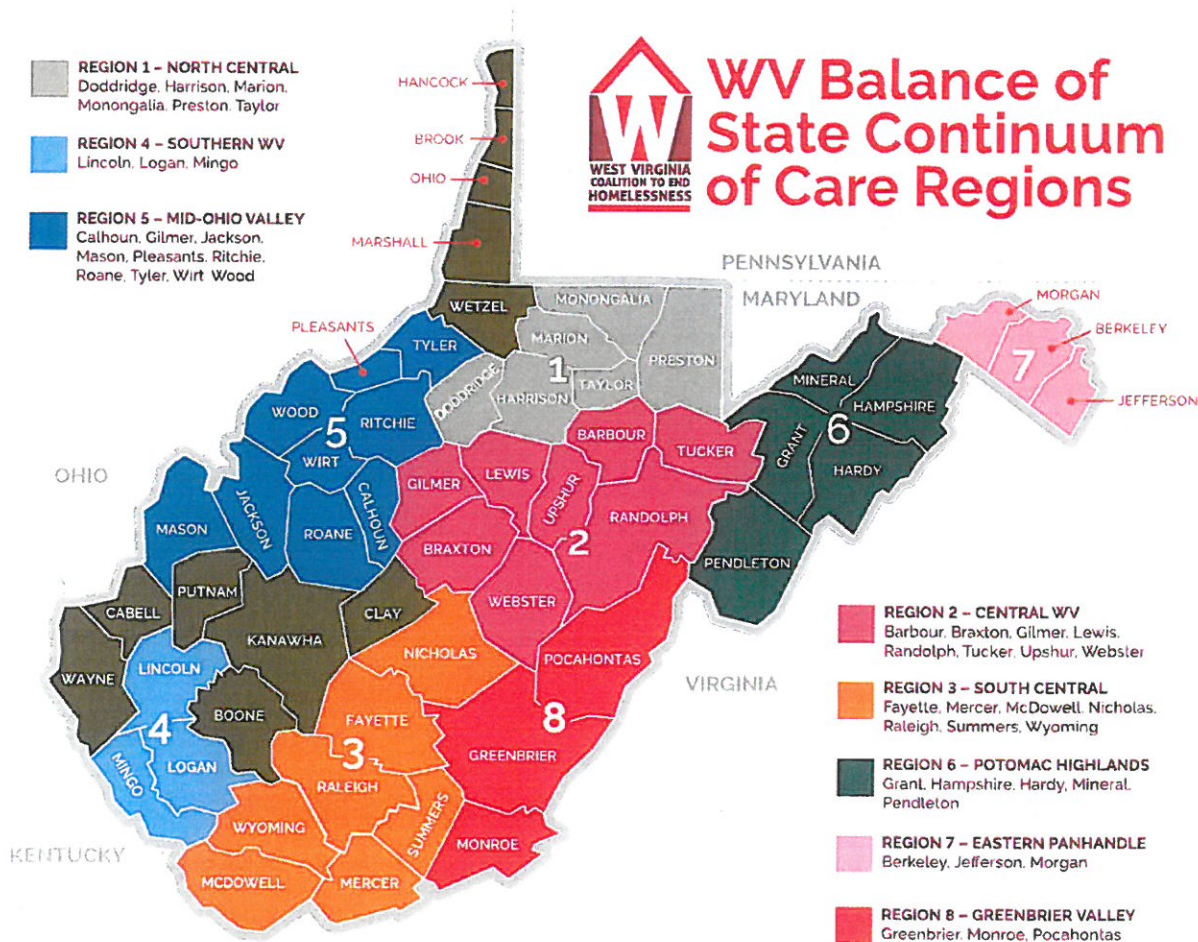
Do you need assistance  
with connecting to

**HOUSING RESOURCES?**



Persons currently experiencing homelessness in any of the 44 counties served by the WV Coalition to End Homelessness can be connected to emergency shelter and permanent housing resources.

Coordinated Entry Intake Line  
**(833) 722-2014**



Coordinated Entry Email: [ces@wvceh.org](mailto:ces@wvceh.org)  
Website: [www.wvceh.org](http://www.wvceh.org) | Facebook: [www.facebook.com/wvceh](https://www.facebook.com/wvceh)

## Reference Guide for Managed Care

### Department of Health and Human Resources (DHHR)

#### Apply and Change Medicaid Benefits



- First Time Applicants
- Report Changes and Updates (*Income, Address, and Newborn Children*)
- Third Party Liability (TPL): 1-877-598-5820 (customer service)

Customer Service Center: 1-877-716-1212

Apply for Medicaid online at: <https://www.wvpath.org/>

### Mountain Health Trust (MHT)

#### Enroll in a Managed Care Organization (MCO)



- Enroll in an MCO
- Transfer MCO

Customer Service Center: 1-800-449-8466

[www.mountainhealthtrust.com](http://www.mountainhealthtrust.com)

### West Virginia Children's Health Insurance Program (WVCHIP)

#### Contact the West Virginia Children's Health Insurance Program



1-877-982-2447

1-877-WVA-CHIP

Monday - Friday: 8AM - 8PM

[chip.wv.gov](http://chip.wv.gov)

### Managed Care Organizations (MCOs)

#### This is your Health Plan

- Member Claims and Benefits
- Member Appeals



Member Services: 1-888-348-2922

Provider Services: 1-888-348-2922

[www.aetnabetterhealth.com/wv](http://www.aetnabetterhealth.com/wv)



Member Services: 1-888-613-8385

Provider Services: 1-877-847-7901

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



Member Services: 1-800-782-0095

Provider Services: 1-800-782-0095

[www.unicare.com/medicaid](http://www.unicare.com/medicaid)

### DXC.technology Medicaid Solutions

#### For services and billing questions:



Member Customer Service Center: 1-888-483-0797

Provider Helpline: 1-888-483-0793

[www.wvmmis.com](http://www.wvmmis.com)

# DONATE!

[VISIT US ON FACEBOOK...BEST TAX DEDUCTION! IT'S EASY! IT WORKS!...](#)

CALL 866-GIVE-CAR (866-448-3227)

## How to Donate Your Car

This is how the program works...

- **DONATE YOUR CAR:** Do you have a car you would like to donate? Begin filling out the form on this page to tell us about your car. Or, give us a call at **1-866-GIVE CAR (448-3227)** and we'll get back to you.
- **DONATIONS OF MONEY:** Your financial contributions to help repair our donated cars can be made using our [secure online donation form](#). Donations can be mailed to Good News Mountaineer Garage, 1637 4th Avenue, Charleston, WV 25387
- If you call, a staff person will ask questions to learn more about the history and condition of the vehicle.
- Reputable mechanics perform repairs and tune-ups on vehicles accepted into the program.

## Be A Vehicle Donor - Join in the Giving!



We rely on the generous contributions of vehicles, money and time from individuals, churches, organizations and businesses.

- Vehicles too expensive to repair are used for parts. Vehicles too expensive to maintain are [sold to the public](#). Proceeds from these auto sales support the program.
- A qualified family in need will be matched with the vehicle.
- Vehicle maintenance training will be provided to the new owner of the car.
- You can call **1 [866] 448-3227** today to help your neighbor!

You may be eligible for a [tax deduction](#) on your federal income taxes if your car is accepted. And you may also qualify for a direct state [tax credit](#) (when available) for half the value of your vehicle.

**Call 1-866-GIVECAR (448-3227)**

**“This car saved my life, I was able to get to and from school -- I am about to graduate and will get a good job.”**



# GRANDFACTS

## STATE FACT SHEETS FOR GRANDFAMILIES



The GrandFacts state fact sheets for grandfamilies include state-specific data and programs as well as information about public benefits, educational assistance, legal relationship options and state laws. Visit [www.grandfamilies.org](http://www.grandfamilies.org) to find this and all GrandFacts state fact sheets.

# West Virginia

## The Children

- 22,000 (6%) children live with a relative with no parent present.
- 41,482 (10.9%) children under 18 live in homes where householders are grandparents or other relatives.
  - 35,393 (9.3%) of these children live with grandparents.
  - 6,089 (1.6%) of these children live with other relatives.

## The Grandparents

- 21,304 grandparents are householders responsible for their grandchildren who live with them. Of these:
  - 8,884 (41.7%) do not have parents present.
  - 13,553 (63.6%) are under age 60.
  - 9,906 (46.5%) are in the workforce.
  - 4,453 (20.9%) are in poverty.
  - 7,158 (33.6%) have a disability.
  - 5,219 (24.5%) are unmarried.
  - Race/Ethnicity:
    - 19,621 (92.1%) are white (not Hispanic or Latino)
    - 1,001 (4.7%) are black or African American
    - 128 (0.6%) are Hispanic or Latino origin
    - 64 (0.3%) are Asian
    - 107 (0.5%) are American Indian or Alaska Native
    - 0 (0.0%) are Native Hawaiian or other Pacific Islander
    - 383 (1.8%) are multiracial
    - 0 (0.0%) are some other race

## Children in Kinship Foster Care

For data on children in kinship care within the child welfare system, see the [Child Trends fact sheet for West Virginia](#).

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

## Programs That Can Help

Local programs that provide support, resources and assistance to grandfamilies can often be found by contacting your local school, area agency on aging, community center, faith-based organization or children's services office.

### Key Programs in West Virginia

#### Family Resource Center - REACHH

**Website:** [www.reachhfrc.com](http://www.reachhfrc.com)

**Phone:** 304-466-2226

**Email:** [reachhfrc@suddenlinkmail.com](mailto:reachhfrc@suddenlinkmail.com)

**Service Area:** Summers and Mercer Counties

**Description:** Outreach, crisis intervention, in-home supports, advocacy, information and referrals, case-management, counseling, community education and children's programs.

#### Relatives as Parents Program of the Panhandle

**Contacts:** **Berkeley County:** Annie Otto  
304-754-3802

[anniem36@frontier.com](mailto:anniem36@frontier.com)

**Jefferson County:** Gwen Twyman  
304-724-2044

[thyvein@aol.com](mailto:thyvein@aol.com)

**Morgan County:** Lisa Osborne  
304-258-5600

**Service Area:** Berkeley, Jefferson and Morgan Counties

**Description:** Support groups, information and referral, legal assistance for kinship care issues and respite care.

#### MissionWV, West Virginia University Extension Services, Legal Aid of WV and the Dept. on Health & Human Services - West Virginia Relatives as Parents Program (RAPP)

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

**Contact:** Carolyn Suppa or Kelly Thompson

**Phone:** 304-562-0723 or 1-866-CALL-MWV (225-5698)(toll-free)

**Email:** [info@missionwv.org](mailto:info@missionwv.org)

**Service Area:** Statewide

**Description:** Support groups, workshops, email listserv, resource referrals and toll-free warm line.

## Public Benefits

Federal and state public benefits programs can help with income, food, healthcare, home energy, telephone and other needs for those who are eligible. Eligibility requirements vary with each public benefit and sometimes are different from state to state. Some benefits are for the family and others are for children or older adults individually. Children are often eligible for public benefits even if their caregivers do not have guardianship or legal custody. Relative caregivers may become eligible for benefits programs when their household size increases.

### Help with Public Benefits

#### AARP Foundation's Benefits QuickLink

Benefits QuickLINK, powered by BenefitsCheckUp of the National Council on Aging, offers a free and private way to complete a questionnaire to find out if relatives and/or the children they are raising qualify for certain programs that pay for food, increase income and cover home and healthcare costs. The specific programs covered by the questionnaire in the website are listed below. Once the questionnaire is completed, the website generates a list of eligible programs and contact information.

[www.aarp.org/quicklink](http://www.aarp.org/quicklink)

Benefits QuickLINK State and Federal Public Benefits	Benefits QuickLINK Public Benefits for Families Raising Children
<ul style="list-style-type: none"> <li>• Medicare Savings Programs</li> <li>• Medicare Prescription Drug Coverage</li> <li>• Medicare Rx Extra Help</li> <li>• State Pharmaceutical Assistance Programs (SPAP)</li> <li>• Medicaid for Aged, Blind, and Disabled</li> <li>• Supplemental Nutrition Assistance Program (SNAP)</li> <li>• Earned Income Tax Credit (EITC)</li> <li>• Low Income Home Energy Assistance (LIHEAP)</li> <li>• State Property Tax Relief/Rebates</li> <li>• Supplemental Security Income (SSI)</li> <li>• Employment Programs</li> <li>• Telephone and Cellphone Assistance</li> <li>• Transportation Assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Medicaid for Children</li> <li>• State Children's Health Insurance Program (SCHIP)</li> <li>• TANF-Child Only Grants</li> <li>• Supplemental Security Income for Children</li> <li>• Child Care Assistance</li> </ul>

#### Benefits.gov

An official website of the federal government, this resource has state specific information on benefits, in addition to a screening tool to find out which programs you may be eligible to receive.

[www.benefits.gov](http://www.benefits.gov)

#### Eldercare Locator

The National Eldercare Locator service helps you find your local area agency on aging and other state and local resources that can help with public benefits, local programs and other services for older adults.

1-800-677-1116 (toll-free)

[www.eldercare.gov](http://www.eldercare.gov)

### Key Public Benefits: Income

Each state administers federal funds that provide cash assistance to families in need. Some states also offer other forms of financial assistance.

#### Temporary Assistance to Needy Families (TANF)

Cash assistance may be available to eligible children and their relative caregivers.

##### WV WORKS

Department of Health and Human Resources, Bureau for Children and Families

877-716-1212

[www.dhhr.wv.gov](http://www.dhhr.wv.gov)

##### Generations United's Grand Resources:

A Fact Sheet for Grandparent and Relative Caregivers to Help Access Support through the Temporary Assistance for Needy Families (TANF) Program

[www.gu.org/RESOURCES.aspx](http://www.gu.org/RESOURCES.aspx)

#### Social Security

A multigenerational program, Social Security provides income benefits to adults, older adults and children. In addition to [Retirement](#) and [Disability](#) benefits, [Survivor's Benefits](#) are based on a child's parent's earnings and may help if a child's parents die. Your grandchild may also qualify for benefits based on your work record. The [Supplemental Security Income](#) (SSI) program pays benefits to disabled [adults](#) and [children](#) who have limited income and resources. SSI benefits are also payable to people 65 and older without disabilities who meet the financial limits.

[Online Directory](#) - To find your local Social Security Administration office.

1-800-772-1213 (toll-free)

<https://secure.ssa.gov/>

### Key Public Benefits: Nutrition

Relative caregivers and their families may be eligible for assistance with groceries, meals, infant formula and nutrition education. These are some of the key nutrition benefits programs and resources.

#### Supplemental Nutrition Assistance Program (SNAP)

SNAP is the new name for the federal Food Stamp Program. It helps low-income individuals and families buy the food they need for good health. Although SNAP is the national name, your state may use a different name.

##### West Virginia Supplemental Nutrition Assistance Program (SNAP)

Department of Health and Human Resources, Bureau for Children and Families

1-800-642-8589 (toll-free)

[www.dhhr.wv.gov](http://www.dhhr.wv.gov)

**Food and Nutrition Services of the U.S. Department of Agriculture (USDA)**

**Child Nutrition Program** - The schools, early childhood education programs, child care centers, afterschool programs or other programs that children attend may offer free or reduced meals through the federal Child Nutrition Program, which provides breakfast, lunch, snacks, summer meals and milk. Contact the school, center or program to ask if they participate in any of the child nutrition programs and how to apply. Relative caregivers should inform the program that they are raising the child and whether or not they are doing so through a court order.

**Online State Directory** - To find your state office that manages the Child Nutrition program.  
[www.fns.usda.gov/cnd/Contacts/StateDirectory.htm](http://www.fns.usda.gov/cnd/Contacts/StateDirectory.htm)

**Women, Infant and Children (WIC)** - States administer federal funds for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

**Online State Directory** - To find your state office that manages the WIC program.  
[www.fns.usda.gov/wic/wic-contacts](http://www.fns.usda.gov/wic/wic-contacts)

**Foodbanks**

Organizations that provide free food and sometimes other items, such as diapers, to families in need.

**Online State Directory** - To find local food banks.  
[www.feedingamerica.org/foodbank-results.aspx](http://www.feedingamerica.org/foodbank-results.aspx)

**Key Public Benefits: Health Care**

Relative caregivers and the children they are raising may be eligible for health insurance through Medicare and/or Medicaid and help with prescription drugs. **Benefits QuickLINK** can help you find these benefits.

[www.aarp.org/quicklink](http://www.aarp.org/quicklink)

**Health Insurance for Children**

Relative caregivers may apply for free or low-cost health and dental insurance for the children they are raising through the Children's Health Insurance Program (CHIP), which provides health coverage to eligible children through both Medicaid and separate CHIP programs. CHIP and Medicaid are the national names, and your state may use different names.

**WVCHIP**

Department of Health and Human Resources  
1-877-WVA-CHIP (1-877-982-2447 toll-free)  
[www.chip.wv.gov](http://www.chip.wv.gov)

**West Virginia Medicaid**

1-877-716-1212 (toll-free)  
[www.dhhr.wv.gov](http://www.dhhr.wv.gov)

**Consent to Obtain Health Care**

Even with insurance, consenting to health care for a child can be a challenge for relative caregivers who do not have legal custody. Some states have laws that allow these caregivers to “consent” to such treatment.

**Grandfamilies.org Online Database** - To see if your state has such a law.  
[www.grandfamilies.org/Search-Laws](http://www.grandfamilies.org/Search-Laws)

**Key Public Benefits: Tax Credits**

The following information is about tax credits from the federal government available throughout the United States. Similar tax credits may exist in your state for state taxes. For example, according to the Center on Budget and Policy Priorities (CBPP), 26 states and the District of Columbia offer a state tax credit based on the federal Earned Income Tax Credit (EITC) and four states offer a Child Tax Credit. See CBPP’s **“Get it Back Campaign”** for more information on state tax credits.

**Earned Income Tax Credit (EITC)** is an income tax credit for workers who do not have high incomes. It is a refundable tax credit, which means you could get a refund check from the U.S. Internal Revenue Service (IRS) even if you don't earn enough to pay taxes.

**Child Tax Credit** is a tax credit for up to \$1,000 per dependent child. But, it is not refundable.

**Additional Child Tax Credit** may help if you don’t owe enough taxes to benefit from the child tax credit. Unlike the child tax credit, this tax credit is refundable.

**Child and Dependent Care Tax Credit** may help you if you’ve hired someone to help care for the child so you could work or look for work. If so, you may be able to claim up to \$3,000 in expenses per child.

**Adoption Tax Credit** can help if you have adopted your grandchild or other relative. It can give you a credit for the money you spent to adopt. If you adopted a child from the foster care system with special needs, you may be eligible for the maximum amount of credit for the year you adopted regardless of whether you had any qualifying expenses. If you did not adopt from the foster care system, you must have qualifying expenses like legal fees. This tax credit allows adoptive parents to claim up to \$13,460 per child.

Please note that tax credits themselves are not counted as income. They will not be counted when you apply for financial help.

**Center for Budget and Policy Priorities (CBPP)** – To find out about tax credits in your state.  
[www.cbpp.org](http://www.cbpp.org)

**The U.S. Internal Revenue Service (IRS)** – To find out more information about each of these tax credits  
[www.irs.gov](http://www.irs.gov)

## Education

The **U.S. Department of Education** offers a [parent site](#) that has a wide range of helpful information for parents **and** caregivers regarding children's education from early childhood through college, special needs, disabilities, language challenges and gifted students.

1-800-USA-LEARN (1-800-872-5327) (toll-free)

[www.ed.gov/parents](http://www.ed.gov/parents)

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

304-558-2691

[www.wvde.state.wv.us](http://www.wvde.state.wv.us)

## Educational Enrollment

Relative caregivers can contact their local school district's administrative office or their local school to find out how to register the child and what paperwork is needed. Caregivers may need birth records, health records or previous school records. Some states have laws that allow relative caregivers without legal custody or guardianship to enroll the children they are raising in school. These laws are often called education "consent" laws, but they may be called something else in your state.

**Grandfamilies.org Online Database** - To find out if your state has an education consent law.

[www.grandfamilies.org/Search-Laws](http://www.grandfamilies.org/Search-Laws)

## Early Intervention, Special Education and Related Services

**The Federal Individuals with Disabilities Education Act (IDEA)** - From birth to age 21, children who have learning disabilities, physical disabilities or other special needs may be able to get early intervention, preschool and special education services in school through the federal IDEA. Services may include speech, physical and occupational therapies.

The IDEA requires that states identify, locate and evaluate all children ages 3 to 21 with disabilities who may need special education and related services. Once the evaluation team, which includes a child's caregivers, has decided if a child is eligible for early intervention, preschool or special education services, an Individual Family Service Plan (IFSP; birth to three years of age) or an Individual Education Plan (IEP; three to 21 years of age) is developed and services should begin shortly.

### **West Virginia Department of Education, Office of Special Programs**

304-558-2696

[www.wvde.state.wv.us/osp](http://www.wvde.state.wv.us/osp)

### **West Virginia Birth to Three** – Early Intervention Services

304-558-5388 or 1-800-642-8522 (toll-free in West Virginia)

Email: [dhhrwvbt@wv.gov](mailto:dhhrwvbt@wv.gov)

[www.wvdhhr.org/birth23](http://www.wvdhhr.org/birth23)

**Parent Centers** across the country provide information to help parents *and* caregivers with children who have special education needs and disabilities.

**Online State Directory** - To find Parent Centers in your state.

[www.parentcenterhub.org/find-your-center/](http://www.parentcenterhub.org/find-your-center/)

**Generations United's Grand Resources:**

A Grandparent's and Other Relative's Guide to Raising Children with Disabilities

[www.gu.org/RESOURCES.aspx](http://www.gu.org/RESOURCES.aspx)

## Early Childhood Education

**Head Start** and **Early Head Start** are early education programs for eligible children.

**Online Directory** - To find Head Start or Early Head Start centers in your state.

1-866-763-6481 (toll-free)

[www.eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices](http://www.eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices)

**Child Care Aware** provides information, resources and connection to local Child Care Resource and Referral Agencies (CCR&R) that help you find local child care.

**Online Directory** - To find your local Child Care Resource & Referral Agency.

1- 800-424-2246 (toll-free)

[www.childcareaware.org/families/](http://www.childcareaware.org/families/)

## Legal

The following legal relationships may be options for both those children exiting the foster care system and those outside the system. For those families who do not want to establish a legal relationship, consent and power of attorney laws are available in several states.

All of the following options are presented in general terms. This area of the law is created at the state level, so how these options are defined and which ones are available can vary significantly by state.

### Adoption

With adoption, the relative caregiver becomes the parent in the eyes of the law. This fact makes access to services on behalf of the child the same as for any parent. Adoption ends all of the birth parents' rights and responsibilities, which means that birth parents cannot go to court later and reclaim those rights and responsibilities.

**Adoption assistance** payments may be available to relative caregivers who choose to adopt children in their care from the child welfare system.

**North American Council on Adoptable Children** - To get information about your state's subsidy, in addition to other adoption information.

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

**Dave Thomas Foundation for Adoption** - To find adoption resources that may be helpful to you.  
[www.davethomasfoundation.org](http://www.davethomasfoundation.org)

## Guardianship

The biggest difference between adoption and guardianship is that guardianship does not take away all the birth parents' rights and responsibilities. Parents typically keep certain rights and the obligation to financially support the child. Unlike adoption, the parents can go back to court and ask for the guardianship to be ended. For caregivers, a guardianship allows them to access services on behalf of the child that otherwise might prove impossible while not changing family relationships, like making grandma legally mom.

**Guardianship assistance** payments may be available to relative caregivers who choose to get guardianship of the children in their care who are exiting the child welfare system.

[www.grandfamilies.org](http://www.grandfamilies.org) - To find out more about whether your state has guardianship assistance.

## Legal Custody

Legal custody is similar to guardianship, but it is usually granted by a different court that has different procedures.

## Other Options

In some states, relative caregivers who do not want or have a legal relationship to the children in their care have laws that make it possible to access health care treatment and educational services on behalf of the children without going to court.

For more information on all these options, and to see what exists in your state, see [www.grandfamilies.org](http://www.grandfamilies.org).

## State Laws

**Grandfamilies.org** is a collaboration between **Generations United**, the **American Bar Association Center on Children and the Law** and **Casey Family Programs**. It contains an easy-to-use, searchable **database** of state laws and legislation directly impacting kinship families. You will also find explanations of legal topic areas, practical implementation ideas, personal stories and many other resources.

### Topics Covered:

- Adoption
- Care and Custody
- Education
- Federal Laws
- Foster Care Licensing
- Financial Assistance
- Healthcare
- Housing

- Kinship Navigator Programs
- National Family Caregiver Support Program
- Notification of Relatives
- Subsidized Guardianship

The online database of laws and legislation is at [www.grandfamilies.org/Search-Laws](http://www.grandfamilies.org/Search-Laws).

## Updates

If you have an update or a resource to be included in this or any of the other GrandFacts State Fact Sheets, please email [grandfamilies@gu.org](mailto:grandfamilies@gu.org).

## Acknowledgements

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***Updated May 2017***

### **Data Sources:**

- Annie E. Casey Foundation Kids Count Data Center. 2013-2015 Current Population Survey Annual Social and Economic Supplement (CPS ASEC). Estimates represent a three-year average. Accessed March 4, 2017. Retrieved from <http://datacenter.kidscount.org/data/tables/7172-children-in-kinship-care?loc=1&loct=1#detailed/1/any/false/1491/any/14207,14208>
- U.S. Census Bureau, 2015 American Community Survey 5-Year Estimates. Accessed March 4, 2017. Retrieved from [https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_15\\_5YR\\_S1001&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_15_5YR_S1001&prodType=table)
- U.S. Census Bureau, 2015 American Community Survey 5-Year Estimates. Accessed March 4, 2017. Retrieved from [https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_15\\_5YR\\_S1002&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_15_5YR_S1002&prodType=table)

# GUIDANCE FOR CLEANING & DISINFECTING

## PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE  
FOR MORE  
INFORMATION

### 1 DEVELOP YOUR PLAN

**DETERMINE WHAT NEEDS TO BE CLEANED.**

Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

**DETERMINE HOW AREAS WILL BE DISINFECTED.** Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

**CONSIDER THE RESOURCES AND EQUIPMENT NEEDED.** Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

Follow guidance from state, tribal, local, and territorial authorities.

### 2 IMPLEMENT

**CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER** prior to disinfection.

**USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT.** Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

**ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL.** The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

### 3 MAINTAIN AND REVISE

**CONTINUE ROUTINE CLEANING AND DISINFECTION.**

Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

**MAINTAIN SAFE PRACTICES** such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

**CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE.** Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

For more information, please visit **CORONAVIRUS.GOV**



# MAKING YOUR PLAN TO CLEAN AND DISINFECT

**Cleaning** with soap and water removes germs, dirt, and impurities from surfaces. It lowers the risk of spreading infection.

**Disinfecting** kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection.



Is the area indoors?

**YES**

It is an indoor area.

**NO**

**Maintain existing cleaning practices.**

Coronaviruses naturally die in hours to days in typical indoor and outdoor environments. Viruses are killed more quickly by warmer temperatures and sunlight.

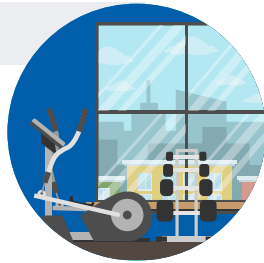
Has the area been occupied within the last 7 days?

**YES**

Yes, the area has been occupied within the last 7 days.

**NO**

The area has been unoccupied within the last 7 days.  
The area will need only routine cleaning.



Is it a frequently touched surface or object?

**YES**

Yes, it is a frequently touched surface or object.

**NO**

**Thoroughly clean these materials.**

Consider setting a schedule for routine cleaning and disinfection, as appropriate.



What type of material is the surface or object?

**Hard and non-porous materials  
like glass, metal, or plastic.**

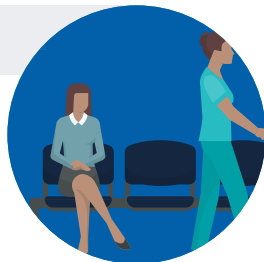
**Visibly dirty surfaces should be cleaned prior to disinfection.**

Consult EPA's list of disinfectants for use against COVID-19, specifically for use on hard, non-porous surfaces and for your specific application need. More frequent cleaning and disinfection is necessary to reduce exposure.

**Soft and porous materials like carpet,  
rugs, or material in seating areas.**

**Thoroughly clean or launder materials.**

Consider removing soft and porous materials in high traffic areas. Disinfect materials if appropriate products are available.





Patient Safety

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR DISEASE CONTROL AND PREVENTION  
SAFER • HEALTHIER • PEOPLE

# CLEAN HANDS SAVE LIVES

## Protect patients, protect yourself



Alcohol-rub or wash  
before and after *EVERY* contact.



[www.cdc.gov/handhygiene](http://www.cdc.gov/handhygiene)

# WASH YOUR HANDS



## BENEFITS OF REGULAR, THOROUGH HANDWASHING

- **Avoid getting ill**
- **Avoid making others ill**

Germ on hands go everywhere: eyes, nose, mouth, objects, other people's food, your food! Wash your hands regularly and keep everyone well!

## HAND SANITIZERS:

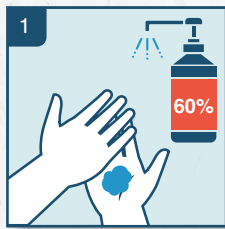
- Not as good as washing hands with soap and water
- A good option when handwashing is not available
- Use sanitizers with 60% alcohol
- Apply gel to palms of hands, rub hands together for 20 seconds or until hands are dry

# How to: Use Hand Sanitizer

Keeping your hands clean can stop the spread of illness, including coronavirus disease 2019 (COVID-19).

If soap and water are not available, use an alcohol-based hand sanitizer with at least 60 percent alcohol.

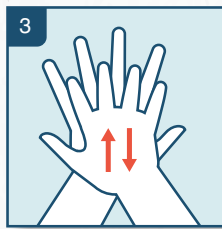
**60%  
Alcohol**



1  
Apply enough hand sanitizer to cover your hands



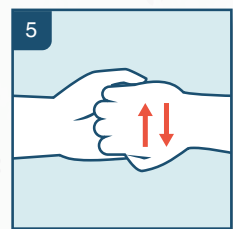
2  
Rub your hands palm to palm.



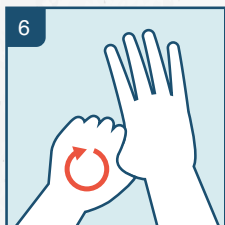
3  
Scrub the backs of your hands.



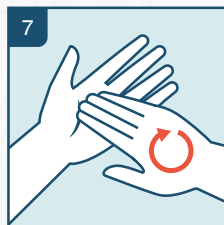
4  
Clean in between your fingers.



5  
Scrub the backs of your fingers.



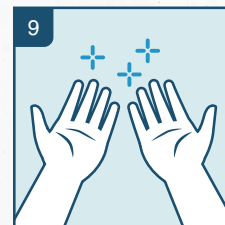
6  
Wash your thumbs.



7  
Clean your fingernails and fingertips.



8  
Allow your hands to air dry.



9  
Your hands are now clean.

Check out [www.BlueChoiceSC.com/COVID-19](http://www.BlueChoiceSC.com/COVID-19) for more information.



BlueChoice HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association.

# Positive Parenting & COVID-19: 10 Tips to Help Keep the Calm at Home

Calmly teaching your child good behavior can become more difficult, though no less important, during stressful times. The American Academy of Pediatrics (AAP) offers these tips for families facing long periods of time isolated at home during the COVID-19 outbreak.

With schools closing and many parents working at home or facing job uncertainty, it's more important than ever to use positive parenting and healthy approaches to discipline. Some examples:

- 1. Prevent boredom.** Bored or frustrated children are more likely to act out. Many U.S. children have had their lives disrupted—they are out of school, and they can't play with their friends. Try to keep kids busy with a healthy and productive schedule at home.
- 2. Address fears.** Children who are old enough to follow the news may be afraid, for example, that they or their parents are going to die. The medical research about COVID-19 shows that healthy people under 60 are unlikely to get very sick or die. Talk with children about any frightening news they hear.
- 3. Use time-outs.** This discipline tool works best by warning children they will get a time-out if they don't stop. Remind them what they did wrong in as few words and with as little emotion as possible. Then, remove them from the situation for a pre-set length of time (1 minute per year of age is a good guide).
- 4. Redirect bad behavior.** Sometimes children misbehave because they don't know any better and need some guidance. Find something else for your child to do.
- 5. Know when not to respond.** As long as your child isn't doing something dangerous and gets plenty of attention for good behavior, ignoring bad behavior can be an effective way of stopping it. Ignoring bad behavior also can teach children natural consequences of their actions. For example, if your child keeps dropping food on purpose, there will be nothing left to eat.
- 6. Praise success.** Children need to know when they do something bad—and when they do something good. Notice good behavior and point it out, praising success and good tries. This is particularly important in these difficult times, when children are separated from their friends and usual routines.
- 7. Allow time for attention.** The most powerful tool for effective discipline is attention—to reinforce good behaviors and discourage others. When parents are trying to work at home whether children are out of school or childcare, this can be tough. Clear communication and setting up expectations, particularly with older children, can help with this.

- 8. Avoid physical punishment.** The Academy reminds parents that spanking, hitting, and other forms of physical or "corporal" punishment risks injury and isn't effective. Physical punishment can increase aggression in children long-term, and fails to teach children to behave or practice self-control. In fact, research shows it may harm the child and inhibit normal brain development. Corporal punishment may take away a child's sense of safety and security at home, which are especially needed now.

The American Academy of Pediatrics (AAP) reminds parents and caregivers never to shake or jerk a child, which could cause permanent injuries and disabilities and even result in death. Tips for calming a fussy baby and advice for caregivers who have reached a breaking point can be found here. If you have a friend relative or neighbor with the new baby at home, think of ways you can reach out to provide support during the isolation period.

- 9. Take care of yourself.** Caregivers also should be sure to take care of themselves physically: eat healthy, exercise and get enough sleep. Find ways to decompress and take breaks. If more than one parent is home, take turns watching the children if possible.

- 10. Remember to take a breath.** In addition to reaching out to others for help, the AAP recommends parents feeling overwhelmed or especially stressed try to take just a few seconds to ask themselves:

- Does the problem represent an immediate danger?
- How will I feel about this problem tomorrow?
- Is this situation permanent?

In many cases, the answers will deflate the panic and the impulse to lash out physically or verbally at children.

## Stay informed

Families are encouraged to stay up to date about this situation as we learn more about how to prevent this virus from spreading in homes and in communities.

For more parenting information from the AAP, visit [www.HealthyChildren.org](http://www.HealthyChildren.org).

For the latest developments from the CDC, including travel warnings, new cases, and prevention advice, visit [www.cdc.gov](http://www.cdc.gov).

American Academy of Pediatrics

DEDICATED TO THE HEALTH OF ALL CHILDREN®



healthychildren.org

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from the American Academy of Pediatrics

The American Academy of Pediatrics (AAP) is an organization of 67,000 primary care pediatricians, pediatric medical subspecialists, and pediatric surgical specialists dedicated to the health, safety, and well-being of infants, children, adolescents, and young adults.

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Source: [HealthyChildren.org](http://HealthyChildren.org) (Corinn Cross, MD, FAAP)

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# How to Protect Yourself & Others

## Wear a mask

- Everyone 2 years and older should wear masks in public.
- Masks should be worn in addition to staying at least 6 feet apart, especially around people who don't live with you.

The following categories of people are exempt from the requirement to wear a mask:

- A child under the age of 2 years;
- A person with a disability who cannot wear a mask, or cannot safely wear a mask, for reasons related to the disability;
- A person for whom wearing a mask would create a risk to workplace health, safety, or job duty as determined by the workplace risk assessment.

## Stay 6 feet away from others

- Outside your home: Put 6 feet of distance between yourself and people who don't live in your household.
- Remember that some people without symptoms may be able to spread virus.

## Get Vaccinated

- Authorized COVID-19 vaccines can help protect you from COVID-19.
- You should get a [COVID-19 vaccine](#) when it is available to you.
- [Once you are fully vaccinated](#), you may be able to start doing some things that you had stopped doing because of the pandemic.

## Avoid crowds and poorly ventilated spaces

- Avoid indoor spaces that do not offer fresh air from the outdoors as much as possible.
- If indoors, bring in fresh air by opening windows and doors, if possible.

## Wash your hands often

- [Wash your hands](#) often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

## Clean and disinfect

- Clean high touch surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

Follow [CDC guidance](#) if symptoms develop. <https://www.cdc.gov/coronavirus>

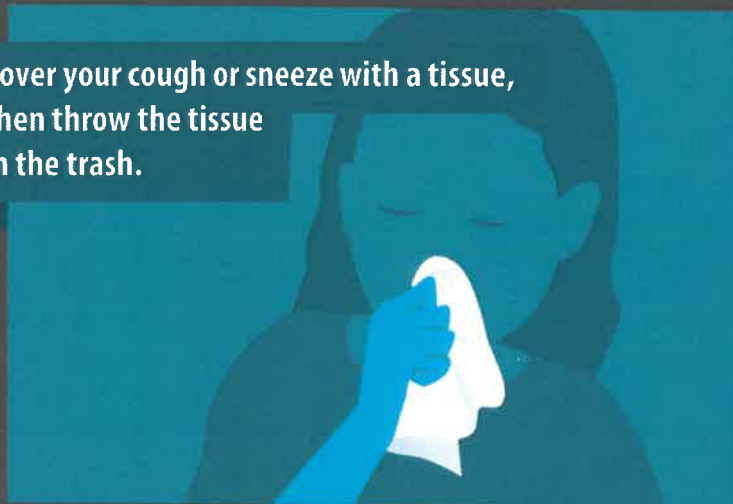
# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

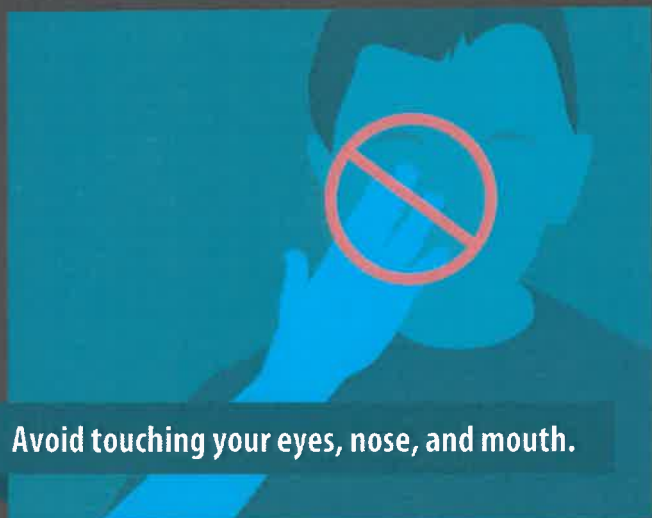
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



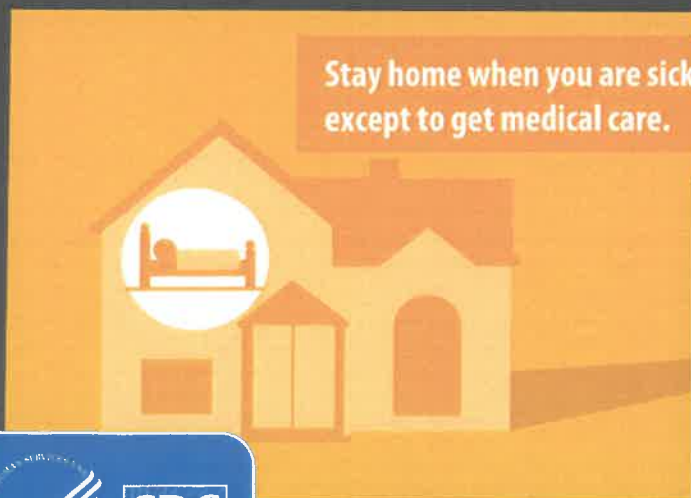
Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



**Patients with COVID-19 have experienced mild to severe respiratory illness.**

**Symptoms\* can include**

**FEVER**



**COUGH**



**\*Symptoms may appear 2-14 days after exposure.**

**SHORTNESS  
OF BREATH**



**Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.**

# Coronavirus (COVID-19) Funeral Assistance

The COVID-19 pandemic has brought overwhelming grief to many families. At FEMA, our mission is to help people before, during and after disasters. We are dedicated to helping ease some of the financial stress and burden caused by the virus.

**FEMA is providing financial assistance for COVID-19-related funeral expenses incurred after January 20, 2020.**



## To be eligible for funeral assistance, you must meet these conditions:

- The death must have occurred in the United States, including the U.S. territories, and the District of Columbia.
- The death certificate must indicate the death was attributed to or caused by COVID-19.
- The applicant must be a U.S. citizen, non-citizen national or qualified alien who incurred funeral expenses after January 20, 2020.
- There is no requirement for the deceased person to have been a U.S. citizen, non-citizen national or qualified alien.

## Which expenses will qualify for reimbursement?

Examples of eligible expenses for funeral services and interment or cremation may include, but not limited to:

- Transportation for up to two people to identify the deceased individual
- The transfer of remains, a casket or urn
- A burial plot or cremation niche
- A marker or headstone
- Clergy or officiant services
- The arrangement of a funeral ceremony
- The use of funeral home equipment or staff
- Cremation or interment costs
- Costs associated with producing multiple death certificates

## What information do I need to provide to FEMA?

Please have the following information before contacting FEMA to apply:

- Your name, social security number, date of birth, mailing address and contact phone numbers.
- The name, social security number and date of birth for each deceased individual.
- The location or address where the deceased individual passed away.
- Documentation and receipts for any assistance already received from other sources, including burial or funeral insurance, donations, voluntary agencies, other government programs or non-profit organizations.
- If you and another person both incurred funeral expenses for the same deceased individual(s), you can also provide that person as a co-applicant – include their name, social security number and date of birth on the application.

## HOW DO I APPLY FOR THIS ASSISTANCE?

**Call FEMA's COVID-19 Funeral Assistance Helpline at**  
1-844-684-6333  
(TTY: 800-462-7585)  
from 9 a.m. to 9 p.m. ET,  
Monday – Friday and begin the application process.

**For fastest service following your application, you can begin submitting documentation online through**  
[Disasterassistance.gov](https://disasterassistance.gov),  
**by fax 855-261-3452.**

Documents may also be mailed to:  
COVID-19 Funeral Assistance  
P.O. Box 10001  
Hyattsville, MD 20782

## FREQUENTLY ASKED QUESTIONS

**You can also visit us online at**  
[FEMA.gov/funeral-assistance/faq](https://fema.gov/funeral-assistance/faq).  
Information is provided in several languages both by telephone and the website.



**FEMA**



## Resource Directory



### Braxton County

Child Care Center	Location	Phone
Robbins Nest Day Care Center Tier II	Gassaway	304-765-2989
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Summersville	304-872-9200
Braxton WIC	Gassaway	304-364-8778
Right from the Start	Rainelle	304-438-5810
Braxton Community Coalition	Gassaway	304-644-2828
Department of Health and Human Resources	Sutton	304-765-7344
Mountain Cap Of WV Inc	Gassaway	304-472-1500
WVU Extension Services	Sutton	304-765-2809
Encore A Thrift Store	Gassaway	
Central WV Center for Pregnancy Care	Gassaway	1-877-472-1122
<b>Food Pantries</b>		
My Father's Mission Food Pantry	Sutton	304-765-7651
Sutton Baptist Church	Sutton	304-765-5442
Sutton Methodist Church	Sutton	304-765-5590
St. Thomas Catholic Church	Gassaway	304-364-5895
Gassaway Baptist Church	Gassaway	304-364-8843
Little Birch Baptist Food Pantry	Little Birch	304-765-0127
Food Distribution Center – Christ's Cantina	Sutton	304-689-6193
Sutton School Apartments	Sutton	304-402-2110
<b>Housing Resources</b>		
Braxton Manor II Apartments	Gassaway	304-364-2669
Braxton Manor Apartments	Gassaway	844-478-6472
Deer Forrest Apartments	Gassaway	304-364-9104
Elk Village Apartments	Sutton	304-765-2433
Flint Apartments	Sutton	304-765-7283
Clarks TownHill Apartments	Sutton	304-765-9249
Rural Development	Weston	304-269-8431
Central WV Outreach Center	Gassaway	304-364-4673
<b>Health Resources</b>		
Braxton County Health Department	Sutton	304-765-2851
United Summit Center	Sutton	304-765-2801
Braxton Community Health Center	Gassaway	304-364-1093
Community Care of Flatwoods	Sutton	304-364-8941
Community Care of WV	Sutton	304-765-0351
Braxton County Fellowship Home	Sutton	304-765-2616
Sutton Lion Club	Sutton	304-765-7695

Educational Resources		
Braxton County Adult Education	Sutton	304-765-5414
Mountaineer Challenge Academy North	Kingwood	304-329-2118
Mountaineer Challenge Academy South	Montgomery	304-981-0059

Libraries	Location	Phone
Sutton Public Library	Sutton	304-765-7224
Gassaway Public Library	Gassaway	304-364-8292
Burnsville Public Library	Burnsville	304-853-2338

*Oh, the Places You'll Go!*



*“The more that you Read,  
the more things you will Know.*

*The more that you Learn,  
the more places you'll Go”!*

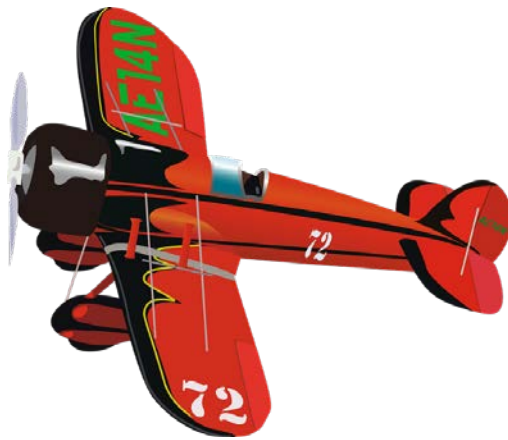
*-Dr. Seuss*

## FAYETTE COUNTY

<b>Child Care Centers</b>	<b>Location</b>	<b>Phone</b>
A Place to Grow – Tier III	Oak Hill	304-469-6687
Fayette County Starting Points	Smithers	304-442-0043
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Beckley	304-253-7654
WV Bureau for Child Support Enforcement	Oak Hill	304-465-9613
WV Department of Health and Human Services	Oak Hill	304-465-9613
Women’s Resource Center	Glen White	304-255-2559
Domestic Violence Support Group	Fayetteville	304-574-0500
Summersville Job Service	Summersville	304-872-0820
ENACT	Montgomery	304-442-2018
Appalachian Resource and Defense Fund	Beckley	304-255-0561
American Red Cross	Beckley	304-255-1508
WIC	Oak Hill	304-465-5314
Parent Resource Center	Fayetteville	304-574-2901
Fayette County 4-H	Fayetteville	304-574-4253
MIHOW Maternal Infant Health Outreach Work	Fayetteville	304-469-2415
NECCO	Beckley	304-250-1200
Safe Haven/ I Heart Church	Mt Hope	304-252-5551
Children’s Home Society	Daniels	304-255-0408
WV University Extension Services	Fayetteville	304-574-4253
United Methodist Church	Oak Hill	304-469-4126
Fayette County Senior Program	Oak Hill	304-465-8484
Adult Protective Services	Oak Hill	304-465-9613
Central WV Aging Services Inc	Oak Hill	304-465-0885
Fayette Gabriel Project	Fayetteville	304-574-0446
Warm Hands and Warm Hearts	Oak Hill	304-222-0629
Fayette Co Resources Network Opportunity Council	Fayetteville	304-574-4338
United Way	Beckley	304-253-2111
Gold Mountaineer Discount Card	Charleston	304-558-0160
River Valley Community Outreach	Fayetteville	530-329-8361
<b>Food Pantries</b>		
The Salvation Army	Beckley	304-253-9541
Good News Outreach	Meadow Bridge	304-484-6106
Fayetteville United Methodist Church	Fayetteville	304-574-0187
St Peter & Paul Catholic Church	Oak Hill	304-465-5445
Spirit & Truth Ministries	Oak Hill	304-465-8911
Ansted of Ministerial Associate	Ansted	304-658-4075
Oak Hill United Methodist Church	Oak Hill	304-469-3313
United Community Services	Montgomery	304-442-2018
Dream Center	Beckley	304-252-3402
Hand N Hand Mission	Oak Hill	304-465-0306

<b>Food Pantries</b>		
Fayette County Emergency Food Assistance	Fayetteville	304-574-3733
	<b>Location</b>	<b>Phone</b>
Fayette County Starting Points	Alloy	304-779-3109
<b>Housing Resources</b>		
Pine Knoll Apartments	Oak Hill	304-469-4684
Birch Tree and Maple Court Apartment	Oak Hill	
Crossroad Apartments	Mt Hope	304-238-5807
Fayette Hills Apartments	Fayetteville	304-574-0940
Fayette Manor Apartments	Oak Hill	304-469-6673
Gertrude Apartments	Smithers	
Hope Landing	Mt Hope	304-877-5112
Fayette Hills Unity	Oak Hill	304-465-8240
Oakmont Greene	Mt Hope	304-877-6678
Twin Oaks Plaza	Oak Hill	304-469-9938
Manor House Apartment	Beckley	304-255-0194
United Way	Beckley	304-253-2111
Mt Hope Housing Authority	Mt Hope	304-877-6541
Beckley Housing Authority	Beckley	304-256-1772
Raleigh County Housing	Beckley	304-255-5164
Southern Appalachian Labor School	Kincaid	304-779-2280
MountainHeart Community Services, Inc. Weatherization	Oceana	304-682-8272
<b>Health Resources</b>		
Fayette County Health Department	Fayetteville	304-574-1617
Access Health	Lochgelly	304-469-3334
New River Family Health Center	Scarbro	304-469-2905
Med Express	Fayetteville	304-658-9397
New River Health Center	Fayetteville	304-574-3960
Kaiami Ahmad	Beckley	304-252-0931
Greenbrier Audiology Inc	Beckley	304-255-6310
Fayette County School Health Services	Fayetteville	304-574-0239
Ghassan Dagher	Montgomery	304-442-8076
Southern Eye Care Associates	Oak Hill	304-469-6711
Ahmed Faheem	Beckley	304-252-4433
Burlington	Beckley	304-252-8508
Raleigh Psychiatric Services	Beckley	304-252-8409
KVC Behavioral Healthcare	Beckley	304-929-4130
FMRS Health Systems	Fayetteville	304-574-2100
Amedisys	Fayetteville	304-574-1141
Ansted Center	Ansted	304-658-5271
Fayette Nursing and Rehabilitation	Fayetteville	304-574-0770
Meadows Garden	Rainelle	304-438-6127
Hidden Valley Nursing and Rehabilitation	Oak Hill	304-465-1903
Montgomery General Elderly Care	Montgomery	304-442-2469

Health Resources	Location	Phone
Sheltering Arms, Inc	Fayetteville	855-333-6002
WillowBay	Oak Hill	304-465-5400
Brain's Safehouse	Mt Hope	304-763-7655
Sparrow's Nest	Mt Hope	304-763-7655



*“You’ll be on your way up!  
 You’ll be seeing great sights!  
 You’ll join the high fliers  
 who soar to high heights”!  
 -“Oh, the Places You’ll Go”-Dr. Seuss*

## GREENBRIER COUNTY

<b>Child Care Centers</b>	<b>Location</b>	<b>Phone</b>
Lit'l Rascals Day Care Center	Lewisburg	304-645-5590
Burr Rabbit Child Development Center	White Sulphur Springs	304-536-4260
Lil Britches Child Care Center	Lewisburg	304-793-5437
Lewisburg Child Care	Lewisburg	304-645-3793
Little Learners Educational Daycare	Ronceverte	304-647-3750
Joyful Noise, Inc.	Lewisburg	304-647-2727
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Lewisburg	304-647-3800
Eastern Greenbrier Jaycees Inc.	Lewisburg	304-645-5547
United Way of Greenbrier Valley	Ronceverte	304-647-3783
Greenbrier Better Living Center	Ronceverte	304-647-3003
WVU Extension Services	Lewisburg	304-647-7408
WV Department of Health and Human Resources	Lewisburg	304-647-7476
Children's Home Society of WV	Fairlea	304-647-3430
Family Refuge Center	Lewisburg	304-645-6334
Northern Greenbrier Latchkey Kids, Inc.	Frankford	304-497-3392
Office of Maternal Child and Family Health	Oak Hill	304-465-9613
Right from the Start	Rainelle	304-438-5810
Western Greenbrier Ministerial Association	Rupert	304-392-5486
CASA of the Eleventh Judicial Circuit WV, Inc.	Lewisburg	304-645-5437
Greenbrier Co Child & Youth Advocacy Center	Lewisburg	304-645-4668
Mountain Transit Authority	Summersville	304-872-5872
North Central WV Community Action Association	Lewisburg	304-647-5106
Right from Start- Infant Program	Ronceverte	304-647-3430
Habitat for Humanity Restore	Lewisburg	304-647-1359
Goodwill Industries Retail Store	Ronceverte	304-645-6500
Salvation Army Thrift Store	Lewisburg	304-647-4590
Second Look Thrift and More	Lewisburg	304-992-3180
Americana Shop	Lewisburg	304-645-2676
Central WV WIC	Lewisburg	304-647-7430
<b>Food Panties</b>		
Northern Greenbrier Food Pantry	Renick	304-647-3161
Quinwood Food Pantry	Quinwood	304-438-8124
Rainelle Food Pantry	Rainelle	304-438-5571
Ronceverte Food Pantry	Ronceverte	304-647-4504
Rupert Food Pantry	Rupert	304-392-5486
White Sulphur Springs Food Pantry	White Sulphur Springs	304-536-1291
Williamsburg Food Pantry	Williamsburg	304-645-6715






MERCER COUNTY

Child Care Centers	Location	Phone
Concord University Child Care	Athens	304-384-5386
Imagination Station Day Care	Princeton	304-325-3300
Kidz at Heart	Princeton	304-487-1222
Lifeline Child Care Center	Princeton	304-425-6522
Princeton Health and Fitness Center	Princeton	304-487-7876
The Learning Tree House	Princeton	304-487-1594
The Kid Connection, Inc.	Princeton	304-425-8676
Wee Tots Nursery, Inc.	Bluefield	304-327-7426
Creation Station	Bluefield	304-325-3366
Kreative Kidz	Princeton	304-
Community Resources		
MountainHeart Community Services, Inc.	Princeton	304-425-3669
American Red Cross	Bluefield	304-257-5017
Burke Memorial Baptist	Princeton	304-425-4945
Catholic Community Services	Princeton	304-425-4306
WV DHHR	Princeton	304-425-8738
TSN/WIC	Bluefield	304-325-3922
Food Pantries		
Bland United Methodist Church	Bluefield	304-325-9184
First Presbyterian Church	Bluefield	304-327-9727
Tender Mercies Ministries, Inc.	Princeton	304-425-2557
The Salvation Army	Bluefield	304-327-7411
The Salvation Army	Princeton	304-425-2971
Housing Resources		
Bluefield Housing Authority	Bluefield	304-325-9653
Case Housing Counseling Program	Bluefield	304-325-6635
Case Weatherization Program	Bluefield	304-324-0457
Trinity United Methodist Church	Bluefield	304-327-7448
Health Resources		
Mercer County Health Department	Bluefield	304-324-8367
KVC Behavioral Healthcare	Princeton	304-425-3636
Southern Highlands CMHC	Princeton	304-425-9541
Appalachian Teen Challenge	Princeton	304-384-9074
Mercer County Fellowship Home	Bluefield	304-327-9876

Commented [MS1]: Need a phone number?




## NICHOLAS COUNTY

Child Care Center	Location	Phone
Friends R Funs	Summersville	304-872-2157
Tots to Teens	Richwood	304-846-4479
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Summersville	304-872-9200
Department of Health and Human Resources	Summersville	304-872-0806
WV Bureau for Child Support Enforcement	Sutton	304-765-0430
Department of Rehabilitation Services	Summersville	304-872-0813
Mountain Cap of WV	Sutton	800-850-7738
Nicholas County Family Resource Network	Summersville	304-872-4707
Women Resource Center	Summersville	304-872-7875
Parent Network Specialist	Sutton	304-765-7644
Mountain Transit Authority	Summersville	304-872-5872
Nicholas County Workforce	Summersville	304-872-0068
Summersville Job Service	Summersville	304-872-0821
Central WV WIC Program	Summersville	304-872-0826
Goodwill	Summersville	304-872-0052
Last Shepherd Thrift Store	Summersville	304-222-0961
Nicholas Community Action Partnership	Summersville	304-872-1162
The Family Center of Richwood	Richwood	304-846-2773
Central WV Outreach Center	Gassaway	304-364-4673
<b>Food Pantries</b>		
Summersville Presbyterian Church	Summersville	304-872-2371
Love Inc of Nicholas County	Summersville	304-872-5197
Richwood Food and Clothing Pantry	Richwood	304-846-4343
New Beginnings Worship Center	Summersville	304-872-4469
<b>Housing Resources</b>		
Edgewood Village Apartments	Richwood	304-846-2250
County Haven Apartments	Richwood	304-673-4074
Carolyn Apartments	Craigsville	304-880-5739
Nicholas Manor Apartments	Summersville	304-872-6236
Summersville Manor Apartments	Summersville	304-872-6417
Joseph's Crossing Apartments	Summersville	304-872-9670
Rosemary Apartments	Summersville	304-880-5739
Summers Village Apartments	Summersville	304-872-6065
Dylan Heights Apartments	Summersville	304-872-5990
Community Square Apartments	Summersville	304-872-3700
Jones Apartments	Summersville	304-872-2405




## POCAHONTAS COUNTY

<b>Child Care Centers</b>	<b>Location</b>	<b>Phone</b>
School Days Child Care	Buckeye	304-799-5431
Linwood Community Daycare	Slaty Fork	304-572-6580
<b>Community Resources</b>		
MountainHeart Community Services, Inc	Lewisburg	304-647-3800
WV Department of Health and Human Resources	Marlinton	304-799-6032
WVU Extension Services	Marlinton	304-799-4852
WV Central WIC Program	Marlinton	304-799-6550
Family Resource Network of Pocahontas County	Marlinton	304-799-6657
Mountain Transit Authority	Summersville	304-872-5872
Little Levels Clothing Center	Hillsboro	
Pocahontas County Family Refuge Center	Marlinton	304-799-4400
Salvation Army Emergency Assistance	Marlinton	304-799-4082
Casa of the Eleventh Judicial Circuit, WV Inc	Lewisburg	304-645-5437
<b>Food Pantries</b>		
North Central Community Action Food Pantry	Marlinton	304-799-4082
Pocahontas Cooperative Ministries	Marlinton	304-799-4271
<b>Housing Resources</b>		
Family Refuge Center	Lewisburg	304-799-4400
Southeastern Appalachian Rural Alliance	Lewisburg	304-645-4980
North Central Community Action	Marlinton	304-799-4082
Housing Authority/ Greenbrier County	Lewisburg	304-645-4966
<b>Health Resources</b>		
Pocahontas County Emergency Medical	Green Bank	304-456-3298
Monroe Health Center	Union	304-772-3064
Pocahontas Health Department	Marlinton	304-799-4154
Family Health Care	Marlinton	304-799-0011
Luis Soriano MD	Buckeye	304-799-6695
Community Dental Care of Green Bank	Green Bank	304-456-5433
<b>Educational Resources</b>		
Davis and Elkins College Upward Bound	Elkins	304-634-1807
Mountaineer Challenge Academy	Kingwood	304-392-2118
High Rocks Education Corporation	Hillsboro	304-653-4891
<b>Public Libraries</b>		
Durbin Library	Durbin	304-456-3142

Green Bank Library	Green Bank	304-456-4507
Hillsboro Library	Hillsboro	304-653-4936
Marlinton Library	Marlinton	304-799-6000

## RALEIGH COUNTY

<b>Child Care Centers</b>	<b>Location</b>	<b>Phone</b>
A Place For Kids	Beckley	304-929-3436
Bullfrogs and Butterflies	Beckley	304-253-8749
Busy Bees	Beckley	304-255-2900
Dreamland	Beckley	681-207-7006
Rising Stars 1	Beckley	304-763-7419
Rising Stars 2	Beckley	681-238-5806
Rising Stars 3	Sophia	304-683-2000
Rising Stars 4	Beckley	681-207-5000
Sophia Daycare	Sophia	304-683-3227
Stepping Stones Academy	Beaver	304-255-1107
Kids of Harmony	Beaver	304-207-0543
YMCA Happy Kids	Beckley	304-252-0715
YMCA Afterschool Cresnet	Cresnet Elementary	304-252-0715
YMCA Afterschool Cranberry Prosperity	Cranberry Elementary	304-252-0715
YMCA Afterschool Hollywood	Hollywood Elementary	304-252-0715
YMCA Afterschool Ridgeview	Ridgeview Elementary	304-252-0715
YMCA Afterschool Shady Spring	Shady Spring Elementary	304-252-0715
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Beckley	304-253-7654
WV Bureau of Child Support Enforcement	Beckley	304-256-6973
WV DHHR	Beckley	304-256-6930
Family Options Providers	Beckley	304-254-9610
Social Security Administration	Mt Hope	1-800-772-1213
United Mine Workers of America	Beckley	304-256-2600
Family Resource Network	Beckley	304-255-3764
WV Bureau of Employment	Beckley	304-256-6792
Saunders Staffing Services	Beckley	304-256-0560
Experience Work Senior	Beckley	703-522-7272
Adecco Employment Services	Charleston	304-345-8367
Women's Resource Center	Beckley	304-255-2559
Children Home Society	Daniels	304-255-0408
Legal Aid of WV	Beckley	304-255-0561
Appalachian Resource and Defense Fund	Beckley	304-255-0561
American Red Cross	Beckley	304-255-1508
One Voice	Beckley	681-238-5724
Raleigh County Community Action	Beckley	304-860-1921
Salvation Army	Beckley	304-253-9541
United Way	Beckley	304-253-2111
March Of Dimes	Hurricane	304-720-2229

WV Division of Veteran's Assistance Office	Beckley	304-256-6955
WIC	Beckley	304-255-9034
Parent Educator Resource Center for Special ED	Beckley	304-256-4555
Mountain State Justice	Beckley	681-207-7510
<b>Community Resources</b>		
Senior Legal Aid	Morgantown	1-800-229-5068
WV Human Rights Commission	Charleston	304-558-2616
WV Gold Mountaineer Card	Charleston	304-558-3317
<b>Food Pantries</b>		
Helping Hands Community Resource Center	Beckley	304-253-3467
Catholic Charities	Whitesville	304-854-1043
Heart of God Ministries	Beckley	304-253-3944
<b>Housing Resources</b>		
Beckley West Apartments	Beckley	304-253-7020
Roberts Village Apartments	Beaver	304-253-8999
Timberline Apartments	Mabscott	304-253-6010
Manor House Apartments	Beckley	304-255-0194
Appletree Apartments	Sophia	304-683-9454
Greenbrier Estates	Beckley	304-252-6264
Knolls Apartments	Daniels	304-252-1211
Will Brian Apartments	Beckley	304-255-2652
Pine Haven Homeless Services	East Beckley	304-255-9340
Fuller Center for Housing	Beckley	304-254-9888
Raleigh County Housing Authority	Beckley	304-255-5164
Case Weatherization	Bluefield	304-683-9178
<b>Health Resources</b>		
Burlington United Methodist Family Services	Beckley	304-252-8508
Dr Ahmed Faheem	Beckley	304-252-4433
Raleigh Psychiatric Services	Beckley	304-252-8409
FMRS Mental Health Council	Beckley	304-256-7100
Gina Jarrell	Beckley	304-228-7379
Total Life Counseling	Beckley	304-254-9852
WV Connect Cabin Creek Health Systems	Dawes	304-734-2040
Pressley Ridge	Crab Orchard	304-252-1106
WV Ryan White Part B Program	Shady Spring	304-763-5257
VA Medical Center	Beckley	304-255-2121
Hospice of Southern WV	Beckley	304-255-6404
Med Express	Beckley	304-256-3027
Beckley Health Department	Beckley	304-252-8531
New River Family Health Center	Scarbro	304-469-2905
Access Health	Beckley	304-252-8555
Pediatric Care Unlimited Inc	Beckley	304-252-9227
Lions Club	Beckley	304-809-9201

<b>Educational Resources</b>		
Spokes	Beckley	304-256-6930
Raleigh County Head Start	Beckley	304-252-6396
Academy of Careers and Technology	Beckley	304-256-4615
<b>Educational Resources</b>	<b>Location</b>	<b>Phone</b>
Raleigh County Special Needs Program	Beckley	304-256-4555
<b>Public Libraries</b>		
Raleigh County Public Library	Beckley	304-255-0511
Shady Spring District Branch	Shady Spring	304-763-2681
Sophia Branch Library	Sophia	304-683-5990
Whitesville Public Library	Whitesville	304-854-0196

*“Anyone who does anything to help a child in his life is a hero to me”*  
*-Fred Rogers*



## SUMMERS COUNTY

[illegible]

## WEBSTER COUNTY

Child Care Center	Location	Phone
Webster County Starting Points	Cowen	304-266-5000
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Summersville	304-872-9200
WV WIC	Webster Springs	304-847-2601
Mountain CAP of WV Inc	Buckhannon	304-472-1500
Women's Aid in Crisis	Webster Springs	304-847-2211
Family Resources	Webster Springs	304-847-2943
WVU Extension Services	Webster Springs	304-847-2727
Department of Health and Human Resources	Webster Springs	304-847-2861
Webster Co Workforce Center	Webster Springs	304-847-5812
<b>Food Pantries</b>		
Mountain Market Mission	Webster Springs	304-847-7409
Catholic Charities	Webster Springs	304-847-7416
Cowen Food	Cowen	304-226-3857
Bolair Mission	Bolair	304-847-7409
<b>Housing Resources</b>		
Circle Brooke Manor Apartments	Cowen	304-226-5162
Elk River Apartments	Webster Springs	1-800-850-7738
Elk River Terrace Apartments	Webster Springs	304-847-7778
Vicki Lynn Apartments	Cowen	304-880-5739
Hollister Townhouse	Cowen	1-800-850-7738
Cherry Falls Apartment	Webster Springs	1-800-850-7738
Glade Manor Apartment	Cowen	304-226-3152
Oakland Hotel Apartments	Webster Springs	304-689-0089
Railroad Avenue Apartments	Cowen	304-226-3152
Rural Development	Lewisburg	304-645-7422
<b>Health Resources</b>		
Camden Family Medical Center	Camden on Gauley	304-226-5725
Camden Family Health Clinic	Cowen	304-226-5527
Webster County Health Department	Webster Springs	304-847-5483
Seneca Health	Webster Springs	304-847-5425
<b>Educational Resources</b>		
Adult Learning	Webster Springs	304-847-2550
Adult ABE	Upper Glade	304-226-5772
<b>Libraries</b>		
Cowen Public Library	Cowen	304-226-5332
Webster Addison Public Library	Webster Springs	304-847-5764

## WYOMING COUNTY

Child Care Center	Location	Phone
Child Development Center	Pineville	304-732-7612
<b>Community Resources</b>		
MountainHeart Community Services, Inc.	Oceana	304-682-8271
WV DHHR	Pineville	304-732-6900
WVU Extension Services	Pineville	304-732-0041
Women's Resource Center	Beckley	304-255-2559
Wyoming County Clothing Center	Pineville	304-732-7427
Wyoming County Council of Aging	Mullens	304-294-8800
Stop Abusive Family Environments (SAFE)	Pineville	304-732-8176
Integrated Resources	Mullens	304-294-5610
Mullens Opportunity Center	Mullens	304-294-6188
Wyoming County Courthouse	Pineville	304-732-8000
Wyoming Co Economic Development Authority	Pineville	304-732-6800
One Voice	Oceana	304-732-7701
New Life Church	Jesse	304-682-5830
TSN/WIC	Oceana	304-682-0475
WV Division of Rehabilitation Services	Mullens	304-294-5653
Salvation Army	Beckley	304-253-9541
Oceana Better Living Center	Oceana	304-682-4466
<b>Food Pantries</b>		
Oceana Church of God	Oceana	304-682-4651
Itmann Food Bank	Pineville	304-732-6800
<b>Housing Resources</b>		
Oceana Apartments	Oceana	304-682-4039
Guyandotte Hills Apartments	Mullens	304-294-0728
Piney Gardens Apartments	Pineville	304-732-9191
Post Glen Apartments	Oceana	304-682-5703
Housing Authority of Mingo County	Delbarton	304-475-4663
Appalachian Service Project	Brenton	304-732-7621
<b>Health Resources</b>		
Marden Rehabilitation and Physical Therapy	Oceana	304-682-7100
Oceana Medical Center	Oceana	304-682-6246
Wyoming Co Health Department	Pineville	304-732-7941
Family Health Care Associates	Pineville	304-732-6735
Tug River Catterson Heath Center	Pineville	304-732-7069
Manuel Barit MD	Mullens	304-294-6800
Oceana Dental Center	Oceana	304-682-6104
Southern Highlands Community Mental Health	Mullens	304-294-5353

Kissel Family Optometry	Pineville	304-732-6322
Kissel Family Optometry	Oceana	304-682-6144
<b>Health Resources</b>	<b>Location</b>	<b>Phone</b>
Lantern Mental Health, Inc.	Pineville	304-732-0070
<b>Educational Resources</b>		
GED Classes	Pineville	304-732-8050
SPOKES	Pineville	304-732-8050
<b>County Libraries</b>		
Pineville	Pineville	304-732-6228
Mullens	Mullens	304-294-6687
Oceana	Oceana	304-682-6784
Hanover	Hanover	304-938-5880
For a list of Family Child Care Homes and Facilities call your local MountainHeart Child Care Resource and Referral office.		

*“Play is often talked about as if it were a relief from serious learning. But for children play is serious learning. Play is really the work of childhood.” - Fred Rogers*



## WV AID AND ASSISTANCE PROGRAMS

Need Help Paying Bills In WV		<a href="http://www.needhelppayingbills.com">www.needhelppayingbills.com</a>
Access WV	1-866-445-8491	
Children with Special Health Care Needs	1-866-445-8491	
Emergency Assistance Program	304-558-0684	
Dental Lifeline Network	304-534-5360	
WV Association of Free Clinic	304-414-5941	
Lifeline/Link Up	1-888-641-8722	
James Tiger Morton Catastrophic Illness	304-558-6073	
ASPEN (Adolescent Suicide Prevention)	304-341-0511	<a href="http://www.wvaspen.com">www.wvaspen.com</a>
WV Prescription Drugs Abuse Solution	866-987-8488	<a href="http://www.wvrxabuse.org">www.wvrxabuse.org</a>
WV Systems of Care	304-346-4558	<a href="http://www.wvsystemofcare.org">www.wvsystemofcare.org</a>
WV Tobacco Quit Line	877-966-8784	<a href="http://www.bebetter.net/wvquitline">www.bebetter.net/wvquitline</a>
Fair Shake Network	800-497-4746	<a href="http://www.fairshake.org">www.fairshake.org</a>
Quota International of Charleston	304-414-4405	
Starkey Hearing Foundation	800-328-8602	<a href="http://www.starkeyhearingfoundation.org">www.starkeyhearingfoundation.org</a>
Drug Rehab		<a href="http://DrugRehab.com">DrugRehab.com</a>
Women in Crisis	304-636-8433	
Legal Aid Services	304-623-6649	<a href="http://www.lawv.net">www.lawv.net</a>
Health Statistic Center	304-558-2931	<a href="http://www.wvdhhr.org.bph/hsc/vital/">www.wvdhhr.org.bph/hsc/vital/</a>
Ski*Hi Preschool Program	304-822-4843	<a href="http://wvsdb2.state.k12.wv.us">wvsdb2.state.k12.wv.us</a>
WV Housing Development Fund	304-391-8600	<a href="http://www.wvhdf.com">www.wvhdf.com</a>
Vision USA	800-766-4466	<a href="http://www.aoa.org.visionusa">www.aoa.org.visionusa</a>
New Eyes	973-376-4903	<a href="http://www.new-eyes.org">www.new-eyes.org</a>
EyeCare America	877-887-6327	<a href="http://www.eyecareamerica.org">www.eyecareamerica.org</a>
West Virginia 211	211	<a href="http://www.wv211.org">www.wv211.org</a>
Disability Rights of WV	304-346-0847	<a href="http://www.drofww.org">www.drofww.org</a>
Foster Grandparent Program	304-340-3636	<a href="http://www.unitedwaywv.org">www.unitedwaywv.org</a>

Legal Aid of WV	304-255-0561	<a href="http://www.lawv.net">www.lawv.net</a>
WV Human Right Commission	304-558-2616	<a href="http://www.hre.wv.gov">www.hre.wv.gov</a>
Senior Legal Aid	800-229-5068	<a href="http://www.seniorlegalaids.org">www.seniorlegalaids.org</a>
Attorney General	800-368-8808	<a href="http://www.ago.wv.gov">www.ago.wv.gov</a>
WV Parent Training and Information Project	800-281-1436	<a href="http://www.wvpti.org">www.wvpti.org</a>
Boy Scouts	304-340-3663	<a href="http://www.buckskin.org">www.buckskin.org</a>
Girl Scouts of Black Diamond Council	304-345-7723	<a href="http://www.bdgsc.org">www.bdgsc.org</a>
WV Youth Advocate	304-485-0791	<a href="http://www.nyap.org/west-virginia">www.nyap.org/west-virginia</a>
WV Bureau of Senior Program	304-558-0160	<a href="http://www.wvseniorservices.gov">www.wvseniorservices.gov</a>
<b>Foster Parent Programs</b>		
WV Foster and Adoptive Care Training	304-716-4998	<a href="http://www.wvfacts.com">www.wvfacts.com</a>
Mission West Virginia	304-562-0723	<a href="http://www.missionwv.org">www.missionwv.org</a>
WV Adoption/Foster Parents	304-558-0628	<a href="http://www.dhhr.wv.gov/bcf/providers">www.dhhr.wv.gov/bcf/providers</a>



Serving  
Wyoming, McDowell Counties

MountainHeart Community Services, Inc.  
33 MountainHeart Lane  
Matheny, WV 24860

Phone: 304-682-8271  
Fax: 304-682-8274  
Toll Free: 1-800-834-7082



Serving  
Raleigh & Fayette Counties

MountainHeart Community Services, Inc.  
228 Ragland Road  
Beckley, WV 25801

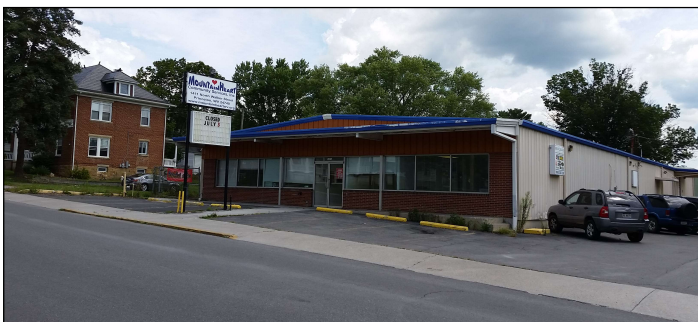
Phone: 304-253-7654  
Fax: 304-253-7690  
Toll Free: 1-888-799-9217



Serving  
Greenbrier, Pocahontas, Summers & Monroe Counties

MountainHeart Community Services, Inc.  
330 Red Oaks Shopping Center • Suite 6  
Lewisburg, WV 24901

Phone: 304-647-3800  
Fax: 304-647-3004  
Toll Free: 1-855-843-0720



Serving  
Mercer County

MountainHeart Community Services, Inc.  
1411 N. Walker Street  
Princeton, WV 24740

Phone: 304-425-3669  
Fax: 304-425-2301  
Toll Free: 1-800-738-8531



Serving  
Nicholas, Braxton & Webster Counties

MountainHeart Community Services, Inc.  
1020 Broad Street  
Summersville, WV 26651

Phone: 304-872-9200  
Fax: 304-872-9205  
Toll Free: 1-866-598-4452



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Kaitlyn Begg, Provider Support Specialist with MountainHeart Child Care Resource and Referral Program. (Photo used in section: How to Become a Family Home Childcare Provider!)

Photographer: Kaitlyn Begg

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MountainHeart  
Child Care Resource and Referral  
*A Program of*



Our 2020 Resource Manual was designed to provide relevant and beneficial information for our parents, providers, families and communities. Please know at MountainHeart, we are dedicated in assisting you and your family with all your resource and referral needs!

Dreama D. Padgett  
Chief Executive Officer  
MountainHeart Community Services, Inc.

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Margaret A. Younce, LSW  
Program Director  
MountainHeart Child Care Resource and Referral

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*Children are our future...  
And our future looks promising!*