



*Serving Churches City,  
Chesterfield, Colonial Heights,  
Dinwiddie, Goochland,  
Hanover, Henrico,  
New Kent, Petersburg  
Pamunkey, Prince George  
and Richmond*

December 3, 2000

Anne Lucas  
Part C. Coordinator  
Infant and Toddler Program  
Department of MH/MR/SA Services  
P. O. Box 1797  
Richmond, VA 23218

Dear Ms. Lucas:

This letter is to confirm that United Way Services Information and Referral Center (I & R) is acting as the Central Directory for the Babies Can't Wait program. In this role, the Information and Referral Center:

- Maintains and answers a specialized telephone line for people needing services for infants and toddlers with disabilities during the hours of 8:00 a.m. through 7:00 p.m. five days per week.
- Developed and continues to maintain a database of resources that help meet the needs of infants and toddlers with disabilities. This database is available on disk and on a web site to anyone in Virginia needing these services.

Trains Central Point of Entry staff on the availability of a direct service link to I & R staff and resource data via the telephone and web, and on the availability of special reports and services available from the I & R Center.

- Trains the general public on the availability of Central Point of Entry information and services provided under the scope of the contract.
- Develops and disseminates a Statewide Quickguide of Services for People with Disabilities.

The Information and Referral Center is pleased with the results we have seen with the program to date and look forward to continuing to provide the service.

Sincerely yours,

Patricia R. Couto  
Director  
Information and Referral Center

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