

## II. CENTRAL DIRECTORY

### A. POLICIES

The Lead Agency (DMHMRSAS):

1. Ensures that Virginia has a Central Directory which includes information about the following:
  - a. *Public and private early intervention services, resources and experts available in Virginia;*
  - b. *Research and demonstration projects being conducted in Virginia;*
  - c. *Professional and other groups that provide assistance to eligible children and their families; and* (34 CFR 303.301(a))  
  
*Note: Examples of appropriate groups that provide assistance to eligible children and their families include parent support groups and advocate associations.* (34 CFR 303.301, Note)
  - d. Central contact points for other states (i.e., the Part C Coordinator) so that families who relocate can contact the appropriate agency.
2. Ensures that the Central Directory includes and maintains information in *sufficient detail to:*
  - a. *Ensure that the general public will be able to determine the nature and scope of the services and assistance available from each of the sources listed in the directory; and*
  - b. *Enable the parent of a child eligible under Part C to contact, by telephone or letter, any of the sources listed in the directory.* (34 CFR 303.301(b))
3. Ensures that information is *updated at least annually* and that the information is *accessible to the general public.* (34 CFR 303.301(c))
4. *Arranges for copies of the directory to be available:*
  - a. *In each geographic region of Virginia, including rural areas; and*
  - b. *In places and a manner that ensure accessibility by persons with disabilities and persons of diverse cultures.* (34 CFR 303.301(d))

### B. PROCEDURES

1. To ensure that the intent of the regulations is being met and that the system being implemented meets the needs in Virginia, the Lead Agency:
  - a. Has a mechanism for local interagency coordinating councils (LICCs)/agencies/organizations to provide updated information at least annually for inclusion in the statewide central directory;
  - b. Provides ongoing training on Part C to staff working directly with the Central Directory to ensure understanding of the provisions of the law, how services should be described, and how linkages should occur;
  - c. Maintains a pool of resource materials to send to callers that describe the law, its focus, and its provisions;
  - d. Determines the standard information to be available to individuals requesting information. At a minimum, individuals receive the name of a contact person for their locality;
  - e. Disseminates and makes information available in the following ways:
    - (1) Through the use of a toll-free statewide telephone number (with voice/tdd capability)
    - (2) By providing posters, information sheets, and other informational materials to local

- interagency planning councils for local distribution;
- (3) By providing LICCs with directories of services available in their localities; and
- (4) Other methods as appropriate.
- f. Has established an evaluation component which, at a minimum, addresses:
  - (1) The frequency and nature (information on caller, geographic area, etc.) of the requests; and
  - (2) The types of information requested and provided.
- g. Has established a planning component which, at a minimum, addresses how the information in the central directory can be used:
  - (1) To identify service gaps and duplication; and
  - (2) To develop other specific directories and listings.
- 2. LICCs have policies and procedures that:
  - a. Address provision of information as requested by the Lead Agency or its contractor for the Central Directory ; and
  - b. Provide for use of the Central Directory as needed and appropriate.