Dear Practitioners and Service Coordinators,

We have some exciting changes coming to the Service Directory on **August 28, 2024**. These changes will offer additional ways to search the directory as well as some new sections.

New search options -

- Availability Type
  - Face to Face
  - Virtual
  - Face to Face and Virtual
  - Not Available
- Availability Days - Specific days of the week

New sections on the directory pages -

- BTT Experience - You will only include your years of BTT (Part C) experience (you will enter this)
- Specialty Trainings – WV Birth to Three approved specialty trainings you have completed to fidelity will be recognized so that families can see those when they are selecting team members (these will be entered by Gainwell)

Additional Comments renamed – Information about Me

As mentioned above, these changes will take place on August 28, 2024. When the system updates, your availability will be cleared out as well as your years of experience so you will have to log in and update those areas or you will not show up in searches. **It is important that you login on August 28, 2024 and update your service directory.**

This will also be a good time to check and make sure all of your other information is accurate (address, email, counties, zip codes, Information About Me, etc…). If information like your email is not accurate, then you won't receive statewide emails. If your availability is not set, then you will not show up in searches when families are selecting teams.

Remember that you need to update your directory at least every 90 days or your availability will be reset and you will not show up in searches. If any information in the gray areas need updating, email "Practitioner Enrollment" at the top of the directory page.

You can find more information about how to update your service directory here
- https://www.wvdhhr.org/birth23/files/Service_Directory_Change_SC_2024.pdf

If you have any questions about how to make changes in your service directory, please contact your TA - https://www.wvdhhr.org/birth23/files/TA_Coordinator_Map.pdf.

Sincerely,

The WV Birth to Three State Team

Attached Documents

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1. Service_Directory_Change_Flyer_2024.pdf

If you have difficulty obtaining the documents, listed below are the document locations. https://www.eikids.com/wv/matrix/Communications/Docs/Service_Directory_Change_Flyer_2024.pdf