These individuals are responsible for the support of daily office management and clinic set-up. Often, these members of the team are the frontline individuals who triage phone calls and link patients and families with appropriate services. They coordinate referrals for care and manage patients’ insurance and financial information. CVCCD has a full-time program administrative assistant and part-time secretary and data manager. These positions also provide program administration to the Children with Special Health Care Needs Hemophilia Program through Virginia Department of Health.