

HOW DO WE KNOW THINGS ARE GOING THE WAY THEY ARE SUPPOSED TO?

(Service Monitoring)

WHAT TO EXPECT:

- Your ISC will visit and interview your family member four times per year to ensure services are implemented as described in their Individual Service Plan. At least one of the visits will be at home, one will be where your family member spends most days, one will be focused on developing a service plan, and the fourth depends on your family member's living arrangements.
- Your ISC will contact you to set up the visit ahead of time and ask if you have specific issues or concerns you would like to discuss. Some visits may be unannounced.
- You are encouraged to be present for each visit; if the visit is in your own home, you must be present.
- Your ISC will ask some questions to ensure that your family member is satisfied, healthy and safe, and receiving all of the supports within the individual plan.
- Your ISC will take notes during this visit.
- If you or your family member are not satisfied with supports and services or if your family member's needs change, the ISC will arrange for a team meeting to discuss modifications in services as necessary to address needs.
- Visits may be unannounced and may be made more often than outlined above, if necessary, to resolve issues or in times of crisis.



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WHO COULD BE INVOLVED?

- Your ISC will check in with you and your family member. Visits will be no more than four months apart.
- A representative of the agency who provides services will check in with you and your family member more often.
- Depending on the services your family member receives, a Service Facilitator or other case manager may call monthly to ask about satisfaction.
- The State of Illinois Division of Developmental Disability (DD) services is responsible to monitor service providers.

FOR MORE INFORMATION:

Contact your local Independent Service Coordination Agency:

Or Call the State of Illinois Division of Developmental Disabilities:
1-888-DDPLANS (1-888-337-5267)
TTY: 1-866-376-8446

Or Check us out on the web:
<http://www.dhs.state.il.us>
Choose *for Customers*, and then choose *Developmental Disabilities* from the list.

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