

# WHO IS AVAILABLE TO GUIDE US?

*The role of Independent Service Coordination Agencies in Illinois*

What Can You Expect from Independent Service Coordinators (ISC's)?

- They will explain each step of the process so that it is easy to understand.
- They will help you figure out where to go to find assistance that best matches your family member's needs.
- They will link you to programs and services that align with your family's preferences, gifts, talents and requirements., so that you can choose the best fit.
- They will get to know you and your family member so that you have someone you can turn to as more questions come up.
- They will guide and support you as you discover what services are available.



# WHO IS AVAILABLE TO GUIDE US?

*The role of Independent Service Coordination Agencies in Illinois*

## WHO ARE THE PEOPLE INVOLVED WITH INDEPENDENT SERVICE COORDINATION (ISC)?

- The ISC Agency serves the county where you live, and is responsible for assisting all people with a diagnosed Developmental Disability.
- The Independent Service Coordinator – ISC – will get to know your family member and you, and explain the steps to apply for services. The ISC makes sure you understand all of your options, and will help you complete forms, request documentation, sign approvals, and get the information you need.
- Qualified Intellectual Disability Professional – QIDP – (at the ISC) has the unique and extensive skills and knowledge needed to assist people with intellectual disabilities; particularly skilled in recognizing the indicators of an intellectual or developmental disability. Not all staff meet these standards, but each ISC agency has someone who does.
- Pre Admission Screening (PAS) agent – A PAS agent specializes in determining whether or not your family member meets the criteria to qualify for Developmental Disability services.

## FOR MORE INFORMATION:

- Contact any of the following offices:
- Local ISC label here

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.

**This product was developed under an investment from the Illinois Council on Developmental Disabilities.**