

HOW DO WE GET STARTED OR SIGN UP?

Intake Procedures

WHAT TO EXPECT:

The first step to “sign-up” for Developmental Disability services is to provide information about your basic concerns, your contact information, and information from doctors, schools, or other agencies with whom you may already have talked. Most of this information can be collected over the phone, but you might be asked to meet at the local office or the Service Coordinator may meet you at your home.

You can expect:

- A staff member from the Independent Service Coordination office to talk with you and get to know you and your family member.
- To be asked questions about your family member’s medical history, educational services, therapies, where your family member currently lives, who else lives there, and if you have any worries about where your family member lives.
- To answer questions about other agencies you’ve talked to, where your family member went to high school and who suggested you call the ISC.
- To be asked questions about your concerns and why you have called or how the ISC can help you.
- To be asked questions about who helps you and your family member now, and who the most important relationships are in your family member’s life.



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WHO COULD BE INVOLVED?

- Independent Service Coordinator.
- You, your family member, and any other family or friends you want to meet with your ISC and talk about how things are going, and what you are concerned about.
- Your doctor's office, or the records office at the school your family member attended.
- A professional who first contacted the ISC on your behalf.
- Any other person or professional that you would like to be involved.

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.