Independent Service Coordination/
Individual Service and Support
Advocacy Transfer Request

Information Bulletin DD.16.082

http://www.dhs.state.il.us/page.aspx?item=83824
Life Choices

Recommendation from Teams 1 & 4
Background on ISSA:

• Provides 4 visits each fiscal year

• Provided to individuals in a DD Waiver only

• Ensures the health, safety, and well-being

• Services provided according to residential geographic area.
Going Forward

• Individuals and guardians can select an ISC agency to provide ISSA services.

• *Independent Service Coordination/Individual Service and Support Advocacy Transfer Request form [IL 462 -4453].*
Individuals, guardians, families:

• If a request is due to dissatisfaction with ISSA services, then engage in a conflict resolution process with the current ISC agency management.

• Do not have to state or justify their decision to change ISC agencies for ISSA services.
Individuals, Guardians, Families:

Can change ISC agencies only 1 time/fiscal year (July 1\textsuperscript{st} thru June 30\textsuperscript{th})

• except in cases of relocation of the individual

• or unless approved by the DDD
Individuals, Guardians, Families:

• Only the individual or their guardian can initiate a request to change ISC agencies

• Individuals, guardians and families may not refuse ISSA services - it is a requirement of the DD Waivers.
Principles and Procedures for the ISC Agency

The originating ISC will inform individuals and guardians regarding the possibility of selecting a different ISC agency during the:

- Pre-admission and Screening
- Initial 30 day service plan meeting
- Annual service plan meeting
The ISC Agency

• The current ISC agency will offer Conflict Resolution

• When individuals change their ISC agency
  – The current agency will provide all relevant and required documentation in a timely manner to the new ISC agency
  – The new ISC agency will notify current service providers of the change
The ISC Agency

• An ISC agency may decline to serve any individual from outside their designated geographic area.

• The ISC Agency in the individual’s geographical area cannot decline to provide ISSA to individuals in their geographical area.
ISC agencies must:

• Have an adequate number of QIDPs to deliver all the required services when considering serving individuals from other geographic areas.

• Track ISSA Transfer Request—both accepted and denied.
The ISC Agency

• The new ISC agency can bill the remaining ISSA hours for a new individual
• The new ISC agency can request up to 3 additional hours for the transition
• Additional ISSA hours requested through a Request to Exceed 25-Hour Individual Service and Support Advocacy (ISSA) Services Cap [IL462-4451] form
• The DDD will not increase ISSA hours to cover additional transportation time only
The Division:

• Will mediate any situations where a change is requested and no agency agrees to serve that individual

• Will be available to consult in emergency situations requiring a change of ISC agency
Resources

Life Choices
http://www.dhs.state.il.us/page.aspx?item=70455

ISSA Guidelines: Problem and Conflict Resolution, Information Bulletin DD.11.010
http://www.dhs.state.il.us/page.aspx?item=56642

Referral for Monitoring and Technical Assistance Tool
http://www.dhs.state.il.us/page.aspx?item=56646

Region Staff
http://www.dhs.state.il.us/page.aspx?item=48541
QUESTIONS

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