



## MODULE 7



# TOOLS AND RESOURCES MANUAL

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## INTRODUCTION

This manual lists valuable resources and web site information available to community residential programs, which will richly enhance the lives of individuals you support, as well as facilitating the operation of the program and agency.

The information for the seven modules which includes:

- Module 1 - Staffing
- Module 2 - Human Rights
- Module 3 - Site Safety
- Module 4 - Recognizing, Reporting and Preventing Abuse and Neglect
- Module 5 - Community Inclusion
- Module 6 - Rule Compliance, Policies and Procedures
- Module 7 - Tools and Resources Manual

The information contained in the Tools and Resources Manual was gathered from Residential Directors around the state. Perhaps some of you were contacted. Residential Directors provided us with what they felt should be included in this type of training. We received lots of excellent information that we compiled into this training. We realize that you may already know a great deal about these topics, but we hope you will also learn something new.

### **Who is the Residential Director and What Do They Do?**

Residential Directors possess a wealth of knowledge, skills, and abilities which they capably use to support individuals with developmental disabilities in a variety of settings.

## WEBSITES

The list of Internet links on the following pages will connect you to organizations and Websites that you may find to be useful as you search for information.

### **Direct Support Person (DSP) Resources**

URL: <http://info.collegeofdirectsupport.com/>

The College of Direct Support works with all of these organizations and we urge you to browse and check them out if you are not familiar with them.

### **The Institute on Community Integration**

URL: <http://ici.umn.edu/>

A University of Minnesota affiliated program dedicated to improving community services for people with developmental disabilities and their families. The staff of the ICI oversees the development of curricula for the College of Direct Support from start to finish.

### **The Arc of the United States**

URL: <http://www.thearc.org>

The Arc of the United States advocates for the rights and full participation of all children and adults with intellectual and developmental disabilities. Together with a network of members and affiliated chapters, The Arc works to improve systems of supports and services; connect families; inspire communities and influence public policy.

### **American Network of Community Options and Resources (ANCOR)**

URL: <http://www.ancor.org/>

**ANCOR** is a nonprofit trade association representing private providers who provide supports and services to people with disabilities. ANCOR is distinguished in this industry by its balance of leading practices resources and advocacy for member agencies and the people and families they serve and support.

### **National Alliance for Direct Support Professionals (NADSP)**

URL: <http://www.nadsp.org/>

The **NADSP** is a coalition of organizations and individuals committed to strengthening the quality of human service support by strengthening the direct support workforce.

## Direct Support Person Resources (continued)

### American Association on Intellectual and Developmental Disabilities (AAIDD)

URL: <http://www.aidd.org/>

The **AAIDD** – formerly known as AAMR – promotes progressive policies, sound research, effective practices, and universal human rights for people with intellectual and developmental disabilities.

### Self-Advocates Becoming Empowered (SABE)

URL: <http://sabeusa.org/>

**SABE's** mission is to ensure that people with disabilities are treated as equals and that they are given the same decisions, choices, rights, responsibilities, and chances to speak up to empower themselves; opportunities to make new friends; and to learn from their mistakes.

### Administration on Developmental Disabilities - (ADD)

URL: <http://www.acf.hhs.gov/programs/add/>

The Administration on Developmental Disabilities is the U.S. Government organization responsible for implementation of the Developmental Disabilities Assistance and Bill of Rights Act of 2000, known as the DD Act. ADD, its staff and programs, are part of the Administration for Children and Families, of the U.S. Department of Health and Human Services.

### The National Direct Service Workforce Resource Center (DSW)

URL: <http://www.dswresourcecenter.org/>

The **DSW** Center supports efforts to improve the recruitment and retention of direct service workers who help people with disabilities and older adults to live independently and with dignity. This Resource Center provides state Medicaid agencies, researchers, policymakers, employers, consumers, direct service professionals, and other state-level government agencies and organizations easy access to information and resources they may need about the direct service workforce.

## **Direct Support Person Resources (continued)**

### **Quality Mall**

URL: <http://www.qualitymall.org>

This website provides access to more than 1,200 useful resources in supporting high quality, person-centered services and community living for persons with disabilities. Project staff and store and department managers work to identify, describe, and post information on the most current resources and innovations on community supports and to provide links to those materials and the ways of obtaining them. It is operated by the Research and Training Center on Community Living at the University of Minnesota.

## Organizations and Professionals - Glossary

The following pages list the initials, professional degrees, and organizations that may be used by human services professionals. This may be helpful as a resource tool.

<b>Initials, Degree, Organization</b>	<b>Full Name</b>
A.A.T.A.	American Art Therapy Association
A.B.A.	American Bar Association
A.B.E.C.S.W.	American Board of Examiners in Clinical Social Work
A.C.E.P.	Association for Comprehensive Energy Psychology
A.C.S.W.	Academy of Certified Social Worker
ADTA	American Dance Therapy Association
A.D.T.R.	Academy of Dance Therapist Registered
A.M.A.	American Medical Association
A.M.H.C.A.	American Mental Health Counselors Association
A.P.A.	American Psychological Association
A.P.A.	American Psychiatric Association
A.S.A.	Assistant States Attorney (can be in either Juvenile and/or Criminal Court)
A.T.R.	Art Therapist Registered

A.T.R.-B.C.	Art Therapist Registered - Board Certified
AYA	American Yoga Association
B.A.	Bachelor of Arts Degree
B.C.D.	Board Certified Diplomat (given by ABECSSW to social workers)
B.S.	Bachelor of Science
B.S.N.	Bachelor of Science in Nursing
B.S.W.	Bachelor of Science in Social Work
C.A.C.	Certified Addictions Counselor
C.E.T.	Certified Expressive Therapist
C.R.C.	Certified Rehabilitation Counselor
C.E.U.	Continuing Education Units
C.M.T.	Certified Massage Therapist
DASA	Department of Alcohol and Substance Abuse (Illinois)
D.C.	Doctor of Chiropractic Medicine
D.C.F.S.	Department of Children and Family Services (Illinois)
D.C.P.	Department of Child Protection



D.C.S.W.	Diplomat in Clinical Social Work (Awarded by the National Association of Social Work)
D.D. Dually	DSMIV Diagnosis and/or Developmentally Delayed and/or Chemically Dependent
D. Ed.	Doctorate in Education
Det.	Detective
Dipl. Ac.	Diplomat of Acupuncture
Dipl. Hom.	Diplomat of Homeopathic Medicine
D.N.	Doctor of Nephropathy or Doctor of Naturopathy
D.O.	Doctor of Osteopathic Medicine
D.P.M.	Doctor of Podiatric Medicine
Dr.	Doctor
D.S.M.–IV	Diagnostic & Statistical Manual of Mental Disorders
D.S.W.	Doctor of Social Work
DTR	Dance Therapist Registered
DX	Diagnosis
FICPP	Fellow International College of Prescribing Psychologists

H.L.M.	Honorable Life Member (awarded to art therapists by AATA)
Hx	History
IAAP	Illinois Association of Addiction Professionals
I.A.T.A.	Illinois Art Therapy Association
IAODAPCA	Illinois Alcohol and Other Drug Abuse Professional Certification Association
I.C.A.S.A.	Illinois Coalition Against Sexual Assault
I.C.A.D.V.	Illinois Coalition Against Domestic Violence
ISSD	The International Society for the Study of Dissociative Disorders
I.T.P.	Individual Treatment Plan
JCASA	Jewish Coalition Against Childhood Sexual Abuse
J.D.	Juris Doctor (degree earned by an Attorney)
L.A.N. Local Area Network	Community Mental Health Centers boundaries for funding
L.C.P.C.	Licensed Clinical Professional Counselor (in Illinois, Master Degreed Mental Health Provider who can accept most insurance for payment)

L.C.S.W.	Licensed Clinical Social Worker (in Illinois, Master Degreed Mental Health Provider who can accept most insurance for payment)
L.C.S.W.	Licensed Certified Social Worker (in Maryland, Master Degreed Mental Health Provider who can accept most insurance for payment)
L.D.	Licensed Dietitian
L.L.M.	License of Law (requires a Masters Degree in Law)
L.M.H.C.	Licensed Mental Health Counselor (Requires Masters Degree)
L.M.F.T.	Licensed Marriage, Family & Child Counselor
L.P.C.	Licensed Professional Counselor (in Illinois, Bachelor Degree Provider)
L.P.N.	Licensed Practical Nurse
L.P.H.A.	Licensed Practitioner of the Healing Arts
L.S.W.	Licensed Social Worker
M.A.	Master of Arts (in any field)
M.A.A.T.	Master of Arts in Art Therapy (From some programs)
M.C.A.S.A.	Maryland Coalition Against Sexual Assault

M.Ed	Master of Education
M.F.C.C.	Marriage, Family and Child Counselor
M.D.	Medical Doctor
MDiv.	Masters of Divinity
MHC	Mental Health Center
MI	Mental Illness/Mentally Ill
MISA	Mentally Ill/Substance Abuse
MPH	Master of Public Health
MS	Master of Science in any field of study
MSN	Master of Science in Nursing
MSW	Master degree in Social Work
NAADAC	National Association of Addiction Professionals
NADT	National Association For Drama Therapy
OTR	Occupational Therapist Registered
PA	Public Aid
PAS	Pre-Admission Screening for nursing home and/or residential treatment. (In Illinois, needed for individuals on Medicaid)
PD	Police Department

PDR	Physicians' Desk Reference (book describing medication)
PhD	Doctor of Philosophy (can be in any field, i.e. psychology, social work, chemistry...)
PsyD	Doctor of Psychology
QMHP	Qualified Mental Health Professional (Master Degreed Professional)
QSP	Qualified Support Professional formerly known as Qualified Mental Retardation Professional (QMRP) (Master Degreed Professional)
RN	Registered Nurse
Rx	Prescription/Prescribed
SASS	Screening, Assessment & Support Services. (in Illinois, needed by individuals on Medicaid prior to being admitted to a psychiatric unit or facility)
SSA	Social Security Administration
SSDI	Social Security Disability Income
SSI	Social Security Income
Tx	Treatment Prescribed

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has." -- Margaret Mead

## Qualified Support Professionals (QSP) Resources and Internet Sites

### What Qualifications are Required to Become a Qualified Support Professional (QSP) formerly known as Qualified Mental Retardation Professional (QMRP)?

A Qualified Support Professional (QSP) must have at least one year of experience working directly with people with mental retardation or other developmental disabilities and meet the minimum federal educational requirements for a QSP outlined in [42 CFR 483.430](#). The educational requirements are included in the DHS QSP Job & Educational Requirements [Checklist A](#). It is also subject to state-by-state interpretation.

### The National Association of Qualified Developmental Disability Professionals (QDDPs) formerly Qualified Mental Retardation Professionals (QMRPs) now known as Qualified Support Professionals (QSPs) Publications

URL: <http://www.qddp.org> URL: <http://www.qddp.org/publications.htm>  
and URL: <http://www.trinity-services.org>

The National Association of Developmental Disability Professionals (QDDPs) formerly Qualified Mental Retardation Professionals (QMRPs) was formed in 1996 by Trinity Services, Joliet, Illinois as the result of a recognized need by Qualified Support Professionals (QSPs) (also known as Case Managers) to establish a strong resource for research, networking, and addressing issues that concern QSPs today. Although there were a few states that had formed groups by and for QSPs, the need to form an organization that would address the historical, conceptual, methodological and ethical issues confronting the QSP today on a national level was evident. The National Conference of QDDPs provides a forum to share pertinent information of interest.

- [American Health Care Association – DD Digest](#) - January 2009  
URL: <http://www.qddp.org/PDF/DD%20Digest%20January%202009.pdf>
- [“Parents Want Cattle Prod Used on Son”](#) - Chicago SunTimes article published 3-9-07 URL: <http://www.qddp.org/images/Sun-Times-Article2.jpg>
- High Tide Press URL: [www.hightidepress.com](http://www.hightidepress.com)
- Perdido Magazine [www.perdidomagazine.com](http://www.perdidomagazine.com)
- ANCOR Positive Outcomes: A Provider’s Guide to Active Treatment URL: [www.ancor.org/positive-outcomes-a-providers-guide-to-active-treatment](http://www.ancor.org/positive-outcomes-a-providers-guide-to-active-treatment)

## Other Useful Internet Sites

### Angelman Syndrome

Mayo Clinic article provides a solid background into the characteristics.

[www.mayoclinic.com/health/angelman-syndrome/DS01048](http://www.mayoclinic.com/health/angelman-syndrome/DS01048)

### Autism

Autism Research Institute amazing source of autism links put on by World Access Inc. and the Autism Research Institute.

[www.autism.com](http://www.autism.com)

### Asperser's Syndrome

OASIS – online Asperger Syndrome Information and Support

[www.udel.edu/bkirby/asperger](http://www.udel.edu/bkirby/asperger)

### Beach Center on Disability

The University of Kansas (KU)

[www.beachcenter.org](http://www.beachcenter.org)

### Blindness

The New York Institute for Special Education

[www.nyise.org/blind.htm](http://www.nyise.org/blind.htm)

### Cerebral Palsy

United Cerebral Palsy Association among other things, separate discussion groups for parents, persons, professionals, and kids dealing with cerebral palsy

[www.ucp.org](http://www.ucp.org)

### Deaf Resource Library

Virtual online library collection of reference material and links intended to educate and inform people about Deaf cultures deaf and hard of hearing related topics

[www.deaflibrary.org](http://www.deaflibrary.org)

### Dual Diagnosis

National Association of Persons with Dual Diagnosis

[www.thenadd.org](http://www.thenadd.org)

## **Other Useful Internet Sites** (continued)

### **Epilepsy**

The Epilepsy Foundation

[www.efa.org](http://www.efa.org)

Epileptics.com

[www.epileptics.com](http://www.epileptics.com)

Fetal Alcohol Syndrome  
Centers for Disease Control  
and Prevention (CDC)

[www.cdc.gov/ncbddd/fasd/facts.html](http://www.cdc.gov/ncbddd/fasd/facts.html)

### **General**

American Association  
of University Affiliated  
programs

[www.aauap.org](http://www.aauap.org)

Disability Resources on the Internet -  
State by State listing of disability  
resources

[www.disabilityresources.org](http://www.disabilityresources.org)

Family Village - University  
of Wisconsin Madison - a global  
community of specific disability-related  
resources

[www.familyvillage.wisc.edu](http://www.familyvillage.wisc.edu)

The Australian Centre  
on Quality of Life - resource for  
disability studies and research Deakin  
University

[www.deakin.edu.au/research/acqol/index.php](http://www.deakin.edu.au/research/acqol/index.php)

The Council

[www.thecouncil.org](http://www.thecouncil.org)

U.S. Department of Health  
& Human Services

[www.hhs.gov](http://www.hhs.gov)

### **Materials and Publishing**

Cherry Hills Bookstore

[www.cherryhillbooks.com](http://www.cherryhillbooks.com)

High Tide Press

[www.hightidepress.com](http://www.hightidepress.com)



Minnesota Governor's Council  
on Developmental Disabilities

[www.mncdd.org/extra/publications.htm](http://www.mncdd.org/extra/publications.htm)

Centers for Disease Control  
and Prevention (CDC)

[www.cdc.gov](http://www.cdc.gov)

## **Medical**

Developmental Disabilities  
Nurses Association

[www.ddna.org](http://www.ddna.org)

National Association for  
Down Syndrome

[www.nads.org](http://www.nads.org)

## **Parent/Family Education & Support**

Parents Helping Parents

[www.php.com](http://www.php.com)

Prader-Willi Syndrome  
Association

[www.pwsausa.org](http://www.pwsausa.org)

International Coalition  
on Abuse and Disability

[www.icad.org](http://www.icad.org)

## **Safety**

Access to Material Safety data sheets  
for household chemicals

[www.msdssearch.com](http://www.msdssearch.com)

The National Alliance for Direct  
Support Professionals (NADSP)  
A membership body of organizations  
and individuals who share a  
commitment to helping people who  
receive community human services to  
live self-determined lives

[www.nadsp.org/main](http://www.nadsp.org/main)

## **Official State of Illinois Web Site**

<http://www.illinois.gov/>

### **State Department of Education: Special Education Illinois State Board of Education, Special Education & Support Services**

URL: <http://www.isbe.state.il.us/spec-ed/default.htm>

### **Children Resources**

#### **State Coordinator for No Child Left Behind (NCLB)**

#### **Illinois State Board of Education, No Child Left Behind NCLB Liaison**

URL: <http://www.isbe.state.il.us/nclb/>

100 North First Street - Springfield, IL 62777

Phone: 217-782-7362 or 217-782-0354

#### **Programs for Infants and Toddlers with Disabilities: Infant/Toddler**

#### **Illinois Department of Human Services, Early Intervention Program**

URL: <http://www.dhs.state.il.us>

100 South Grand Avenue East - Springfield, IL 62762

Phone: 800-323-GROW [800-323-4769] TTY: 800-447-6404

#### **Programs for Children with Disabilities; Early Childhood Illinois State Board of Education, Special Education & Support Services**

URL: <http://www.isbe.state.il.us/earlychi/html/spec-ed.htm>

100 North First Street - Springfield, IL 62777

Phone: 217-524-4835 or 217-782-4870

## **Children Resources** (continued)

### **Programs for Children with Special Health Care Needs**

#### **University of Illinois at Chicago, Division of Specialized Care for Children (CHIP Program)**

URL: <http://www.uic.edu/hsc/dscc>

Central Administrative Office

3135 Old Jacksonville Road

Springfield, IL 62704-6488

Phone: 217-558-2350 TTY: 217-785-4728 Fax: 217-558-0773

Email: [dscc@uic.edu](mailto:dscc@uic.edu)

State **CHIP Program** (health care for low-income uninsured children)

### **Illinois All Kids**

URL: <http://www.allkidscovered.com>

Phone: 866-ALL-KIDS [866-255-5437] TTY: 877-204-1012

### **National Institute of Neurological Disorders and Stroke –**

solids background into the characteristics of cerebral palsy.

URL:

[http://www.ninds.nih.gov/disorders/cerebral\\_palsy/cerebral\\_palsy.htm](http://www.ninds.nih.gov/disorders/cerebral_palsy/cerebral_palsy.htm)

### **Children with Disabilities**

Internet resources for special children

URL: <http://www.childrensdisabilities.info/>

### **National Information Center for Children & Youth with Disabilities**

URL: <http://www.kidsource.com/NICHCY/>

**Internet Resources for Special Children** – good resource for press releases in national newspapers and interesting links to other disability websites URL:

[http://orsaminore.dreamhosters.com/handy/links/uk\\_various.html](http://orsaminore.dreamhosters.com/handy/links/uk_various.html)

**International Rett Syndrome Foundation (IRSF)** – background on Rett Syndrome Characteristics  
<http://www.rettsyndrome.org/>

### **State Vocational Rehabilitation Agency**

#### **Illinois Department of Human Services, Vocational Rehabilitation**

URL: <http://www.dhs.state.il.us/>  
100 South Grand Avenue East  
Springfield, IL 62762  
Phone: 800-843-6154 TTY: 800-447-6404

#### **Rehabilitation Services Administration**

Illinois State Liaison  
URL: <http://www.ed.gov/about/offices/list/osers/rsa/index.html>  
400 Maryland Avenue, S.W. - Washington, DC 20202-2800  
Phone: 202-245-6638

#### **Job Accommodation Network** (U.S. Department of Labor, Office of Disability Employment Policy)

URL: <http://www.jan.wvu.edu/>  
Phone: 800-526-7234 - TTY: 877-781-9403

### **Coordinator for Transition Services**

#### **Illinois State Board of Education, Special Education & Support Services**

URL: <http://www.isbe.state.il.us/spec-ed>  
100 North First Street - Springfield, IL 62777  
Phone: 217-782-4870

### **Mental Health Resources**

#### **Illinois Department of Human Services, Mental Health**

URL: <http://www.dhs.state.il.us/>  
100 South Grand Avenue East - Springfield, IL 62762  
Phone: 800-843-6154 TTY: 800-447-6404

**National Alliance on Mental Illness - Illinois**URL: <http://il.nami.org/>

218 West Lawrence Avenue - Springfield, IL 62704

Phone: 217-522-1403 (V/TTY) - Toll free: 800-346-4572

Email: [namiil@sbcglobal.net](mailto:namiil@sbcglobal.net)**National Alliance on Mental Illness**URL:[http:// www.nami.org](http://www.nami.org) Helpline: 800-950-6264

**NAMI** is the National Alliance on Mental Illness, the nation's largest grassroots organization for people with mental illness, and their families. Members and friends work to fulfill its mission by providing support, education, and advocacy. Founded in 1979, NAMI has affiliates in every state and in more than 1,100 local communities across the country. Over seven million visitors a year turn to NAMI's website for information, referral, and education and the helpline, staffed by a dedicated team, serves over 4,000 callers per month.

**National Consumer Supporter Technical Assistance Center (Mental Health Association)**URL: [www.ncstac.org](http://www.ncstac.org)

2000 N. Beauregard Street, 6th Floor

Alexandria, VA 22311

Phone: 866-439-9465

Fax: 703-684-5968

E-mail: [ConsumerTA@nmha.org](mailto:ConsumerTA@nmha.org)**Programs for People with Developmental Disabilities - Illinois  
Department of Human Services, Developmental Disability**Website: <http://www.dhs.state.il.us/>

100 South Grand Avenue East - Springfield, IL 62762

Phone: 217-524-7065

Toll free: 888-DD-PLANS [888-337-5267]

TTY: 866-376-8446

**Councils on Developmental Disabilities****State of Illinois Council on Developmental Disabilities**URL:<http://www.state.il.us/agency/icdd>

## **Councils on Developmental Disabilities**

### **Springfield Office**

830 South Spring Street

Springfield, IL 62704

Phone: 217-782-9696, Fax: 217-524-5339, TTY: 888-261-2717

### **Chicago Office**

101 West Randolph Street, Suite 10-600

Chicago, IL 60601

Phone: 312-814-2080

Fax: 312-814-7141

TTY: 888-261-2717

## **Protection and Advocacy Agency**

### **Equip for Equality**

URL: <http://www.equipforequality.org>

20 North Michigan Avenue, Suite 300

Chicago, IL 60602

Phone: 312-341-0022

Toll free: 800-537-2632

TTY: 800-610-2779

Fax: 312-341-0295

Email: [contactus@equipforequality.org](mailto:contactus@equipforequality.org)

## **Client Assistance Program**

### **Illinois Department of Human Services, Client Assistance Program**

URL: <http://www.dhs.state.il.us/>

100 North First Street, 1st Floor West

Springfield, IL 62702

Phone: 800-641-3929

Email: [dhscap@dhs.state.il.us](mailto:dhscap@dhs.state.il.us)

## **Rights/Advocacy**

Highlights and access to US Supreme Court decisions concerning ADA

URL: <http://www.law.cornell.edu/supct/supremes.htm>

**The President's Committee for People with Intellectual Disabilities**

URL: <http://www.acf.hhs.gov/programs/pcpid/index.html>

**National Association of Councils on Developmental Disabilities**

Promotes national policy enabling increased choice for individuals with developmental disabilities

URL: <http://www.nacdd.org>

Up-to-date news that affects the disability community. Also an ADA frequently asked question site. The Council for Disability Rights. Although the office of the Council for Disability Rights is closed, this site will stay up for the duration. URL: [www.disabilityrights.org](http://www.disabilityrights.org)

**Technology-Related Assistance****Illinois Assistive Technology Program**

URL: <http://www.iltech.org>

1 West Old State Capitol Plaza, Suite 100

Springfield, IL 62701

Phone: 217-522-7985

Toll free: 800-852-5110 (V/TTY)

TTY: 217-522-9966

Fax: 217-522-8067

**Relay Services in America**

URL: <http://www.deafzone.com/relay/>

Telecommunications Relay Services for Individuals

who are Deaf, Hard of Hearing or with Speech Impairments

Phone: 800-548-2547

TTY: 800-548-2546

**Federal Communications Commission****Consumer and Governmental Affairs Bureau**

URL: <http://fcc.gov/>

445 12th Street S.W.

Washington, DC 20554

Phone: 888-225-5322 - TTY: 888-835-5322

## **Accessibility Standards**

### **Illinois Capital Development Board (CDB)**

URL: <http://www.cdb.state.il.us>

James R. Thompson Center

100 West Randolph Street, Suite 14-600

Chicago, IL 60601

Phone: 312-814-6000

TDD: 312-814-2041

William G. Stratton Building

401 South Spring Street

3<sup>rd</sup> Floor, Stratton Building

Springfield, IL 62706

Phone: 217-782-2864

TDD: 217-524-4449

### **Illinois Department of Human Services Bureau of Accessibility and Safety Systems**

URL: <http://www.dhs.state.il.us/>

401 South Clinton, Fourth Floor

Chicago IL, 60607

Phone: 312-793-1565

TTY: 888-614-2384

Fax: 312-793-3917

Harris Building

100 South Grand Ave East, Second Floor

Springfield IL, 62762

Phone: 217-557-1606

TTY: 888-614-2384

Fax: 217-557-2135

### **University Centers for Excellence in Developmental Disabilities Department of Disability and Human Development, University of Illinois at Chicago**

URL: <http://www.ahs.uic.edu/dhd>

1640 West Roosevelt Road (MC 626), Suite 436 DHSP

Chicago, IL 60608



Phone: 312-413-1647 - TTY: 312-413-0453

Fax: 312-413-1630

Email: [dhd@uic.edu](mailto:dhd@uic.edu)

## **State Mediation System**

### **Illinois State Board of Education, Special Education & Support Services – Special Education Services**

URL: <http://www.isbe.state.il.us/spec-ed/html/mediation.htm>

100 North First Street

Springfield, IL 62777

Phone: 217-782-5589 - Toll free: 866-262-6663

100 West Randolph, Suite 14-300

Chicago, IL 60601

Phone: 312-814-2220

## **Special Format Library**

### **Illinois State Library, Talking Book and Braille Service**

URL: [http://www.cyberdriveillinois.com/departments/library/who\\_we\\_are/talking\\_book\\_and\\_braille\\_service/home.html](http://www.cyberdriveillinois.com/departments/library/who_we_are/talking_book_and_braille_service/home.html)

401 East Washington Street

Springfield, IL 62701

Phone: 800-665-5576 option 5

Fax: 217-558-4723 - TTY: 888-261-7863 or Email: [isltbbs at ilsos.net](mailto:isltbbs@ilsos.net)

## **Resources for The Aging**

### **Illinois Department on Aging**

URL: <http://www.state.il.us/aging>

421 East Capitol Avenue, Suite 100

Springfield, IL 62701-1789

Senior Helpline: 800-252-8966 - TTY: 888-206-1327

Fax: 217-524-6968 or Email: [ilsenior@aging.state.il.us](mailto:ilsenior@aging.state.il.us)

Michael Bilandic Building (formerly known as State of Illinois Building)

160 North LaSalle Street, Suite N-700

Chicago, IL 60601-3031

Phone: 312-814-2630

Fax: 312-814-2916

## **State Medicare and Medicaid**

### **Illinois Department of Healthcare and Family Services**

URL: <http://www.hfs.illinois.gov>

201 South Grand Avenue East

Springfield, IL 62763-0001

Phone: 217-782-1200 - TTY: 800-526-5812

### **Medicare**

URL: [www.medicare.gov](http://www.medicare.gov)

Centers for Medicare & Medicaid Services

7500 Security Boulevard

Baltimore, MD 21244-1850

Phone: 800-MEDICARE [800-633-4227] – TTY/TDD: 877-486-2048

### **Social Security Administration**

URL: <http://www.ssa.gov> (Visit the website above for the phone number of the office in your city.)

Phone: 800-772-1213

TTY: 800-325-0778

## **Veterans Affairs Resources**

### **Illinois Department of Veterans' Affairs**

URL: <http://veterans.illinois.gov>

833 South Spring Street, P.O. Box 19432

Springfield, IL 62794-9432

Phone: 217-782-6641 - Toll free: 800-437-9824 (within Illinois) - TDD:  
217-524-4645

Phone: 217-782-6641 (out-of-state)

Fax: 217-524-0344

## Organizations Especially for Parents

Parent Training and Information Center (PTI)

URL: <http://www.taalliance.org>

Phone: 888-248-0822

The Technical Assistance ALLIANCE for Parent Centers is an innovative partnership of one national and six regional parent technical assistance centers, each funded by the U.S. Department of Education's Office of Special Education Programs (OSEP).

## Family Resource Center on Disabilities

URL: <http://www.frcd.org>

20 East Jackson Boulevard, Room 300

Chicago, IL 60604

Phone: 312-939-3513 - TDD: 312-939-3519

Toll free: 800-952-4199 (within Illinois, outside the Chicago area)

Fax: 312-939-7297

Email: [info@frcd.org](mailto:info@frcd.org)

## Other Disability-Related Resources

### Easter Seals

URL: <http://www.easterseals.com/site/PageServer> (Visit the website for the location nearest you.)

### Call for Help (Illinois)

URL: <http://www.callforhelpinc.org>

9400 Lebanon Road

East St. Louis, IL 62203

Phone: 618-397-0996 - Toll free: 800-397-8707

Fax: 618-397-6836

### Statewide Independent Living Council (SILC)

URL: <http://www.ilru.org/index.html> (Visit the website for the location nearest you)

2323 S. Shepherd, Suite 1000

Houston, TX 77019

Phone: 713-520-0232 (V/TTY)

Fax: 713-520-5785

Email [ilru@ilru.org](mailto:ilru@ilru.org)

### **Statewide Independent Living Council of Illinois (SILC)**

URL: <http://www.silcofillinois.org>

510 East Monroe, 3<sup>rd</sup> Floor

Springfield, IL 62701

Phone: 217-744-7777 (V/TTY)

Fax: 217-744-7744

## **Public Accommodations and State and Local Government Services**

### **Employment**

#### **Equal Employment Opportunity Commission**

500 West Madison, Suite 2800

Chicago, IL 60661

Phone: 800-669-4000 – Toll free TTY: 800-669-6820

Fax: 312-886-1168

#### **Equal Employment Opportunity Commission**

1222 Spruce Street, Room 8-100

St. Louis, MO 63103

Phone: 800-669-4000 – Toll free TTY: 800-669-6820

Fax: 314-539-7894

### **Transportation**

URL: <http://www.fta.dot.gov>

U.S. Department of Transportation

Federal Transit Administration East Building

1200 New Jersey Avenue, SE

Washington, D.C. 20590

Phone: 866-377-8642 – Toll free TTY: 800-877-8339

## **United States Architectural and Transportation Barriers Compliance Board**

URL: <http://www.access-board.gov>

Accessible Design in New Construction and Alterations

1331 F Street, NW, Suite 1000

Washington, DC 20004-1111

Phone: 800-872-2253 - TTY: 800-993-2822  
Fax: 202-272-0081

### **Civic Affairs**

URL: <http://www.dhs.state.il.us>

#### **Illinois Department of Human Services Bureau of Civil Affairs**

URL: <http://www.dhs.state.il.us>

401 South Clinton Street

Chicago, IL 60607

Phone: 800-843-6154 - TTY: 312-793-2345

100 South Grand Avenue East, 2<sup>nd</sup> Floor

Springfield, Illinois 62762

Phone: 217-557-1601

TTY: 217-557-2134

### **Office for Civil Rights**

#### **U.S. Department of Health and Human Services**

URL: <http://www.hhs.gov/ocr>

233 North Michigan Avenue, Suite 240

Chicago, IL 60601

Phone: 312-886-2359 - TDD: 312-353-5693

### **Office on the Americans with Disabilities Act**

URL: <http://www.justice.gov/crt/drssec.php> or <http://www.ada.gov>

Civil Rights Division

U.S. Department of Justice

950 Pennsylvania Avenue, NW

Washington, DC 20530

Phone: 800-514-0301 - TTY: 800-514-0383

### **Human Rights**

URL: <http://www.dhs.state.il.us>

#### **Illinois Department of Human Rights**

100 West Randolph, Suite 10-100

Chicago, IL 60601

Phone: 312-814-6200 - TTY: 312-263-1579

222 South College, 1<sup>st</sup> Floor

Springfield, IL 62704

Phone: 217-785-5100 - TTY: 217-263-5125

### **Illinois Attorney General - Disability Rights Bureau**

URL: <http://www.illinoisattorneygeneral.gov/rights/disabilityrights.html>

100 West Randolph Street, 11th Floor

Chicago, IL 60601

Phone: 312-814-3000 - TTY: 800-964-3013

500 South Second Street

Springfield, IL 62706

Phone: 217-524-2660 – TTY: 877-844-5461

### **Housing**

URL: <http://portal.hud.gov>

#### **Housing Access Under Fair Housing Act**

#### **Department of Housing and Urban Development**

#### **Office of Fair Housing Enforcement**

451 7th Street SW, Room 5204

Washington, DC 20410-2000

Phone: 800-669-9777 - TTY: 800-927-9275

#### Chicago Regional Office

Ralph Metcalfe Fed Building

77 West Jackson Boulevard

Chicago, IL 60604-3507

Phone: 312-353-5680 – TTY: 312-353-7143

#### Springfield Field Office

500 W. Monroe Street

Suite 1 SW

Springfield, IL 62704

Phone: 217-492-4120 – TTY: 217-492-4101

## **American with Disabilities Act**

### **National Network of ADA Centers**

Phone: 800-949-4232 (V/TTY)

Email: <http://www.adata.org>

### **Regional ADA Technical Assistance Center**

#### **DBTAC- Great Lakes ADA Center**

URL: <http://www.adagreatlakes.org>

University of Illinois at Chicago

Institute on Disability & Human Development (MC 728)

1640 West Roosevelt Road, Room 405 - Chicago, IL 60608

Phone: 312-413-1407 (V/TTY) - Toll free: 800-949-4232 (V/TTY)

Fax: 312-413-1856

The Americans with Disabilities Act of 1990 makes it unlawful to discriminate against people with disabilities in employment, state and local government services, public accommodations, transportation and telecommunications. The ADA defines an individual with a disability as a person who has a physical or mental impairment that substantially limits

one or more of the major life activities; has a record of such impairment; or is regarded as having such an impairment. Below is a summary of the Act and a list of resources you can use if you feel you are being discriminated against on account of your disability.

#### **Title I - Employment**

Requirements: Employers with 15 or more employees may not discriminate against qualified individuals with disabilities. Employers must reasonably accommodate the disabilities of qualified applicants or employees, including modifying work stations and equipment, unless undue hardship would result.

Enforcement: Complaints may be filed with the Equal Employment Opportunity

Commission. Private lawsuits may be filed after exhausting administrative remedies.

Remedies are the same as under Title VII of the Civil Rights Act of 1964. Courts may order employers to hire or promote

qualified individuals, reasonably accommodate their disabilities and pay back wages and attorney fees.

#### **Title II - Public Services**

Requirements: State and local governments may not discriminate against qualified individuals with disabilities. Newly constructed state and local government buildings, including transit facilities, must be accessible.

Alterations to existing state and local government buildings must be done in an accessible manner.

When alterations could affect accessibility to "primary function" areas of a transit facility, an accessible path of travel must be provided to the altered areas. The restrooms, drinking fountains and telephones serving the altered areas must also be accessible to the extent that the additional accessibility costs are not disproportionate to the overall alterations costs.

New buses and rail vehicles for fixed-route systems must be accessible. New vehicles for demand-responsive systems must be accessible unless the system provides people with disabilities services equivalent to those provided to the general public. Comparable Para-transit must be provided to individuals who cannot use fixed-route bus services to the extent that an undue financial burden is not imposed.

One car per train must be accessible. Existing "key stations" in rapid rail, commuter rail and light rail systems must be accessible. All existing Amtrak stations must be accessible by July 26, 2010. Amtrak trains must have as many seating spaces for individuals who use wheelchairs as would be available if every car in the train were accessible to such individuals by July 26, 2000.

**Enforcement:** Complaints may be filed with the U.S. Department of Transportation concerning public transportation. Individuals may also file a private lawsuit. Remedies are the same as under Section 505 of the Rehabilitation Act of 1973. Courts may order entities to make facilities accessible, provide auxiliary aids or services, modify policies and pay attorney fees.

### **Title III - Public Accommodations**

Requirements: Restaurants, hotels, theaters, shopping centers and malls, retail stores, museums, libraries, parks, private schools, day care centers and other similar places of public accommodation may not discriminate on the basis of disability.

Physical barriers in existing public accommodations must be removed if readily achievable. If not, alternative methods of providing services must be offered, if those methods are readily achievable. New construction in public accommodations and commercial facilities must be accessible.

Alterations to existing public accommodations and commercial facilities must be accessible. When alterations could affect accessibility to "primary function" areas of a facility, an accessible path of travel must be provided to the altered areas. The rest rooms, telephones and drinking fountains serving the altered areas must also be



accessible, to the extent that the additional accessibility costs are not disproportionate to the overall alterations costs.

Elevators are not required in newly constructed or altered buildings under three stories or with less than 3,000 square feet per floor unless the building is a shopping center, mall or health provider's office.

New buses and other vehicles (except automobiles) operated by private entities must be accessible, or the entity must provide individuals with disabilities services equivalent to those provided to the general public.

The requirements differ depending on whether the system is fixed-route or demand-responsive and on the vehicle seating capacity for entities not primarily engaged in the business of transporting people.

New over-the-road buses (buses with an elevated passenger deck located over a baggage compartment) must be accessible.

Enforcement: Complaints may be filed with the U.S. Department of Justice. Individuals may also file a private lawsuit. Remedies are the same as under Title II of the Civil Rights Act of 1964. Courts may order any entity to make facilities accessible, provide auxiliary aids or services, modify policies and pay attorney fees. Courts may award monetary damages and impose civil penalties in lawsuits filed by the Justice Department but not in private lawsuits by individuals.

#### **Title IV – Telecommunications**

Requirements: Telephone companies must provide telecommunications relay services 24 hours a day for individuals who are deaf, hard-of-hearing and speech-impaired.

Enforcement: Complaints may be filed with the Federal Communications Commission.

#### **DBTAC National Network of ADA Centers - <http://www.adata.org/Static/Home.aspx>**

The Disability and Business Technical Assistance Center (DBTAC) is a national network of 10 regional DBTAC: ADA Centers that provide the most complete and experienced services for up-to-date information, referrals, resources, and training on the Americans with Disabilities Act (ADA) to businesses, employers, government entities, and individuals with disabilities, as well as media and news reporters.

### **Questions About the Americans with Disabilities Act? Call (800) 949-4232 (V/TTY)**

## **Illinois Department of Human Services' Family Community Resource Center (FCRC).**

If you have questions about any Illinois Department of Human Services (IDHS) program, call or visit your FCRC. We will answer your questions. If you do not know where your FCRC is or if you are unable to go there, you may call the automated helpline 24 hours a day at:

Phone: 800-843-6154 - TTY: 1-888-614-2386

Representatives are available between: 8:00 a.m. - 5:30 p.m. Monday - Friday (except state holidays)

For answers to your questions, you may also write:

Illinois Department of Human Services  
Bureau of Customer and Provider Assistance  
100 South Grand Avenue East  
Springfield, Illinois 62762

Visit the DHS web site at: [www.dhs.state.il.us](http://www.dhs.state.il.us)

Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

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**Office of the Inspector General (OIG)** The DHS Office of the Inspector General assists individuals with physical, developmental and/or mental disabilities and assists agencies and facilities in prevention efforts by investigating all reports of abuse, neglect and mistreatment in a timely manner, to foster humane, competent, respectful and caring treatment of individuals with disabilities, who receive mental health services or developmental disability services in programs that are operated, licensed, certified or funded by the Illinois Department of Human Services, as well as allegations of abuse, neglect and exploitation of adults with disabilities (18 - 59 years old) who live in private homes.

To report abuse or neglect, call **800-368-1463** (V/TTY) **Additional phone numbers and addresses for OIG:**

### **Springfield Office**

901 Southwind Road - Springfield IL, 62703  
Phone: 217-786-6865 - Fax: 217-786-7694

### **Chicago Office**

Chicago 100 W. Randolph, Ste. 4-750  
Chicago IL, 60601  
Phone: 312-814-2718 - Fax: 312-814-6508

## **Office of the Inspector General (OIG)**

### **OIG Main Contact Numbers**

<b>OIG Bureau</b>	<b>Phone Number</b>
OIG Intake Hotline	800-368-1463
Administration-Chicago	312-814-2718
Administration-Springfield	217-786-6040

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**OIG Main Contact Numbers**

OIG Bureau	Phone Number
North Investigations	708-338-7191
North Investigations	708-338-7191
Metro Investigations	708-338-7191
Central Investigations	217-786-6865
South Investigations	618-833-5161, x 2277
Domestic Abuse Program	708-338-7191
Compliance & Evaluation	(217) 786-6394

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**OIG TRAINING – On-line Training Now Available**

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The Department of Human Services Office of the Inspector General's 2010 Rule 50 and Rule 51 trainings are now available on-line through the DHS NetLearning system. See instructions for accessing the [Rule 50 and Rule 51 Training](#) CBLs.

**Resource Guide to Illinois Government Documents**

Compiled by Jian Anna Xiong. Contact: [axiong@lib.siu.edu](mailto:axiong@lib.siu.edu)

URL: <http://www.lib.siu.edu/abt/staffinfo/axiong>. Southern Illinois University Carbondale (SIU-C) Morris Library has been an Illinois State Depository. Our Illinois State documents are cataloged just like books in [SIUCat](#). To find a state document, use SIUCat to find its call number, then [request](#) it like other library materials. Illinois State publications in paper are located in Morris Library LC and DDC collection area. Illinois State

publications on microform are located in McLafferty Annex building during Morris Library renovation time.

## Illinois State Publications:

[Cyberdrive Illinois](http://www.cyberdriveillinois.com): [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com) - Maintained by the Illinois Secretary of State. Search information about the Office's services, programs, and publications.

State Government Publications Forms:

<http://www.cyberdriveillinois.com/publications/publications.html> This web site includes the current Illinois Blue Book. The Blue Book is a good source for biographical information on elected officials as well as general information about Illinois government, such as the constitution of Illinois, as well as information about politicians, government officials, and governing bodies in the state.



- [Find-It! Illinois](http://www.finditillinois.org/) URL: <http://www.finditillinois.org/> - This site, created and maintained by the Illinois State Library, is a portal/digital library to significant current and historic Illinois state government documents, and Illinois library collections. Search for Illinois information by subject or by type of information. Find-It! Illinois is the Illinois State Library's statewide digital library. Find-It! Illinois brings Illinois information into one convenient web site by bringing all of the Illinois State Library's online services together in one Web page.

[IGI \(Illinois Government Information\)](http://igi.finditillinois.org/cgi-bin/search.cgi) URL: <http://igi.finditillinois.org/cgi-bin/search.cgi> - Online Catalog for searching Illinois government information by subject.



State Archives URL:

<http://www.cyberdriveillinois.com/departments/archives/archives.html> -

The Illinois State Archives serves by law as the depository of public records of Illinois state and local governmental agencies which possess permanent administrative, legal, or historical Research values. Its collections do not include manuscript, newspaper, or other nonofficial sources. Access the archives by searching one of their many online databases.

IllinoisAtlas URL: <http://www.illinoisatlas.com/> "is an ongoing project of the Data & Mapping Services Division of the Center for Governmental Studies at Northern Illinois University. The Data & Mapping Services Division has been creating computer generated maps since the early 1990's." Includes maps of Illinois showing voting for presidential elections, income, housing, population, education, etc.

Descriptive Inventory of the Archives of the State of Illinois: URL:

<http://www.cyberdriveillinois.com/departments/archives/isaholdings.html>

Second edition of the *Inventory*, published in 1997. The search page provides an index of the contents arranged by agency. Further down the page are links to download the electronic edition in different formats. This site also includes a database of material held by the Illinois Regional Archives Depositories (IRAD). Here you can search the [IRAD Local Governmental Records Database](#) URL:

<http://www.cyberdriveillinois.com/departments/archives/irad/iradholdings.html>

Illinois data

URL: <http://www.illinoisdata.com>. This site was cooperatively developed by the Illinois Department of Commerce and Economic Opportunity and several academic institutions to provide demographic and industry statistics for northern Illinois to businesses and industrial concerns. Data is provided primarily in html format with some pdf and xls (Microsoft® Excel spreadsheet) format files.

### Illinois Digital Archives

URL: <http://www.idaillinois.org>. Browse this digital collection of archival material from selected Illinois libraries. Among the types of material you can find here are photographs, ledgers, posters, and sound files from the 19th century to the present. The collection includes detailed records for each item, and a URL if a digitized item is available on another site.

### **Illinois Quick Facts**

Illinois 2000 Census - <http://factfinder.census.gov/servlet/ACSSAFFacts?>

Illinois State Senators - <http://www.ilga.gov/senate/>

Illinois House Representatives - <http://www.ilga.gov/house/>

Illinois Voting Information - <http://www.elections.il.gov/>

Illinois Symbols and Facts -

<http://www.oppl.org/research/portal/illsymfac.htm>

Illinois Tax Forms - <http://tax.illinois.gov> Search for individual, business, sales, excise and other tax forms.

Illinois Sales Tax Rate Reference Manual -

<http://tax.illinois.gov/Publications/listofalltaxes.htm>

Illinois State Library library-related statutes and rules -

[http://www.cyberdriveillinois.com/departments/library/who\\_we\\_are/statute\\_srules.html](http://www.cyberdriveillinois.com/departments/library/who_we_are/statute_srules.html)

USGS-Illinois Water Science Center Searchable Publications Database -

<http://il.water.usgs.gov/pubs/search.html>

These websites offers keyword and author searches and allows you to generate lists based on general topics, Illinois regions, or report series.

Illinois Virtual Campus - <http://www.ivc.illinois.edu/>

Connect to hundreds of online and other distance learning courses and programs offered by Illinois colleges and universities.

iTransfer <http://www.itransfer.org/> The website that helps you transfer college credit in the state of Illinois.

Interesting Illinois Links -

[http://dir.yahoo.com/Regional/US\\_states/illinois/](http://dir.yahoo.com/Regional/US_states/illinois/) YAHOO provides this index of sites that contain information about Illinois or Illinois organizations.

Illinois Skills Match - <http://www.illinoisskillsmatch.com/> Site for Illinois employers and job seekers.

Illinois Legislative Information - <http://www.ilga.gov/>

Illinois Constitution - <http://www.ilga.gov/commission/lrb/conmain.htm>  
Full text of the Illinois Constitution of 1970.

Illinois Learning Standards - <http://www.isbe.state.il.us/ils/>

## **Other Popular Illinois Government Documents Related Online Resources**

Illinois General Assembly - <http://www.ilga.gov/> This site provides legislation & laws, legislative reports, Illinois Register, Illinois Compiled Statutes, Illinois Constitution, senate and house information, and additional resources.

Covers current legislation and provides the full text of the Illinois Compiled Statutes - <http://www.ilga.gov/legislation/ilcs/ilcs.asp> Provides full text of the Illinois Compiled Statutes and bills and Public Acts from the 90th and subsequent General Assemblies.

Illinois Register - <http://ilsos.net/departments/index/register/home.html>

Illinois Administrative Code -

<http://www.ilga.gov/commission/jcar/admincode/titles.html> Information on General Assembly action.

Legislator Lookup -

<http://www.elections.il.gov/districtlocator/districtofficialsearchbyaddress.as>



[px](#) This site provides mailing address, phone and FAX numbers, is homepage for Illinois legislators in the General Assembly, US Senators and Representatives in Washington. Also, provides information for Illinois statewide officials i.e., Governor, Lieutenant Governor, Secretary of State, Attorney General, Comptroller and Treasurer. Search is by district, official's name, or street address of the constituent.

[Office of the Governor](http://www.illinois.gov/gov/) - <http://www.illinois.gov/gov/> This site provides access (via an alphabetical agency listing) to Illinois executive agencies' websites. Governor Pat Quinn, the chief executive of the State of Illinois, accessible at the State of Illinois site, find information on the Governor's announcements, initiatives, bill signings and Governor's Press Releases online.

[The Attorney General's Office](http://www.ag.state.il.us/) - <http://www.ag.state.il.us/> Offers a description of the Attorney General's Office, a biography of current Attorney General, recent opinions by current Attorney General, a directory, and resources for crime victims, persons with disabilities, and senior citizens, press releases, a directory of the Office, information on services, consumer fact sheets and information dealing with criminal justice.

[Secretary of State](http://www.sos.state.il.us/) - <http://www.sos.state.il.us/> Offers current Secretary of State Office's services, search information about programs, and publications from the site, Cyber drive Illinois.

### **Find a U.S. Representative or U.S. Senator**

<http://www2.illinois.gov/Government/Pages/FederalGovernment.aspx>

[State Comptroller](http://www.comptroller.state.il.us/) - <http://www.comptroller.state.il.us/> Offers current Comptroller Office's news and views information, and access to state fiscal reports and legislative initiatives.

[Official Site of the Illinois Courts](http://www.state.il.us/court/) - <http://www.state.il.us/court/> Contains the Supreme Court docket, oral argument calendars, recent opinions and Supreme Court rules and policies. Links to official sites and opinions for the Illinois Supreme, Appellate, and Circuit Courts. Includes opinions from 1996 to the present. Available in html and WordPerfect format, however, with

the warning that the html "may not contain appendices used by the courts and cannot always show matter emphasized by the courts." For that you need to view the WordPerfect version.

Supreme Court Rules - <http://www.state.il.us/court/SupremeCourt/Rules/>

Illinois Judicial Circuit Court Rules -

<http://www.law.siu.edu/lawlib/illaw/illjccr/index.htm>

This site is operated by Southern Illinois University School of Law Library and has links to the Illinois judicial circuit court rules available online.

State of Illinois - <http://www.illinois.gov/government/judiciary.cfm> Learn more about the Judicial Branch including the Illinois Supreme Court.

Illinois Department of Children and Family Services -

<http://www.state.il.us/dcfs/> Provides a "policy and rules" section which includes administrative rules, notices, emergency rules, policy interpretations and guides, laws administered by the agency, and statistics related to Illinois child welfare reform.

Illinois Human Rights Commission - <http://www.state.il.us/ihrc/> This site contains determinations of the commission on complaints filed under the Illinois Human Rights Act.

Human Rights Commission Decisions

<http://www2.illinois.gov/ihrc/Pages/default.aspx>

Illinois Workers' Compensation Commission -

<http://www.state.il.us/agency/iic/> This site, has commission forms, annual report, rules of practice before the commission, statutes, calendars and call sheets.

Illinois Pollution Control Board - [www.ipcb.state.il.us](http://www.ipcb.state.il.us) This web site is a Legislative update service for access to administrative rules, IPCB procedural rules, opinions and orders, and cases filed and accepted for review. Opinions date back to 1990. The search function on the site allows you to search the entire site for information.

[Department of Commerce and Economic Opportunities](http://www.commerce.state.il.us/dceo/) -

<http://www.commerce.state.il.us/dceo/> Provides information on starting a small business, as well as, statistical and demographic profiles of Illinois communities.

[Office of the Comptroller](http://www.comptroller.state.il.us/) - <http://www.comptroller.state.il.us/>

Provides access to state fiscal reports and legislative initiatives.

[Illinois Department of Corrections](http://www.idoc.state.il.us/) - <http://www.idoc.state.il.us/> Provides

recent Illinois Department of Corrections publications, rules, and statistics, but has a search engine allowing a user to locate photos and criminal history records on inmates in Illinois prisons.

[State Board of Education](http://www.isbe.state.il.us/) - <http://www.isbe.state.il.us/> Includes

academic standards.

[Illinois Department of Employment Security](http://www.ides.state.il.us/) -

<http://www.ides.state.il.us/> Provides statistical information on Illinois employment, as well as, a listing of jobs in Illinois and links to search nationally.

[Illinois Health Care Cost Containment Council](http://www.state.il.us/agency/hcccc/) -

<http://www.state.il.us/agency/hcccc/> Data is available through June 2002. For later information see [Illinois Department of Public Health](http://www.idph.state.il.us/) - <http://www.idph.state.il.us/>

[Illinois Homeland Security](http://www.ready.illinois.gov/) - <http://www.ready.illinois.gov/> Described as

“the central resource for information and guidance from the State of Illinois regarding security and emergency-related issues. The site offers information ranging from guidelines for county and municipal governments, to emergency checklists, and links to state and federal websites, making it a key component of state preparedness.”

[Office of the State Appellate Defender](http://www.state.il.us/defender/) - <http://www.state.il.us/defender/>

This site has information about the Office, its annual reports, and a summary of criminal law issues pending before the Illinois Supreme Court.

[Illinois Statistical Abstract](http://igpa.uillinois.edu/) - <http://igpa.uillinois.edu/> The Illinois Statistical Abstract is a comprehensive compilation of economic and demographic data relating to Illinois and to political subdivisions within the state. Includes links to the current and past abstracts (1997 to the present), and the Illinois County Abstract.

[U.S. Census Bureau: Illinois state and county profiles](http://quickfacts.census.gov/qfd/states/17000.html) - <http://quickfacts.census.gov/qfd/states/17000.html> Contains longitudinal location, Tiger Map, links to 1990 Census data, USA Counties general profile and County Business Patterns economic profile.

[Community Information by Zip Code](http://library.csun.edu/GovernmentPublications/ZipStats) - <http://library.csun.edu/GovernmentPublications/ZipStats> Includes population, housing, education, health, environment, business, and political statistics.

[Illinois Vital Statistics](http://www.idph.state.il.us/health/statshome.htm) - <http://www.idph.state.il.us/health/statshome.htm> Illinois Department of Public Health information on population, birth, death records, adoption registry, health statistics and other health information, communicable disease, marriage and divorce statistics on the state and county levels.

[Illinois Department of Employment Security](http://www.ides.state.il.us/) - <http://www.ides.state.il.us/> IDES operates the state's unemployment insurance program, the Illinois employment service, job training and other special workforce development programs for the unemployed and underemployed, and matches employer labor needs with the skills of job seekers.

## Illinois Courts

**Illinois Attorney Registration and Disciplinary Commission of the Supreme Court of Illinois:** Provides full texts of publications explaining how to initiate a complaint against an attorney. It also provides information on lawyer registration and includes recently filed disciplinary decisions from the Illinois Supreme Court. The "lawyer search" site and rules and decisions portion is currently under construction.

**Illinois Courts:** Contains the Supreme Court docket, oral argument calendars, recent opinions and Supreme Court rules and policies. Links to

official sites and opinions for the Illinois Supreme, Appellate, and Circuit Courts. Includes opinions from 1996 to the present. Available in html and WordPerfect format, however, with the warning that the html "may not contain appendices used by the courts and cannot always show matter emphasized by the courts." For that you need to view the WordPerfect version.

**Illinois Judicial Circuit Court Rules:** Operated by Southern Illinois University School of Law Library, there are links to the Illinois judicial circuit court rules available online.

**Opinions of the Supreme and Appellate Courts:** Provides Illinois Supreme Court opinions since May 23, 1996; appellate court opinions from September 1, 1996 to date.

## **Additional Courts Referrals**

**Office of the State Appellate Defender:** Provides information about the Office, its annual reports, and a summary of criminal law issues pending before the Illinois Supreme Court.

**State of Illinois - Judiciary:** Links to Illinois Supreme Court and other judicial information.

**Supreme Court Rules:** Available in html and WordPerfect formats.

**Illinois Administrative Code:** Information on General Assembly action. The site has a link to Legislator Lookup, which will provide mailing address, phone and FAX numbers, and homepage for Illinois legislators in the General Assembly, US Senators, and Representatives in Washington. It will also give information for Illinois statewide officials such as the Governor, Lieutenant Governor, Secretary of State, Attorney General, Comptroller, and Treasurer. Search is by district, official's name, or street address of the constituent.

## Statistics & Maps

**Community Information by Zip Code:** Includes population, housing, education, health, environment, business, and political statistics.

**Illinois Statistics Arranged by Subject and Agency:** A guide to statistics published by Illinois state agencies in print and on the Internet, arranged by broad subject area.

**Illinois Vital Statistics:** From the Illinois Department of Public Health. Includes population, birth, death records, adoption registry, health statistics and other health information, communicable disease, marriage and divorce statistics on the state and county levels.

**Rural Information Resources:** This database from the Illinois Institute for Rural Affairs at Western Illinois University currently gives population, housing, agricultural, and health data for counties and places in Illinois.

**U.S. Census Bureau:** Illinois state and county profiles: Contains longitudinal location, Tiger Map, links to 1990 Census data, USA Counties general profile and County Business Patterns economic profile.

**SGS-Illinois Water Science Center Searchable Publications Database:** Offers keyword and author searches and allows you to generate lists based on general topics, Illinois regions, or report.

## Human Capital Development

Human Capital Development's mission is "to provide immediate and continued supportive services and benefits that empower individuals and families to gain stability and achieve self-sufficiency through advocacy and a broad range of customized resources in a partnership and environment that is supportive, safe, and respectful."

The Division of Human Capital Development (HCD) serves over 1 million DHS customers each month through income supports such as:

- Cash assistance
- Food Stamps
- Medical programs
- Employment and training programs
- Help with child care
- Emergency assistance
- Refugee and immigration services
- Homeless services
- Specialized social services

For questions or comments, e-mail: [Dianne.Barghouti@illinois.gov](mailto:Dianne.Barghouti@illinois.gov) or (217) 785-9683 (voice mail).

## HCD Regional Office Quick Contacts List

<b>Region 1 North</b>	Patricia Munoz	401 S. Clinton, 3rd floor Chicago, IL 60607	312/793-4131	312/793-8142	<a href="#">Region 1 North FCRCs</a>  Clinton Bldg Staff:  <a href="#">1st Floor</a>  <a href="#">2nd Floor</a>  <a href="#">3rd Floor</a>
<b>Region 1 Central</b>	Vacant  Currently, offices in Region 1 Central are being Administered by Regions 1 North and 1 South	401 S. Clinton, 3rd floor Chicago, IL 60607	312/793-4131	312/793-8142	<a href="#">Region 1 Central FCRCs</a>  Clinton Bldg Staff:  <a href="#">1st Floor</a>  <a href="#">2nd Floor</a>  <a href="#">3rd Floor</a>
<b>Region 1 South</b>	Linda Shumate	401 S. Clinton, 3rd floor Chicago, IL 60607	312/793-4131	312/793-8142	<a href="#">Region 1 South FCRCs</a>  Clinton Bldg Staff:  <a href="#">1st Floor</a>  <a href="#">2nd Floor</a>  <a href="#">3rd Floor</a>
<b>Region 2</b>	Robert Holas, Interim	2215 Lake Shore Dr, Woodstock, 60098	815/337-9259	815/338-0396	<a href="#">Region 2 Admin Staff</a>  <a href="#">Region 2 Offices</a>
<b>Region 3</b>	Libbie Solomonson	2301 NE Adams St. Suite E Peoria, IL 61603	309/686-8790	309/671-4969	<a href="#">Region 3 Admin Staff</a>  <a href="#">Region 3 Offices</a>
<b>Region 4</b>	Michelle Hare	511 W. Capitol 3rd Floor Springfield, IL 62701	217/524-6321	217/524-6319	<a href="#">Region 4 Admin Staff</a>  <a href="#">Region 4 Offices</a>
<b>Region 5</b>	AlanSummers	102 East DeYoung Marion, IL 62959-2958	618/993-7474	618/993-6894	<a href="#">Region 5 Admin Staff</a>  <a href="#">Region 5 Offices</a>