



State of Illinois  
Department of Human Services

# Human Services

## DIVISION OF REHABILITATION SERVICES

The Division of Rehabilitation Services (DRS) is the state’s lead agency serving persons with disabilities. Our staff work one-on-one with individuals who have disabilities and their families to empower them to reach their employment, education, and independent living goals.

We share information and options with our customers that empower them to select their services, service providers, and service outcomes.

We value our many business and community partners and recognize that these partnerships are the key to continually enhancing services to our customers.

Every day, our experienced, professional staff make a real difference in the lives of countless Illinoisans with disabilities by tailoring services to meet their unique needs. With 46 local offices located throughout Illinois, our quality services are easily accessible to all Illinois residents.

### VOCATIONAL REHABILITATION SERVICES .....

We assist people with disabilities in preparing for, finding, and maintaining quality employment that pays a living wage and offers opportunities for advancement. Our staff work closely with state, regional, and local employers, offering individualized placement services that bring employers and qualified employees together.

### HOME SERVICES .....

We provide services to individuals with the most significant disabilities so they can remain in their homes and live as independently as possible. Our customers are empowered to live self-directed lives, be actively involved in their communities, and retain control over the services they receive.

### EDUCATIONAL SERVICES .....

DRS operates three residential schools for children with disabilities:

- Illinois School for the Deaf (Jacksonville)
- Illinois School for the Visually Impaired (Jacksonville)
- Illinois Center for Rehabilitation and Education-Roosevelt (Chicago)

We offer information and referrals along with training services to parents of children with disabilities and professionals through our NEXT STEPS program.

Our staff works closely with high school students with disabilities, empowering them to successfully transition from high school to post-secondary education and employment.



[drs.illinois.gov/success](http://drs.illinois.gov/success)

## SPECIALIZED SERVICES

Our specialized services are designed for:

- **Persons who are Blind or Visually Impaired**

We empower adults who are blind or visually impaired to rediscover their independence and achieve their employment, education, training, and independent living goals. Services include: specialized vocational rehabilitation services; a short-term residential program for adults (Illinois Center for Rehabilitation and Education-Wood) in Chicago who are newly blind or visually impaired; independent living services for older individuals who are blind; and the Illinois Business Enterprise Program for the Blind.

- **Persons who are Deaf or Hard of Hearing**

We help people who are Deaf, hard of hearing, late deafened, or deaf/blind find employment, get ready to go to work, or obtain services to meet their needs. We serve as a resource to professionals, state agencies, community organizations, and the public, providing information related to employment, training, and accommodations for persons who have a hearing loss.

- **Persons with Disabilities who are Hispanic/Latino**

Our bilingual staff assists individuals with disabilities who are Hispanic/Latino obtain employment, education and training, and access a variety of community resources.

## INDEPENDENT LIVING SERVICES

We empower people with disabilities to make informed choices by funding Centers for Independent Living (CILs) throughout Illinois. These CILs offer Information and referral, Independent living skills training, Individual and systems advocacy, Peer counseling and Transition services.

## DISABILITY DETERMINATION SERVICES

We determine the eligibility of people to receive benefits under Social Security's disability programs - Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

## CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, resolve problems, and protect their rights in the rehabilitation and employment process.

## INFORMATION AND REFERRAL SERVICES

Our staff share information about programs and services available through IDHS/DRS and other state agencies. We also connect individuals and their families with services they need in the community.

## TO FIND OUT MORE ABOUT DRS PROGRAMS

To learn more about DRS programs and services, locate the office nearest you or apply for services online you can access the DRS website at [drs.illinois.gov/success](http://drs.illinois.gov/success) or call 877-761-9780 Voice; 312-957-4881 VP; or dial 711 for the telephone relay operator.

**For more information call or visit your local Illinois Department of Human Services office.**

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

**1-800-843-6154 (Voice)**

866-324-5553 (TTY) or dial 711 for the telephone relay operator.

You may speak to a representative between:

**8:00 a.m. - 5:00 p.m.**

**Monday - Friday** (except state holidays)

For answers to your questions, you may also write:

**Illinois Department of Human Services**

Bureau of Customer Support and Services

600 E Ash, 500 Building - 5th Floor, Springfield, IL 62703

Visit our web site at: [dhs.state.il.us](http://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.