

The Illinois Department of Human Services' Division of Rehabilitation Services (DHS/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 50 local offices located throughout Illinois, our quality services are easily accessible to all Illinois residents.



Chris Tomlinson

## 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**

(866) 324-5553 TTY/Nextalk or 711 TTY Relay

You may speak to a representative 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**

Office of Customer Support  
100 South Grand Avenue East  
Springfield, Illinois 62762

Visit our website 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.

**DHS 4150 (R-05-23) DRS Empowering People with Disabilities**  
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State of Illinois  
Department of Human Services

## IDHS-DRS *Empowering* PEOPLE WITH DISABILITIES

through...

- Vocational Rehabilitation Services
- Home Services
- Educational Services
- Specialized Services
- Independent Living Services
- Disability Determination Services
- Client Assistance Program
- Information and Referral Services







through...

### 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 referral along with training services to parents of children with disabilities and professionals through our NEXT STEPS program.
- Our staff work closely with high school students with disabilities, empowering them to successfully transition from high school to post-secondary education and employment.

### 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 freedom. Our customers find and maintain employment and achieve their education, training, and independent living goals. The Illinois Center for Rehabilitation and Education-Wood in Chicago also offers a 12-week residential vocational and independent skills training program.
- **Persons who are Deaf or Hard of Hearing.** We help people who are deaf, hard of hearing, late deafened, or deaf/blind find employment, attend education and training programs, and learn about other community resources.
- **Persons with disabilities who are Hispanic/Latino.** Our bilingual staff assist Hispanic/Latino people with disabilities in obtaining and maintaining employment, applying for DHS/DRS programs, and connecting with community services

### Independent Living Services

We empower people with disabilities to make informed choices by funding Centers for Independent Living (CILs) throughout Illinois. These CILs offer advocacy, peer counseling, independent living skills training, and information & referral.

### Disability Determination Services

We determine the eligibility of people to receive benefits from Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI).

### Client Assistance Program

The Client Assistance Program (CAP) helps people with disabilities who have questions or problems with DRS services. For more information, call 1-800-641-3929 (Voice/TTY).

### Information and Referral Services

Our staff share information about programs and services available through DHS/DRS and other state agencies. We also connect individuals and their families with services they need in the community. Contact your local DRS office between 8:30 a.m. and 5:00 p.m., Monday through Friday (except state holidays).

**To learn more about programs and services online:**

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

**Improving the independence of our customers is our only reason for existing.**