

Quality Monitoring: Ensuring the Quality of Our Programs and Services

Every program, whether operated by the State of Illinois or independently run, is closely monitored to ensure that services are delivered appropriately. But more importantly, they are monitored to ensure that the needs of the person are being met. It is critical that the services provided assist the individual in meeting his or her goals and objectives.

Here is how the IDHS Division of Developmental Disabilities routinely monitors all the programs it funds:

- Ensure all providers and staff have proper licenses, certifications and training.
- Observe staff in action to ensure understanding of individual needs.
- Interview individuals, guardians and agency staff to ensure needs are being met.
- Review substantiated cases of abuse and neglect.
- Ensure services are available across state where needed.

If you have comments or questions about our quality monitoring process, please contact us at 217-782-9438, or contact us via mail or email at: IDHS Division of Developmental Disabilities Bureau of Quality Management 319 East Madison, Suite 4J Springfield, IL 62701 DHS.BQM@illinois.gov

ENSURING THE HEALTH AND SAFETY OF OUR PROGRAMS AND SERVICES

State law requires employees of the Division of Developmental Disabilities and anyone who provides or supervises direct services to report all allegations or incidents of abuse and neglect immediately to the Office of the Inspector General.

If you are a victim of abuse or neglect or have witnessed abuse or neglect, call the Office of Inspector General immediately at: 1-800-368-1463 (Voice and TTY).

The Illinois Department of Human Services' Division of Developmental Disabilities will provide quality, outcome-based, person-centered services and supports for individuals with developmental disabilities and their families. The system of services and supports in Illinois will enhance opportunities for individuals to make real choices and receive appropriate, accessible, prompt, efficient and life-spanning services that are strongly monitored to ensure individual progress, quality of life and safety.

Contact the Illinois Department of Human Services' (IDHS) 24 hour automated helpline:

1-800-843-6154 or
1-800-447-6404 (TTY)

You may speak with a representative between:
8:00 am – 5:00 pm
Monday – Friday (except state holidays)

For more information about the Illinois Department of Human Services' Division of Developmental Disabilities programs and services our web site at:

www.dhs.state.il.us

or

**Visit the Governor's developmental disabilities web site:
www.dd.illinois.gov**



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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State of Illinois
Department of Human Services

Providing Quality Services to Individuals with Developmental Disabilities



A Guide to Programs and Services Provided by the Illinois Department of Human Services' Division of Developmental Disabilities

It is the IDHS Division of Developmental Disabilities' (DDD) highest priority to provide programs and services that promote personal growth, self-respect and dignity. All individuals with developmental disabilities are valued as contributing members of their communities.

The Division provides a wide array of services—either directly or through approximately 350 community agencies—to children and adults with developmental disabilities. We offer a variety of options so you, your guardian and family can determine what programs and services best suit your needs, assist you in meeting personal goals, and allow you to live as independently as possible in the community of your choice. This can include options that allow you to:

- Live at home with your family
- Reside with others in a home of your choice
- Develop life and job skills

In addition, programs are regularly monitored to ensure services are delivered appropriately with your health and welfare in mind. As part of this process, the Division works with the Office of Inspector General (OIG) and the Illinois Department of Public Health (IDPH) and other entities to monitor on an ongoing basis the quality of services provided to persons with developmental disabilities.



Services and Programs: An Overview

The following are descriptions of the types of programs and services available to persons with developmental disabilities. If you would like more information about any of the services described below, you can contact:

Division of Developmental Disabilities:
1-888-DDPLANS (1-888-337-5267) or
1-866-376-8446 (TTY)

Independent Service Coordination. Local service coordination agencies throughout the state serve as doorways to the state developmental disabilities service delivery system. These independent service coordinators link individuals with developmental disabilities to the services and programs that best suit their needs, gifts, talents and strengths.

To find the local service coordination agency in your area, call the number above or visit the IDHS web site at www.dhs.state.il.us or the Governor's developmental disabilities web site at www.dd.illinois.gov

RESIDENTIAL OPTIONS

Throughout the state, there are many residential options that provide 24-hour care in a variety of settings. Most are home-like settings integrated in the communities where individuals have access to on-site direct support staff as needed, engaging developmental programs and community amenities, such as stores, libraries, restaurants, etc.



IN-HOME SUPPORT OPTIONS

Whether you reside with family members or on your own, we can provide services to help you live more independently. Supports may include:

- Assistance with personal care
- Respite care when a primary caregiver is temporarily unable to provide assistance
- A personal case manager to ensure you receive the services you need
- Training and counseling for unpaid family members or guardians who provide support
- Non medical transportation
- Nursing assistance and emergency home response



DAY PROGRAMS

Day programs are offered to individuals who live in residential settings as well as by themselves or with family. These programs include purposeful and meaningful activities and are designed to foster the acquisition of skills, appropriate behavior, greater independence and personal choice. Programs may include daily living skills instruction, community outings, vocational training, employment opportunities and recreation.

OTHER SUPPORTS

If you are already receiving services, we can provide additional assistance with equipment and other therapies. This may include:

- Adaptive equipment, assistive technology and home and vehicle modifications
- Speech and language therapy
- Occupational therapy
- Physical therapy
- Behavior therapy