



# Orientation to Independent Living Services: A Consumer's Handbook

## **Mission Statement**

*To promote an accessible society that allows and expects full participation by individuals with disabilities.*

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PHONE: 815-544-8404

**DeKalb Office:** 115 N First St., DeKalb, IL 60115

PHONE: 815-756-3202

**Stephenson Office:** 2155 W Galena Ave., Freeport, IL 61032

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**[www.rampcil.org](http://www.rampcil.org)**

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### **\*Purpose of this Handbook**

When someone requests services from RAMP, both you and RAMP staff have obligations and responsibilities to ensure that the services are delivered in a manner that is consistent with the independent living philosophy.

## **About RAMP**

**Who** is RAMP? A not for profit agency operated by people with disabilities designed to serve people with disabilities. Over 50% of our staff, Board of Directors, and volunteers are people with disabilities.

**What** does RAMP stand for? It used to stand for Regional Access & Mobilization Project, Inc. However for simplicity reasons, we are RAMP.

**When** does RAMP begin to assist people? We assist and support individuals with disabilities upon their request and when it is in alignment with the Independent Living Philosophy. We are a consumer driven agency. This means the consumer decides the direction that they choose to take. RAMP supports these choices with discussion, direction, encouragement, and support, with the ultimate goal for our consumers to live an independent life.

**Why** does RAMP exist? Centers were created to be run by and for people with disabilities, and offer support, advocacy, and information on empowerment in the attainment of independence from a peer viewpoint

**How** is RAMP supported? We are supported through the award of federal and state contracts. We also are supported by local United Ways in several of the communities we serve, fundraisers, fee for service programs, private grants, and several others.

## **\*Eligibility for Service**

Anyone with a significant disability, residing within RAMP's four (4) county service area is eligible to request services, and will be provided services as necessary and appropriate. The term "individual with a significant disability" means an individual with a severe physical or mental impairment whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance on employment is substantially limited. RAMP does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its services, activities, or operations.

Once we receive a request for services, we will contact you within 3 business days to discuss possible services. If you and RAMP agree an intake is required for you to meet your goals, this intake will be scheduled within 2 weeks or 10 business days unless you and the staff person agree to meet at a later date. At the intake you will review all of RAMP's services, your rights, responsibilities, and barriers to achieving your goal and will develop a plan to address your goals and barriers.

If you have a guardian, we will need to obtain a copy the guardianship document. If you have a Power of Attorney (POA) who you believe needs to approve your services or sign your paperwork, we will need a copy for your file. Please remember, that just because you have a POA, does not mean that they "need" to be involved with your services at RAMP. Most POA's only take an active role if you are unable to make decisions for yourself.

## **\*Consumer Rights**

As a consumer of RAMP, you have the **right** to:

- Be informed of all services provided by RAMP, and to request and be provided services as necessary and appropriate to fulfill your independent living goals. If RAMP is unable to provide the services you request, you will be referred to other resources.
- Be the lead person in the creating your goals and the development of your Independent Living Plan (ILP) or to waive the development of a written ILP. The ILP or waiver will be kept in your file. Both of these and other documents in your case file are available upon your written request.
- A reasonable accommodation related to your disability. If you need an interpreter, materials translated, etc, please allow RAMP **two weeks** to honor such a request.
- Request a change in staff if there is a conflict with the assigned staff.
- Be informed prior to case closure. If you cannot be contacted, RAMP will send you a closure letter explaining your rights to reopen your file at any time.
- Refuse to sign a Release of Information, without the threat of services being discontinued on the basis of this decision.
- Strict confidentiality regarding the services you receive from RAMP. No records will be released to anyone without your written consent, except when sharing information will prevent harm to you and/or others, or when required by law.
- Freedom from abuse, neglect, humiliation, and financial exploitation.
- Be treated with dignity and respect.
- Review the contents of your file within 2 business days after a written request is made.
- Use the established appeal process whenever you are dissatisfied with services provided, and to receive supportive, courteous, respectful assistance in exercising this right, as listed in the **RAMP Appeal/Complaint Procedure** section of this handbook.
- Be informed of the **Client Assistance Program (CAP)**, which is a free mediation and advocacy service to assist applicants/consumers of the CIL and other related programs in the internal appeal process as formerly stated. CAP's toll free number is 1-800-641-3929 (V/TTY).

## **\*Consumer Responsibilities**

As a consumer of RAMP, you are responsible for:

- Setting your own goals and objectives.
- Working cooperatively with RAMP.
- Taking an active role in the provision of service and the completion of goals.
- Requesting clarification of services or plan if you do not full understand.
- Keeping scheduled appointments unless you notify staff of the desire or the need to reschedule.
- Notifying RAMP staff of a meeting you would like them to attend with you. If there is a schedule conflict, RAMP will provide you with an explanation of your options.
- Responding to communications made to you by RAMP, including quality survey calls.
- Respecting the confidentiality of all other RAMP consumers with whom you are in contact, in groups or other associations through RAMP.

- Being sensitive to the needs of RAMP staff and their schedules, other demands on staff, and to recognize the importance of appointments and that staff may not always be immediately available if you drop-in or call.
- Youth Education & Advocacy Services Only: Prompt payment for services rendered as outlined in the YEA Fee Agreement.

### **\*Consumer Confidentiality Policy**

RAMP is committed to ensuring the privacy and protecting your confidential information. The information disclosed to RAMP is held in the strictest confidence. No information will be released about you without your consent. There may be times when this confidence needs to be broken. However, this only occurs under the following instances:

- If you say or act in a way that leads us to believe you would hurt yourself or want to do so.
- RAMP has the obligation to warn the proper individuals if you exhibit tendencies to harm another individual.
- RAMP is mandated by law to report instances of abuse or neglect. This includes instances where you may be the victim, as well as, instances where the you might be the person causing harm.
- RAMP also may need to contact service providers/vendors in order to obtain bids for the purpose of gathering information to complete a your goals.
- RAMP may share basic information while trying to obtain funding sources.
- In case of emergency, RAMP may share consumer information with Emergency Medical Service providers and/or law enforcement agencies.

### **\*RAMP Rights and Responsibilities**

RAMP will:

- Assist you in identifying and achieving goals. If a goal is in conflict with the law or when it does not align with the Independent Living Philosophy, RAMP will be unable to assist with that goal.
- Regularly review goals with you to measure progress or revise plans.
- Inform you of your rights as a person with disability and how to exercise those rights.
- Respect your confidentiality.
- Caution you on transmitting information via non encrypted email systems.
- Be prompt and prepared for all appointments or other interactions with you.
- Be sensitive, respectful, and responsive to your needs.
- Refuse services if you refuse to sign required paperwork or are a direct threat to RAMP staff.
- Inactivate your file if every attempt to contact you has been made and failed. After two failed attempts to contact your by phone, email or mail; a closure letter will be sent explaining reason for closure, right to re-activate file at any time, right to appeal any decision by RAMP, and possible referral sources for any unmet goals in their plan.
- Contact you regularly to ensure open communication.
- Ask you participate in surveys.

## **Accessibility Policy**

RAMP is committed to preventing, identifying and removing barriers that prevent persons with disabilities, consumer or employee, from receiving or providing RAMP services, while promoting the independence and maintaining the dignity of the person with disabilities.

RAMP offices are located in accessible buildings with private meeting rooms and restrooms that meet the definitions of accessible according to the Illinois Accessibility Code (IAC) and the Americans with Disabilities Act (ADA).

RAMP will work with you to find a meeting location that meets the definition of accessible, yet maintains the privacy and confidentiality of the RAMP policies. Examples of alternate locations may be; public library meeting rooms, chamber meeting rooms, or community partner offices. All requests for reasonable accommodations will be reviewed, decided upon, and documented.

## **Appeal/Complaint Process**

To ensure that all consumers are advised of their rights, consumers will be asked to sign and date the Consumer's Handbook Sign-off sheet to acknowledge that they have been given this handbook. The responsible team member must also sign and date the document. The consumer is provided with a copy of the Center's appeals process as well as the staff and consumer rights and responsibility which is in this Consumers Handbook. The Client Assistance Program (CAP) and the State Home Care Ombudsman Program are available to consumers who may have questions about an appeal or decision of the Center regarding the consumer's services or with a service provided by Department of Human Services/Department of Rehabilitation (DRS).

RAMP or anyone associated with RAMP will not retaliate against a consumer or their representative who in good faith reports a credible violation of ethics, law, fraud, or other regulation governing RAMP's operations or who chooses to file a grievance against a decision made by RAMP staff. Any employee who retaliates against someone who made a complaint or filed an appeal to a decision is subject to discipline up to and including termination of employment.

We consider our work with you a partnership dedicated to achieving your goals and objectives for an independent life. In the unusual event that an impasse occurs between RAMP and you, the following procedures will be followed:

### **Level I (Informal)**

When an appeal/complaint is received by any member of the RAMP team, the Services Director must be notified immediately and the following steps must be taken:

1. Contact the RAMP team member to request a meeting.
2. Describe the nature of the appeal/complaint including date(s), name(s), and place(s) connected with the matter(s) described.
3. The request must be made no later than 30 calendar days following the date on which the incident occurred, which resulted in the appeal/complaint being filed.

4. The RAMP team member will notify you in writing within ten (10) days following the request with a date and time for a meeting. The RAMP Services Director will serve as mediator in this meeting to assist in finding a solution that is acceptable to both parties.

## **Level II**

If you are dissatisfied with the decisions from the informal review, you may request a meeting with the Executive Director within ten (10) calendar days. The Executive Director investigates the concern, including talking with both parties to assure a fair and impartial decision. Documentation of any interviews with the consumer and the RAMP team member is required. The Executive Director shall respond in writing regarding the concern within 15 days of the consumer's *Level II* appeal.

1. This request must be in writing, addressed to the Executive Director, and mailed to the RAMP office. Assistance will be made available, if requested and justified.
2. Describe briefly the nature of the appeal/complaint including date(s), name(s), and place(s) connected with the matter(s) described.
3. A date and time for administrative review will be set which falls within 20 business days from the postmarked date on the written request. The administrative review will be presided over by the Executive Director and will have team members from RAMP that he/she believes necessary.

You will be provided at least five (5) calendar days advance notice of the administrative review. Such notice will be in writing and will address the following:

1. The date, time, and place of the review, the manner in which it will be conducted and the issues to be decided.
2. The opportunity to withdraw the request for an administrative review in writing prior to the date of the review.
3. The opportunity to request rescheduling of the review for good cause.
4. The opportunity to amend the appeal/complaint prior to the date of the review.
5. The opportunity to have representation of your choice.
6. The opportunity to present witnesses and/or documentary evidence.
7. The opportunity to have produced records or documents relevant to the issues and not excluded by requirements of confidentiality.

A written decision will be forwarded to you by the Executive Director within 15 business days following the completion of the administrative review and include:

1. The results of the Level II appeal.
2. The reason(s) for the decision.
3. A statement that the procedure described above has been completed.
4. Notice of the opportunity to request an impartial hearing, Level III process.

## **Level III**

In the event the resolution presented by the Executive Director does not sufficiently address your concern, you may submit your concerns, in writing, to the Board of Directors within ten (10) days of the Executive Director's response. The Board reserves the right to investigate and interview all parties. The Board shall respond in writing, within 30 days of the postmarked date of the written

appeal/complaint with a date and time of the impartial hearing. The name and address of the President of the Board of Directors is public knowledge and available by calling RAMP:

1. The impartial hearing will be presided over by the Executive Committee of the Board of Directors, who will be responsible for rendering a decision.
2. The decision of the Executive Committee will be forwarded to you within 20 business days following the conclusion of the hearing and will include notice of the opportunity to file further appeal with the Department of Human Rights, and/or Office of Civil Rights. You may also pursue this appeal/complaint through the local court system.

You may contact the Client Assistance Program (CAP) or the State Home Care Ombudsman to obtain assistance with the appeals process. The description and contact information for both are as follows:

**\*Client Assistance Program (CAP):** a free mediation and advocacy service to assist applicants/consumers of the CIL and other related programs in the internal appeal process as formerly stated. CAP's toll free number is 1-800-641-3929 (V/TTY).

**\*The Home Care Ombudsman Program:** helps customers of the Home Services Program receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems, and protect their rights. The toll free number is 1-800-252-8966.

### **Important Contacts**

Client Assistance Program	1-800-641-3929 (Voice/TTY)
DRS – Home Services Program	815-987-4964 (Winnebago & Boone) 815-758-2471 (DeKalb) 815-233-5904 (Freeport)
DRS – Vocational Rehabilitation Services	815-967-3725 (Winnebago & Boone) 815-758-2471 (DeKalb) 815-233-5904 (Freeport)
Adult Protective Services (APS) - 24 Hour Hotline	1-866-800-1409 1-888-206-1327 (TTY)
Child Abuse Hotline	1-800-25-ABUSE/800-252-2873 or TTY 1-800-358-5117
Home Care Ombudsman	1-800-252-8966



## **RAMP Services**

RAMP offers services that assist individuals with disabilities reaching their independent living goals:

### **Core Independent Living Services**

**Persons Served:** Anyone, of any age with a disability who has a barrier to achieving their full potential and/or who wants to work on a goal related to their disability.

**Program Description/Intent:** Everyone has the right to achieve their full potential and to realize there are no limits to what one can do! RAMP works with individuals, their families, and or community members to promote an accessible society that allows and expects full participation by individuals with disabilities.

#### **Admission Criteria:**

- Have a disability or suspected disability
- Have a barrier to one's independent living goals/desires

#### **Services Provided:**

- Information & Referral: Contact point for people with disabilities, their families, and the community in locating available services and products such as affordable, accessible housing, transportation options, adaptive equipment, support services, and more. Referrals can be made to many outside resources as appropriate.
- Independent Living Skills Training: We teach a wide range of skills needed to live independently and manage life with a disability. Skills training are available for almost any topic where there is a need for more independence, we work with individuals to increase their skills which can help them gain more control of their lives.
- Peer Support: Who better knows the issues of individuals with disabilities face than another person with a disability who has been there and done that? Peer mentors provide role modeling and share experiences, feelings, and awareness of disability issues.
- Individual & Systemic Advocacy: Individual advocacy is assisting an individual with a disability to protect his or her rights or to fight for needed resources. Through systemic advocacy, we advance civil rights and equal access for all persons with disabilities on the local, state, and federal levels.
- Transition Services: Assisting people with disabilities to move out of nursing homes and other institutions into independent lifestyles of their choice; helping to prevent people with disabilities from entering institutions; and assisting youth in transitioning from high school to adult life including next steps such as going to college or obtaining employment.

Note: RAMP does not administer medications or provide transportation.

**Fees/Costs:** No cost to the individual

## Employment Services

### Employment Services – Vocational Rehabilitation

**Persons Served:** Individuals with disabilities who require skills training, career exploration, and/or additional support to achieve full or part time employment in the community.

**Program Description/Intent:** Everyone has the right to work in their community and achieve their full potential. RAMP works with individuals to learn their likes, dislikes, skills and desires for a job. Working with those we serve, we identify goals that lead to employment, go out in the community and educate employers on the benefits of hiring a prepared candidate, and provide ongoing support to ensure job satisfaction and success.

#### Admission Criteria:

- Have a disability
- Out of high school or will graduate within next three months
- Personal desire & motivation to work within the community

#### Services Provided:

- Resume development
- Master application development
- Interview skills training
- Career exploration
- Soft/Essential skill training
- Transportation training
- Job seeking skills training
- Job shadow/volunteer opportunities
- Job placement
- Job retention services
- Peer Support
- Benefit Planning Assistance/Referral

#### FY 2017 Outcome Data/Results:

65% of consumers surveyed after 12 months of working, reduced dependence on government assistance (Target 50%).

14% of consumers surveyed obtained private health care through their employer.

42% of consumers surveyed, increased job responsibilities and/or obtained a promotion since starting their job.

**Fees/Costs:** No cost to the individual. RAMP receives payments from the State of Illinois Vocational Rehabilitation program after the individual starts a job and again if they keep the job for 90 days or more.

## **Employment Network Services – Ticket to Work**

**Persons Served:** Individuals who receive a Social Security check due to a disability and who have a desire to work or maintain working in the community.

**Program Description/Intent:** Social Security created the Ticket to Work program to provide incentives to individuals who want to return to work or figure out if they are able to return to work. When someone works with an Employment Network like RAMP, they will receive skills training, peer support, and education throughout their journey to achieving their full potential. Participants may continue to receive their cash and Medicare and/or Medicaid healthcare benefits as they transition to full-time work; and, may be able to return to these benefits if no longer able to work due to their disability. The long term goal desired by this program is that an individual returns to full time work and no longer needs to rely on Social Security income.

### **Admission Criteria:**

- SSI or SSDI beneficiary eligible for Ticket to Work
- Between ages of 18 and 64 who want to work
- Personal desire & motivation to work within the community

### **Services Provided:**

- Resume development
- Master application development
- Interview skills training
- Career exploration
- Soft/Essential skill training
- Transportation training
- Job seeking skills training
- Job shadow/volunteer opportunities
- Job placement
- Job retention services
- Peer Support
- Benefit Planning Assistance/Referral

### **FY 2017 Outcome Data/Results:**

65% of consumers surveyed after 12 months of working, reduced dependence on government assistance (Target 50%).

14% of consumers surveyed obtained private health care through their employer.

42% of consumers surveyed, increased job responsibilities and/or obtained a promotion since starting their job.

**Fees/Costs:** RAMP receives payments from Social Security as consumer achieves certain milestones.

## **Project SEARCH – School To Work Transition Program**

**Persons Served:** High School students with developmental disabilities who want to work in the community upon graduation.

**Program Description/Intent:** The Project SEARCH Program is a unique, business led, one year school to work program that takes place entirely in the workplace. The selected students will work in three internships over the course of the year in combination with classroom instruction, goal setting, career exploration, and hands on training through worksite rotations.

### **Admission Criteria:**

- Referred by a participating school district
- Intellectual or developmental disability
- Have an IEP or Individualized Education Plan
- Are in their last year of high school eligibility or,
- Ready to graduate upon completion of the Project SEARCH program year
- Strong desire to achieve a job in the community

### **Services Provided:**

- Internship opportunities at work site
- Job skills training
- Resume development
- Master application development
- Interview skills training
- Career exploration
- Soft/Essential skill training
- Transportation training
- Job seeking skills training
- Job shadow/volunteer opportunities
- Job placement
- Job retention services
- Peer Support
- Benefit Planning Assistance/Referral

### **Target Outcomes:**

- Job placement in the community upon program completion or within the following 6 months
- Earning minimum wage or higher
- Working 16 or more hours per week

**Fees/Costs:** A student's school district and the State of Illinois Vocational Rehabilitation financially support each individual student in this program.

## **Youth Fast Track/ Pre-Employment Transition Services (PTS)**

**Persons Served:** Students with disabilities, who want to explore their options for post-secondary education and/or employment by gaining job seeking skills, finding job shadows/ internships, and/or assistance seeking community employment.

**Program Description/Intent:** These services lay a foundation for youth with disabilities to reach their full potential by encouraging enrollment in college, working on employment goals, and preparing for independent living. These services can be provided at school, at RAMP, or in the community. The goal is to provide students with the tools needed for a successful transition to further their education and/or employment desires.

### **Admission Criteria:**

- Have an IEP (Individualized Education Plan), 504 Plan, or documented disability
- Ages 14 through 21
- Enrolled in an education Program

### **Services Provided:**

- Career exploration
- Soft/Essential skill training
- Transportation training
- Job seeking skills training
- Job shadow/volunteer opportunities
- Apprenticeship/Internship opportunities
- Resume development
- Master application development
- Interview skills training
- Peer Support
- Benefit planning assistance/referral
- Mentoring on post-secondary education & certification opportunities
- Independent living skills training
- Self-Advocacy skills training

### **Target Outcomes/Results:**

75% of youth served will state their desired career and/or education path.

80% of youth will successfully complete self-advocacy training.

25% of youth will obtain a job shadow and/or volunteer opportunity.

**Fees/Costs:** The Vocational Rehabilitation reimburses RAMP for these services.

## **Youth Education & Advocacy Services**

**Persons Served:** Students with disabilities and their families who require information, referral, self-advocacy training, or peer support to ensure that they receive a fair and equitable education so they can achieve their full potential during their school years and as they transition to adult life.

**Program Description/Intent:** Everyone has the right to achieve their full potential and this starts with a solid education. RAMP works with students and their families to learn the laws that protect the rights of a student with a disability, how to navigate the maze of community services, and to learn the skills required to achieve their goals.

### **Admission Criteria:**

- Have a disability or suspected disability
- Have a barrier to their educational or independent living goals
- Willingness to sign YEA Fee Agreement for services past the free consult

### **Services Provided for Fee:**

- Legal rights training
- Self-Advocacy Skills training
- Transition Planning guidance
- Assistance with letter writing
- Attendance at IEP, 504 or other related meetings

### **Services Provided At No Cost:**

- Information & Referral
- Peer Support
- Independent Living Skills training

### **FY 2017 Outcome Data/Results:**

- 73% of parents stated that their understanding of the Special Education process had improved.
- 88% of parents/students reported that they felt more comfortable advocating for their child since working with RAMP.
- 72% of parents stated their knowledge of the laws and their rights as it related to their child's education had increased.
- 60% of parents surveyed reported that communication as improved with the school since RAMP's involvement.

### **Fees/Costs:**

- Free 90 minute, initial consultation
- \$40/hour (or less if approved for reduced fee) for Youth Advocacy Services
  - No charge if student is eligible for Fast Track/Pre Employment Transition Services
  - No charge for Independent Living Skills Training or other Core Services

## **Community Reintegration Services**

**Persons Served:** Individuals with disabilities living in a nursing home who desire to move back into the community.

**Program Description/Intent:** To provide services and purchase items to establish a home in the community. The goal is to identify the services and support systems that a nursing facility resident may need in order to move into his or her own residence and to live independently again.

### **Admission Criteria:**

- Have a disability expected to last 12 months or longer
- Ages 18-59 at time of application (No age limit for those with a traumatic brain injury or HIV/AIDS diagnosis)
- Live in an Illinois nursing home
- Apply for or receive Medicaid benefits
- Have no more than \$17,500 in assets (\$35,000 for family)
- Have income to support costs of community based living (i.e. SSI, SSDI, etc.)

### **Services Provided:**

- Locate and secure affordable housing
- Assist with the first month's rent and security deposit
- Provide household items
- Provide assistive equipment and devices
- Arrange for home remodeling to ensure independent safe functioning
- Provide training in independent living skills
- Make referrals of personal assistant services
- Provide personal assistant management training
- Provide case management
- Provide advocacy
- Peer support

### **FY 2017 Outcome Data/Results:**

71% of the referrals chose to move forward with developing a plan for reintegration and therefore regarded themselves as able to live independently with services & supports.

43% of the consumers served moved out of a nursing home and back into the community.

86% of the consumers served and who reintegrated reported an improved quality of life.

**Fees/Costs:** No cost to the individual. Program funded by Illinois Department of Human Services' Division of Rehabilitation Services (DHS/DRS).

## **Personal Assistant Referral Services**

**Persons Served:** Individuals who need to hire a Personal Assistant (PA) to help them with their daily living needs in their home. A PA is an individual who assists people with disabilities with activities of daily living that a person with a disability cannot do themselves.

**Program Description/Intent:** RAMP recruits and orients individuals in the community who want to provide personal assistance to eligible Home Services consumers. RAMP assists eligible consumers in learning how to recruit, hire and manage their own PA's. If someone is not eligible for Home Services, and has the means to private pay for in home care, they are welcome to utilize this referral list to recruit.

### **Admission Criteria for Home Services Program:**

- Be under age 60 at the time of application unless in the AIDS or Brain Injury Medicaid Waiver Program
- Have a significant disability lasting 12 months or longer, or for the duration of life
- Live in Illinois
- Be at risk for nursing home placement
- Apply for or receive Medicaid benefits
- Have no more than \$17,500 in assets (\$35,000 for family)
- Require services in the home costing the same or less than nursing facility costs
- Have a physician's approval of the initial plan of care
- Score the required points on the Determination of Need (DON)

### **Services Provided:**

- Personal Assistant recruitment
- Maintenance of a PA Referral list
- Teach how to hire a PA
- Teach how to manage a PA
- Consumer & PA Fraud training
- Orientation workshops for the PAs

### **FY 2017 Outcome Data/Results:**

81% of consumers who reported feeling that they are more independent, in greater control and/or more confident as a result of services they received.

38% of consumers surveyed who have acquired PA's from the CILS PA Referral List.

74% of PA candidates recruited by RAMP who successfully completed CIL PA Orientation & who are on the CILS referral list.

**Fees/Costs:** No cost to the individual.



## **Bus Training Services**

**Persons Served:** Individuals with disabilities who desire to learn how to navigate the local fixed route bus system and/or who need guidance on how to apply for paratransit services.

**Program Description/Intent:** To assist people with disabilities in learning how to use public transportation in their own communities. The ability to get around in your community is essential to achieving one's goals such as getting to and from work, college, the store, the bank, or social activities.

### **Admission Criteria:**

- Have a disability or suspected disability
- Have a barrier to transportation

### **Services Provided:**

- Individualized bus training services
- Assistance with paratransit & bus pass applications

### **FY 2017 Outcome Data/Results:**

100% of the consumers who contact RAMP for information on RMTD (paratransit or fixed route services) achieved increased knowledge of public transportation system & options.

At least 14% of the consumers who receive 1:1 bus training will be able to use the fixed route system independently.

100% of individuals trained have increased mobility allowing greater access to independence and full participation in life activities.

**Fees/Costs:** No cost to the individual.

## **ITAC Free Amplified Phone Program**

**Persons Served:** Anyone with hearing loss that would benefit from an amplified or captioned phone.

**Program Description/Intent:** RAMP is an ITAC selection center whose purpose is to provide telecommunications access to people who are Deaf, Hard of Hearing, Late Deafened, Speech Disability, and Deaf-Blind.

### **Eligibility Criteria:**

- Legal Resident of Illinois
- Proof of Landline AND/OR Cellular Phone Service (Pre-paid cell phones ARE eligible)
- Application signed by medical professional that applicant is unable to use a standard phone

### **Services Provided:**

- Demonstration of phone options
- Assistance with phone selection
- Assistance with application
- On-going support

**Fees/Costs:** No cost to the individual.

## **Equipment Loan Program**

**Persons Served:** Anyone who needs a piece of durable medical equipment or other devices in RAMP's loan closet.

**Program Description/Intent:** RAMP offers a small selection of equipment available for short term loan. The equipment can be checked out for a period of two weeks. Types of equipment available may include manual wheelchairs, canes, bath/shower benches, commodes and portable ramps.

**Fees/Costs:** A security deposit (and photo id) is required at time of pick up for wheelchairs & ramps only. Once equipment is returned, deposit will be refunded.

**The entire RAMP team is dedicated to you achieving your full potential. We are here to support you and believe that it is an honor and a privilege to do so.**