



Orientation to Independent Living Services: A Consumer's Handbook

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Services Director Welcome

Dear Consumer:

Welcome to RAMP! RAMP is dedicated to assisting our consumers with living their independent life on their terms. We offer a wide variety of services that you will hear about from our team members.

Something that sets RAMP apart from other human service organizations is that over 51% or more of our team members, management, and Board of Directors are individuals with disabilities. We live our mission every day just as many people in our four (4) county service area.

We want your experience with RAMP to be positive and supportive. Our team members are dedicated to working with you. You will come to know them and appreciate their many talents like we do!

We are always seeking input from those we serve – we conduct random quality assurance phone calls, mail out annual consumer satisfaction surveys, and occasionally schedule forums or feedback sessions. Don't be shy; let us know your thoughts! We have been serving in Boone, DeKalb, Stephenson and Winnebago counties since 1981.

At any time, should you have concerns or suggestions on how we can offer more services or classes, please let me know. I can be reached directly by calling 779-774-1016 or via email at jsundquist@rampcil.org.

Sincerely,

Jackie

Jackie Sundquist

***Purpose of this Handbook**

When an individual requests services from RAMP, both the consumer and the RAMP team have obligations and responsibilities to ensure that the requested services are delivered in a manner that is consistent with the independent living philosophy.

The purpose of this handbook is to define independent living, the role of RAMP, and the role of our consumers.

How to Use this Handbook

As a RAMP Consumer, this handbook is a valuable resource to understanding the relationship you have with RAMP and the services RAMP provides to all of our consumers.

Please keep your handbook available. You may need it to:

- Answer questions about RAMP and our services
- Know and understand **your** rights and responsibilities
- Understand RAMP's rights and responsibilities
- Understand the process for developing an Independent Living Plan
- Know how RAMP protects your confidential information
- Identify how to appeal a decision or make a complaint
- Learn how to access the Client Assistance Program (CAP)
- Find important and handy phone numbers

If you have any questions about how to use your handbook or want clarification on information in your handbook please ask your RAMP Advocate/Specialist to assist you. We are more than happy to answer any questions you may have and to assist you in finding those answers in your handbook.

Notes:

About RAMP

Mission Statement

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

The Story of RAMP

Who is RAMP? What does RAMP stand for? How long has RAMP been open? Who are your customers? What do you do? These are just a few of the questions that we hear from new friends when we meet them. Those are good questions, which makes us realize that we haven't told the RAMP story, our story, the reason we are here. Let's start with answering some of those basic questions.

Who is RAMP? RAMP is a not for profit agency designed to serve people with disabilities by people with disabilities. 51% (or more) 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.

Where are you located? RAMP's main office is in downtown Rockford serving Winnebago County. RAMP has additional offices in Belvidere serving Boone County, in DeKalb serving DeKalb County and in Freeport serving Stephenson County.

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/focused agency, driven by our consumers. 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 as they desire. RAMP assists and supports our consumer with healthy, positive, and appropriate guidance.

Why do you exist? Centers for Independent Living 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 contracts under the Rehabilitation Act and state contracts from the Illinois Department of Human Services under the Department of Rehabilitation Services. 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**

Any person residing within RAMP's four (4) county service area is eligible to request services, and will be provided services as necessary and appropriate to the attainment of full independent living function. For purpose of Title VII, 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 and for whom the delivery of independent living services will improve the ability to function, continue functioning, or move towards functioning independently in the family or community or to continue in employment, respectively. 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.

Upon receipt of a referral for services, RAMP 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, your responsibilities, your barriers to achieving your goal and you will develop a plan to address your goals and barriers. RAMP conducts a Person Centered Assessment & Plan with all consumers who are 18 and older or with families of minors per their request. This assessment will aid you and RAMP in developing and prioritizing goals.

In the event you contact RAMP and we are unable to serve you due to circumstances outside of our control, we will refer you to another organization that can assist you immediately. An example of when this could occur: You want RAMP to assist you in finding a job. The funding source for this program has been maxed out for the year. RAMP is not allowed by the funding source to accept any new referrals until a specific date. RAMP would refer you to the funding source for a referral to another vendor without a waiting list.

***Consumer Rights**

Rules have been established about RAMP consumer/agency relationships. These rules cover all RAMP services, events, trainings, and other matters. These rules assure consumers of certain rights and outline consumer responsibilities.

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.
- To determine your goals and participate in the development of your Independent Living Plan (ILP) or the right 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.
- To be the lead person in the development of your own plan to reach said goals.

- A reasonable accommodation related to your disability, i.e. interpreter service, architectural accessibility. If you need an interpreter, materials translated, and or materials in an alternative format, please allow RAMP two weeks to honor such a request.
- Choose whether services are to be provided individually or in a group setting.
- 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 and financial exploitation.
- To be treated with dignity and respect.
- To use the established appeal process whenever you are dissatisfied with the type or adequacy of 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).

These rights are identified up front to allow consumers to understand their rights in order to facilitate a cohesive working rapport with the RAMP team.

***Consumer Responsibilities**

RAMP consumers are responsible for:

- Setting their own goals and objectives.
- Working cooperatively with RAMP.
- Taking an active role in the provision of service and the completion of goals.
- Requesting clarification in any area of service that is not fully understood.
- To keep 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 (i.e. alternative advocate, reschedule the meeting, or attend without RAMP).
- Responding to communications made to you by RAMP, including quality survey calls.
- To respect the confidentiality of all other RAMP consumers with whom you are in contact, in groups or other associations through RAMP.
- To be 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.

Understanding your rights and responsibilities is the most important part of independent living. Please see your RAMP staff regarding any questions pertaining to your rights and responsibilities as a RAMP consumer.

***Consumer Choice**

RAMP consumers choose the RAMP services that will promote independent living as defined by the consumer. RAMP team members will assist all consumers to achieve their goals.

***Consumer Confidentiality Policy**

RAMP is committed to ensuring the privacy and protecting the confidential information of their consumers. The information disclosed to RAMP is held in the strictest confidence. No information will be released about a RAMP consumer without the consumer's written consent.

There may be times when this confidence needs to be broken. However, this only occurs under the following instances:

- If a consumer exhibits suicidal behavior or extreme suicidal ideation - i.e., if what is done or said leads RAMP to believe, that a consumer may take their own life or otherwise harm themselves.
- RAMP has the obligation to warn the proper individuals if a consumer exhibits tendencies to harm another individual - i.e., RAMP will warn the person who would be harmed, and notify the proper authorities.
- RAMP is mandated by law to report instances of abuse or neglect. This includes instances where the consumer may be the victim, as well as, instances where the consumer might be the victimizer.
- RAMP also may need to contact service providers/vendors in order to obtain bids for the purpose of gathering information to complete a consumer's goals.
- RAMP may share information while trying to obtain funding sources - i.e., Illinois State Division of Rehabilitation, Medicaid, and Medicare.
- 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 consumers in identifying and achieving goals. If a goal is in conflict with state and/or federal 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 consumers to measure progress or revise plans.
- To the extent possible, ensure the delivery of needed services, either through the Center directly or through referral to other organizations with follow-up.
- Fully inform consumers of their rights as persons with disabilities, consumers of RAMP services, and other rights related to their particular situation, and the channels for exercising those rights.
- Respect the confidentiality of all consumers and consumer transactions of the Center in all settings.

- Be prompt and prepared for all appointments or other interactions with consumers.
- Be sensitive, respectful, and responsive to the needs of consumers.
- Inform consumers of their rights at the initial interview, and assist consumers in exercising their right to appeal if they are dissatisfied with services at any point in the process.
- Refuse services to anyone who refuses to sign required paperwork or is a direct threat to RAMP staff.
- Inactivate a consumers' file if every attempt to contact the consumer has been made and failed. After two failed attempts to contact a consumer by phone, email or mail; a closure letter will be sent to the consumer 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 consumers on a regular basis (at least monthly, unless otherwise agreed) to ensure open communication.
- Ask for consumer participation 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.

The 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).

In the event of a field visit, RAMP will work with the consumer to find a suitable 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.

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 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.

RAMP Appeal Process

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 consumer, 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 the consumer 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 the consumer's concern, the consumer may submit his/her concerns, in writing, to the Board of Directors (BOD) within ten (10) days of the Executive Director's response. The BOD reserves the right to investigate and interview all parties. The BOD 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 the consumer 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. The consumer may also pursue this appeal/complaint through the local court system.

The consumer 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.

RAMP Services

Types of Service

RAMP offers an array of services that assist individuals with disabilities in participating to their fullest extent. Following is RAMP's Scope of services and programs:

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
- Independent Living Skills Training
- Peer Support
- Individual & Systemic Advocacy
- Transition Services**

***see specific services that address Transition listed later in this document*

FY 2017 Outcome Data/Results:

89% of consumers listed one or more skills, type of knowledge, and or resources they have now that they didn't have before approaching RAMP.

96% of consumers reported they have the information they requested from RAMP.

80% of consumers named at least one resource they used as a referral from RAMP's I&R efforts.

94% of consumers listed at least one specific personal advocacy activity they engaged in during the past year.

36% of consumers listed at least one specific systems advocacy activity they engaged in during the past year.

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.

YES: Youth Employment Service

Persons Served: High School students with a disability enrolled in a participating school who want to gain job seeking skills and/or obtain community employment.

Program Description/Intent: YES lays a foundation for youth with disabilities to reach their full potential and gain meaningful, community employment by providing classroom and individual instruction that leaves students with the tools needed for successful employment.

Admission Criteria:

- Enrolled in a participating school
- Have a diagnosed disability
- Strong desire to achieve competitive, community based employment

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:

42% (84% prior year) of students screened chose to participate in skills training and employment goal setting.

19% (49% prior year) of students landed a job interview.

22% (24% prior year) of students attended a job shadow or found a volunteer opportunity.

15% (41% prior year) of students obtained a job during the school year program. Target is 25%!

Fees/Costs: School districts and/or private funders pay RAMP for services rendered to students.

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

Services Provided:

- Legal rights training
- Self-Advocacy Skills training
- Information & Referral
- Peer Support
- Independent Living Skills training
- Transition Planning guidance
- Educational workshops
- Assistance with letter writing
- Attendance at IEP, 504 or other related meetings

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 has improved with the school since RAMP's involvement.

Fees/Costs: No cost to the individual. RAMP fundraises to support this service in our community.

Pre-Employment Transition Services

Persons Served: High School students with disabilities, who want to explore their options for post-secondary education and/or employment by gaining job seeking skills, finding job shadow or internships in the community, and/or obtaining community employment while still in school.

Program Description/Intent: These services lay a foundation for youth with disabilities to reach their full potential by encouraging enrollment in college, obtaining employment while still in high school or soon thereafter, and preparing for independent living. These services can be provided in a classroom setting or via individual instruction. The goal is to leave students with the tools needed for a successful transition to further their education and/or employment desires.

Admission Criteria:

- Enrolled in the State of Illinois Vocational Rehabilitation Program
- Have an IEP (Individualized Education Plan)
- Ages 14 through 21
- Strong desire to achieve community based employment during or after high school

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
- Job placement
- Peer Support
- Benefit planning assistance/referral
- Mentoring on post-secondary education & certification opportunities
- Independent living skills training
- Self-Advocacy skills training

Target Outcomes/Results:

TBD

Fees/Costs: The Vocational Rehabilitation reimburses RAMP for these services as authorized by the VR counselor.

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.

Traumatic Brain Injury (TBI) Services

Persons Served: A person with a documented Traumatic Brain Injury (TBI) who is at risk of nursing home placement and who requires services to remain in their own home.

Program Description/Intent: The TBI Program is a State of Illinois Medicaid Waiver program designed to provide community based services that will meet the needs of individuals with brain injuries and help prevent unnecessary institutionalization. RAMP provides individualized supports and guidance to eligible participants as defined below. The State contracts with RAMP to provide the monthly case management and peer support to eligible participants.

Eligibility Criteria:

- Have a documented, severe TBI
- Be an Illinois resident and reside in RAMP's four county service area
- 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)

Services that could be provided:

- 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
- Neuropsychological assessment
- Homemaker services
- Home health aide / nursing
- Specialized therapies
- Home delivered meals
- Adult day care
- Day habilitation
- Behavioral counseling services
- Supported employment
- Pre-vocational services

FY 2017 Outcome Data/Results:

21% of total consumers served/surveyed had increased their independence to the point where their services were decreased or ceased.

On average, RAMP saves the State of Illinois \$32,316 annually per person case managed for 12 months. Therefore RAMP saved the State more than \$2 Million dollars this past year.

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 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

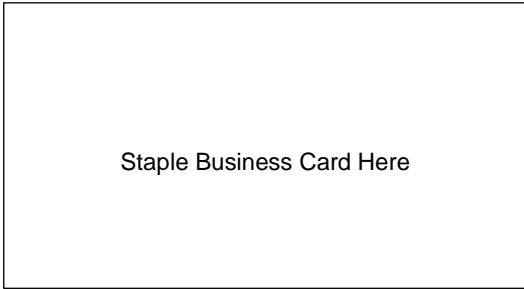
Persons Served: Anyone who needs a piece of durable medical equipment or other devices in RAMP's loan closet.

Program Description/Intent: RAMP offers a small selection of equipment available for short term loan. The program 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.

Your RAMP Staff is:



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)

Home Care Ombudsman

1-800-252-8966
