



Orientation to Independent Living Services: A Consumer's Handbook

Mission Statement

Building an inclusive community that encourages individuals with disabilities to reach their full potential.

Office Location/Contact Information

Boone Office: 530 S State St., Suite 103; Belvidere, IL 61008	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	PHONE: 815-233-1128
Winnebago Office: 202 Market St., Rockford, IL 61107	PHONE: 815-968-7467

www.rampcil.org

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. You have the right to request a new handbook at any time.

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.

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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.

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.

***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 you 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.

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 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.

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.
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 and to present witnesses.
6. 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

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

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

FY 2019 Outcome Data/Results:

90% of consumers reported they have the information they requested from RAMP. (Target 75%)

92% of consumers named at least one resource they used as a referral from RAMP's I&R efforts. (Target 50%)

67% of consumers who received peer counseling can identify at least one activity/support they engaged in. (Target 50%)

81% of consumers listed one or more skills, type of knowledge, and or resources they have now that they didn't have before approaching RAMP. (Target 75%)

76% of consumers could list one or more ways they are more independent since working with RAMP (Target 75%)

96% of consumers who requested self-advocacy training/assistance, can list at least one specific personal advocacy activity they engaged in. (Target 50%)

96% of consumers who requested transition services, can identify at least one transition activity they engaged in. (Target 50%)

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 2019 Outcome Data/Results:

59% of eligible consumers obtain a job as a result of working with RAMP. (Target is 80%)

100% of consumers surveyed could state their strengths and were able to promote themselves. (Target 80%).

50% of consumers surveyed after 12-month milestone reduced dependence on government assistance. (Target 60%)

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 2019 Outcome Data/Results:

59% of eligible consumers obtain a job as a result of working with RAMP. (Target is 80%)

- *Due to the increase of consumers, we now have difficulty in accurately splitting outcomes and counting base consumer, we will be separating the reporting and outcome measurement for these adult programs in FY 20.*

100% of consumers surveyed could state their strengths and were able to promote themselves. (Target 80%).

50% of consumers surveyed after 12-month milestone reduced dependence on government assistance. (Target 60%)

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

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

FY 2019 Outcome Data/Results:

67% of youth served stated their desired career and/or education path (Target 75%).

75% of youth served completed the training offered (Target 75%).

26% of youth served obtained a job shadow and or volunteer opportunity in the community (Target 25%).

26% of youth served obtained a job (Target 10%).

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 2019 Outcome Data/Results:

- 88% of parents surveyed stated a better understanding of the special ed process, law, and their rights. (Target 75%)
- 100% of parents surveyed found the RAMP's self-advocacy training to be effective. (Target 75%)
- 88% of parents surveyed were satisfied with RAMP holding the educational team accountable. (Target 75%)

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 documented disability – physical, mental, cognitive, visual, hearing etc.
- Have a barrier to returning to the community
- Any age
- Live in an Illinois long term care facility or institution
- 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 2019 Outcome Data/Results:

15 consumers served, moved out of a nursing home and back into the community.

100% of the reintegrated consumers surveyed, 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 2019 Outcome Data/Results:

100% of consumers who have a PA related need will receive skills training and/or assistance. (Target 100%)

90% of consumers surveyed who used our PA Training Skills service found it beneficial. (Target 75%)

92% of consumers surveyed who used our service feel more independent recruiting and managing their PA than prior to RAMP's assistance. (Target 75%)

78% of the RAMP consumers who needed to hire a PA, successfully hired one. (Target 75%)

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 2019 Outcome Data/Results:

100% (128) of the consumers who contact RAMP for information, increased knowledge of public transportation system & options. (Target 100%)

75% (15) of the consumers surveyed, who received 1:1 bus training is now able to use the fixed route system independently. (Target 50%)

84% (53) of the drivers trained by RAMP stated increased comfort level of assisting riders with disabilities. (Target 80%)

67% (2) 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 in our Dekalb and Freeport offices*, whose purpose is to provide telecommunications access to people who are Deaf, Hard of Hearing, Late Deafened, Speech Disability, and Deaf-Blind.

**Residents who live within Boone and Winnebago Counties can access this same service by contacting the Center for Sight & Hearing located at 8038 MacIntosh Lane, Rockford, IL 61107 or by phone (815)332-6800.*

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.

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.