

Shirley Perez, Parent/PSW, FSN & LFAP Program Director

Tasha Whiteside, ACES\$ Director of Operations, Illinois

Information Source – Illinois Consumer Handbook on Home-based Services:

<https://www.dhs.state.il.us/page.aspx?item=101181>

Understanding Role & Responsibilities as PSW/Family

What are your key responsibilities?

- Maintain Medicaid Eligibility
 - Respond to Redeterminations
 - Watch for Mail from FCRC or IL Medicaid Redetermination Project
- The Illinois Medication Redetermination Project has also created a list of Frequently Asked Questions and Answers:
 - <https://www.Illinois.gov/hfs/SiteCollectionDocuments/EEVClientFAQ042315.pdf>

Manage Your Services

- Educate yourself about rules, procedures, & needed forms (including changes and updates, as they occur frequently)
- Appropriately manage the HBS monthly budget
- Maintain contact with DD providers, your ISC, and anyone else participating in your loved one's services/supports. Respond promptly to calls and emails.
- Complete timesheets correctly and on time

Educate yourself by starting with this list of Home-Based resources compiled by topic, responsible state agency, web page links, and Division contacts: <http://www.dhs.state.il.us/page.aspx?item=93852>. The Division maintains consumer webpages with information about many HBS topics.

Report Abuse, Neglect, & Exploitation

- “Any type of serious or dangerous incident must be reported. Anyone, this includes you, your family/guardian, your ISC, SDA, or anyone you trust, may make a report if something bad happens to you. A serious or dangerous incident means someone has hurt you, called you names, left you alone, didn't take care of you, stole your money, or did other bad things. If you are away at work or at a day program, the service provider must report the incident.”

How do I make a report?

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- To make a report for a person under age 18, call the Department of Children and Family Services 24-hour hotline at 800-252-2873.
- To make a report for a person 18 years of age and over for an incident that happened outside the home, call the DHS Office of Inspector General's 24-hour hotline at 800-368-1463 or 800-447-6404 TTY.
- To make a report for a person 18 years of age and over for anything that happens in the home call the Department of Aging Adult Protective Services Hotline at 866-800-1409 or 888-206-1327 TTY.

Keep your ISC updated on changes

- You, your family/guardian, PSW workers, or any service providers who work for you must immediately report to your ISC if any of these things happen to you:
 - Injuries or death
 - Hospitalization for an unplanned reason
 - If you are lost or missing and the police have been called
 - If you are arrested, have legal charges or jailed
 - If someone has stolen from you or hurt you physically
 - If you need to be restrained

In the event of an immediate crisis, call 911 and then contact your ISC agency as soon as possible. Each ISC has a 24-hour emergency hotline number which you can call at any time of the day or night.

Use funds appropriately

Home-Based Waiver Services are designed to support you in making progress toward and reaching desired outcomes, as documented in your Personal Plan. Services are also designed to keep you safe and well, in your home or community. Funds are to be used for your support and needs not to help your family or friends.

Self-Directed HBS Services can be terminated if:

- You or your family/guardian is found to have committed fraud regarding use of funds.
- You are found to be living with a family member or other individuals who have been determined by Adult Protective Services or other authorized law enforcement entity to have abused or neglected you or other individuals.
- The ISC and Fiscal Employer Agency have determined and documented that you or your family/guardian are not able to satisfactorily direct your own services, either with or without the help of a Self-Directed Assistant (SDA.)
- Family/guardian has been found to be acting in his/her own interest rather than in your best interests and no other guardian or representative is willing to take on this responsibility.

What if I suspect fraud & need assistance?

- In cases of suspected fraud, abuse, neglect, or financial exploitation, your ISC agency can help you file a complaint. The form used is the Rights of Individuals
- Form: <http://www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL462-1201.pdf>

Who can assist me with concerns and questions?

- If you need more information or guidance about any part of the Home-Based Services program, your sources of support include your:
 - Independent Service Coordination (ISC) Agency
 - Fiscal/Employer Agent (F/EA)
 - Self-Direction Assistance (SDA)
 - Natural Supports