

Wanda Sumlar, Program Director

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The Role of the  
Independent Service  
Coordination Agency: ISC



**Community  
Service Options, Inc.**

GIVING A CHOICE AND PROVIDING A VOICE

# ISC: GATEWAY TO DD SERVICES IN ILLINOIS

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We are the link between the Division of Developmental Services: DDD and the service providers with the goal of providing conflict free case management and assisting individuals and families to navigate the service system.



# Core ISC Role

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The ISC contracts with the IDHS/DDD to perform certain functions as outlined in the DDD Medicaid Waiver and CMS Regulations.



ISC's are each responsible for a certain geographic area.



Community Service Options is responsible for the south and west sides of Chicago.

# Preadmission Screening: PAS



Our agencies are often referred to as PAS agencies, Pre-Admission Screening agencies



PAS responsibilities include:

- Determining clinical eligibility for DD Waiver services
- Enrolling individuals on the PUNS database
- Linking eligible individuals who are either in a crisis (as defined by DDD) or who are selected from PUNS or who are transitioning out of an SODC with services and providers.

# In Service Support

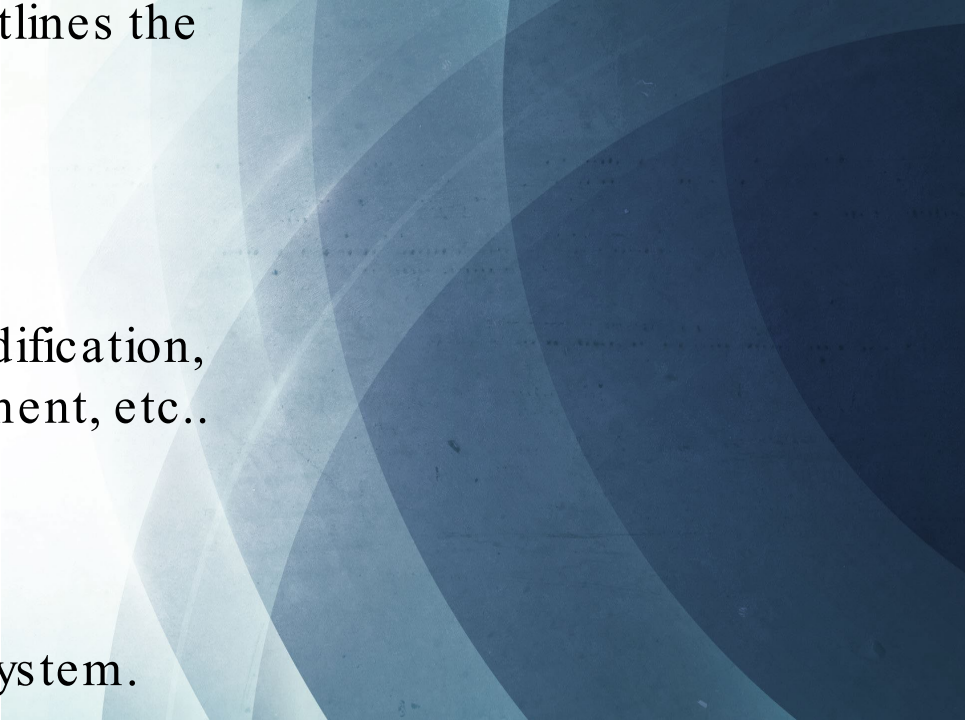
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Once in service we are responsible for:

- Completing the annual Discovery and Personal Plan
- Visiting with individuals to assess their satisfaction with services
- Providing case management, advocacy, outreach and assistance to individuals and families

# What does that mean for someone in Home-Based Supports and Services?

- By completing the Discovery Tool and Personal Plan, the ISC outlines the direction of the services for all involved.
  - The ISC assists with locating waiver service providers.
  - The ISC assists in resolving conflicts with service providers.
  - The ISC processes applications for supports such as Home Modification, Support Services Team, Vehicle Modification, Adaptive Equipment, etc..
  - The ISC may assist with Medicaid redetermination issues.
  - The ISC may help with linkage to non-waiver supports.
  - The ISC is your go to support in navigating the service delivery system.
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# Questions?

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A decorative graphic in the bottom right corner featuring overlapping, semi-transparent blue and white curved shapes that create a sense of depth and movement.