

GIVING A CHOICE AND PROVIDING A VOICE

MISSION: CSO promotes access, “choice” of service, options and independence of people with disabilities, residing in the City of Chicago, through the provision of information, education, planning and service coordination.

INTAKE INFORMATION / REFERRAL

CSO maintains and disseminates information on a wide variety of resources and services in the City of Chicago. For information and referral or to determine eligibility for services in nursing homes, day treatment, respite, housing, in-home support, assistive devices, job training and services for people with developmental disabilities, call **(773) 471-4740 (Intake) or (888) 276-4467 - Toll free**

SERVICE COORDINATION

CSO helps individuals to plan, choose and arrange services that meet their needs for housing, medical care, community living, work and recreation.

CSO helps individuals to obtain required forms and assessments in order to determine their eligibility for services.

We assist individuals to develop their own customized service plans. After services begin, CSO remains involved

to ensure the delivery of appropriate treatment, progress and satisfaction.

Eligibility requirements:

- A developmental disability (before age 22) in one or more areas: language, learning, mobility, self care, self direction and capacity for independent living
- Residency or family ties to City of Chicago

CASE MANAGEMENT

CSO links people with traumatic brain injuries (resulting from injury, accidents, stroke, etc) with home-based services such as housekeeping, assistive devices and personal care attendants.

For children, under the age of 18, CSO assists with residential placements and individual education plans (IEPs) that transition students into adult services.

PRIORITIZATION OF URGENCY OF NEED FOR SERVICES (PUNS):

Everyone seeking to receive services for people with developmental disability from the Illinois Department of Human Services either immediately or in the future must first signify such intent by registering in the PUNS database. This database serves as the waiting list for service seekers. CSO conducts a face-to-face meeting with persons with developmental disability to assist with completing the registration.

RESOURCES & SERVICES:

- Accessible Computer Options, an accessible computer technology center
- Resource Directory and Guide to Disability Services in Chicago
- Parents & Advocate Support
- “Boogie Nights” social & recreational programs
- “In The Know” newsletter
- Website: www.CSO1.org

Accomplishments:

- 100 community residents gained computer skills through Accessible Computer Options, CSO's technology training center
- 70 families became first-time homebuyers through CSO's Home Options program
- 5000+ with cognitive and physical challenges received service linkage/coordination
- CSO provided support and advocacy training to consumers and families
- "Boogie Nights" offers social & recreational program
- "In The Know" newsletter
- Website: www.CSO1.org

If you have a grievance

- If you have not received a response to your service request within 10 days,
- If within 30 days you have not received written confirmation of your service request or a determination of your needs,
- If you are dissatisfied with the determination and/or service arrangement.

Call (773) 471-4730



6845 S. Western Ave. Chicago, IL 60636

"WE ADVOCATE ON BEHALF OF PEOPLE WITH DISABILITY"



**Community
Service Options, Inc.**
GIVING A CHOICE AND PROVIDING A VOICE

6845 S. Western Ave.
Chicago, Illinois 60636

Office Hours
8:30 a.m. to 4:30 p.m.
Monday – Friday

DISABILITY SERVICE
PLANNING, RESOURCES AND
COORDINATION

773-471-4700 (VOICE)
773-471-4772 (TDD)
773-471-4770 (FAX)
1-888- CSO – 4467 TOLL FREE
<http://www.cso1.org>

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