

The Programs of The Arc: How Can We Support You? Wednesday, April 19, 2023 – 9:00-10:00

Rocio Perez, Shirley Perez, Greg Walkington, Mary Dixon Goals for this morning:

- Identify the programs of The Arc of Illinois
- Discuss the role of each program within the state
- Explore populations served by each program
- Discover how to connect with resources offered within each program



Illinois Life Span Team

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- Provides **information and resources** related to developmental disability services and supports statewide, for **all ages**.
- Monthly webinars designed with families in mind to share information of interest statewide and for all ages

Information provided by **toll-free helpline** at **1-800-588-7002** www.illinoislifespan.org





About Us 🗸) What We

What We Do Take Action 🗸

Resources

Events

Supporters

Important website locations



The Arc of Illinois

Advocating with individuals with intellectual and developmental disabilities

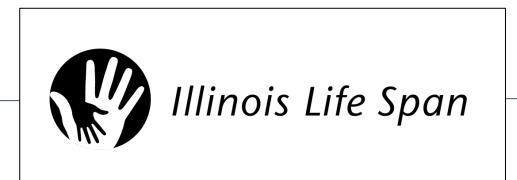
Sign Up For Advocacy Updates



Website Language Accessibility

To view web pages in other languages, go to right corner of main page select the language of your choice. Embedded documents do not auto translate





We can help direct people to the resources that best fit their needs!

1-800-588-7002

www.illinoislifespan.org

Search for Resources

The search buttons below will take you to frequently requested resources in your County and Statewide. If you can't find what you need or just want additional help, please call us at 1-800-588-7002.



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Home » About Us » Programs » Illinois Life Span

The Arc

About Us 🗸

Illinois Life Span Program

Statewide Resources and Information, Focused on Developmental Disability Services and Supports

Illinois Life Span (ILS) is a program of The Arc of Illinois – a statewide advocacy organization committed to empowering people with disabilities to achieve full participation in community life through informed choices.



Search for Resources

The search buttons below will take you to frequently requested resources in your county and Statewide. If you can't find what you need or just want additional help, please call us at 1-800-588-7002.

Statewide ~	✓ All Categories
	Advocacy/Support Organizations
	Assistive Technology Resources
	Health And Insurance Related Resources
	Legal Assistance Resources
	Philanthropic Organizations
	Recreation Resources
	Residential Options - Information and Resources
	Respite Resources
	Service Providers Funded through Illinois DHS - Division of Developmental Disabilities
	Special Education Resources
	State Agency/Government Services Links
	Transportation Resources

County & Statewide Resource Database

www.illinoislifespan.org

A "Statewide" search results in a lengthy list, organized by broad, general category. Categories include:

- Advocacy/Support Organizations
- Assistive Technology Resources
- Health and Insurance Related Resources
- Legal Assistance Resources
- Philanthropic Organizations
- Recreation Resources
- Respite Resources
- Service Providers IL DHS DDD
- Special Education Resources
- State Agency/Government Services Links
- Transportation Resources

A "**County**" search will yield a brief list of the most requested resources in a specific county.

Categories available are:

- Center for Independent Living
- Child & Family Connections Office
- Equip for Equality
- IL DHS DRS
- IGAC/HRA
- Independent Service Coordination Agency
- PTIC
- Support Groups



Find the Information You Need



Resource Toolbox

Advocacy information specific to available disability services and supports in Illinois, arranged by topic.

View Resource Toolbox >

View Related Links >



Related Links

An extensive list of links to helpful resources, organized by category.



Statewide Event Calendar

Discover upcoming programming, conferences, and trainings.



Fact Sheets from The Arc of Illinois

Documents and information created by The Arc of Illinois and Programs of The Arc of Illinois

Monthly Webinars

Where to go to find information about recorded Monthly Webinars

View Fact Sheets from The Arc >

View Statewide Event Calendar >

View Fact Sheets from The Arc in Spanish >

View Webinars >

View Webinars in Spanish >

All the information you need in one user-friendly location at:

www.illinoislifespan.org



Illinois Life Span

Website Links

Camp Directories/Recreation Resources Day Care and Early Childhood Educational Information and Resources Emergency Preparedness Information Employment Related Links Faith-Based Organizations and Information Federal Government Financial Assistance Resources Group Specific Advocacy Health and Human Services Health Care Coverage and Access Illinois Government / Program ResourcesInformation in SpanishLaws and Information: Health InsuranceManualsMedia ResourcesMental Health ResourcesNational Advocacy Organizations / ResourcesOral Health/Dental CareProducts and Services – ILSRegional Resources for IllinoisSpecial Education: Conflict Resolution ResourcesState Advocacy OrganizationsState of the States in Developmental DisabilitiesTransition Resources

Related Links

Additional resources that are available on the *Illinois Life Span* website include an extensive list of Website Links that cover the following categories:



M Illinois Life Spar

3rd Annual Autism Resource Fair (Free – Moline, IL)

Presented by the Autism Society and Quad Cities Held at The Bend XPO Center - 922 Mississippi Parkway East Moline, Illinois 61244 Saturday April 1st, 9-12 Meet and greet with... Read more »

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April 1 @ 12:00 pm - 2:00 pm

April 3 @ 4:00 pm - 5:30 pm

ASCI Easter Event (Free) (Springfield, IL)

ASCI Easter Event - pictures with the Easter bunny and sensory-friendly activities! Pre-Registration is required HERE Location: Hope Pavilion 5220 South 6th Street Springfield, IL 62703

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INCLUSION OF YOUNG CHILDREN WITH AUTISM PART 1 – RATIONALE, MYTHS AND QUALITY INDICATORS

Presented in collaboration with STAR NET Regions 1-6 and CHOICES. Join us for the first in this 3 part series with Erin Barton. This workshop will provide strategies to support... Read more »

April 5 @ 9:00 am - 3:00 pm

April 11

The Autism Program of Illinois (TAP) Symposium (FREE for non-CEU participants)

Join us for The Autism Program of Illinois' 2023 Autism Symposium featuring both national and state-level autism experts. Our keynote speaker, Connie Kasari, Ph.D, will present An Early Intervention Model for... Read more »

Preparing Your Child (& Yourself) for the Future (Virtual) — Preparar a su hijo (y a usted mismo) para el futuro

Please let us know if you can attend a presentation of Preparing Your Child (& Yourself) for the Future on April 11, 2023. You will receive a zoom link closer... **Read more** »

Statewide Events Calendar

Trainings/conferences sponsored or hosted by organizations across the State of Illinois. Arc of IL events including our webinars are also posted here.



Illinois Life Spar

The Arc of Illinois Fact Sheets

Fact Sheets in Alphabetical Order

Fact Sheets Books

Government Benefits

- Adults with Disabilities Living Options
- Adults with Disabilities Living Options Spanish
- Becoming A Dual Medicare-Medicaid Eligible Recipient
- Becoming A Dual Medicare-Medicaid Eligible Recipient Spanish
- **DDD v DRS Comparison**
- DDD v DRS Comparison in Spanish
- Diaper Fact Sheet
- ▶ Diaper Fact Sheet Spanish
- Family Guide to Medicaid Managed Care Appeals
- Family Guide to Medicaid Managed Care Appeals Spanish
- General Medicaid Questions
- ▶ General Medicaid Questions Spanish
- Illinois Health Benefits for Immigrants
- Illinois Health Benefits for Immigrants Spanish
- SSI Supplemental Security Income
- SSI Supplemental Security Income in Spanish
- Understanding SSDI & Medicare
- ▶ Understanding SSDI & Medicare Spanish
- What is a Spenddown and Why Do I Have One?
- What is a Spenddown and Why Do I Have One?- Spanish

Adults on the DD Medicaid Waiver/PUNS

- Connect the Dots Transition Tool
- ▶ Connect the Dots Transition Tool Spanish

Fact Sheets

Developed by ILS and F2F to provide a list of easy-to-navigate resources based on the questions that are frequently asked.

(Available in English & Spanish)



Illinois Life Spar



Children's Services

Children's Services and PUNS Services for children with developmental disabilities are accessed primarily through the special education services provided by local school districts.

Special Education Services

Special Education Services are available to students with disabilities from age 3 until they graduate or until the day before their 22nd birthday, as long as the need for services is indicated in the Individualized Education Plan or IEP.

Transition

Before a family looks into any pre-designed program of transition for their child, it is important to have a vision of the child's future.

Government Benefits Program

Government Benefit Programs are an integral part of the service system for people with disabilities. Although they can be complicated, it is important to understand how to access and utilize these benefits.

Early Intervention

Early Intervention services are available in Illinois for children from birth to age three who demonstrate a developmental delay or who are diagnosed with a developmental disability.

Early Childhood Special Education

Early Childhood Special Education serves children ages three to five who have developmental delays or disabilities. These programs are part of the special education continuum operated by the public schools of Illinois.

Adult Services

Services for adults with developmental disabilities are accessed through Independent Service Coordination (ISC) agencies.

Advocacy Groups

Advocacy is a very broad category that includes organizations that support people with disabilities and their families in a variety of different ways.

Resource Toolbox

Provides an introductory overview of several important advocacy topics.



Illinois Life Span

Illinois Life Span Program Monthly Webinars

After each monthly webinar, a copy of the presentation as well as any additional resources will be posted here. Please note that the information presented was accurate and up to date at the time it was presented. We have archived past webinars for informational purposes but cannot guarantee the accuracy of webinar information after the presentation date.

Joint F2F HIC – ILS Webinars – 2023

February 14, 2023 – Special Recreation/Leisure Activities: Planning for Summer

Presented by Craig Culp, Northern Suburban Special Recreation Association (NSSRA), Katie Van Cleve of the Heart of Illinois Special Rec. Association (HISRA) and Anna Broccolo of South Suburban Special Recreation Association (SSRA) Maggie Rutenbeck of Special Opportunities Available in Recreation (S.O.A.R.) Bloomington)

Please click here for the recording: Special Recreation/Leisure Activities: Planning for Summer

PowerPoints: HISRA presentation, NSSRA – Summer Camp Presentation, SOAR Summer Program Presentation, SSSRA Summer 2023 The Arc

January 10, 2023 – Pathways to Success, A New State Program for Medicaid Enrolled Children/Teens Under Age 21 with Complex Behavioral Health Needs

Presented by Kristine Herman, HFS Bureau Chief, Behavioral Health

Please click here for the recording: Pathways to Success, A New State Program for Medicaid Enrolled Children/Teens Under Age 21 with Complex Behavioral Health Needs

PowerPoint presentation: Pathways to Success, A New State Program for Medicaid Enrolled Children/Teens Under Age 21 with Complex Behavioral Health Needs

Monthly ILS Webinars – 2022

December 13, 2022 – Celebrating the Holidays on Your Terms! Presented by Roseann Slaght (Child Development and Family Resource Specialist for StarNet) Please click here for the recording: Celebrating the Holidays on Your Terms Please click here for the powerpoint presentation: Celebrating the Holidays on Your Terms

Monthly Webinars

Monthly webinars provide timely and relevant information on disability-related topics

Held on the second Tuesday of each month from Noon – 1:00 PM. Webinar recordings posted to "Monthly Webinars" page afterward



M Illinois Life Spar

Programación (Webinars) en Español

23 de febrero 2023 – PUNS en Español Presentado por Ruth Aguilar, Arc of IL Ligas Family Advocate – Región Norte de Illinois Grabación de la presentación: PUNS en Español Material suplementario: PUNS y Otros Recursos (PUNS and Other Resources) Tabla de Ingresos 2023/Income Chart 2023

16 de febrero 2023 – Pubertad, Discapacidad y Sexualidad – 3ra Sesión: Preguntas y Respuestas
Presentado por Mariana Garcia Torres, Ph.D Universidad de IL – Chicago (UIC) *Nota especial: Este material esta prohibido para usos comerciales (con fines de lucro). Es propriedad intelectual de Mariana Garcia Torres y La Universidad de II en Chicago (UIC)*Grabación de la presentación: Pubertad, Discapacidad y Sexualidad 3ra Sesión
Material suplementario:
Historia Menustración
La Masturbación – Masculina
Hombre Cuerpo
Partes del Cuerpo
Partes intimas historia
Público vs Privado
Imagenes para Público y Privado

La Masturbación adaptada a pictos por Amaya Ariz

9 de febrero 2023 – Pubertad, Discapacidad y Sexualidad – 2da Sesión
Presentado por Mariana Garcia Torres, Ph.d Universidad de IL – Chicago (UIC)
Nota especial: Este material esta prohibido para usos comerciales (con fines de lucro). Es propriedad intelectual de Mariana Garcia Torres y La Universidad de IL en Chicago (UIC)
Grabación de la presentación: Pubertad, Discapacidad y Sexualidad 2da Sesión
Presentación en texto (powerpoint): Pubertad, Discapacidad y Sexualidad

12 de enero 2023 – Pubertad, Discapacidad y Sexualidad Presentado por Mariana Garcia Torres, Ph.D Universidad de IL – Chicago (UIC) Nota especial: Este material esta prohibido para usos comerciales (con fines de lucro). Es propriedad intelectual de Mariana Garcia Torres y La Universidad de IL en Chicago (UIC) Grabación de la presentación: Pubertad, Discapacidad y Sexualidad Presentación en texto (powerpoint): Pubertad, Discapacidad y Sexualidad

Webinars in Spanish

Webinars hosted by Spanish-speaking professionals focused on disabilityrelated topics for our Spanish-speaking friends in the community.

Sign up for our newsletter to receive updates on our webinars hosted in Spanish.





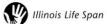
Where to start?

102

Who to refer people to?

6500+





People informed, supported and trained

25k



An email inquiry/request can be made via website.

It is located at the bottom of the home page.

Please complete the boxes and provide as much information as possible in the message section.

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Top 5 Questions We Address:

- My child was recently diagnosed with IDD, what do I do now?
- I heard about PUNS, What is this? & How to I get on the PUNS list?
- I need help with my child's IEP. Where do I go for help?
- Public Benefits: I need help with Medicaid, SSI/SSDI, etc.
- Where can I learn more about guardianship options for my child?



The Ligas Family Advocate Program &

The Family Support Network

The Ligas Family Advocate Program is generously funded by a grant from the Illinois Department of Human Services

The Arc. Illinois

Contact the LFA Program

- When an individual receives Early Notification or a PUNS selection
- When a family is seeking connection to their Independent Service Coordination Agency
- When you are working with a family that needs education regarding the PUNS list and the core components of the Adult Developmental Service System
- If you have a family seeking help in understanding the options available to them under the Medicaid Home and Community Based Waiver

The Arc. Who is a Ligas Class Member?

- You must be an adult (18 and above) in Illinois, have an intellectual disability or other developmental disability, qualify for Medicaid Waiver services and:
 - Reside in a private ICFs-DD with nine or more residents or in a family home
 - The State must have a current record of your request for communitybased services or community-based living

Join us for our monthly **Know Your Options Webinars** – register on our website: Ligas Family Advocate Program | The Arc of Illinois

The Arc. Key Resources for Families

- Find you Independent Service Coordination Agency: <u>http://www.dhs.state.il.us/page.aspx?module=12</u>
- Illinois Consumer Handbook on Home-based Services: http://www.dhs.state.il.us/page.aspx?item=101181
- System Navigation Map for Families: PUNS Pathway
 https://www.illinoislifespan.org/wp-content/uploads/2020/02/PUNSFlowchart-for-print.pdf
- CILA vs Home-based at a Glance: <u>https://arcofil.wpenginepowered.com/wp-content/uploads/2020/09/CILA-v-HBS-Support-Program-Infographic.pdf</u>
- Check out our webpage: Ligas Family Advocate Program | The Arc of Illinois



Visit the LFAP Online:

Key Resources

Family advocates work to empower individuals and their families with the information they need to make informed choices. We understand the system can be confusing, which is why we provide the necessary tools and connections to ensure you and your family get the support you deserve.

- **Self Direction Assistance Guidelines UPDATED 12.28.22**
- ▶ New! 11.22.22 LFA Special Topics: EP!C Home Host Webinar Webinar Recording
- ▶ New! PUNS Bilingual Webinar, 10.25.22 Passcode: PUNS10/25
- New! 7.27.22 LFA Special Topics: Home-Based Back-up Plans with Derek Hedges of the IL Division of Developmental Disabilities – Webinar Recording, PowerPoint, and Responses to questions received during the presentation
- **10th Annual Informational Seminar Recording and Materials**
- ▶ New Costs to You Rate Effective January 1 2022
- **SA Guide**
- IL Acces\$ Service Authorization Form
- **Crisis and Waiver Service Transition Information Bulletin**
- Seminar Recording and Materials
- ► Assistive Technology and the Waiver 02/25/21
- **Assistive Technology and the Waiver Q & A Document**
- Ligas Family Advocate Program Brochure
- **Cost to You Pay Rate for Personal Support Workers**
- **DDD** Memo Increases in the Home-Based Support Services Program (HBS)



"Thank you, LFA so very much for taking time to share a wealth of information with me. I am just so happy that this process looks so very positive.

I can't tell you how refreshing it is to know that there are individuals such as yourself that are very tenacious and have seen this project come to fruition. I am excited and am so looking forward to this opportunity opening up for my son."

Family Support Network (FSN)

- Partner with families and self-advocates to navigate challenging and complex barriers in the developmental disability system
- Search out resources, funding, and connections to assist individuals to live as independently as they wish in the community of their choosing
- Provide group education on key topics of interest in the developmental disability community
 - Past topics have included: Supported Housing, Home-Based Services, Transportation, College programs for individuals with I/DD

The Arc. Contact the Family Support Network

- Working with a family who needs additional resources to obtain the supports and services needed
- Identify that a family is experiencing difficulty entering or navigating the developmental disability support system
- Learn that a family is running into significant barriers in attempting to find the supports that they need
- Have a question or concern about the I/DD system and would like to assist a family who is experiencing difficulty

The Arc. Common Questions LFA:

- My adult child just got an Early Notification letter. What do we do next?
- Does my adult child need to be on Medicaid to receive waiver services after a PUNS selection?
- How do we find services in our area?
- What should we consider when we are pursuing housing options?
- How can a Self-Direction Assistant help us with Home-based services?

Common Questions for FSN:

- I'm in services but my funding suddenly stopped and I have been unable to resolve. Can you help?
- My adult son is being suddenly discharged from his CILA. We do not know what to do. Can you help?
- We are moving to another area of state and have not been able to find the same type of services that we have now. Who should we contact?
- My son has been living at home and we have not been able to get support services that are in line with what we need. Can you assist us?

Program Impact Jan. – March 2023

- 1,338 Letters of Introduction sent to Early Notification families
- Over 250 1:1 LFAP consultations preparing families after an Early Notification from IDHS
- 150 Family-to-Family support calls through FSN
- Webinars in English and Spanish focused on system navigation and service options monthly
 - Know Your Options: English https://us02web.zoom.us/webinar/register/WN_YTSEWaCHRpSuRF9d0 DYPOg
 - Know Your Options: Spanish https://us02web.zoom.us/webinar/register/WN_i0yoq3JmQGuKXXpaq3 WVdw



- Shirley Perez, Program Director, Family Support Network & Ligas Family Advocate Program: <u>Shirley@thearcofil.org</u>
- Megan Mutti, Senior Ligas Family Advocate, Central/Southern Region: <u>Megan@thearcofil.org</u>
- Ruth Aguilar, Ligas Family Advocate, Northern Region: <u>Ruth@thearcofil.org</u>
- Troy Markert, FSN Family Advocate: <u>Troy@thearcofil.org</u>
- Shakari Asbury, Family Liaison: <u>Shakari@thearcofil.org</u>



The Family Transition Project

Gregory Walkington, Director

- At our heart is hope. We encourage individuals living in large institutions to explore the possibilities of community living.
- We listen.
- We share stories of success.
- We advocate for individuals and their families.
- We have firsthand experience in making transitions to the community and have interacted with hundreds of individuals and families.

The Arc of IL Mentors – Sharing their **Stories of Community Life** The Arc.

Illinois

- The Arc of IL mentors have lived in large institutions and share their lived experience in many different venues.
- They are advocates for the empowering benefits of community life.



How We Can Help You Help Families

- Ongoing support for individuals and families via phone, email, text, in-person, virtual meetings about where they are in the process and what to expect from a family perspective
- Advocacy for families who request our presence at transition related meetings
- Connections for individuals and families, if helpful, to our transition mentors and/or other families with lived transition experience
- Problem solving with Division staff and families around barriers to community living
- Operation Welcome Home stipend



Mentors

- Worked on their personal story to share during public speaking
- Working with them on their Zoom presence.
- Scheduling meetings with government officials to share their personal stories about living in a State Operated Developmental Center (SODC) vs living in the community.



Contact information: Gregory Walkington, Director, Family Transition Project The Arc of Illinois <u>gwalkington@thearcofil.org</u> Work Cell: 312.593.8459

<u>https://www.thearcofil.org/about-us/programs/family-</u> <u>transition-project/</u>

The Family to Family Health Information Center (F2FHIC) / Illinois Family Voices



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We are part of a national network of F2FHICs, program of The Arc of Illinois and the State Affiliate of Family Voices, a national family-led organization of families and friends of children/youth with disabilities and chronic medical conditions.

A little history:

- In 1999, the federal Health Resources Services Administration (HRSA) in partnership with Family Voices, a national organization, launched pilot sites for F2FHICs. Illinois was one of the first six pilot sites with 18 mo. funding.
- Until 2006, Illinois Family Voices was a grassroots, parent-run organization led by Faye Manaster who became a volunteer State Coordinator in 1992.
- In 2005 Family Voices and The Arc of Illinois applied to HRSA for funding to open an F2FHIC for Illinois.
- In 2006 the F2FHIC was launched!

Goals of the F2FHIC/Illinois Family Voices

- <u>Provide tools to guide informed decision-making:</u> <u>www.familyvoicesillinois.org</u>
- <u>A few examples:</u>
- Medicaid Waivers in Illinois for Children with Disabilities
- Becoming A Dual Medicare-Medicaid Eligible Recipient
- ✓ General Medicaid Questions
- What is a Spenddown and Why Do I Have One?
- What's next after an Autism Diagnosis?

Goals of the F2FHIC/Illinois Family Voices

- Advocate for improved public and private policies for children w/disabilities
- ✓ As family liaison of IL Chapter of the American Academy of Pediatrics, Committee on Children with Chronic Illness and Disabilities
- ✓ Public comments on waiver renewals/amendments/Healthcare and Family Services (HFS) Rulemaking;
- ✓ Public comments on the IL Dept. of Public Health, Title V Block Grant Application & Report

<u>Build partnerships among professionals</u>

- ✓ Division of Specialized Care for Children, Illinois Dept. of Public Health, Healthcare and Family Services, Dept. of Human Services, Division of Developmental Disabilities/Division of Rehabilitation Services
- $\checkmark\,$ IL Respite Coalition, Community and Residential Services Authority
- ✓ social workers/staff at Illinois' Children's hospitals

Serve as a trusted resource on health care

Provide information, education and training

Assist families with children up to age 21 with any disability/chronic illness & professionals who serve them with one-to-one support in person, via phone or Zoom

Offer trainings on topics of interest: In 2023 webinars are jointly offered with Illinois Life Span (ILS)

2022 Monthly F2F Webinars

2023 Monthly F2F Webinars

Offer an annual Healthcare conference -<u>2022 Health Care Conference</u>

Present at statewide conferences and as requested

Use our national F2FHIC list serve/Family Voices Affiliate list serve to ask for peer-to-peer connections, request or share information

Common resources offered -federal

Supplemental Security income (SSI)

Social Security Disability Insurance (SSDI)

Medicare Part D Prescription cost help –Extra Help

Supplemental Nutrition Assistance Program (SNAP)

Common resources offered -state

<u>Medicaid</u> income eligibility for All Kids, AABD, ACA,

Health Benefits for Workers with Disabilities

DHS Home and Community Based Waivers for children/young adults:

- DDD DD Child Support/Residential/Adults with DD
- DSCC Medically Fragile, Technology Dependent (MFTD)
- DRS Persons with Disabilities, Brain Injury, HIV DRS Home Services

<u>Respite</u> for income eligible caretakers of children/young adults with IDD

Resources for medically and/or behaviorally complex children/youth

Resources for Families with Medically Complex Children

- <u>The Circle of Care Guidebook for Caregivers of Children with Rare And/Or Serious Illnesses</u>
- <u>Kids' Waivers</u>; <u>Complex Child Magazine</u>; <u>Medically Fragile Technology Dependent Waiver Family Group</u> on Facebook
- Medically Fragile Technology Dependent Waiver Website and Email: mftdwaiver@gmail.com

Resources for Families with Behaviorally Complex Children

Mental Health Resources in Illinois

Pathways to Success, A New State Program for Medicaid Enrolled Children/Teens Under Age 21 with Complex Behavioral Health Needs

HFS Family Support and Specialized Family Support programs: https://www2.illinois.gov/hfs/MedicalProviders/behavioral/Pages/icg.aspx

CRSA Brochure – English & Spanish CRSA PowerPoint

Common questions we receive:

How do private health insurance/Medicare/Medicaid work together?

Medicaid Managed Care

- When can I switch plans?
- How can Medicaid pay for diapers?
- How can I appeal a denial?
- How can I get a Care Coordinator?

How to get help with problems with private health Insurance denials?

The Family to Family Health Information Center (F2FHIC)/Illinois Family Voices Affiliate, a program of The Arc of Illinois & the State Affiliate of Family Voices (<u>www.familyvoices.org</u>), a national organization. Our mission is to help families of children up to age 21 with any disability/chronic illness and the professionals who serve them, with resources to enable informed decision making.

Mary Dixon, Director, <u>mary@thearcofil.org</u>;

1-866-931-1119 Espanol: 800-588-7002

Office: 815-464-1832 x1017; Work Cell: 779-254-9158 www.familyvoicesillinois.org

www.facebook.com/ilfamilyvoices/



Illinois



Family to Family Health Information Center





Illinois Life Span – Ligas Family Advocate Program – Family Support Network Family-to-Family Health Information Center – Family Transition Project