

Information and Referral - Services provided in relation to an individual's rights, resources, and responsibilities. These services offer individuals information on a wide range of disability-related topics. Services to assist an individual to obtain adaptive modifications that address the barriers confronted by individuals with significant disabilities with respect to education, rehabilitation, employment, and transportation. Identify all individuals who requested this type of assistance. This is the only service (other than services to family members) that may be provided to all individuals, whether or not the individual has a disability. Billing for this service is limited to a maximum of one unit (15 minutes) for phone calls/contacts or other inquiries not related to an active client's case per day. Billings for active IL client's cases can be more than 15 minutes for this service but must be reasonable and documentation needs to fully justify and support the service and time billed. This service is not based upon economic need.

Examples of Information & Referral services can include:

- Where to access Social Security forms
- Who to contact for discounted or free dental care
- Identifying resources for parents of children with disabilities
- Locating home health services
- Locating specific disability organizations
- Referral to other organizations/agencies that could provide services such as ASA, SBVI, VR and CSD
- Referral to Social Services Economic Assistance for SNAP (Food Stamps)

Implemented 8/25/2015