



Pat Quinn, Governor

Illinois Department of Human Services

Michelle R.B. Saddler, Secretary

Arlington Heights Office
715 W. Algonquin Road
Suite A
Arlington Heights, Illinois 60005

June 10, 2014

Dear Customer:

As a Customer of the Home Services Program (HSP), it is your responsibility to manage your Individual Provider(s) so you do not go over the number of hours that are authorized on your HSP Service Plan.

Your current Service Plan authorizes [REDACTED] hours of services per month.

However, our records indicate that you have approved [REDACTED] hours in May 2014.

If, within the next six months, you continue to approve hours that are over the number authorized on your Service Plan without prior approval from your HSP Counselor, the Division of Rehabilitation Services will have to amend your Service Plan to remove your Individual Provider(s) and replace them with a Homemaker Agency.

If this occurs, your Counselor will contact you to provide you with the amended Service Plan and notify you of your right to request an appeal.

If you are having difficulty managing your Individual Provider(s), please feel free to contact your Counselor or your local Center for Independent Living (CIL) for assistance. If you would like to change to a Homemaker Agency, please contact your Counselor to make that change is in your Service Plan.

Thank you for your cooperation in this matter. If you have any questions, please contact your HSP Counselor or Coordinator.

Sincerely,

Home Services Program
Department of Rehabilitation Services
Arlington Heights Office