



Service  
Of  
Will  
Grundy &  
Kankakee Counties, Inc.

Over 25 years!

1740 W. McDonough Street  
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(815) 741-0800  
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### Provider Agencies serving DHS Region E

By now you may have heard the news that effective July 1, Service, Inc. has been awarded the State contract to provide Independent Service Coordination services which include PAS and ISSA. The purpose of this letter is to begin acquainting you with our organization, services, philosophy, and basic information about the transition process. We appreciate the relationship you have had with Day One PACT and the service they have given to the community the past 30 years in their advocacy for individuals with developmental disabilities.

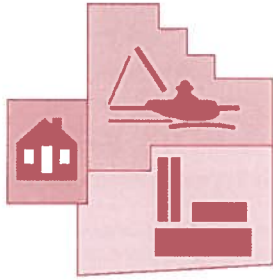
Who is Service, Inc.? Founded as a not-for-profit in 1989 by over thirty health care, social service, and advocacy organizations, we've served over 50,000 residents of Will, Grundy, and Kankakee Counties. Our Children and Adults programs include Pre-Admission Screening (PAS); Prioritization for Urgency of Need for Services (PUNS); and Individual Service and Support Advocacy (ISSA.) In Will, Grundy, and Kankakee Counties we also offer Early Intervention services through Child and Family Connections Region 15.

What differentiates our philosophy from other ISC agencies? We believe it's our combination of old-fashioned values like respect, caring, and commitment combined with modern technology innovations that increase our efficiency and responsiveness to State requirements and the unique needs of each individual that you serve as a provider. We are dedicated to work collaboratively with you, the providers, in helping individuals we both serve to find the best setting they desire to lead a meaningful life they aspire to, be it home based or in a CILA setting.

At Service, Inc. we also take our role as advocates very seriously in advocating on behalf of the individual's rights and choices. We also take our role very seriously in collaborating with providers to seek solutions as individual cases may need enhanced services. While we are charged with specific responsibilities to the state in our role as an ISC, we are not here to operate in a "gotcha" capacity. We are here to improve the service to the individual by raising awareness to management of issues or practices they may not be aware of.

We believe our role is one to assist you through advocacy in helping to provide the best service possible for the individuals. As providers you can expect professionalism, courtesy, and respect in working with the staff from Service Inc.

**An Illinois Not-For-Profit Corporation**



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We are dedicated to helping individuals with disabilities navigate and access available resources to enable them and to live healthy, safe, and secure lives.

During the next few months, the current ISC agency that serves you in what is now Region E, our team and the Division of Developmental Disabilities will focus on a smooth transition of staff, service, and operational matters. In the meantime, any ISSA or ISC issues will still be provided by Day One PACT. Continue to work with them on all issue and direct all your families with waiver services to work with them as they will continue to be your ISC until June 30, 2019.

We will be providing more communication to you as we progress through the transition. We anticipate a provider acquaintance and information meeting will be held in the next couple of months. You can also look to our website, [www.swgk.org](http://www.swgk.org), for additional information under the *ISC Transition Information* tab.

We are humbled and excited at the opportunity to work with your organizations in serving the families of Region E.

Sincerely,

Frank DiBartolomeo

President and CEO