

DRS Customer Feedback on HSP Services Received and Potential for Program Revisions

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DRS Division Mission and Goals

- The Division's mission is to assist individuals with disabilities in achieving their goals of employment, education, and independent living.
- To that end, as Director, I have set goals that aim to:
 - Ensure DRS is disability-neutral and meets customers of all races, religions, languages and eligible needs.
 - Adjust to (internal and external) customer feedback
 - Grow the home services program to keep disabled people out of nursing facilities

HSP Response to the Pandemic

- Appendix K: Flexibilities in policy during the Covid-19 Pandemic
 - Spouses and Parents as providers
 - Increased Respite hours
 - Expanded service delivery by caregivers while Customer is hospitalized
 - Telephonic assessments
 - Home Delivered Meals: delivery of fresh, frozen and shelf-stable foods
- Timesheets: All field offices now have a drop box or mail slot for submission of timesheets. A printable timesheet is also available
- PPE: Customers may contact their local offices for PPE, including gloves and masks.
- Statewide DRS Hotline: 1-877-581-3690
- For further information on HSP's response to the pandemic, please visit <https://tinyurl.com/hspcovid>.

Obtaining Customer Feedback

- To ensure the Division is attuned to the experience of its customers, we have held several town halls across the State for HSP Customers, to speak directly to them about recent changes in program policy and projects implemented, as well as to hear their feedback and develop contacts to correct any issues.
- DRS has also launched a Customer Satisfaction Survey

HSP Town Hall Meetings—Common Issues/Questions Raised (Cont.)

- Questions asked about:
- Does the customer need to be there when PA is signing packets?
- How are we addressing PA shortages?
- If a month has less than 31 days may we use all our hours for the month or just so many in a day?
- Is the IP allowed to drive? Do you get paid for driving?
 - Per the [IL488-2252 Individual Provider Payment Policies Form](#), It is strictly prohibited to transport a customer in the Individual Provider's automobile or other mode of transport while performing any duty as an Individual Provider.
- Can PA helping with mowing, weed eating, yard work, etc?
- Customer is making PA do cleaning/heavy lifting daily, should that be a part of duties?

Responses to Customer Feedback at Town Halls (cont.)

- Review of eligibility criteria for HSP services
 - Considering adjusting asset limit, which resources are exempt from consideration when determining eligibility
- Exploring addition of services to the Program
 - Review of policy on transportation of customers
- Clarification of service limitations
 - What tasks providers can complete for customers/where they can be completed
- Exploring additional methods of submission of program documents/interaction with the program
 - EVV portal, potential mobile application
 - Looking at a one-stop shop online solution for HSP—similar to MyChart, etc, would have the ability to fill out most program forms and submit online, and communicate directly with local office staff through the system.