

IL Consumer Agreement

The Independent Living Center (ILC) services were created through the Vocational Rehabilitation Act from 1993 Title 7. The services are for people with disabilities who want to learn skills to help them become more independent.

I, _____, understand if I wish to take part in the Independent Living Center and I have an open Case Service Record (CSR), I am in charge of the following:

1. I agree to take part in any services I ask for. This means attending meetings, classes, or trainings. I will communicate with my IL Specialist and direct my service delivery to help me learn how to self direct my own life.
2. I agree to meet with my IL Specialist face to face every 60 days.
3. I agree to answer phone calls, letters, and e-mails. After getting the phone call, letter, or e-mail I have five (5) working days to answer back.
4. If I have to miss an appointment I will give one (1) day notice, I will try to let my IL Specialist have advance warning.
5. I agree if my IL Specialist tries to contact me three times in a row and I do not answer to the contacts, my IL case may be closed 10 days from the day I receive a contact letter.
6. I agree if I miss three planned meetings in a row my IL case may be closed 10 days from the day the letter is sent.
7. I understand that I need to participate to live independently. I may be asked to complete a before and after assessment to decide if

services have helped change my independence. The information gathered will help my Center for Independent Living(CIL) by:

- a. Complying with State and Federal reporting requirements;
 - b. Applying for grants or money that can improve services for people with disabilities; and
 - c. Measure the success and quality of services.
8. At the end of my services I agree to meet face to face with my IL Specialist to complete any paperwork needed to close my case.
9. I agree to complete a consumer survey. I will return the survey to the CIL in person or by mail in a self-addressed stamped envelope.

Consumer Name

Date

IL Specialist Name

Date