

ACES\$ Newsletter

ACES\$ Enrolls 3,000th Consumer!

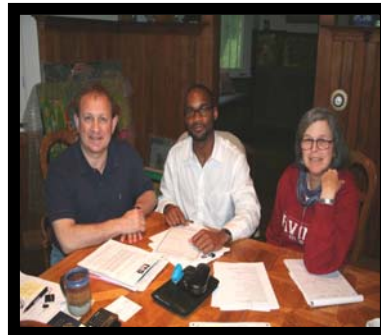
This summer ACES\$ enrolled the 3,000th consumer in the consumer directed program model in the Developmental Disability waiver.

The consumer-directed model is one in which consumers can choose to hire their own personal supporter worker(s) to assist them in activities necessary for daily living and avoiding institutional care.

The enrollment process can be a cumbersome effort considering all of the IRS and taxing authority forms required. However, this is necessary in order for the consumer and the Department of Human

Services (DHS) to be in compliance with the Center for Medicaid and Medicare Services of the federal government and the IRS. Extra emphasis is placed on the requirement for consumers not to exceed their DHS monthly allotment budget, assuring quality throughout this process.

Anyone requiring additional information on this program can call Quintin Bradley at 1-877-223-7781 ext 4005



Pictured above are: (L to R) Louis Goldman, Quintin Bradley, Assistant Program Director and Barbara Goldman,



“Howzit goin’?”

ACES\$ is always interested in how our Fiscal Employer Agent aka ‘payroll’ is helping you. Drop us an email note at feedback@accessfea.org and let us know how valuable and necessary this program is to you. BTW, you can do this *any* time.

Illinois Project Director Corner

Since our last newsletter, there have been many changes taking place in Illinois.

My staff and I have been busy attending several rally's throughout the state to support the DD community and the funding you need.

It is our intent to make sure that your services don't get interrupted. We will do everything within our power to make sure that your workers get paid.

Once again, with your input and our desire to be the best,

Together we can and will make a difference.

Craig C. Morrison

cmorrison@accessfea.org



Top Five Things Every Taxpayer Should Know About Identity Theft

Criminals use many methods to steal personal information from taxpayers. They can use your information to steal your identity and file a tax return in order to receive a refund.

1. Identity thieves get your personal information by many different means, including stealing a wallet or purse or accessing information you provide to an unsecured Internet site. They even look for personal information in your trash. They can also pose as someone who needs in-

formation through a phone call or e-mail.

2. **The IRS does not initiate contact with a taxpayer by e-mail.**

3. If you receive an e-mail scam, forward it to the IRS at phishing@irs.gov.

4. If you receive a letter from the IRS leading you to believe your identity has been stolen, respond immediately to the name, address or phone number on

the IRS notice.

5. Your identity may be stolen if a letter from the IRS indicates more than one tax return was filed for you or the letter states you received wages from an employer you don't know.



Protect your identity.

Please remember that ACES\$ does not release any private confidential information.

ACES\$ Does Not Make Visits As Part of Any Union or Labor Organization

ACES\$ is not affiliated with any collective bargaining unit. We do not visit consumer homes without a prearranged appointment. We do not visit personal support worker homes at all unless they live with the consumer.

ACES\$ does not, and

will not, release personal identifying information without the

“Before any member of ACES\$ meets with a consumer, that consumer is notified.” C. Morrison

prior written authorization from the participant or partici-

pant employer or personal support worker.

If anyone visits you and claims to be an ACES\$ employee/staff member please ask for ACES\$ identification. If they do not have it, obtain their name, and call us, toll free, at 1-877-223-7724.

Americans with Disabilities Act

For the record and our readers an individual with a disability is a person who **“Has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.”**

The Americans with Disabilities Act, was signed into law on July 26, 1990 by former President

George H.W. Bush.

ACES\$ is committed to serving persons with disabilities and as part of the new employee orientation, all ACES\$ staff must complete and receive a passing grade on the assessment tool ADA basics. This knowledge tool can be found at:

www.adabasics.ogr



Above ACES\$ Customer Service Representative Haydee Padilla at the Capitol.

Service Authorizations

Service authorizations need to be updated **ONLY** when something has changed. Changes can include the following;



- change from the children’s waiver to the adult waiver
- hourly wage increases
- workers being added or deleted.
- Old service authorizations will remain in effect until your service facilitators send in a new one to replace the old one.

Fax updated Service Authorizations to 217-528-9849 Attn: Kneoca



A day out at the Capitol, June 2009

Craig’s Photo Album Summer 2009



ADA Day at the Capitol



ACES\$ staff member Quintin Bradley conducting training in Chicago Heights

And the Winner Is...

This past July, all participants received a survey from ACES\$. The purpose of the survey was to get YOUR input on access to email.

The response to this was tremendous! We received about 900 surveys back and are currently tabulating the responses to use

for upcoming quality improvements to our delivery of services.

Everyone that returned the survey, had a chance to win a \$100 gift card.

Drum roll please! The winner of the \$100 gift card came from Chicago zip code 60643!

Again, a big thanks to everyone that sent back the survey information!.



ACES\$ Springfield Office

830 South Spring Street
Springfield, IL 60704

Toll Free Phone: 877.223.7781
Local Phone: 217.528.7046
Local Fax Line: 217.528.9849
Payroll Fax Line: 877.808.7014

Craig Morrison

Project Director

Ext. 3005

cmorrison@accessfea.org

Stacey Cory

Customer Service Supervisor

Ext. 3002

scory@accessfea.org

Kneoca Roberson

Customer Service Rep/Operator

Ext. 3008

kroberson@accessfea.org

Brad Robinson

Enrollment Agent

Ext. 3000

brobinson@accessfea.org

Haydee Padilla

Customer Service Representative

Ext. 3007

hpadilla@accessfea.org

Zachary Blakeman

Customer Service Representative

Ext. 3001

zblakeman@accessfea.org

ACES\$ Tinley Park Office

16750 South Oak Park Ave,
Tinley Park, IL 60477

Local Phone: 708.532.3319
Local Fax Line: 708.532.3631

Quintin Bradley

Associate Project Director

Ext. 4005

qbradley@accessfea.org

Tamara Moore

Office Manager

Ext. 4000

tmoores@accessfea.org

Quality Commitment

ACES\$: Avenues to Consumer Employer Services and Support not only provides payroll services as a fiscal intermediary for consumers with developmental disabilities, it is an organization by and for persons with disabilities.

The Board of Directors of ACES\$ and staff are comprised of more than 51% of persons with disabilities. In addition to taking an ADA basics course [referenced in another article] we provide disability sensitivity training throughout the year for others as well as ourselves!

For example, the staff participates in an annual corporate retreat designed to re-examine, value, present and discuss agency goals and raise our own awareness of issues affecting persons in the disability community. Pictured is our Tinley Park Office Manager, Tamara Moore leading and participating in a blind disability awareness exercise with other members of our fiscal employer agency staff.



CELEBRATE - National Payroll Week September 7 – 11, 2009

National Payroll Week (NPW) is a national awareness campaign held annually during the week of Labor Day, hosted by the American Payroll Association (APA) in the United States and the Canadian Payroll Association in Canada. The campaign has two aspects, first as a national awareness campaign to recognize the efforts of professionals in the payroll industry.

ACES\$ Fiscal Employer Agent staff has processed tens of thousands of pay checks



and direct deposits on behalf of Illinois Developmental Disability participants for their personal support workers in the past twelve months. A paycheck that has a single mistake can result in noticeable morale problems and reduced productivity. It is our job to ensure that each and every paycheck is paid accurately and on time.

On behalf of the entire ACES\$ team, congratulations to everyone and to continued payroll processing success.