

IL SOS WEBINAR Q & A

Disabled ID Card

Q: How can you tell if you have a REAL ID? Does it say REAL ID?

A: The REAL ID features a gold star in the upper right hand corner.

Q: What exactly do I need to bring to renew a REAL ID for my disabled son? His current ID is a REAL ID

A: Please go to the REAL ID website for more information on how to renew and the full list of required documents REAL ID -- [REAL ID \(ilsos.gov\)](http://ilsos.gov)

Q: Is there a Disability REAL ID?

A: Yes, you can make a Disabled ID REAL ID compliant. It is a great benefit to take advantage of. While the Disability ID is valid for 10 years, the Federal Government lowers the maximum length of the Disability REAL ID to 8 years.

Q: Can a State ID for people with disabilities also be a REAL ID for domestic air travel?

A: You can make a Disabled ID REAL ID compliant for domestic air travel.

Q: Does the REAL ID keep your same regular Disability ID number?

A: Yes, the REAL ID keeps the same ID number or driver's license number.

Q: What about for people that can't drive and still need a State ID?

A: If a person is unable to drive, it is recommended that they obtain a state identification card or a disabled state identification card.

Q: What about if the person doesn't want their card to say they have a disability? Can you do something, maybe a different color, for ID?

A: Currently, there is not a different color as an option. You can choose to have a regular standard state identification card issued.

Q: Are there any advantages to having a Disability ID compared to a regular State ID?

A: If you have a Disability ID, it is an official form of identification, just like a State ID. Some benefits of the Disability ID are:

- Some local municipalities will ask for proof of a disability to potentially waive fees. The Disability ID is sufficient proof.
- Exemption from purchasing a fishing license. If you're fishing, you can show your Disability ID card in lieu of a fishing license.
- State law allows individuals who own a home and have a disability a small rebate on property taxes. If you show your Disability ID to the assessor's office, it will lower the assessed value by \$2,000.
- The Disabled Identification Card is issued free of charge and valid for 10 years. The state identification card cost \$20 and is valid for only 4 years.

Q: Can children get IL Disability ID card? If so, what would be the benefit for a minor/child to have this?

A: Anyone who lives in Illinois and has a qualifying disability (found on the application) may get a Disability ID card. It is beneficial because it serves as proof of disability and can be used whenever proof is needed to access certain services, programs, or activities.

Q: What age do you suggest a disabled person get a State ID? Should kids get it?

A: There is not an age requirement in order to obtain a State ID Card. Children are eligible to have a State ID Card.

Q: Does the IL Disability ID Card replace the need for an IL ID Card?

A: Yes. The Disability ID Card also serves as a photo ID.

Q: Do you have any concession for nursing home residents who may be in the process for transitioning to community living and needing an ID?

A: Yes, the Secretary of State's Office would work with the customer to verify information and issue a State ID Card if warranted. For assistance to help determine one qualifies, call 312-814-3121.

Q: Will information used in the Disability ID Card be shared with Medicaid and Social Security, creating another source of problem with any differences in eligibility?

A: No. The Secretary of State's Office does not share information with Medicaid or Social Security.

Homebound State ID Card Program

Q: Is the Homebound State ID program active at this point during the public health emergency/pandemic?

A: Yes

Q: If someone with a disability is physically able to get to the SOS DMV office but gets completely overwhelmed with the crowds, can they utilize the Homebound State ID program?

A: YES, they may use the Homebound Program to renew a state identification card. However, any person who is a first-time issuance of a State ID Card must visit a Secretary of State Driver's Facility. If there is an issue with crowds, an appointment can be made to limit exposure to crowds.

Q: How do you arrange an in-home appointment to get a Disability ID Card?

A: Check out the Homebound State ID Card Program [information](#) and [contact form](#) on the Secretary of State's website. You will need to put in a current DL or ID card number (expired is fine). You have to previously been issued a DL or ID card. Once you fill out the required information, you will be contacted via email or phone. A lot of this is done on a case-by-case basis. For assistance to help determine if you or a loved one qualifies, call 312-814-3121.

Q: How does the Homebound State ID help those who have it?

A: The Homebound State ID program is a service program for older adults, bedridden individuals and people with disabilities who are unable to leave their homes to obtain a State ID card from an SOS facility. The

Homebound State ID helps those who have it by simply allowing these individuals to have a card for identification purposes.

Parking Plates and Placards

Q: What is the difference between the disability plates and placard?

A: The difference between disability plates and a permanent placard is that the plates must stay permanently affixed to the vehicle for which they are issued. Disability license plates are only issued to: (1) a person with a permanent disability who owns a vehicle (title to the vehicle must be in the disabled person's name), or (2) a vehicle owner who is parent or legal guardian of a minor with disabilities, or (3) an immediate family member who owns a vehicle, resides in the same house as the person with disabilities and is responsible for transporting the person with disabilities.

Q: How long does it take to receive a disability placard and who do you contact if you want to check on it?

A: In general, it takes an average of 10-14 days receive a placard by mail. Inquires can be made by call 217-782-2709, 800-252-8980 or 888-261-5280(TTY)

Q: What disabilities qualify for the placards?

A: According to the [brochure on Parking for Persons with Disabilities](#), the applicant must have one of the following 6 specific medical conditions that severely impairs their ability to walk:

- Cannot walk without the assistance of another person, prosthetic device, wheelchair, or other assistive device
- Is restricted by lung disease to such a degree that forced (respiratory) expiratory volume (FEV) in one second, when measured by spirometry, is less than one liter
- Uses portable oxygen
- Has a Class III or Class IV cardiac condition according to standards set by the American Heart Association
- Is severely limited in the ability to walk due to an arthritic, neurological, oncological, or orthopedic condition
- Has permanently lost the use of or is missing a hand or arm

Q: Does the authorized holder need a State ID?

A: In order to be issued a placard, a driver's license or State ID Card is required if the applicant is over the age of 18 years old.

Q: If a person with a disability does not have a Driver's License and is over the age of 18, are they eligible?

A: Immediate family members, parents or legal guardians may apply for disability license plates for a disabled individual. The disabled individual must rely on their mode of transportation.

Q: How does on-street parking work with a placard?

A: Several disability placards do not exempt authorized holders from paying for on-street parking meter fees. These are: permanent placards (blue), temporary placards (red), organization placards (green), and Persons with Disabilities and Disabled Veteran plates (unless the yellow-and-gray-striped Meter-Exempt Placard is displayed).

Q: If I have the yellow-and-gray-striped placard, am I exempt from paying parking meters?

A: Yes – you are exempt from payment of parking meter fees for public meters on the street. You **are** required to comply with parking restrictions (ex: if there is no street parking overnight, you cannot park there overnight).

Q: Can the placards be used out of state?

A: Yes! Illinois' are valid in other states and other states' are valid in Illinois.

Q: How do you renew the disability placard? Does the physician need to fill this out as well?

A: Placards are only valid until the expiration date indicated on the placard. To receive a new placard, you must submit a [new application](#) with a physician's certification verifying disability. You will need to check "renewal" instead of "new applicant" on the application.

Q: Can someone apply for a placard with a diagnosis of autism?

A: [Here](#) is a link to the application for Persons with Disabilities Certification for Parking Placard. The Medical Eligibility Standards are on the second page.

Q: My daughter depends on me for everything. She is 19 and doesn't qualify for the yellow placard, she will never get a Driver's License so she can't apply for the meter-exempt placard. I have to pay for the parking when I take her to her appointments. As a parent, it would be helpful if she can have the yellow placard.

A: Meter-exempt placards are only issued to persons who meet the eligibility requirements and have a valid Illinois Driver's License.

Q: If your Disability Parking Placard expires in July, what time frame do you have to renew it?

A: Disability License Plates and Placards need to be renewed before the expiration date listed on the plate or placard.

Q: Are organizations able to get disability placards that do not expire?

A: No, Organizational Placards are valid for four-year cycles.

Q: Our organization's parking placard was only good for 6 months. Would the SOS consider extending it to 1 or 2 years so we don't need to renew so often?

A: No, Organizational Placards are valid for four-year cycles.

Disability License Plates

Q: What is the process for applying for Disability License Plates?

A: An applicant must use the [Persons with Disabilities Certification for Parking Placard/License Plates](#). You and your physician need to complete and sign the application with all necessary information. Once finished, mail or bring in the application to an SOS facility.

Q: Can they be issued to the parent/guardian of the adult person with a disability living in the same household?

A: Immediate family members, parents, and legal guardians may apply for disability license plates for a disabled individual. The disabled individual must rely on their mode of transportation.

Q: Can parent/guardian of the person with a disability apply for handicapped plates if the parent/guardian's name is on the title of the vehicle?

A: Yes, but the parent/guardian must reside in the same household as the person with the disability.

Q: Does the car need to be in the person with the disability's name?

A: Disability license plates are only issued to: (1) a person with a permanent disability who owns a vehicle (title to the vehicle must be in the disabled person's name), or (2) a vehicle owner who is parent or legal guardian of a minor with disabilities, or (3) an immediate family member who owns a vehicle, resides in the same house as the person with disabilities and is responsible for transporting the person with disabilities.

Fines & Violations / Parking Enforcements

Q: Do you know how many disability parking spaces would need to be legally required in the complex of 30 condos?

A: The number of required accessible parking spaces is based upon the total number of public parking spaces. Please visit the Illinois Attorney General's Disability Right Bureau's website for more information at: [Illinois Attorney General Home Page \(state.il.us\)](http://state.il.us) In addition, please contact the Illinois Department of Human Rights at: [Guidebook on Reasonable Accommodations and Modifications - Publications \(illinois.gov\)](http://illinois.gov)

Q: There is no handicapped parking spot in my condo complex. How do I report this and have a spot close to use especially in the snow?

A: When it comes to housing, or "resident/private parking," accessible parking spaces are not covered under IL Accessibility code. It only covers public spaces. Check out the IL Dept. of Human Rights Guidebook for reasonable accommodations: [Guidebook on Reasonable Accommodations and Modifications - Publications \(illinois.gov\)](http://illinois.gov)

Q: Can we park in an accessible space if the person isn't in the vehicle but is getting picked up and will enter the vehicle from a building?

A: Yes, the authorized holder of the placard must enter or exit the vehicle when parking in an accessible parking space. So, if you are picking up the authorized holder of the placard at a building as long as they are entering the vehicle when it is parked in an accessible space it is a proper use of the program.

Q: I did not get the payments slip to pay for my annual fee last year. How can I prevent from removing the posts for parking posts at my address?

A: The Secretary of State's Office is not responsible for the issuance of Residential Accessible Parking Spaces. You must contact your local municipality for this service.

Other/Random

Q: Is the statewide call center (operated by Chicago Lighthouse) able to help Spanish speaking individuals when they call for help setting up an appointment?

A: Yes.

Q: Are wearing masks required at the facilities where we have to go in-person to access services such as getting the REAL ID?

A: Since the mask mandate has been lifted in Illinois, masks are not required to be worn at facilities, but are recommended. All Secretary of State employees are required to wear masks at all facilities.

Q: How secure is the Emergency Contact Database? What are the security measures put in place to protect the private information provided?

A: The Emergency Contact Database is as secure as IL SOS Office can allow – SOS protects information to the greatest extent possible. This is a Law Enforcement only database. If a police office runs a DL or ID card, the database keeps track of who looked that information up. Also, the emergency contact information does not pop-up immediately when police run DL or ID cards – they *have* to click into it.

Q: Does IL Emergency Management Agency also have direct access to SOS' Emergency Contact Database to utilize during natural disasters and other emergencies?

A: No, the IL Emergency Management Agency does not have direct access to the Emergency Contact Database.

Q: Is the Emergency Contact Database the same as Smart911?

A: No.

Q: Can the mobile unit come to a specific school?

A: Yes, the Mobile Unit can come to a school to provide services.

Q: Do you know if the parents of children with disabilities can receive any exemption for home property taxes?

A: No, it is best to contact your local assessor's office to inquire if there are any property tax exemptions you may be eligible for.