

**DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

**POLICY GUIDE 2020.09**

**PROCEDURES 302.388  
INTACT FAMILY SERVICES CASE CATEGORIES**

**DATE:** June 22, 2020

**TO:** All POS & DCFS Intact Family Service Workers and their Supervisors,  
Managers and Administrators

**FROM:** Marc D. Smith, Acting Director

**EFFECTIVE:** Immediately

**I. PURPOSE**

The purpose of this Policy Guide is to describe changes to Intact Family Services case categories. This PG amends Procedures 302.388 Intact Family Services, paragraph (i) Service Planning, at steps (7) Tier 2 Request and Approval/Disapproval and (8) Extension Request and Approval/Disapproval. Tier 1 and Tier 2 are being replaced by Intact Family Services-Intensive, Intact Family Services-Intensive continued and Intact Family Services-Intensive beyond 12 months, due to a new payment rate structure. The functionality for making the request and notification required in these new procedures is available in SACWIS. Therefore, forms CFS 2040-1 and CFS 2040-2 are rendered obsolete since SACWIS will automatically notify the Intact Administration Unit when a request is made for intensive services to continue or to continue beyond 12 months.

Effective immediately, the POS/DCFS supervisor will submit the case category change request on SACWIS to the Intact Administration Unit.

**II. PRIMARY USERS**

The primary users of this Policy Guide are POS & DCFS Intact Family Service Workers, and their Supervisors, Managers and Administrators.

**III. BACKGROUND**

Payment rate structure for Intact Family Services have been modified for FY19, effective July 1, 2018.



#### IV. INSTRUCTIONS

##### A) Intact Family Services-Intensive

All new Intact Family Services cases are opened with the case category Intact Family Services-Intensive and any case transferred to a new agency is considered Intact Family Services-Intensive for the first six months of service. Intensive Services are considered to be in place when families require a level of case work intervention and/or service provision that results in additional expense to the provider agency. In-Person Contact with a family receiving intensive services should not be less than twice monthly, but may be more depending on the family's needs. Examples of the services that indicate intensive services provision include, but are not limited to:

- safety plans;
- multiple services appointments;
- agency payments to other service providers such as co-pays; and/or
- weekly contact with parents and children.

All of the above mentioned do not need to be present, but are factors to be considered.

##### B) Intact Family Services-Intensive Continued

Families who meet the definition of Intensive Services as identified above may qualify for a continued Intensive Services payment rate during months 7 through 12 of service. The assigned Intact Family Services Supervisor will document in a SACWIS supervisory note the reason for requesting the case category of Intact Family Services-Intensive Continued. The note should fully describe the reason for involvement, progress of the family and the justification for Continued Intensive Services. The supervisor will submit the case category change request on SACWIS to the Intact Administration Unit.

##### C) Intact Family Services-Intensive Extended (beyond 12 months)

Families who require continued Intensive Services beyond 12 months will require additional approval through the Office of Intact Family Services using the same request process as in B) above; the assigned Intact Family Services Supervisor will document in a SACWIS supervisory note the reason for requesting the case category of Intact Family Services-Intensive beyond 12 months. The note should fully describe the reason for involvement, progress of the family, and the justification for Continued Intensive Services beyond 12 months. The supervisor will submit the case category change request on SACWIS. If approved, these cases may be reviewed again every 90 days thereafter.

D) Use by DCFS High Risk Intact Services Workers and Supervisors

Families served by DCFS High Risk caseworkers should also use the above case categories to designate the level of service needed by the family. The assigned DCFS Intact Family Services Supervisor will document in a SACWIS supervisory note the reason for requesting the case category. The note should fully describe the reason for involvement, progress of the family and the justification for Continued Intensive Services. The DCFS Intact Family Services Supervisor will submit the case category change request on SACWIS to the Intact Administration Unit.

E) Resolution Process for Case Category Denial

If the Office of Intact Family Services reviews the case category change request and denies it, the agency can request a review of the denial by the following process:

- i) The POS Agency Program Manager or DCFS Regional Administrator may request a review of the case category denial by contacting the Statewide Intact Family Services Administrator via email at "[DCFS.OIFS@illinois.gov](mailto:DCFS.OIFS@illinois.gov)". It is expected that all case information shall be current in the SACWIS case record at the time the review is requested.
- ii) The DCFS Statewide IFS Administrator may contact the POS Agency Program Manager or DCFS Regional Administrator who requested the review in order to discuss the rationale for the reconsideration and any additional information that was not included in the original case category change request.
- iii) Should the request for case category change be denied by the DCFS Statewide Intact Family Services Administrator, the POS Agency Program Manager or DCFS Regional Administrator can request a review by the Deputy Director of Intact Family Services. The POS Agency Program Manager or DCFS Regional Administrator shall email their request for the review, including the rationale for the request, to the Deputy Director of Intact Family Services via email at "[DCFS.OIFS@illinois.gov](mailto:DCFS.OIFS@illinois.gov)".

**IV. NEW, REVISED OR OBSOLETE FORMS**

CFS 2040-1 and CFS 2040-2 are rendered obsolete.

**V. QUESTIONS**

Questions regarding this Policy Guide may be directed to the Office of Child and Family Policy at 217-524-1983, email to DCFS.Policy on Outlook or email the Office of Intact Family Services at [DCFS.OIFS@illinois.gov](mailto:DCFS.OIFS@illinois.gov). During the Department's response to COVID-19 the listed phone number to the Office of Child and Family Policy is being checked remotely, but we do ask that if you need immediate assistance Monday – Friday (8:30 – 5:00) please utilize the email address provided.

**VI. FILING INSTRUCTIONS**

File this Policy Guide immediately after page 48 of Procedures 302.388, Intact Family Services.