

**ADMINISTRATIVE CASE REVIEWS AND COURT HEARINGS**

**June 9, 2026 – PT 2026.09**

**PROCEDURES 316**

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## SUBPART A: PURPOSE AND CONDUCT

### Section 316.20 Definitions<sup>1</sup>

“Abusive or inappropriate language” for the purposes of this Part, means the use of harsh, violent, profane, or derogatory remarks intended to demean, humiliate, mock, insult, or belittle an individual. The remarks can include, but are not limited to name calling, or slurs based on an individual’s actual or perceived race, religion, sex, age, disability, national origin, sexual orientation, or gender identity.

"Administrative case review" or "ACR" means a review of permanency planning open to the participation of the parents of the youth in care, conducted by a person who is not responsible for the case management of, or the delivery of services to, either the youth in care or the parents who are the subjects of the review. (See 42 U.S.C. 675(6)). The administrative case review is also open to the participation of other professionals involved in assessing or treating the youth in care, any legal representative of the parent or youth in care, and the foster parents as specified in this Part.

"Administrative case reviewer" or "Reviewer" means a trained professional who is not responsible for the case management of, or delivery of services to, either the youth in care or the parents who are the subjects of the review.

"Case plan" means a written plan on a form prescribed by the Department that guides all participants in the plan toward the permanency goals for children and youth in Department custody. Formerly, called Service Plan.

“Caregiver” for the purposes of this Part, means a foster parent or relative caregiver who provides care for a youth in care, or a designated official employed by and present at the licensed childcare facility in which a youth in care is placed.

“Child welfare contributing agency” or “contributing agency” means a public or private entity that, by contract or agreement with the Department, which provides placement or child welfare case management (or any combination of these) to children and families.

"Contact between siblings" means contact between or among siblings who are residing apart from one another and may include, but is not limited to: telephone calls; video conferencing; in person visitation; sending and receiving cards, letters, emails, text messages, gifts, etc.; sharing photographs or information; use of any approved social media (e.g., Facebook); and any other agreed upon forms of communication.

“Culturally competent haircare” for purposes of this Part, means the ability to understand and provide appropriate haircare for children based on knowledge of the norms, traditions, and experiences of a child’s ethnic background.

"Department" means the Department of Children and Family Services.

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<sup>1</sup> See 89 Ill. Adm. Code 316.20

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"Family" means one or more adults and children, related by blood, marriage, civil union, or adoption and residing in the same household.

*"Fictive kin" means a person who is unrelated to a child by birth, marriage, tribal custom, or adoption who is shown to have significant and close personal or emotional ties with the child or the child's family. [20 ILCS 505/4d]*

*"Haircare" means all care and practices related to the maintenance, health, and expression of hair, including, but not limited to, the daily maintenance routine, cutting, styling, or dying of hair as well as culturally specific practices, products, and techniques that reflect and respect diverse identities of youth in care as well as promote dignity and self-worth. [20 ILCS 505/7.3b (b)(1)]*

"Normalcy parenting" means empowering a caregiver to approve or not approve a child's participation in appropriate extracurricular enrichment, cultural and social activities based on the caregiver's assessment using the reasonable and prudent parent standard, without prior approval of the Department, the caseworkers, or the court. The purpose of normalcy parenting and the reasonable and prudent parent standard is to allow the child's participation in extracurricular, enrichment, cultural and social activities that are appropriate for the child's normal growth and development.

"Parents" means the child's legal parents, whose rights have not been terminated. Biological fathers are considered legal parents when paternity has been established as required by 89 Ill. Adm. Code 315 (Permanency Planning).

"Permanency goal" means the desired outcome of intervention and service, that is determined to be consistent with the health, safety, well-being, and best interests of the child. A permanent legal status is usually a component of the permanency goal.

"Qualified Residential Treatment Program" or "QRTP" means a program has a trauma-informed treatment model that is designed to address the needs, including clinical needs as appropriate, of children with serious emotional or behavioral disorders or disturbances and, with respect to a child, is able to implement the treatment identified for the child by the independent assessment of the child required under 42 U.S.C. 675a(c);

has registered or licensed nursing staff and other licensed clinical staff who:

provide care within the scope of their practice as defined by state law;

are on-site according to a trauma informed treatment model; and

are available 24 hours a day and 7 days a week;

to the extent appropriate, and in accordance with the child's best interests, facilitates participation of family members in the child's treatment program;

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facilitates outreach to the family members of the child, including siblings, documents how the outreach is made (including contact information), and maintains contact information for any known biological family and fictive kin of the child;

documents how family members are integrated into the treatment process for the child, including post-discharge, and how sibling connections are maintained;

provides discharge planning and family-based aftercare support for at least 6 months post-discharge; and

is licensed in accordance with 42 U.S.C. 671(a)(10) and is accredited by any of the following independent, not-for-profit organizations:

The Commission on Accreditation of Rehabilitation Facilities (CARF);

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO);

The Council on Accreditation (COA); and

Any other independent, not-for-profit accrediting organization approved by the Secretary of Health and Human Services. (42 U.S.C. 672(k)(1)-(4))

*“Reasonable and prudent parent standard” means the standard, characterized by careful and sensible parental decisions that maintain the child’s health, safety, and best interests while at the same time supporting the child’s emotional and developmental growth, that a caregiver shall use when determining whether to allow a child in out-of-home care to participate in extracurricular, enrichment, cultural, and social activities. [20 ILCS 505/7.3a(b)]*

*“Relative”, for purposes of placement of children for whom the Department is legally responsible, means a person who is:*

*related to a child by blood, marriage, tribal custom, adoption, civil union or to a child’s sibling in any of the foregoing ways even though the person is not related to the child when the child and the child’s sibling are placed together with that person or fictive kin.*

*For children who have been in the guardianship of the Department following the termination of their parents’ parental rights, been adopted or placed in subsidized or unsubsidized guardianship, and are subsequently returned to the temporary custody or guardianship of the Department, “relative” includes any person who would have qualified as a relative under this definition prior to the termination of the parents’ parental rights if the Department determines and documents, or the court finds that it would be in the child’s best interests to consider this person a relative, based upon the factors for determining best interests set forth in subsection (4.05) of Section 1-3 of the Juvenile Court Act of 1987. [20 ILCS 505/4d]*

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“Siblings” means children who have at least one parent in common. Children continue to be considered siblings after parental rights are terminated, if parental rights were terminated while a petition under Article II of the Juvenile Court Act of 1987 was pending. Children continue to be considered siblings after one or more of the children are adopted or placed in private guardianship if they were in the custody or guardianship of the Department pursuant to the Juvenile Court Act of 1987 [705 ILCS 405] immediately prior to the adoption or guardianship. Step-siblings may be considered “siblings” when the children enter into substitute care together, have a positive relationship and share at least one parent in common.

“Substitute care” means the care of children who require placement away from their families. Substitute care includes: foster family care; care provided in a relative home placement (**89 Ill. Adm. Code 301.80 (Relative Home Placement)**); care provided in a group home; care provided in a maternity center or a childcare, mental health or other institution, licensed by the Department and care provided in an independent living arrangement.

“System of record” means the primary system for recording data and information maintained by the Department, or other State agency. For the Department this includes the system formerly known as the Statewide Automated Child Welfare Information System (Illinois Connect formerly referred to as SACWIS).

“Visitation” means face-to-face contact:

between parents and their children who are in substitute care;

between siblings in substitute care who are placed apart from one another; or

between siblings in substitute care with siblings who are not in substitute care (e.g., emancipated, case closed due to independence, adopted, placed in private guardianship, living in home of parent, etc.).

“Waiting room” for the purposes of this Part, means a virtual location on online video conferencing platforms where review participants can be temporarily placed until the reviewer allows them into the virtual meeting room.

“Youth in care” for the purposes of this Part, means a *person placed in the temporary custody or guardianship of the Department pursuant to the Juvenile Court Act of 1987*; The Department is legally responsible for the youth; a youth in care includes children for whom the Department has temporary protective custody, custody or guardianship via court order, or children whose parents have signed an adoptive surrender or voluntary placement agreement with the Department. [20 ILCS 505/4d];

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### Section 316.30 Administrative Case Review System

#### a) Children Subject to Administrative Case Review (ACR)

- 1) The Department has an administrative case review system for all the youth in care in placement and their families. Administrative case reviews are conducted for youth in care living in foster family homes, relative homes, group homes, childcare institutions, youth emergency shelters, or detention, correctional, mental, or physical health related facilities. This includes the following living arrangements outline in **Administrative Procedure #5, Appendix D**.

In addition, the Department may elect to conduct administrative case reviews on other groups of children as fiscal and staffing resources permit.

#### b) Purpose of the Administrative Case Review. Case reviews are conducted in order to:

- 1) assure that parents and the youth in care (if participating in the planning) are involved in and collaborating with developing the case plan, understand and discuss the plan, and know what is expected of them;
- 2) review sibling placement by ensuring:
  - A) siblings are being placed together whenever possible;
  - B) when siblings are placed apart, efforts should continue to be made by the caseworker to locate a placement that will accept all of the youth in care;
  - C) contact and visitation between siblings is taking place as required by Aristotle P. consent decree and occurring in accordance with the Visitation and Contact Plan;
  - D) efforts are made to support contact between siblings in substitute care with siblings who are not in substitute care (e.g., because of adoption, legal guardianship, emancipation, or adulthood);

\* The Department shall provide training for all Administrative Case Reviewers and managers regarding the importance of maintaining sibling relationships and the youth in care's sense of attachment to the siblings, the importance of maintaining sibling relationships over the youth in care's lifespan, and the impact on the youth in care if those relationships are severed.

- 3) review whether the Department's continuing intervention is necessary;
- 4) review whether services, including placement services, are necessary, relevant, coordinated, and appropriate and address the health and safety needs of the youth in care;

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- 5) identify services needed that are not being provided to the youth in care, family or foster parents and the reasons why they are not being provided;
- 6) review the disability status of a youth in care to determine the need for and appropriateness of specialized services;
- 7) review any special physical, psychological, educational, medical, emotional, or other needs of the youth in care or the family that are relevant to a permanency or placement determination;
- 8) review, for any youth in care age 15 or over, programs or services that will enable the youth in care to prepare for independent living;
- 9) review whether the Department, the contributing agencies, the family, the substitute care provider, if any, and the youth in care are complying with the case plan and, if they are not complying, whether changes in the case plan or goals are needed;
- 10) review whether there is progress in resolving the youth in care and family's needs, whether the progress is satisfactory, and whether the youth in care can safely return home;
- 11) review whether the projected month for achieving the permanency goal should be changed;
- 12) review the appropriateness of the permanency goal and recommend changes to the goal (if appropriate);
- 13) Review documents including the individual and family assessments and evaluations, safety signatures of clients on the case plan, documents related to child and family team meetings (CFTM) and clinical staffing, any other supporting documentation to determine whether the needs of the child and family are being met by the current case plan, including whether the case plan includes necessary actions to achieve the child's permanency goal and concurrent plan.
- 14) Review the child's educational placement and educational progress with the family, child (if appropriate), Permanency Worker and substitute caregiver. Review the educational assessment, individual education plan/program (IEP), school reports, the educational plan for the child and all supporting documents related to the child's education. Gather additional information regarding these reports and the child's educational needs through thorough interviews with the parents, substitute caregiver, Permanency Worker and CASA/GAL/advocates (when in attendance).
- 15) Review with the family, child (if appropriate), Permanency Worker and substitute caregiver the child's medical information to determine medical needs. Review immunization records, dental records, vision screenings, hearing screenings,

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medical exams, developmental screens, annual exams, medications, and any other medical information indicating medical needs of the child.

- 16) Review disability status of a child to determine the need for and appropriateness of specialized services.
- 17) Discuss any concerns regarding physical, psychological, educational, medical, emotional, or other needs of the child or family that are relevant to a permanency or placement determination. Examine all documents related to these needs as indicated by the individual dynamics of the case and information provided before and during the ACR. When an issue with placement stability is identified at the ACR, a clinical services referral will be identified in the ACR feedback, and the caseworker will be responsible for making the referral and determine if the placement stability plan has been developed and assess if the plan adequately meets the needs of the youth.
- 18) Review the Casey Life Skills Assessment tool completed by youth age 14 and over to determine the needs of the youth to prepare for independent living/adulthood.
- 19) Determine the progress made to resolve needs that brought the case to the attention of the Department. Determine whether reasonable efforts have been made by the Department, and whether reasonable efforts and reasonable progress have been made by the family to achieve the permanency goal. Determine whether the progress is satisfactory, whether the family has complied with the case plan, the permanency goal has been achieved, and what barriers if any, continue to need to be addressed before the child can safely return home.
- 20) Review the projected month for achieving the permanency goal and determine if the date is consistent with case dynamics.
- 21) Review the permanency goal for appropriateness, given the dynamics of the case. Review the case plan for the next 6-month period. Determine if the plan meets the needs of the child and family and whether it will lead the family to the achievement of the permanency goal. Review the desired outcomes and action steps in the case plan and determine if they are specific, measurable, attainable, relevant and timely. Identify any barriers to achievement of the outcomes and action steps. Identify further interventions as necessary.
- 22) Review the appropriateness of the concurrent plan. Discuss with the parents, substitute caregivers, Permanency Worker and child if they understand the concurrent plan and what each envisions the concurrent plan to be if the permanency goal in the case plan cannot be achieved.
- 23) Ask the Permanency Worker, family, and child (if appropriate) whether a child and family team meeting (CFTM) has occurred. If a CFTM has not occurred, the Reviewer will recommend to the Permanency Worker and Supervisor that a CFTM

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be convened. A CFTM may also be recommended to resolve any issues that were identified during the ACR. refer the case for a child and family team meeting when one has not been conducted. (See **89 Ill. Adm. Code 315.120, Family Meetings**).

- 24) Review if the child is placed in the least restrictive setting to meet the child's needs. (See **Procedures 301.60, Placement Selection Criteria**.)
- 25) Summarize in a written feedback report the findings of every review and provide a copy to appropriate parties including the Permanency Worker and supervisor, agency performance monitors and other approved DCFS/child welfare contributing agency personnel. The feedback report will discuss ratings of practice quality regarding each section of the review to include ratings of 1, 2, 3, or 4. In addition, the feedback report will summarize any identified barriers, potential solutions, areas of concerns and issues for supervisory follow up. All critical issues identified during a review require the completion of a **CFS 231, Feedback Communication Notice**, as acknowledgement of the critical issue. Upon receipt of a Feedback Communication Notice, the Permanency Worker and Supervisor must complete in the ACR system a Feedback Response Action plan (FRAP) within 14 days to address and/or resolve the critical issue.

### Section 316.40 Frequency of Administrative Case Reviews

#### a) When ACRs Are Conducted

- 1) The first administrative case review shall be conducted within six months after the temporary custody hearing.
- 2) Following the six-month administrative case review, administrative case reviews shall be conducted every six months.
- 3) Additional Administrative Case Reviews. The Office of Administrative Case Review may schedule more frequent case reviews for the following reasons:
  - A) the case requires more than the scheduled six-month review. Such cases may be ones in which it is important that follow-up on the recommendations made at the last administrative case review is monitored; or
  - B) the biological family requests an administrative case review prior to the first six-month review; or

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- C) cases of workers, teams, offices, and contributing agencies are selected for special reviews because those workers, teams, offices, and contributing agencies are shown to be non-compliant with mandated requirements. Non-compliance of mandated requirements may include, but is not limited to:
  - i) failure to establish and implement procedures for assessment and case planning;
  - ii) failure to set and conduct family meetings;
  - iii) failure to establish or fully implement a Sibling Visitation and Contact Plan that is in the best interests of the siblings in foster care; and
  - iv) failure to comply with current and ongoing consent decrees; or
- D) as requested by the juvenile court overseeing the case.

- 4) The caseworker and/or supervisor shall attend all administrative case reviews scheduled by the Office of Administrative Case Review in accordance with this subsection.

- b) **The ACR Cycle** - The first ACR will take place 6 months after the child enters substitute care. ACRs will be conducted every 6 months thereafter.

ACRs may occur more frequently in certain limited circumstances, which include:

- 1) Director request;
- 2) Parent request;
- 3) Interim review; or
- 4) Court recommendation

The Permanency Worker and/or Supervisor must attend all administrative case reviews in accordance with this section.

- c) **How 6-Month ACR Cycle Codes are Determined:**

Cycle code months are generated at family case opening to designate the review cycle of the case for regular 6-month ACRs and child case opening for ACRs of children in placement. Cycle codes are shown as MM/MM (the 1<sup>st</sup> and 2<sup>nd</sup> review months). Cycle code months are set 6 months apart (0107, 0208, 0309, 0410, 0511 or 0612). The examples in 1 – 6 below illustrate how these cycle codes are set.

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- 1) Initial Family Case Opening—a new cycle is assigned since it is a new case. It is based on the family case opening date.

Example 1: A case is opened as an intact family case for the first time on May 15. The case is assigned the cycle of 0511 as it is a new case.

Example 2: A child who had a cycle of 0612 is adopted and their case is closed. Subsequently the adoptive family needs services and a family case is opened on April 15. The cycle becomes 0410 because their family is now a new case.

- 2) Initial Child Case Opening With either an Open or Closed Family Case-re-set the cycle to coincide with the child's case opening date.

Example 1: An intact family case with a cycle of 0612 is closed. A child in the family comes into care on April 15. The cycle is re-set to 0410.

Example 2: An intact family is opened on April 15 and then a child comes into care on May 15. The cycle is re-set to 0511 based on the child's case opening.

- 3) Opening of a Second Child Case-keep the cycle already set for the first child.

Example: A child is in care and the cycle is 0612 because he came into care in June. An infant is born that comes into care on August 15. The newborn's cycle becomes 0612 because the sibling's cycle is kept so the siblings can be reviewed together in the family review.

- 4) Re-Opening a Child Case with an Open Child Case Within the Family-keep the child's original cycle.

Example: A child with a cycle of 0612 has their case closed but a sibling's case remains open. The closed child subsequently comes back into care on August 15. The original cycle of 0612 is kept.

- 5) Re-Opening a Child Case with No Open Child Case (or an open child case without a legal relationship with the child, such as payment for a subsidy only) Within the Family-re-set the cycle to the month the child's case is re-opened (and each subsequent re-opening).

Example: A child with a cycle of 0612 has their case closed. However, in January he comes back into care and their case is re-opened. Their cycle is re-set to 0107.

- 6) Re-Opening a Family Case with an Existing Cycle and no open child case within the family – keep the original cycle.

Example: An intact family case with a cycle of 0612 is closed. The family case is re-opened as an intact family case in April. The original cycle of 0612 is kept.

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The ACR Program Manager may change the cycle code months when set outside the protocols described above, when needed. (Example: An ACR may be needed before 6 months has elapsed since case opening. If the month this ACR occurs is different than the 1<sup>st</sup> or 2<sup>nd</sup> review months in the established cycle, the ACR Program Manager may need to change the cycle code for subsequent ACRs, since the interval between ACRs for a case may not exceed 6 months.)

### d) Paper Reviews

Cases with living arrangements listed below are eligible for a paper review when there are no open sibling cases:

- CUS (college/university scholarship)
- DET (detention)
- IDC (institution DOC)
- JTP (job training program)
- RNY (runaway)
- UAH (unauthorized home of parent)
- UAP (unauthorized placement)
- UNK (unknown)
- WCC (whereabouts unknown, continuing contact)
- WUK (whereabouts unknown)
- YIC (youth in college)
- NCF (nursing care facility)

These cases will be scheduled in the same manner as regular administrative case reviews. Permanency Workers for these cases will not need to attend the review. Permanency Workers shall ensure that the case plan and supporting documentation including other electronic file documents are approved and ready for review at least two business days prior to the scheduled ACR date. Permanency Workers shall also ensure that any additional supporting documents are emailed to the assigned Reviewer one business days prior to the scheduled review date.

### Section 316.50 Conduct and Participation at Administrative Case Reviews

Administrative case reviews shall:

#### a) Who May Convene an ACR.

Each ACR must be convened by a professional staff member from the Department's Office of Administrative Case Review. If a Reviewer is absent or unavailable, the Office of Administrative Case Review will make every effort to have the ACR conducted. If there are no available staff to conduct the review, the review will be rescheduled within the cycle month.

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### b) **Where an ACR May be Convened.**

An ACR is conducted remotely via teleconference or WebEx. If the reviewer agrees that an in-person review is necessary, the review will be conducted in the office serving the county of residence of either the parent or youth in care depending on the goal. However, the parent may agree to travel to another office that is within the State of Illinois; An in-person review may be necessary if the parent or youth who wishes to participate in the ACR does not have access to a phone or computer.

### c) **Reasonable Accommodation for a Parent or Child.**

The Permanency Worker is responsible to notify the Reviewer in advance of the review, via the CRMR, when a participant requires a reasonable accommodation.

### d) **Split/Shared Cases.**

In split/shared cases (when a case is shared between two or more Permanency Workers or agencies), each assigned Permanency Worker of record with casework responsibility for the family or one or more children must attend/participate in each ACR. If a Permanency Worker is unable to attend a review, the supervisor for that Permanency Worker shall attend/participate in the review. If the parents are deactivated from the case or family case is closed, the lead Permanency Worker (who manages the case of the oldest child) and the Permanency Workers (or supervisors) for the other children in the family (must attend/participate in the ACR. The ACR may be rescheduled if any of the Permanency Workers (or supervisors) are unable to attend. Permanency Workers (or supervisors) shall make every reasonable effort to adjust their schedules to attend each ACR. Permanency Workers (or supervisors) are expected to coordinate among all Permanency Workers of record when rescheduling an ACR to allow participation by all. If one of the workers fails to attend/provide appropriate paperwork, then that portion of the review will be considered Missed.

Separate reviews of children from a single-family group are not as effective and are not encouraged unless the family situation dictates that one or more child's case should be reviewed separately. Requests to separate or "split" ACRs must be approved by the ACR Program Manager.

### e) **Parents and Their Representatives**

Administrative case reviews are open to the participation of the parents and their representatives. **A parent whose parental rights to a child have been terminated shall not be invited to attend ACRs for that child.**

A parent's representative may be a family member, religious leader, friend, counselor, attorney or other person with whom the parent is comfortable. The

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representative may confer and comfort the parent but is not considered a participant and would have no active voice during the ACR process.

For youth aged 18 and older, participation by the parent (and parent's legal representative) in the youth's segment of the review requires the youth's consent.

If a parent is not present at the ACR, persons providing services to the parent shall be permitted to participate in only the parent's segment of the ACR, and only with the prior consent of that parent. In a parent's absence, the parent's attorney must bring a letter signed by the parent indicating the attorney is the parent's legal representative or must be known by the Permanency Worker to be the parent's attorney of record.

When a putative father who has not acknowledged paternity of a child, or whose paternity has not been adjudicated, requests that he not be notified of future ACRs, the Permanency Worker shall not invite that person to ACRs for that child. The Permanency Worker shall provide this information on the CRMR and bring documentation of this discussion to the ACR.

If parents are known to be violent and potentially dangerous to other participants in the review, they will be excluded from any scheduled in-person review.

- 1) If a parent exhibits disruptive or inappropriate conduct toward the reviewer or other participants on a telephonic or video review, the Department reserves the right to terminate the parent from the review. Conduct that may result in termination from the review includes, but is not limited to:
  - A) Abusive or inappropriate language toward the reviewer or other review participants;
  - B) Threats of physical harm toward the reviewer or other review participants;
  - C) Disruptions and interruptions that prevent the review from being able to move forward such as excessive noise making or not allowing the reviewer or other participants to speak.
- 2) Before a parent is terminated from a telephonic or video review, the reviewer shall follow the discipline procedures in the order outlined below:
  - A) verbal warning;
  - B) temporary removal to the waiting room of the review;
  - C) after consultation with the ACR Program Manager, termination from the review.

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D) If inappropriate conduct is directed repeatedly towards a specific participant on the review, the reviewer shall consider conducting a separate review with the parent who was terminated from the review.

3) When a parent is terminated from a review, the reviewer shall document the actions of the parent that led to termination and the steps the reviewer took to maintain order on the review prior to termination.

4) A parent terminated from a review shall be allowed to attend the next review. Discipline procedures shall start from the beginning if disruptive or inappropriate conduct occurs.

### f) **Children 12 Years or Older.**

Be open to the participation of children 12 years of age or older with consideration given to the material in the review and the benefits of having the youth in care present. Younger youth in care may attend if the caseworker and supervisor determine the youth in care can benefit from participation in the review process;

A child age 12 or older may select one or two members of the Child and Family Team (other than the substitute caregiver or Permanency Worker) to participate or serve as their advocates at ACRs.

### g) **Substitute Caregivers.**

Be open to the participation of the substitute caregivers in the section of the review for the youth in care in their care. Substitute caregivers may be able to participate in other segments of the review involving the youth in care's family provided that the information being presented at the review is essential for understanding the needs of and providing care to the youth in care. When a positive relationship exists between the substitute caregiver and the youth in care's family, the youth in care's family may consent to disclosure of additional information in accordance with the consent provisions of **89 Ill. Adm. Code 431, Confidentiality of Personal Information of Persons Served by the Department**). Disclosure of information concerning the youth in care's family shall be limited to information that is essential for understanding the needs of and providing care to the youth in care in order to protect the rights of the youth in care.

### h) **The Child's Guardian Ad Litem, Legal Representative, and CASA Volunteer.**

The child's Guardian Ad Litem (GAL), legal representative or Court Appointed Special Advocate (CASA) may be invited to attend the ACR. These persons may be present for the entire ACR if the parent agrees or if there is a court order specifying their ability to participate in the entire review, which must be presented

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at the ACR. The child's GAL, legal representative, or CASA may not participate in individual interviews by the Reviewer with participants other than the child being represented without the parent's consent or a court order specifying their ability to participate in all interviews. The GAL or CASA, in those counties where the CASA is appointed as GAL, may direct questions to the Reviewer who may choose not to answer the question.

### i) Congregate care staff.

Casework staff for congregate care facilities are encouraged to participate in ACRs and should attend whenever possible. Each facility shall ensure that, prior to the ACR, its casework staff forwards a current treatment plan and information needed for the child summary to the child's Permanency Worker for inclusion in the case plan. (The Permanency Worker will refer to the treatment plan when developing outcomes and action steps in the case plan and attach a copy of the treatment plan to the case plan. When requested, congregate care staff most knowledgeable about the child's progress shall participate in the ACR.

## Section 316.60 Notice of Administrative Case Reviews

### a) The Case Review Monthly Roster (CRMR)

The Office of Administrative Case Review will automatically email a Case Review Monthly Roster (CRMR) to each Permanency Worker two months prior to the scheduled cycle month of each ACR for each case on their caseload. This email will also remind the Permanency Worker to update the CRMR for the case. The CRMR is used to verify information (e.g., mailing address, names of parties to be notified and invited or uninvited to ACR, etc.), as well as to confirm or change the prescheduled date for each ACR. The lead Permanency Worker shall submit the completed/corrected CRMR electronically to the ACR Office Coordinator within 14 days of receipt of the CRMR. If a parent is incarcerated, the lead Permanency Worker shall check the box in the CRMR on the case information tab indicating involvement of an incarcerated parent. The lead Permanency Worker must also ensure the CRMR displays the complete mailing address, including any required inmate number, for the incarcerated parent. **A parent whose parental rights to a child have been terminated shall not be invited to attend ACRs for that child.**

An automated notification letter of the date, time, location, purpose of the ACR and name of Reviewer shall be sent to the individuals indicated on the CRMR. This letter shall be mailed at least 21 calendar days prior to the ACR to ensure that the notice is received 14 days before the scheduled review.

- 1) The notice shall also inform the parents of their rights to bring a representative with them to the review. The incarcerated parent shall be notified of the administrative case review by mailing the notice to the facility where the parent is incarcerated and, when known, this notice shall

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include the name of the facility contact person;

- 2) the youth in care, if participating in the review per **Section 316.50(d)** of this Part;
- 3) the youth in care's substitute caregiver;
- 4) the youth in care's guardian ad litem, legal representative, and any court appointed special advocate; and
- 5) the contributing agency caseworker (if applicable) via electronic mail.

The ACR Office Coordinator will conduct monthly reviews of the ACR homepage and CRMR logs to identify eligible children for review. When the ACR Office Coordinator receives updated information from a Permanency Worker, the Office Coordinator shall incorporate that information in the ACR system.

### **b) Responsibilities of Permanency Workers for ACR Notification**

The Permanency Worker is responsible for providing the names and addresses of the following persons to be invited to the review:

- 1) The parents (the notice shall also inform them of their right to bring a representative with them to the review);
- 2) The child, if participating in the review (per **Section 316.50(f)** above);
- 3) The child's substitute caregiver;
- 4) The child's GAL, legal representative or CASA;
- 5) An incarcerated parent. A notice of the review shall be sent to the facility where the parent is incarcerated and, when known, should include the name of the contact person at the facility.

Each Permanency Worker should be aware of the cycle months for each of their cases subject to ACRs and whether or not a timely automated letter has been received. Dates for scheduled ACRs can be obtained by looking on the Family Review Data or Caseload by Cycle Code screens under the Review Look-up tab on the ACR electronic system.

Permanency Workers will receive email notification of each scheduled ACR via their DCFS Outlook inbox. If an ACR has not been scheduled within 60 days for a case on their caseload, the Permanency Worker must contact the ACR Office Coordinator.

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When there is a scheduling conflict with a pre-scheduled date, the Permanency Worker must notify the ACR Office Coordinator by indicating on the CRMR, that a conflict exists. The Office of Administrative Case Review will make every effort to accommodate youth in care, parents, and Permanency Workers. If the request to reschedule an ACR is made after the notification letters have been released, the request must be approved by the ACR Program Manager. A request to reschedule must be coordinated among all Permanency Workers assigned to the case.

The pre-schedule date is a tentative date and may change if circumstances within the Office of Administrative Case Review dictate. If this occurs after the CRMR has been issued, the Office of Administrative Case Review will contact the lead Permanency Worker for coordination of a new date and time among all invited participants.

### Section 316.70 Roles and Responsibilities of the Administrative Case Reviewer

#### a) Role of the Administrative Case Reviewer

The Administrative Case Reviewer is an objective third party assigned by the Department to review the case plan, the casework decisions made during its formulation, and the principles of child welfare law, policy and best practices to ensure that the case plan meets the needs of the family and or child and that the identified services and permanency goal are in the child's best interests. Prior to the ACR, the Reviewer will examine documents provided by the Permanency Worker or available in the electronic file that support the case plan. The Reviewer will examine whether the documentation reflects the quality of the child and family team meetings, case planning, worker contacts, visitation to include parent-child, sibling visitation, and supervision have been provided, in compliance with law, policy and best practice, to ensure the child's safety, permanency and well-being.

#### b) Responsibilities of the Administrative Case Reviewer

The Reviewer will:

- 1) Inform the participants of the Reviewer's role and responsibilities and the purpose of the ACR; explain the rights of each participant and their rights to request a service appeal following the ACR regarding service decisions affecting them with which they disagree. The ACR Reviewer will ask the Permanency Worker to give each participant the **Service Appeal Process brochure**, the **Parent Handbook**, **Child Handbook**, or other relevant informational brochures, as applicable. Provide a basic explanation of each brochure, as well as each participant's right to receive unbiased assistance from the Permanency Worker with writing and submitting their request for a service appeal. (See **Rule 337, Service Appeal Process**.)

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- 2) The administrative case reviewer has the responsibility and authority to manage the case review process, which includes:
  - A) excluding or limiting participation, as needed, to those with a right to share in the process, or excluding or limiting participation of any individual when necessary to promote the achievement of the purposes of the review;
  - B) convening and conducting a review in such a way as to encourage discussion and participation while respecting the rights and culture of all participants;
  - C) maintaining the focus of the group on the case plan with good time management; and
  - D) advising clients and other participants of their rights and providing an explanation of the purposes of the administrative case review process, assuring disclosure.
  
- 3) The administrative case reviewer shall ensure the review complies with this Part and Department procedures, is consistent with good child welfare practice, and is conducted in compliance with 42 U.S.C. 675 and any State or federal court consent decree affecting Department practice. This responsibility includes:
  - A) ensuring that the purposes of the administrative case review are carried out;
  - B) determining that the permanency goal and the evaluation of progress are consistent with the facts of the case as presented at the administrative case review, that the outcomes, tasks, and time frames are appropriate for the permanency goal, ensure caseworker and supervisor compliance with **89 Ill. Adm. Code 315, Permanency Planning**) and Department procedures in developing the permanency goal and case plan, and amending or changing the case plan accordingly;
  - C) recommending modification or change in the case plan, when in the reviewer's professional judgement, the case plan or permanency goal is insufficient based on information presented at the review. The reviewer, however, may not change a permanency goal established by the court;
  - D) ensure the youth in care's foster parents, relative caregivers, or child care institution administrators are using normalcy parenting and the Reasonable and Prudent Parent Standard. At each ACR, reviewers

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shall ask whether children have regular ongoing opportunities to engage in age or developmentally appropriate extracurricular, enrichment, cultural, and social activities (including by consulting with the youth in care in an age-appropriate manner about the opportunities of the youth in care to participate in such activities);

- E) review the Illinois Foster Child and Youth Bill of Rights at each review with the youth in care and their parents or legal guardians;

The review shall consist of the following:

- i) confirming there is a signed copy of the **CFS 496-1, Foster Children’s Bill of Rights**, in the file; and
  - ii) If the youth, parent, or legal guardian participates in the ACR, interviewing the youth and their parent or legal guardian to confirm each have had the bill of rights explained to their satisfaction and there are no questions or concerns.
- F) convening administrative case reviews sooner than the regularly scheduled case reviews when the facts of the case indicate the need for a review;
  - G) recommending a child and family team meeting; and
  - H) providing a written report of the findings through the Case Review Information Packet (CRIP) and ACR Feedback form.
- 4) Discuss any concerns and issues that may arise during the convening of the ACR.
  - 5) Set the stage for appropriate discussion by informing the participants of their right to make statements about relevant issues. Consider other participants’ input at the ACR in determining the needs of the youth.
  - 6) Conduct individual interviews with all participants to gather information on how they perceive the case, any additional needs that exist, barriers, and concurrent planning. Have in-depth conversations through the interview process with all parties as to the needs both current, historic and future for each child in DCFS care/custody.
  - 7) Actively elicit comments from participants during each stage of the ACR, and request information that promotes openness. Explain the agency’s policy of full disclosure. Ensure parents are informed of all decisions that affect their children and themselves, the rationale for those decisions and plans for future action or recommendations to the court. Discuss the

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importance of permanency, safety and well-being as it pertains to their case, especially the time frames and the court's options, which will be based on demonstration by the parents of reasonable efforts and reasonable progress. Make sure the parents and child have a good understanding of what is in the case plan through discussion at the ACR. The permanency goal options will also be explained.

- 8) Actively solicit and listen to the responses and questions of the participants and ensure that each is understood.
- 9) Advise all participants of the time constraints for the ACR and ask if any participant has individual time concerns that may affect the ACR process;
- 10) Be cognizant of the time and progression of the ACR to ensure that the relevant issues under review are thoroughly discussed, understood and remain focused.
- 11) Conduct the ACR to ensure that it complies with Department rules and procedures; is consistent with good child welfare practice; and that it complies with Illinois and federal law and consent decrees that affect practice to which the Department is a party. These responsibilities include:
  - A) Determining that the permanency goal and the evaluation of progress are consistent with the facts of the case as presented at the ACR and that the outcomes, action steps and time frames are appropriate for the permanency goal;
  - B) Recommending modification or change in the case plan when, in the Reviewer's professional judgment, the case plan or permanency goal is insufficient based on information presented at the ACR. The ACR Reviewer may not change a permanency goal established by the court;
  - C) Reviewing documentation of sibling visitation and identifying in a critical feedback any non-compliance with requirements of the ***Aristotle P. Consent Decree***;
  - D) Reviewing the **CFS 387, Adoption and Safe Families Act (ASFA) Survey for ACR**, when applicable. The Reviewer shall complete and return Page 5 of the **CFS 387** (as a turnaround document) to the Permanency Worker at the conclusion of the review. On Page 5, the ACR Reviewer will identify steps necessary to prepare the case for filing a petition to terminate parental rights prior to the next ACR, or verify the reason the child is being excluded from the ASFA survey;

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- 12) Recommend a child and family team meeting or clinical staffing when information presented at the ACR reflects a need for further discussion and/or evaluation; and,
- 13) Provide a written feedback report of their findings. Reviewers are required to document and submit:
  - A) standard feedbacks (without alert or critical issues) for data entry within three working days of the review;
  - B) feedbacks with alert issues for data entry within two working days of the review; and
  - C) to immediately document and submit feedbacks with critical issues for data entry no later than one working day after the conclusion of the ACR.
- 14) Consider information presented at the ACR along with all supporting documentation, which shall include interviews with all participants. Review the following in the electronic file within two days prior to the ACR: Safety Assessment, visitation and contact plan, contact notes, supervision notes, parent address for notification, individual or family assessments and evaluations, family finding results, status of adoption/guardianship, CFTM recommendations, and the case plan. All other documents relevant to the case shall be submitted to the reviewer at least one business day prior to the ACR. Documents not available in advance shall be presented to the ACR reviewer, including but not limited to court orders, psychological evaluations, counseling reports, developmental assessments, school reports, medical reports, disability status of the child, appropriateness of specialized services, Burgos language determination forms, and hardcopy visitation notes not in the electronic file, and any other documentation relevant to the case.

### Section 316.80 Caseworker Responsibilities at the Administrative Case Review

#### a) Responsibilities of Permanency Workers Prior to ACR

The assigned caseworker in accordance with **89 Ill. Adm. Code 315 (Permanency Planning)** and Department procedures shall:

- 1) The Permanency Worker shall carefully read the CRMR and ensure that all information is correct, including names, titles, current mailing addresses and legal status of all participants to be invited to the review; the case ID and RSF (region/site/field); the pre-scheduled review date; and the names and ID numbers of Permanency Workers.

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- 2) The lead Permanency Worker shall ensure that the pre-scheduled review date is agreeable to all Permanency Workers and parties involved. Pre-schedule dates are tentative. The lead Permanency Worker shall ensure that the pre-schedule date is still agreeable for all or indicate dates that a review cannot take place considering all parties. All Permanency Workers shall communicate any updates and or changes to the lead Permanency Worker.
- 3) The lead Permanency Worker shall contact other Permanency Workers who will be attending the ACR and coordinate the information needed to complete and update the CRMR.
- 4) If a case is non-reviewable, the lead Permanency Worker shall state on the CRMR the reason why the case is non-reviewable.
- 5) If case has been closed, the lead Permanency Worker shall indicate on the CRMR the date of and reason for closure. The lead Permanency Worker shall send a copy of the court order or final **CFS 906-1 Placement-Payment Authorization Form (Private Agency, Institution, Group Home)** to the ACR Office Coordinator.

If the case is not closed, or there is no court order, or final **CFS 906-1 Placement-Payment Authorization Form (Private Agency, Institution, Group Home)** an ACR will be held.

- 6) If the case has been transferred, the lead Permanency Worker shall indicate the name of the new Permanency Worker, RSF (region/site/field), and date of transfer. The new and former Permanency Worker or supervisor must participate in the ACR if held within 30 days of the effective date of case transfer.
- 7) In addition, the Permanency Worker shall address the following special circumstances prior to the review, when applicable:
  - A) Identify other children in the family who should be reviewed at the same time;
  - B) Indicate and explain why any of the children are to be excluded from the ACR;
  - C) Provide multiple case identification numbers, if applicable, for the same child/family;
  - D) Ensure that an interpreter is located, notified of the review date and available to assist a parent or child who is hearing impaired or is limited/non-English speaking during a review. Obtain the required written consents from the parents and/or child for the interpreter's

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assistance during the review. Inform the interpreter that all information disclosed during the review is strictly confidential, and that this information shall not be redisclosed. The interpreter shall attend only that portion of the review that is attended by the parent or child for whom they are providing interpretation.

- E) Provide details regarding needed accommodations for each participant with a disability who requires an accommodation;
- F) Alert ACR staff if one or more participants may react in an aggressive manner. (see **Procedures 316.50(e)(1)** for complete instructions);
- G) Provide an explanation for any other extenuating circumstances that may result in a sensitive or difficult review;
- H) Explain if and why this case may require a longer or shorter review time;
- I) Indicate any other special accommodations or considerations that may be needed at the ACR.
- J) The Permanency Worker shall coordinate with the correctional facility to ensure the incarcerated parent is able to attend the review.

### b) Permanency Worker Responsibilities at the Administrative Case Review

The assigned caseworker in accordance with **89 Ill. Adm. Code 315 (Permanency Planning)** and Department procedures shall:

- 1) complete or update the case plan with the family and child and family team prior to the review to allow time for supervisory input, supervisory approval and entry in the electronic file at least two business days prior to the scheduled date of the review. When the family case is closed, and more than one Permanency Worker is assigned children on that case, each of the assigned Permanency Workers must complete and submit their portions of the case plan for their assigned child to their respective supervisor/s for approval.\*The plan cannot be approved until all caseworkers have submitted their portion of the case plan. The primary worker and supervisor must then approve the entire plan. The Permanency Worker Supervisor is responsible for coordinating with the assigned Permanency Workers to ensure that the entire case plan is completed and submitted for approval in the appropriate timeframe.

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### Missed v. Rescheduled Reviews

A) A review is considered “Missed” when:

- a. it does not occur on the date it was scheduled due to the assigned worker/supervisor arriving to the review unprepared or failing to show up;
- b. If the case plan is not updated and approved 2 business days prior to the ACR; (If received by 5:00 p.m. 2 business days before we will accept and not count as a missed review);
- c. Or all supporting documentation is not sent 1 business day prior to the review. (This needs to be 1 business day prior to the start time of the scheduled ACR as the Reviewer needs time to review all documents.)

B) “Rescheduled” reviews occur if:

- a. the ACR Reviewer needs to reschedule due to a conflict;
- b. the Casework Supervisor contacts the ACR Manager at least 2 business days before the scheduled review to request a different date;
- c. If within 2 business days the reviewer or caseworker has a personal emergency preventing their participation in the ACR and their immediate supervisor is not available to cover the ACR.(Manager discretion).
- d. If the caseworker requests a ‘reschedule’ less than 2 business days from the review date/time and it is not for one of the reasons listed, then this will be considered a missed review.
- e. ACR staff will determine if the review has been rescheduled (new date and time within the cycle month), or if the review was officially missed and prescheduled to be held during the next six-month review cycle. If it is scheduled during the next six-month cycle, it means the ACR reviewer cannot accommodate the review on any other date/time within this ACR cycle month and the ACR was missed for this period under review. The ACR staff must contact the caseworker in writing the same date as the missed review to establish a new reschedule date.

- 2) present a recommendation regarding the permanency goal and provide a statement regarding the progress towards meeting the permanency goal and what the barriers are to achieving it;
- 3) Demonstrate knowledge of each child’s safety, permanency and well-being issues, be able to discuss these issues and provide/identify supporting written documentation in the record during the review;

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- 4) present a copy of the Visitation and Contact Plan and report on the efforts made to encourage and maintain parental relationships (if applicable) and sibling relationships;
- 5) present a copy of a **Post-Permanency Sibling Contact Plan** when one has been developed;
- 6) report on the progress of the parent or parents to date toward changing the behaviors and conditions that require the youth in care to be in substitute care;
- 7) provide the casework rationale and supporting documentation for all decisions and recommendations;
- 8) present a completed haircare plan that was *developed in consultation with the youth based on the youth's developmental abilities, as well as with the youth's parents or caregivers if not contrary to the youth's wishes, and that outlines any training or resources required by the caregiver to provide culturally competent haircare needs of the youth* [20 ILCS 505/7.3b (c)], meeting the requirements of the Children and Family Services Act (20 ILCS 505/7.3b) and **89 Ill. Adm. Code 315.130 (Developing the Case Plan)**. Report on any compliance issues with the haircare plan; and
- 9) provide all case specific documentation and verbal information relevant to the family, including, but not limited to: child and family team meetings; case planning; in-person case contacts; visitation (both parent and sibling);
  - A) any mediation agreements in the case; and
  - B) youth in care's psychotropic medication and any pending requests for psychotropic medication approval and supervision.

### Section 316.90 Decision Review

When the Reviewer directs changes to the case plan under the authority and responsibility of **Rule 316.70, Roles and Responsibilities of the Administrative Case Reviewer**, the Reviewer must inform the participants that "reviewer authority" is being invoked and specify which amendments made to the case plan are directives. A Reviewer documents the use of reviewer authority on the **CFS 322-2, Administrative Case Review Reviewer Authority Communication Note**.

Reviewer authority should be invoked only as a last resort, when disagreements cannot be resolved during the ACR. When the disagreement is with a decision of the Reviewer, the Permanency Supervisor may request a Decision Review. Amendments to the case plan that are a result of a decision made by the court at a permanency hearing, or that are a result of any other court order, are not subject to Decision Review.

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The Reviewer shall inform the Permanency Worker or Supervisor of the process of requesting a Decision Review.

- a) When a contributing agency, substitute caregivers, or the youth in care's caseworker with supervisory approval, disagrees with any portion of the case plan, including any amendments made by the reviewer, the individual will be entitled to a review of the decision.
- b) Requests for a decision review shall be made in writing and directed, within five working days after receiving the administrative case review report, to the Statewide ACR Administrator at 406 East Monroe, Mail Station #222, Springfield, Illinois 62701 or via Outlook email to the current ACR Administrator.
- c) A decision review conference shall be held within ten working days after the receipt of the request. The decision review conference may be held via video conferencing or teleconferencing. A final decision will be made by the Statewide ACR Administrator or designee, within ten working days after the conference.
- d) Except when an issue affects compliance with a court order or the residual rights of parents, implementation will be stayed until the Statewide ACR Administrator's final decision is issued. The residual rights of parents are defined in Section 1-3 of the Juvenile Court Act of 1987 [705 ILCS 405/1-3].
- e) If changes to the case plan are required by the decision review, copies of the changes will be sent to all those who are entitled to a copy of the case plan with a notice of the specific changes made, the reason for the changes, and a statement of the right to appeal any such changes.

### SUBPART B: ACR FEEDBACK

#### Section 316.100 ACR Feedback Reports

##### a) Purpose of ACR Feedback

The purpose of the ACR feedback is to give Department and other identified stakeholders useful information about significant issues that affect and impact the family and child's safety, well-being and ultimately progress toward permanency goals and/or desired outcomes. The feedback provides relevant recommendations regarding the efficacy of services, systemic barriers and impediments to achieving permanency. ACR feedback reports focus on compliance with law, rules, procedures and consent decrees. The feedback will follow the Case Review Information Packet (CRIP) and identify areas of strength and need within the case for the following quality areas: Child and Family Team Meetings; Supervision, In-Person Contact, Family Visitation, and Case Planning.

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### b) ACR Feedback Procedure

ACR will provide the DCFS or child welfare contributing agency permanency worker with an electronically generated ACR Feedback Report, which may include one or more Alert or Critical Issues. The ACR Feedback Report summarizes observations, findings and recommendations for each child in the family case reviewed. It is organized by best interest categories of Permanency, Safety, Well-Being and Visitation, as well as the quality areas of Child and Family Team Meetings, Case Planning, In-Person Contact, Family Visitation and Supervision.

### c) Feedback Types

1) The Standard Feedback is a written summary of the status of a case after it has been administratively reviewed. The Standard Feedback provides an informational summary of the case as it relates to permanency, well-being, and safety of the child, and documents that: DCFS policy is being followed in the case; there is a plan for permanency; the child's needs are being met; and the child is safe while in DCFS custody.

2) The feedback with alert issues, also known as Alert Feedback, includes the content included in Standard Feedbacks with the addition of a summary of a lack of needed services to children/families, and/or unmet needs that jeopardize a child's safety, well-being and/or timely achievement of permanency.

The Alert Feedback is used to address specific issues of a moderate nature that have not yet risen to a critical level, but need attention and resolution by the permanency worker and/or agency to prevent the issue from negatively impacting the case outcome. It also delineates areas of concern or patterns of practice, based upon the Reviewer's assessment of case dynamics, that impede permanency. Alert statements in the feedback focus on the specific area of need and concern and are based on a Reviewer's professional assessment and judgment. The issue does not have to be one that has been previously identified by ACR, and is not necessarily an issue within the control of the agency (court issues, youth behavioral issues, etc.).

3) The feedback with critical issues, also known as a Critical Feedback, includes the content included in Standard Feedbacks with the addition of a summary of a violation of Department rule, procedure or other policy document; laws; or court orders that endangers the safety, well-being or permanency of children for whom the Department is responsible. A Critical Feedback is written when a violation has occurred that needs immediate resolution. To assure all parties are aware of the issue, the Reviewer completes the **CFS 231, ACR Feedback Communication Notice**, which includes the digital signature of the Reviewer and the permanency worker/supervisor to acknowledge the critical finding. The Reviewer keeps

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the original CFS 231 and provides a copy to the permanency worker. The Reviewer is also responsible for advising the supervisor that a critical feedback will be written. The permanency worker and/or supervisor must complete a Feedback Response Action Plan in the electronic ACR system within 14 days after receipt of the Critical Feedback.

### d) Interim Reviews

When a critical feedback has been written, an Interim Review shall be conducted **within 30 to 90 days** of the ACR date. The purpose of the Interim Review is to examine how the critical issue has been or is being resolved, including documentation of progress toward resolution. Interim Reviews are conducted as a record review unless unusual circumstances indicate the need for a telephone/video conference. (For Interim Reviews held by teleconference/video, the DCFS/contributing agency supervisor will be required to participate, and other parties are permissible as deemed necessary by the supervisor.) At least **2 business days** prior to the Interim Review, the Department or contributing agency shall ensure documentation relevant to the critical issue has been entered into the system of record. Any required documentation related to resolution of the critical issue that is not available for review in the system of record shall be submitted directly to the assigned Reviewer at least **2 business days** prior to the Interim Review date.

The Reviewer will review the documentation available at the time of the Interim Review and will write an interim feedback based on that documentation. The interim feedback will address only the critical issues identified. If the documentation verifies that the critical issue has been resolved, a Standard Interim Feedback will be written. If there is a lack of documentation to verify that the critical issue has been resolved, the feedback will be written as an Interim-Critical Feedback. If the available documentation verifies that the critical issue has been partially resolved and there is no longer an imminent impact on the child's permanency, safety or well-being, the feedback will be written as an Interim-Alert Feedback.

### e) Distribution of ACR Feedback Reports

Administrative Case Reviewers are required to document and submit Standard Feedbacks for data entry within **3 business days** after the review. Reviewers are required to document and submit feedbacks with alert issues for data entry within **2 business days** after the review. Reviewers are required to immediately document and submit the critical feedback for data entry no later than **1 business day** after the review.

These feedback reports will be sent electronically to an established distribution list including, but not limited to: the permanency worker and supervisor; Area Administrator or contributing agency equivalent; Agency Performance and Monitoring (APME), ACR Unit, and select regional and statewide DCFS e-

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mailboxes. Reviewers will identify and include, as necessary, other DCFS staff members who monitor, assist or provide oversight on specific types of cases, case situations, and/or who monitor certain consent decrees or procedural requirements. Feedbacks with alert issues on cases assigned to child welfare contributing agencies are also sent to the Department's APME Program Manager. Feedbacks with critical issues on cases assigned to DCFS are also sent to the DCFS Regional Administrator or their designee. All feedbacks with critical issues identified also go to a distribution list of DCFS executive leadership.

### f) **Feedback Response Action Plans for DCFS and Child Welfare Contributing Agencies.**

The permanency worker and/or supervisor is responsible for developing and submitting an electronic ACR Feedback Response Action Plan (FRAP) **within 14 days** after receiving a Critical Feedback report from Administrative Case Review. Supervisors will discuss with the caseworker the issues identified by the Reviewer in order to develop the FRAP. Information received from others, such as the child's guardian, therapist, educational liaison, etc., may be incorporated into the response. The FRAP should also describe any differences of opinion or factors that may mitigate the issues identified by the Reviewer; resolution of the issues whenever possible, or a clear plan detailing how the issues will be resolved and the time frames for completion. When completed, the electronic FRAP must be approved by the Area Administrator or child welfare contributing agency equivalent. (The electronic FRAP can be found in the ACR Electronic System under the ACR column, select Feedback/FRAP Lookup.)

### g) **Approval/Monitoring of Feedback Response Action Plans**

The Area Administrator or the child welfare contributing agency equivalent is responsible for reviewing and approving each Feedback Response Action Plan to ensure that the issues raised by the Reviewer are addressed. When a FRAP is not submitted within 14 days or when the FRAP fails to adequately address the needs of the child and/or family, the Area Administrator or contributing agency equivalent is responsible for follow up with the assigned supervisor. Once approved, the FRAP is automatically registered in the ACR system. The Area Administrator or contributing agency equivalent must forward a copy of the approved FRAP to:

- 1) For DCFS cases: DCFS Regional Administrator or their designee; or
- 2) For contributing agency cases: Agency Performance and Monitoring Execution (APME).

The Area Administrator or contributing agency equivalent is responsible for monitoring the implementation of each FRAP.

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### **h) Tracking Critical Issues**

Administrative Case Review will maintain a record of ACR Feedback Reports with Critical issues for both DCFS and contributing agency cases and produce a compliance report. The compliance report is sent to the Director, Executive Staff, Regional Administrators, APME Administrators, ACR Program Managers and contributing agency administrators. The report includes, but is not limited to, the following aggregate information: Region/Site/Field for DCFS/contributing agency teams; agency name for contributing agencies; number of Critical and Alert Feedbacks issued, and the number of Feedback Response Action Plans received and/or missing on critical issues.

When a Feedback Response Action Plan has been completed and approved, it will be maintained in the ACR system. The Reviewer will view the Feedback Response Action Plan at the Interim Review and/or subsequent ACR. Previously identified critical issues that are pending resolution will receive another Critical Feedback report, a process that will continue until a resolution is achieved.

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**Procedures 316.Appendix A, Roles and Responsibilities in the ACR**

<b>Tasks</b>	<b>Role of Permanency Worker</b>	<b>Role of Permanency Supervisor</b>	<b>Role of ACR</b>
<b>Identify Cases to be reviewed</b>	<p><b>Lead Permanency Worker</b></p> <ul style="list-style-type: none"> <li>Review and update information on the Case Review Monthly Roster (CRMR);</li> <li>Contacts other workers on split cases for information and coordination;</li> <li>Identifies participants to be invited;</li> <li>Makes corrections; forwards to ACR unit within 14 days.</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>Reviews CRMR;</li> <li>Ensures that CRMR is completed and submitted within 14 days;</li> <li>If case has been transferred, forwards CRMR to new worker/unit.</li> </ul>	<p><b>Office Coordinator</b></p> <ul style="list-style-type: none"> <li>Reviews monthly Home page and CRMR logs to identify eligible children for review.</li> </ul>
<b>Scheduling cases for review</b>	<p><b>Permanency Worker</b></p> <ul style="list-style-type: none"> <li>Notifies ACR Coordinator and Manager immediately if unable to attend review on pre-scheduled date;</li> <li>Consults with ACR unit to reschedule when necessary.</li> <li>Locates and provides an interpreter for hearing impaired and/or limited English speaking ACR attendees.</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>Ensures worker attends review;</li> <li>Attends review in absence of worker;</li> <li>Approves rescheduling of review for any reason.</li> </ul>	<p><b>Office Coordinator</b></p> <ul style="list-style-type: none"> <li>Receives and reviews completed CRMR from lead worker;</li> <li>Incorporates requested changes;</li> <li>Establishes review date;</li> <li>Notifies parents, child (12 yrs and older), foster parents, DCFS/Child Welfare Contributing Agency (CWCA) worker of date, time &amp; location;</li> <li>Sends notice to worker regarding instructions to contact facility for incarcerated parent, when applicable;</li> <li>Reschedules reviews when approved by ACR manager.</li> </ul>
<b>Setting of permanency goal; reason for intervention;</b>	<p><b>PRIOR TO ACR – Permanency Worker</b></p> <ul style="list-style-type: none"> <li>Develops case plan with the family;</li> </ul>	<p><b>PRIOR TO ACR – Supervisor</b></p> <ul style="list-style-type: none"> <li>Reviews case plan for completeness and accuracy;</li> </ul>	<p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>Reviews case plan;</li> <li>Verifies electronic file information and other related documents;</li> </ul>

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<p><b>evaluation of plan for previous six months</b></p>	<ul style="list-style-type: none"> <li>• Reviews case plan with family prior to the ACR.</li> <li>• Completes case plan entry into electronic file and submits to supervisor for review.</li> </ul>	<ul style="list-style-type: none"> <li>• Assures case plan is approved in electronic file and ready for review two working days (but not more than 30 days) prior to the scheduled ACR date.</li> </ul>	<ul style="list-style-type: none"> <li>• Advises worker as to completeness;</li> <li>• Recommends modifications in the plan, if required;</li> <li>• Advises worker whether goal is consistent with facts in case; and</li> <li>• Advises worker whether evaluations of progress in the plan are consistent with facts in case.</li> </ul>
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<p><b>Setting objectives, interventions/ task-evaluation of objectives for previous six months and upcoming six months</b></p>	<p><b>Permanency Worker</b></p> <ul style="list-style-type: none"> <li>• Brings evaluated and approved case plan to ACR if in-person;</li> <li>• Provides supporting documentation one work day prior to the ACR per P316.80(b);</li> <li>• Ensures appropriate information is updated in electronic file presents case plan during review;</li> <li>• Is responsible for any ACR mandated amendments to case plan (if applicable);</li> <li>• Includes visitation objectives unless prohibited by the court.</li> <li>• Ensures parents are aware of the right to provide a written statement which can be attached to the case plan as well as assistance in preparing a written statement.</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>• Reviews and approves in electronic file case plan at least two working days prior to the scheduled ACR date, but not more than 30 days prior to the ACR.</li> </ul>	<p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Promotes discussion among participants to assure that the objectives &amp; interventions are appropriate to goal; assures that the case plan is explained;</li> <li>• Advises clients of rights;</li> <li>• Assures congruence with policy, procedures, statutes, and good child welfare practice;</li> <li>• Assures there is quality CFTM, case planning, in-person contact, family visitation, and supervision.</li> </ul>
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<p><b>Child's Health &amp; Educational Summary</b></p>	<p><b>Permanency Worker</b></p> <ul style="list-style-type: none"> <li>• Ensures documentation is completed and updated in real-time in</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>• Reviews documents to ensure regular and timely completion;</li> </ul>	<p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Reviews documents as needed.</li> </ul>
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	<p>electronic file for the ACR;</p> <ul style="list-style-type: none"> <li>• Provides supporting documentation verifying compliance to Reviewer one work day in advance;</li> <li>• Presents documentation at ACR per <b>P316.80(b)</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Approves at least two working days prior to the scheduled ACR date, but not more than 30 days prior to the ACR.</li> </ul>	
<b>Distribution of Case Plan</b>	<p><b>Permanency Worker</b> Provides, PRIOR TO REVIEW,</p> <ul style="list-style-type: none"> <li>• copy to parents-subject to confidentiality provisions;</li> <li>• copy to child 12 and over (child objectives);</li> <li>• copy to foster parents, child objectives - subject to confidentiality provisions.</li> <li>• In Cook County: Juvenile Court Case Plan Distribution Unit.</li> <li>• Downstate: Judge, case appointed attorneys, GAL;</li> <li>• Original to family case record</li> <li>• Signature page to ACR Reviewer</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>• Ensures distribution to all pertinent parties.</li> </ul>	<p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Provides to Office Coordinator for filing. Provides electronically signed case plan signature page to the caseworker within 24 hours of the ACR</li> </ul>
<b>Post ACR</b>	<p><b>Permanency Worker</b></p> <ul style="list-style-type: none"> <li>• Reviews feedback and discusses with supervisor; amends case plan, if required. For Critical Feedback, completes Corrective Action Plan/Feedback Response Action Plan (FRAP) within 14 days after receipt</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>• Reviews feedback and discusses in supervision with worker;</li> <li>• Approves amendments as needed;</li> <li>• Reviews and approves corrective action plan for all Critical Feedbacks;</li> <li>• Submits Feedback Response Action Plan to: <ul style="list-style-type: none"> <li>- Area Administrator/child welfare</li> </ul> </li> </ul>	<p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Summarizes findings at the conclusion of each review;</li> <li>• Completes Case Review Information Packet (CRIP);</li> <li>• Reports critical issue(s) to worker/supervisor, DCFS Area Administrator/child welfare contributing agency equivalent, DCFS Program Manager, DCFS Monitor immediately following the review;</li> </ul>

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	of the Critical Feedback.	contributing agency equivalent or designee; - Monitoring entity or designee (as applicable) • Within 5 work days requests Decision Review for any ACR identified amendments invoking reviewer authority.	<ul style="list-style-type: none"> <li>• Completes Critical Feedback within 1 work day after the review;</li> <li>• Completes Alert Feedback within 2 work days after the review;</li> <li>• Completes Standard Feedback within 3 work days after the review.</li> </ul>
<b>Paper Reviews</b>	<p><b>Permanency Worker</b></p> <ul style="list-style-type: none"> <li>• Verifies information on the Case Review Monthly Roster (CRMR);</li> <li>• Makes corrections; forwards to ACR Coordinator within fourteen days;</li> <li>• Develops case plan with youth (when able);</li> <li>• Submits to supervisor for review and approval;</li> <li>• Scans or faxes supporting documentation and signature page of case plan to Reviewer 1 work day prior to ACR;</li> <li>• Distributes case plan as follows: <ul style="list-style-type: none"> <li>• Cook County: <ul style="list-style-type: none"> <li>• copy to child 12 and over (child objectives); Cook County- Juvenile Court Case Plan Distribution Unit;</li> </ul> </li> <li>• Downstate: Judge; case appointed attorneys; GAL;</li> <li>• Original to family case record.</li> </ul> </li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>• Reviews CRMR;</li> <li>• Ensures that CRMR is completed and submitted within 14 days;</li> <li>• If case has been transferred, forwards CRMR to new worker/unit;</li> <li>• Reviews for completeness and accuracy;</li> <li>• Assures case plan is approved in electronic file and ready for review at least 2 working days, but not more than 30 days, prior to the scheduled ACR date;</li> <li>• Within 5 work days requests Decision Review for any ACR identified amendments invoking reviewer authority.</li> </ul>	<p><b>Office Coordinator</b></p> <ul style="list-style-type: none"> <li>• Reviews monthly Home page and CRMR logs to identify eligible children for paper review;</li> <li>• Receives, and reviews completed CRMR from worker;</li> <li>• Incorporates requested changes;</li> <li>• Establishes date/time of paper review; Notifies permanency worker of date, time and reviewer.</li> </ul> <p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Reviews case plan;</li> <li>• Verifies electronic file information and other related documents;</li> <li>• Reports via feedback as to the completeness of case plan;</li> <li>• Recommends modifications in the case plan, if required;</li> <li>• Advises whether goal is consistent with facts in case;</li> <li>• Assures that the objectives and interventions are appropriate to goal;</li> <li>• Assures congruence with policy, procedures, statutes, and good child welfare practice;</li> </ul>

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	<ul style="list-style-type: none"> <li>• Signature page to ACR Reviewer</li> </ul>		<ul style="list-style-type: none"> <li>• Scans/faxes signature page to Permanency Worker for case file;</li> <li>• Electronic feedback is sent to worker/supervisor and other appropriate parties based upon the type and following guidelines:</li> <li>• Completes Critical Feedback within 1 work day after the review;</li> <li>• Completes Alert Feedback within 2 work days after the review;</li> <li>• Completes Standard Feedback within 3 work days after the review.</li> <li>• A copy of the case plan is placed in the ACR file.</li> <li>• Provides electronically signed case plan signature page to the caseworker within 24 hours of the ACR</li> </ul>
<p><b>Interim Reviews</b></p>	<p><b>Permanency Worker</b></p> <ul style="list-style-type: none"> <li>• Ensures the concerns noted in the Critical Feedback have been resolved or are in the process of being resolved prior to the interim review;</li> <li>• Ensures documentation is entered in electronic file and/or submits hard copy documents to the Reviewer at least 2 work days prior to the Interim Review.</li> </ul>	<p><b>Supervisor</b></p> <ul style="list-style-type: none"> <li>• Verifies that the Feedback Response Action Plan (FRAP) has been completed and approved at both levels;</li> <li>• Confirms documentation regarding the critical issue is available to the Reviewer prior to the interim date;</li> <li>• The same will be done should it be deemed necessary to schedule a follow up Interim Review.</li> </ul>	<p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Emails the supervisor after the ACR to schedule Interim Review within 90 days after the ACR.</li> <li>• The Reviewer conducts a record review of available documentation relevant to the critical issue.</li> <li>• After the Interim Review, an Interim Feedback will be written, data entered and distributed electronically to all parties. The Interim Feedback may be written as a standard Interim Feedback, Interim Alert, or Interim Critical and will be submitted within the same time frames as Standard, Alert, and Critical Feedbacks.</li> </ul>

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