

JB Pritzker, Governor

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2026 Illinois DCFS Disaster Plan



Preface

The Illinois Department of Children and Family Services (DCFS) has not used the Disaster Plan since the submission of the 2025-2029 Child and Family Services Plan (CFSP). DCFS staff have reviewed the current Disaster Plan and conducted noteworthy updates which are detailed in the summary below.

Summary of updates made to the 2026 Disaster Plan

The following updates were made to the plan:

- Enhanced the staff notification process for the activation of the plan.
- Updated the titles of DCFS divisions and staff to reflect the 2026 organizational structure.
- Updated the 2026 Disaster Plan emergency contact list based on the DCFS Organizational Structure.
- Updated the DCFS facility locations to reflect facilities which moved during 2025 and 2026.
- Updated the division of Budget & Finance's section with the new start-up fund prepaid card program.
- Updated the shelter programs available for youth in care.
- The DCFS Office of Communications edited and provided graphic updates.

State of Illinois Emergency Planning Process and Community Partners

The Illinois Department of Children and Family Services (DCFS) is fully aligned with the Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS), the state agency assigned the responsibility for coordination of the overall emergency management program for the state of Illinois while using input from community partners. The Illinois Emergency Management Agency Act 20 ILCS 3305 assigns IEMA-OHS the responsibility for coordination of the overall emergency management program of the state and with private organizations, political subdivisions and the federal government.

All state agencies utilize the Illinois Emergency Operations Plan (IEOP) that establishes the structure by which Illinois state government coordinates and manages response and recovery to emergencies and disasters. The IEOP provides policies, procedures and guidelines to ensure safe, efficient and timely actions to assist communities in need and incorporates supportive plans for response, recovery, continuity of operations and continuity of government. The IEOP is developed in cooperation with the Office of the Governor, executive departments and agencies such as DCFS, along with the Illinois Terrorism Task Force (ITTF), non-governmental, mutual aid, private sector and volunteer organizations. The IEOP, in its written form, serves to document the anticipated response and recovery efforts of the state to protect public health and safety, critical infrastructure and the environment. The IEOP describes the Illinois Disaster Management System (IDMS) utilized by the state, which conforms to the National Incident Management System (NIMS). IDMS is used by all state government agencies when the IEOP is implemented for response or recovery operations in any part of the state affected by an emergency or disaster. The IEOP and IDMS identify and assign specific areas of responsibility for performing functions in response and recovery to an emergency or disaster.

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Purpose of the Plan

The Illinois Department of Children and Family Services (DCFS) Disaster Preparedness Plan has been developed to establish procedures for responding and managing disaster situations that may impact child welfare. In the last year, department leaders reviewed this plan and made updates as needed.

The following requirements specified in the Program Instructions ACYF-CB-PI-19-02 have been integrated into the final Disaster Preparedness Plan:

- Identify, locate and continue availability of services for children under state care or supervision who are displaced or adversely affected by a disaster.
- Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster and provide services in those cases.
- Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster.
- Preserve essential program records.
- Coordinate services and share information with other states.

To account for these requirements, each division within DCFS responded with their plan for providing services within a disaster situation. It should be noted that not all divisions provide services that would need to be continued during a disaster. For this reason, each division replied only to those questions that were applicable to their operations.

In addition to this plan, DCFS maintains staff safety procedures documented in Administrative Procedure 16, Staff Safety, which can be viewed at: [Administrative Procedure #16 Staff Safety \(illinois.gov\)](https://www.illinois.gov/DCFS/Pages/Administrative-Procedure-16-Staff-Safety.aspx).

This plan specifies the procedures to be employed if an event disrupts the ability of the department to provide essential child protection and child welfare services and/or results in a disaster within Illinois that causes the activation of the State of Illinois Emergency Operations Plan, and the department receives a request to provide mass care services as a result.

I. Essential Services and Functions

For the purposes of this plan, the department considers the following services or functions to represent “essential services and functions” that must be restored in rank order of importance to the extent each is affected by an event that disrupts the availability:

- State Central Register (also known as the “hotline” or “Child Abuse and Neglect Hotline”).
- Investigations of reports of suspected child abuse and neglect, and as necessary for a child’s safety, the ability to promptly place a child in a safe out-of-home living arrangement.
- Ensuring the safety of children for whom the department is legally responsible and who are placed in out-of-home care, with a priority focus on children who are dependent on medical technology.
- Ability to execute all urgent consents for children for whom the department is legally responsible, both routine (physical, dental, vision examinations...) and major medical consents (surgical, hospital admissions, medications).
- Ability to make payments to caregivers of children for whom the department is responsible.
- Restoration of the above listed essential services and functions will take precedence over restoration of any other services or functions of the department that might also be disrupted by an event.

II. Risks and Activation of Plan

A. Risks

The department has identified the following as the most likely events that would result in a disruption in the department's ability to provide essential services and functions:

- A natural disaster (e.g., tornado, flood, fire, earthquake, etc.).
- An act of violence perpetrated by a person(s).
- A major interruption in basic utility services, including but not limited to water and sewer service, telephone service, data management services and/or electrical service.

B. Activation of the Plan

Upon notification from the governor and/or the Illinois Department of Central Management Services (CMS), the director of the Illinois Department of Children and Family Services (DCFS) or the director's designee, will be responsible for ordering the activation of such plan and for managing the department's implementation of procedures as specified in the plan.

The director will activate the plan when one or more of the following criteria are met:

- An event has disrupted the department's ability to provide essential services and functions, and the disruption involves more than one department administrative office or field office in a geographical area.
- The disruption in the ability to provide essential services is projected to last longer than five business days.
- The department receives a request to provide mass care services under the State of Illinois Emergency Operations Plan.

C. Staff Notification of Activation of the Disaster Plan

- The chief operating officer (COO) or the designee, statewide emergency preparedness & response administrator will immediately notify all executive management of the activation of the plan. Executive management will then notify all applicable divisions.

III. Emergency Operations Centers Procedures

A. Location of Emergency Operations Center(s)

Youth and Families in Care

- Chicago – placement and permanency staff will be co-located with operations management staff at the Hillside Field Office 4415 Harrison St. (708) 375-7405, or alternatively at 1026 S. Damen Ave. (312) 793-8527 and work remotely with laptops.
- Champaign regional 2125 S. First St. Champaign, (217) 278-5500 – The foster care licensing operations will be managed out of this location.

Prevention, Child Protection & SCR

- Chicago –Hillside field office 4415 Harrison St. (708) 338-6600 will be designated as the alternative site and continue working with laptops.

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Office of Employee Services

- Springfield – The main operations center will be housed at 406 E. Monroe St., Springfield. The telephone number is (217) 557-0721.
- Chicago – The Office of Employee Services will also have one or more members of its executive/administrative staff at their Chicago office located at 2020 W. Roosevelt Rd. and work remotely with laptops. The telephone number is (312) 814-6800.

Office of Administrative Services

- Springfield – The main operation center will be housed at 406 E. Monroe St., Springfield. The telephone number is (217) 785-2588.
- Chicago – The Office of Administrative Services will also have one or more members of its administrative staff at 2020 W. Roosevelt Rd., Chicago. The telephone number is (312) 808-5000.

Office of the Guardian

- Springfield – N/A.
- Chicago – The main operation center will be housed at 60 E. Van Buren St., 60605. The telephone number for the Consent Unit is (800) 828-2179. The fax number is (312) 814-4128. After hour major medical consents are processed by CIRU (Child Intake Recovery Unit) at (866) 503-0184. Adherence to their developed plan will be in effect.

Communications

- Chicago – The Office of Communications operations center will be housed at 60 E. Van Buren St., Suite 1339, and work remotely with laptops. The telephone number is (312) 814-6800.

Security

- Springfield – The Security operations center will be housed at 406 East Monroe St., Springfield and work remotely with laptops. The telephone number is (217) 986-8277.

Office of Legal Services

- Chicago – The Office of Legal Services operations center will be housed at 60 E. Van Buren St., Suite 1339, and work remotely with laptops. The telephone number is (312) 814-2401.

B. Staffing Plan and Key Divisional Roles

Chief of Staff (COS)

Maintains contact with the Office of the Governor. COS oversees staff that is responsible for interagency relationships, communications, legislative affairs, professional learning and training, administrative law judges, and deputy chiefs of staffs.

Chief Operating Officer (COO)

Maintains all contact infrastructure and support for our client facing workers and services. The COO is responsible for employee services, administrative services, IT and security operations and supports fiscal and procurement.

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Assistant Director of Prevention, Child Protection and SCR

This position allows us to operationalize a prevention arm of work and helps us provide more structure and support for that work. This position is responsible for DCP, SCR, CAPU and CIRU along with prevention programs such as FACs, community connections, housing and cash assistance, family first and intact services. The new structure also helps bring more alignment between prevention and intact services and can help us better partner between DCP and intact.

Assistant Director of Youth and Families in Care

This position is responsible for services, supports and operations impacting youth and families in care and will help us achieve goals related to increasing permanency outcomes and reducing the length of time in care. The assistant director of youth and families in care is responsible for permanency, placement, clinical, foster care monitoring (APME), the subsidy unit and licensing.

Assistant Director of Strategy, Performance and Innovation

This position oversees and evaluates data and performance metrics into our strategy and decision-making. The position is also responsible for supporting innovation and implementation of initiatives across the agency. The assistant director is responsible for strategy advising and strategic planning project management, performance management (including residential monitoring) and innovation strategies, which includes race equity practice, BH Consent Decree implementation and other implementation support and monitoring.

General Counsel

This position is the chief legal counsel for DCFS. This position coordinates all legal services related to DCFS in administrative courts, state courts, federal courts and other legal stakeholders. This position also maintains all contact with legal stakeholders (i.e., Office of Public Guardian, courts and state's attorneys, etc.) as applicable.

Chief Internal Auditor

The chief internal auditor or audit manager will activate the disaster plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Chief Internal Division of Youth and Families in Care

- Executive staff – Each manager in Youth and Families in Care, as well as foster care licensing supervisors statewide, will be on duty.
- Other staff – Bargaining unit staff will be called into work as directed by the Governor's Office or to maintain any critical functions that cannot be covered by management. In addition, will work remotely with provided laptops.
- Prevention, & Executive staff – Executive staff will remain available at their respective offices or the alternative sites. Communication by cell phone with the designated leadership staff will occur via a phone tree.
- Other staff – Other management staff will report to designated field offices unless directed to alternative sites. Bargaining unit staff will be advised if their designated offices are closed and, if they should report to an alternative site for duty with laptops.

Office of Employee Services

- Executive staff – The senior deputy director and/or their designee will coordinate all Disaster Plan activity with their division's administrative and supervisory staff.
- Other staff – The senior deputy director and/or their designee will coordinate all Disaster Plan activity with other department staff as needed.

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Office of Administrative Services

- Executive staff – emergency preparedness and response administrator will be available at respective sites and coordinate all Disaster Plan activities with divisions administrative and/or supervisory staff as needed.
- Other staff – will report to designated sites as directed. The Office of Administrative Services does not provide services directly to youth.

Division of Child Protection

- Executive staff – Executive staff will be available at their respective offices or at the designated relocation sites.
- Other staff – Other staff will report to designated relocation sites unless directed to alternate work sites. Bargaining unit staff will be advised of office closures, and if they should report to an alternative site for duty with laptops.

Office of the Guardian

- Executive staff – The DCFS guardianship administrator and/or the DCFS assistant guardian will report to the emergency operation center and coordinate all Disaster Plan activity with the division's administrative and supervisory staff. The DCFS guardianship administrator will inform staff via email and/or activate the division's phone tree to notify staff of any exceptions to reporting requirements and on expectations for staff for the duration of the emergency.
- Other staff – All consent unit staff are deemed to be essential. Consent staff will report to the designated emergency operation center and/or to work remotely according to their previously scheduled rotation unless directed otherwise via email or phone tree. The unit's supervisory and administrative staff will focus on ensuring that the consent infrastructure remains intact, or acceptable work arounds are implemented and that work is being assigned; supervisors will triage consent requests; and agents will focus on completing consents and communicating with medical professionals and casework staff.
- CIRU staff – CIRU staff will handle after hours consents in accordance with their developed plan.
- Authorized agents – The guardian's unit maintains a list of approximately 400 agents located throughout the state who are registered with the Illinois Secretary of State and who are authorized to consent on behalf of the DCFS guardianship administrator.

Office of Legislative Affairs

The deputy of Legislative Affairs will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and the expected duration. All external and internal communications to the agency and stakeholders will originate from the Office of Communications and all divisions are to push out the messaging as distributed to their staff and partners and Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Advocacy Office

The Advocacy Office deputy will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. All external and internal communications to the agency and stakeholders will originate from the Office of Communications and all divisions are to push out the messaging as distributed to their staff and partners and Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Office of Child and Family Policy

The Office of Child and Family Policy chief will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. All external and internal communications to the agency and stakeholders will originate from the Office of Communications and all divisions are to push out the messaging as distributed to their staff and partners and Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

C. Communications Plan

Office of Communications

- All external and internal communications to the agency and stakeholders will originate from the Office of Communications and all divisions are to push out the messaging as distributed to their staff and partners, unless otherwise determined by the Governor (or designee), director or chief of staff.
- State agencies – The lines of communication will remain open to all state agencies as the DCFS Office of Communications will be available to respond to all inquiries, including all media, and manage internal and external communications and contact with Governor's Office of Communications.
- The Office of Communications will work with internal and external teams to disseminate messaging to partners such as, but not limited to, staff, media and other relevant stakeholders, as needed. Email or phone will be used, based on sensitivity, availability and optimization.
- In the event of any disaster, the Office of Communications will notify the Regional Office of The Administration for Children and Families at oro@acf.hhs.gov.

All DCFS Divisions not listed below

- The deputy director and/or their designee will utilize the communication information provided from the Office of Communications and to coordinate all Disaster Plan communication activity as needed, with external entities and internal staff.

Division of Youth and Families in Care

- Division of Youth and Families in Care will maintain communications with all placement agencies in the state and Child Welfare Contributing Agencies (CWCA).
- Division of Youth and Families in Care maintains a division phone tree as well as emergency contracts for consultations. Ongoing coordination will occur with Operations, Clinical, all department Child Welfare Contributing Agencies (CWCA) monitoring units, Licensing, SCR and Placement Clearance.
- With key internal staff – The Division of Youth and Families in Care will remain in contact with the director and other central office staff via computer and/or (land lines or cell) telephones.
- Regional and satellite offices – These offices will be advised to contact up the chain of command from caseworker to supervisor to regional administrator until a connection is made. Emergency contact individuals and phone numbers will be provided at the regional level for staff to send and receive status reports and make inquiries. All written communication must be approved at the deputy level.

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Office of Employee Services

- With external entities – The deputy director and/or their designee will utilize the communication information provided from the Office of Communications and coordinate all Disaster Plan communication activity with department executive staff for external entities. Division of Budget & Finance staff are available in each region to assist with coordination of local administrative support services.
- With key internal staff (central office and regional/field staff) - The deputy director and/or their designee will utilize the communication information provided from the Office of Communications and coordinate Disaster Plan communication activity with department executive staff and other key internal staff.

Office of Administrative Services

- All external and internal communications to the agency and stakeholders will originate from the Office of Communications and all divisions are to push out the messaging as distributed to their staff and partners.
- With external entities – The statewide emergency preparedness and response administrator and/or their designee will utilize the communication information provided from the Office of Communications and coordinate all Disaster Plan communication activity with department executive staff for external entities.
- With key internal staff – The statewide emergency preparedness and response administrator and/or their designee will utilize the communication information provided from the Office of Communications and coordinate/communicate all Disaster Plan activity by cell phone and/or computer with designated leadership. This will occur via a phone tree.

Division of Prevention, Child Protection & SCR

- With key internal staff – The regional lead site emergency contact person will notify the deputy director Division of Prevention, Child Protection & SCR of the activation of the Disaster Plan. The deputy director of Division of Prevention, Child Protection & SCR will notify the director and other Central Office staff via telephone and/or via computer.
- SCR administrator – Under the direction of the deputy director, the SCR administrator will have direct responsibility for managing the relocation of SCR and its staff in coordination with Office of Employee Services.
- Regional administrator – The regional administrator will have direct responsibility for managing the relocation of child protection and intact family caseworkers to the regional relocation sites.
- Regional and satellite offices – These offices will be advised to make contact up the chain of command from caseworker to supervisor to regional administrator until a connection is made. Emergency contact information for individuals
- will be provided at the regional level for staff to send and receive status reports and make inquiries. All written communication must be approved at the deputy level.

Office of the Guardian

- With external entities – The DCFS guardianship administrator will coordinate Disaster Plan communication with external partners such as DHS/YouthCare, Illinois Secretary of State, UIC, medical consultants, medical providers, hospitals and attorneys.
- With key internal staff: The DCFS guardianship administrator and/or the DCFS assistant guardian will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and the expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

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- Assistant guardian – will coordinate with CIRU on afterhours consents and with DOIT/OITS and Administrative Support Services to ensure infrastructure remains intact. They will also coordinate with APME to ensure that psychiatric hospitals and other external entities are notified.

Office of Legislative Affairs

- The deputy of Legislative Affairs will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and the expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Advocacy Office

- The Advocacy Office chief will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Office of Child and Family Policy

- The Office of Child and Family Policy chief will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Office of Legal Services

- The General Counsel will initiate the Disaster Plan communication with the staff in its division by using the most appropriate form of communication available (via email and/or via phone tree) to notify all appropriate managers in the Office of Legal Services, throughout the state, to notify that the Disaster Plan has been initiated. The communication will provide details of the Disaster Plan, the expected duration, as well as any expectation of OLS employee performance during the emergency. Any special reporting requirement will also be communicated as dictated by the Disaster Plan.

IV. Procedures for Responding to DCFS-Specific Emergencies

A. Introduction

Each division of the Illinois Department of Children and Family Services (DCFS) will follow the guidelines outlined in Administrative Procedure #16: Staff Safety when responding to DCFS-specific emergencies. The DCFS statewide emergency preparedness and response administrator and/or their designee will be communicating with the Illinois Emergency Management Agency and Office of Homeland Security IEMA-OHS for Disaster Plan coordination and resources including:

- Medical care –Red Cross and local hospital to assist in a response.
- Transportation – Transportation to another site or location may be necessary.
- Food and shelter – Food vouchers, cash or pre-identified shelter facilities may need to be accounted for within planning.

B. Responsibilities

Division of Youth and Families in Care

- The Division of Youth and Families in Care is responsible for ensuring the safety of children for whom the department is legally responsible and who are placed in out-of-home care, with a priority focus on children who are dependent on medical technology.
- The division is also responsible for identifying and facilitating emergency placement needs.

Division of Prevention, Child Protection & SCR

- To assure the continuation of essential services to children, their caregivers and biological parents during an emergency for either short- or long-term duration, the Division of Prevention, Child Protection & SCR will continue to provide the following program services:
 - Case management services either in-person, virtual/video calls or via telephone.
 - Foster and natural parent referral services if available.
 - Crisis intervention services.
 - Court hearing presentations/testimonies.
- If staff is unavailable at a specific site, or the building is closed, field staff will report to the regional administrator or the designated contact person in the phone tree up to and including the associate deputy director to receive advice, instructions or decisions about specific case emergencies.
 - A telephone number will be provided for local staff to contact managers with authority to make casework decisions.
 - A triage system will be established by management to determine the level of crisis that requires immediate/urgent care decisions.
 - All others will await the lessening or passing of the crisis/emergency when all information and records are available, generally within a period of no less than 48 hours.
- DCFS executives, administrators, managers and supervisors will maintain emergency contact numbers including home and personal cell phones for all subordinate staff. This information may also include alternative phone numbers and contact persons. During a disaster or emergency, this information would be utilized to ensure communication between and among staff within the local office, those in administrative positions at other sites and up the chain of command to Central Office. Management staff may be called upon in an emergency to provide coverage at various sites and offices and may use this information to gather documentation of critical needs and resources to meet expressed needs.

Child Protection Division

- The DCFS Division of Child Protection shall be capable of receiving and investigating reports of child abuse and neglect 24 hours per day, seven days per week. The department must be capable of protecting the health, safety and best interests of children and offer protective services, including preventing further harm.
- If the office site is deemed unsafe, the deputy director of child protection and the regional administrator will activate the Relocation Plan. Staff will be directed to the regional relocation sites and the emergency operations plans will be activated.

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Office of the Guardian

- The Office of the Guardian is responsible for ensuring the safety and well-being of youth in care during an emergency by continuing to:
 - Execute urgent consents for children for whom the department is legally responsible, including those for:
 - Major medical (medications, hospital admissions, surgical procedures, transplants, up to and including removal from life support and/or Do Not Resuscitate orders (DNRs).
 - Psychiatric treatment, hospitalization or medications.
 - Provide information to medical personnel and casework staff via the Consent Hotline and the Ordinary and Routine consent mailbox.
 - Monitor medically complex youth.

Division of Budget & Finance

- The Division of Budget & Finance has technical support staff that maintain the distribution of medical cards for department youth in care. Emergency medical cards are distributed by the medical technical support staff to the department's regional business office for logging and distribution to department direct service staff that issue them to youth entering DCFS care.
- The Division of Budget & Finance's technical support team acts as liaisons with the Department of Human Services and their staff that maintain the state's medical transportation program. Medical transportation for department youth in care is scheduled by the Division of Budget & Finance regional business staff. The contracted medical transportation program is maintained by First Transit 580 Waters Edge, Suite 200, Lombard, IL 60148 Phone (877) 725-0569.
- The regional business staff utilizes DCFS Procedure 359, Authorized Child Care Payments which provides an Initial Placement Start-Up Fund Prepaid Card to the caregiver for DCFS youth in care. The Start-Up Fund Prepaid card provide funds for essential items such as clothing and personal hygiene products.

Office of Employee Services

- The Office of Employee Services' deputy director and/or designee is the principal disaster coordinator for the division and will coordinate all disaster action activity with other divisions and/or state agencies.
- The Office of Employee Services responds to specific emergencies by following the guidelines outlined in Administrative Procedure #16: Staff Safety.

Office of Administrative Services

- The Office of Administrative Services' statewide emergency preparedness and response administrator and/or designee is the principal disaster coordinator for the Office of Administrative Services and will coordinate all disaster action activity with other divisions and/or state agencies.
- The Office of Administrative Services responds to specific emergencies by following the guidelines outlined in Administrative Procedure #16: Staff Safety
- The State of Illinois has made the following adjustments from lessons learned from the COVID-19 Pandemic and national public health emergency and incorporated them into the Disaster Plan:
 - The process for accessing PPE has been expedited for the purchase of PPE kits and to have the kits drop shipped directly to the regional and field offices.
 - The department will maintain compliance with the Illinois Department of Public Health and the Illinois Emergency Management Agency Office of Homeland Security.

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Office of Communications

- The Office of Communications will ensure that all staff is aware that these services are available through alerts on the D-Net and email announcements. DCFS Communications will inform the media, upon request, that a plan is in place to address the immediate needs of our clients.
- Communications will remind staff of their roles and responsibilities during this time by updating the D-Net and email announcements.
- Communications will work with the Governor's Office, DCFS director and chief of staff on further messaging and as warranted.

Office of Legal Services

- The Office of Legal Services will work with the appropriate divisions, (i.e., DCFS director, chief of staff and director of communications) on further messaging as warranted.

C. Staffing Plan

Division of Youth and Families in Care

- Executive staff – Each manager in the Division of Youth and Families in Care as well as foster care licensing supervisors statewide will be on duty.
- Other staff – Bargaining unit staff will be called into work as directed by the Governor's Office or to maintain any critical functions that cannot be covered by management.
- Other staff including Interstate, Child and Youth Investment Team (CAYIT), Local Area Network (LANS)/Resources, Adoptions, Child Location and Support Unit (CLSU), MAP and Foster Parent Reimbursement will also follow the housing pattern mentioned in II.B.1 above.

Prevention, Child Protection and SCR

- Executive staff – Executive staff will report to assigned offices if possible. Otherwise, a pre-determined DCFS alternative site will become their headquarters. Should those sites become unavailable, then other state agency sites, public offices of city or county, along with schools, libraries and churches in the vicinity, will be considered as headquarters. A skeleton staff of administrators, managers and other essential staff will be determined with the authorization of the director or chief of staff. Those identified as essential staff will be pre-determined and listed as designated contact staff for local information about status.
 - Office closures are coordinated between the department's deputy director, Department of Central Management Services director, Governor's Office and the Office of Employee Services. The Office of Employee Services will in turn coordinate said closure with staff involved.

Child Protection Services Division

- Executive staff – Executive staff will report to the relocation sites. If the designated relocation sites become unavailable, other state primary and secondary agencies sites, local police departments, public city and county offices, schools, libraries and churches may be used as relocation sites.
- Regional and child protection bargaining unit staff will be deployed to the local relocation sites as directed by the director and the Governor's Office to maintain critical functions that cannot be covered by administrative staff.
- Guardian/authorized agents of the guardian – Regional and child protection staff are authorized agents thus will be able to provide guardianship consent. State Central Register (SCR) is staffed with authorized agents who are available 24 hours a day, seven days a week to give consent.

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- Administrative support staff will perform critical support functions such as placement clearance and Law Enforcement Agency Data System (LEADS) checks.

Office of Employee Services

- Executive Staff – The deputy director and/or their designee will be available and will report to designated location.
- Other staff – contract administration, financial participation and administrative support staff will be available in Central Office and in each region.

Office of Administrative Services

- Executive staff – The statewide emergency preparedness and response administrator and/or their designee will be available to report to designated location.
- Other staff – Administrative service managers, labors and administrative support staff will be available in central and in Chicago offices.

Office of the Guardian

- Executive staff – All DCFS Consent Unit staff are deemed to be essential and will be on duty. The DCFS guardianship administrator and the DCFS assistant guardian will report to the emergency operation center daily. The consent supervisors will rotate in with their teams according to the planned schedule.
- Other staff – All consent unit staff are deemed to be essential and will be on duty. Consent staff will report to the designated emergency operation center and/or to work remotely according to their previously scheduled rotation unless directed otherwise via email or phone tree. The unit's supervisory and administrative staff will focus on ensuring that the consent infrastructure remains intact or acceptable work arounds are implemented, and that work is being assigned; supervisors will triage consent requests; and agents will focus on completing consents and communicating with medical professionals and casework staff.
- SCR Staff – will handle after hours guardian consents in accordance with their developed plan.
- Authorized agents – The Guardian's Office maintains a list of approximately 400 agents located throughout the state who are registered with the Illinois Secretary of State and who are authorized to consent on behalf of the DCFS guardianship administrator.

Office of Legislative Affairs

The deputy director of Legislative Affairs will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and the expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Advocacy Office

The Advocacy Office chief will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

Office of Child and Family Policy

The Office of Child and Family Policy chief will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.

D. Communications Plan

Division of Youth and Families in Care

- With external entities – Placement and Permanency will maintain communications with all placement agencies in the state through the use of emergency, on call and cellular phones. Email contact will be utilized as available. Emergency notifications to the guardian ad litem will be facilitated as necessary.
- With DCFS staff – Placement and Permanency maintains a division phone tree as well as emergency contracts for consultations. Ongoing coordination will occur with Operations, Clinical, all department CWCA monitoring units, licensing, State Central Register (SCR) and Placement Clearance.

Division of Prevention, Child Protection & SCR

- Local sub-regional administrators will report a minimum of twice daily to regional and Central Office on the operational status of their facilities, equipment and staff. The last report will occur at 4 p.m. to announce program plans for the next workday. Reports will be both oral and written and may be emailed to the deputy's office or to the designated Central Office staff per the daily report schedule. Central Office will digest and coordinate all the regional reports into a clear and concise statement about current program status and next day operations unless it's a weekend.
- All reports, whether oral or written, will be issued on a "need to know" basis with the authorization from Central Office. While some information may be site specific in terms of operations, other statements may be general in nature as required by the Office of Communications or Central Office.
- If there are not any Central Office staff available, including the director and deputies, the next level of administration will assume command and communicate with the Governor's Office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, state's attorneys and courts, etc.
- DCFS will maintain emergency contact numbers including home and cell phones for all subordinate staff. This information may also include alternative phone numbers and contact persons. During a disaster or emergency, this information would be utilized to ensure communication between and among staff within the local office, those in administrative positions at other sites and up the chain of command to Central Office. Management staff may be called upon in emergency to provide coverage at various sites and offices and may use this information to gather documentation of critical needs and resources to meet expressed needs.

Child Protection Services Division

- With external entities – Communication with external entities such as the Governor's Office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, state's attorneys and courts, etc. will be established as needed.
- With DCFS staff – The Division of Child Protection has a computerized database of child protection staff home numbers, cell phone numbers and the after-hours answering services.
- With DCFS staff – The Office of Clinical Practice has a computerized database of staff phone numbers.

Office of Employee Services

- With external entities – The deputy director or their designee will coordinate all Disaster Plan activity with department executive staff for external entities. Division of Budget & Finance staff are available in each region to assist with coordination of local administrative support services. Each local area maintains a listing of phone numbers and addresses for principal stakeholders and external entities.
- With DCFS staff – Each division of the department also maintains a listing of staff emergency phone numbers.

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Office of Administrative Services

- With external entities – The statewide emergency preparedness and response administrator will coordinate all Disaster Plan communication activity with department executive staff for external entities.
- Administrative Service staff – The statewide administrative service manager and subordinate managers maintain a listing of staff emergency phone numbers.

Office of Communications

- With external entities – As needed, DCFS Communications will be available to discuss all areas of disaster recovery internally and externally as required by the governor's and/or director's office and/or chief of staff.
- With DCFS staff – The Office of Communications will be available to executive staff in communicating contingency plans and procedures during this critical period.

Office of the Guardian

- With external entities – The DCFS guardianship administrator will coordinate Disaster Plan communication with external partners such as DHS/YouthCare, Illinois Secretary of State, UIC, medical consultants, medical providers, hospitals and attorneys.
- With key internal staff – The DCFS guardianship administrator and/or the DCFS assistant guardian will activate the Disaster Plan. They will inform the Director's Office via the chief of staff regarding the implementation of the plan and the expected duration. Staff will be notified of any special reporting requirements or expectations via email and/or phone tree.
- Assistant guardian – will coordinate with CIRU on after-hours consents and with DOIT/OITS and Administrative Support Services to ensure infrastructure remains intact.

E. Procedures for Re-establishing Essential Services

Division of Youth and Families in Care

- Medical care – Medical services for all youth in care will be facilitated through the Healthworks system; if unavailable, emergency medical care will be triaged through the DCFS medical director and/or chief nurse. Agencies serving medically complex children will utilize medical personnel associated with the program to conduct well-being checks and provide backup electricity as necessary for technology dependent operations. Children needing psychiatric hospitalization will be triaged through the existing CARES 1-800 line and SASS services. Should these services be unavailable, psychiatric hospitalization triage and placement will be conducted by DCFS Division of Youth and Families in Care staff.
- Food and shelter – Emergency shelters and emergency foster placements have been pre-identified. Placement into these facilities will be facilitated by the Division of Youth and Families in Care.
- Transportation (in area or out of area) – Primary emergency placement transportation needs will be the responsibility of the child's assigned case worker. Placement programs and foster parents will be expected to provide back up, as necessary.
- Disaster coordination with other divisions and/or state agencies. Intact, Placement and Permanency will coordinate with all internal divisions as necessary and with external contractors and stakeholders as requested by the Director's Office.

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State Central Register (SCR)

- Under the direction of the Division of Child Protection (DCP) deputy director, the SCR administrator will have direct responsibility for managing the relocation of the Hotline to the back-up site at 1124 N. Walnut Street, Springfield.
- The DCFS DoIT disaster recovery manager shall have lead responsibility for managing the restoration of essential computer support as described in V.E (below).
- The manager of Administrative Services shall have lead responsibility for working with the Illinois Department of Central Management Services to move the Hotline “800” number to the back-up site.

Child Protection

- Cook County
 - Under the direction of the Division of Child Protection (DCP) deputy director, the DCP Cook County associate deputy director will have lead responsibility for re-establishing child protection services in Cook County.
 - The associate deputy director will work directly with the following staff to re-establish child protection services capability:
 - Child protection managers and supervisors in Cook County.
 - Associate deputy director, Division of Program Support to move staff to a new office location(s), if necessary.
 - DCFS DOIT disaster recovery manager to re-store computer support, if necessary.
 - Manager of administrative services to restore telecommunication services, if necessary.
- Downstate
 - Under the direction of the Division of Child Protection (DCP) deputy director, the downstate associate deputy director for the DCP will have lead responsibility for re-establishing child protection services in any downstate region. The associate deputy director will also work directly with the:
 - DCFS DoIT disaster recovery manager to restore computer support, if necessary.
 - Administrative Services manager to restore telecommunication services, if necessary.
 - Administrative services manager and the appropriate regional administrator to secure any office affected by an incident and the state assets in it, if necessary.

Department of Innovation and Technology (DoIT)

The Illinois Department of Innovation and Technology (DoIT) guides technology solution delivery and support to DCFS. The DoIT Enterprise Support Services manager will have lead responsibility for managing the restoration of essential computer support and will coordinate all restoration activities with the Department of Central Management Services and other DoIT management and line staff.

Critical Systems Business Continuity and Disaster Recovery Overview

The Department of Children and Family Services has identified three computer applications as being mission critical for providing child welfare services to the citizens of the state of Illinois. The 24 hours a day, seven days a week availability of these applications is protected with a disaster recovery process. This overview provides both the functional definitions of these applications and a high-level explanation of the disaster recovery process.

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Critical Systems:

- SACWIS – Statewide Automated Child Welfare Information System
SACWIS is a web-based SQL server application that is utilized by all DCFS and CWCA agency staff engaged in child welfare case management. The application is used statewide 24 hours a day, seven days a week supporting 69 DCFS sites and 268 CWCA sites. SACWIS is a comprehensive automated case management tool. It is used to support child welfare staff engaged in the following: a) child abuse and neglect case management; b) foster care licensing; and c) adoption assistance.
- Components of SACWIS include but are not limited to:
Title IV-E eligibility research in the form of case notes, assessments and investigations; licensed facilities support; juvenile court documentation; and staff management and reporting. The Title IV-E determinations are tracked on CYCIS and not SACWIS. The SACWIS system is available to approximately 9,000 users 24 hours a day, seven days a week.
- Placement Clearance Desk (PCD)
PCD is a child placement approval and tracking system. Child welfare caseworkers phone in new placement requests to the PCD desk. PCD staff enters placement data into the application wherein a set of approval rules are applied to the data. A determination is then made to either accept or deny the placement. The checklist for placements includes but is not limited to crime conviction, child abuse and number of existing resident children relative to the home capacity. A different set of approval rules is used by the system depending on the provider type. The licensed types are private agencies, supervised homes and foster homes. The only unlicensed types are homes of relatives. PCD is a level one system available 24 hours a day, seven days per week because placements of children occur around the clock. PCD is the mechanism used to ensure the safety of children being placed.
- Child Intake Recovery Unit
This is a web-based SQL server system that is used to assist the Child Intake Recovery Unit to expedite the tracking and location of children missing from a DCFS placement.

Log Shipping Overview

Essentially log shipping is the process of automating the backup of database and transaction log files on a production SQL server and then restoring them on a standby server. The key feature of log shipping is that it will automatically backup transaction logs throughout the day and restore them on a standby server. This in effect keeps the two SQL servers in 'synch'. Should the production server fail, all you must do is point the users to the backup server.

Critical Systems Infrastructure

- The production servers for our critical systems are physically located at the Department of Central Management Services' Central Computing Facility (CCF). The CCF is located at 201 W. Adams in Springfield, Illinois. OITS maintains a Business Continuity/Disaster Recovery (DR) 'warm site' located at the Rockford regional office to 175 Executive Parkway Rockford, Illinois. The backup servers for our critical systems are physically located at this site. In our environment, the log shipping is designed with five-minute latency between the servers at the CCF and the servers at the Rockford DR site.
- In the extremely unlikely event that both the production system servers and the disaster recovery site servers are destroyed or are otherwise corrupted, DCFS DoIT utilizes log-shipping to maintain a server located at the site of the Child Abuse Hotline in Springfield, Illinois. This server can be utilized to allow the use of the SACWIS application in a diminished capacity. The Child Abuse Hotline staff would be able manage the casework intake and assignment process while the production systems were being restored to full functionality.

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Critical Systems Problem Management

DCFS DoIT has identified key management staff that serve in an 'on-call' capacity 24 hours a day seven days a week to provide guidance for technical staff in managing all outages to our critical systems. A DCFS DoIT Business Continuity/ Disaster Recovery Manual contains process flows and contact information for technical staff that may be called in to assist in resolving an outage. The DCFS DoIT help desk staff are provided with all contact numbers and are instructed to contact an Enterprise Support manager within 15 minutes of identifying an outage to any of the three critical systems. The primary goal is to restore services at the CCF; if that cannot be accomplished within two hours then the enterprise support manager and/or DCFS DoIT chief information officer will activate technical staff to enact failover processes.

Fail-over/Back Process

The 'fail-over' to the Business Continuity/Disaster Recovery site is a manual process and some additional downtime will be experienced. The problem with the production servers will be identified and corrected as soon as possible. The production servers will then be recovered using backup tapes retrieved from the Rockford DR site. Once the production servers are restored, log shipping will resume and the production servers will serve as DR servers. The process is followed in reverse order to 'fail-back' to the production servers.

Help Desk

- The DCFS DoIT Help Desk plays a critical role of responding to end user problems and performs high level systems monitoring. In most cases they will be the first of DCFS DoIT staff to recognize, diagnose and escalate a system outage and/or disaster event.
- The DCFS DoIT Help Desk is located at 1 North Old State Capitol Plaza in Springfield. If the Help Desk staff cannot continue operations at this primary location, they will report to 607 E. Adams in Springfield. They will use desktops and phones located in a training room at that location until operations can continue at their primary location. If for some reason they cannot be relocated to the secondary site, then the DCFS office at 405 Limit Street in Lincoln will be used.

Telecommunication Services

The department's administrative services manager will have lead responsibility for managing the restoration of essential telecommunication services. The administrative services manager will, as necessary coordinate all restoration activities with the Department of Central Management Services, the appropriate regional administrator and the appropriate local telephone services vendor(s).

Payment Services

The deputy director of budget and finance shall have lead responsibility for managing all activities necessary to the restoration of essential payment functions. The deputy director will, as necessary, coordinate all restoration activities with the Illinois Office of the Comptroller and the appropriate regional administrator.

Protecting State Assets and Re-Creating Department Records

The department's administrative services manager will have lead responsibility for all activities related to:

- Securing any department office site impacted by an incident.
- Securing and inventorying all state assets (equipment, commodities and records) in the office.
- Re-creating official department records, including but not limited to client case records if necessary.

The administrative services manager will, as necessary, coordinate all activities with the appropriate regional administrator.

Relocation of Staff

The department's administrative services manager will have lead responsibility for all activities related to relocating staff affected by an incident to another work location. The administrative services manager will, as necessary, coordinate all activities with the appropriate regional administrator.

Placement Resources for Children

Division of Youth and Families in Care

The deputy director of the Division of Youth and Families in Care will be responsible for maintaining a database of all emergency placement resources and facilitating emergency placements as necessary. The backup database will be maintained at the University of Illinois at Chicago. The deputy directors of Operations and the Division of Licensing will be responsible for ensuring DCFS and CWCA staff conduct well-being checks on all children in foster care, independent or transitional living programs, at a minimum by telephone or if necessary, in-person. Residential monitors will be responsible for conducting in person well-being checks on all residential facilities housing DCFS youth in care. Programs serving medically complex youth in care will be required to maintain backup generators for children who are dependent on medical technology. Nurses and aides will be responsible for conducting in person well-being checks on all such children. Placement and Permanency foster care licensing staff will be available to conduct back-up foster home checks on an as needed basis. Intensive Placement Stabilization providers are available 24/7 for foster care emergencies.

Youth and Families in Care

- In Cook County, the resources unit, foster parent support specialists and lead advocates, along with the Children's Reception Center are the contacts for placements in an emergency.
- Downstate, licensing and caseworker notes determine where the emergency placements will appear.
- In extraordinary situations (like weather related disasters [tornados]) whole communities require emergency placements. In such a situation, the director and governor will develop plans to serve the clients of this agency's need.

Division of Budget & Finance

For both Cook County and downstate, the Office of Contract Administration maintains a database system that contains the name, locations and phone numbers of all contracted service providers.

Division of Child Protection

- In Cook County, the DCFS Emergency Reception Center staff in coordination with the Children's Reception Center will coordinate emergency placements.
- Downstate, a foster parent vacancy list will be utilized to determine availability.
- The DCFS guardian consents for children for whom DCFS is legally responsible.

Office of the Guardian

- In the event of an emergency, the DCFS Office of the Guardian's consent team (1-800-828-2179) will have lead responsibility for all consents statewide. In addition, authorized agents throughout the state (about 400 employees) can provide consents on behalf of the DCFS guardianship administrator.

V. Shelter Programs Available for Youth in Care

Bridges II Pathways - Cook County

bridge2pathways.org

13632 Kedvale Ave.
Robbins, IL 60472
708-577-4237

Caritas

caritasfamilysolutions.org

Pax House
17900 Royal Heights Rd.
Belleville, IL 62226
618-688-1150

Cunningham (Cedars Youth Shelter)

cunningham.org

1301 N. Cunningham Ave.
Urbana, IL 61802
217-367-3728

Garden of Prayer (GOP)

gopyouthcenter.org

Auntie Bobbie's Place
10295 E. River Road North
Momence, IL 60954

Garden of Prayer (GOP)

gopyouthcenter.org

10295 E. River Road North
Momence, IL 60954

Kids Above All Emergency Foster Care (EFC)

kidsaboveall.org

8765 W. Higgins Rd. Ste 450
Chicago, IL 60631
773-693-0300

Lakeside Hope House

lakeside-cc.org

7047 S. Lowe Ave.
Chicago IL 60621
773-891-1993

Lakeside Sanctuary

lakeside-cc.org

438 E. 110th Place
Chicago IL 60628
872-703-3643

Lawrence Hall

lawrencehall.org

4833 N. Francisco Ave.
Chicago, IL 60625

Le Penseur Youth and Family Services - Omega 1 Girls Shelter

lepenseur.org

542 W. 115th St.
Chicago, IL 60628
773-941-8062

Le Penseur Youth and Family Services - Omega 2 Boys Shelter

lepenseur.org

279 Chappell Ave.
Calumet City, IL 60409
708-360-3044

National Youth Advocate Program

www.nyap.org/illinois

4801 Southwick Dr., Suite 300
Matteson, IL 60443

Shelter, Inc. - BGH (Buckholz Emergency Shelter)

shelter-inc.org

378 North Quentin Rd.
Palatine, IL 60067

847-595-0168

Shelter, Inc. - Jennings House

shelter-inc.org

220 Civic Dr.
Schaumburg, IL 60193

847-595-0161

Southern Thirty Adolescent Center (STAC)

lcfs.org/program/southern-thirty-adolescent-center

17077 NIL Hwy 37
Mt. Vernon, IL 62864

618-242-2238

UCAN Emergency Reception Center (ERC)

ucanchicago.org

3640 W. Fillmore St.
Chicago, IL 60624

773-354-0614

VI. State of Illinois Emergencies Requiring a DCFS Mass Care Services Response

A. Introduction

In the unlikely event of a community-wide disaster (natural or man-made) a plan to provide for the needs of DCFS youth, caregivers, parents and staff is essential. DCFS would be responsible for the whereabouts of the nearly 18,000 youth in our care as of May 2025. Records, whether electronic or hard copy, with their demographic and personal information would need to be made available to determine their whereabouts and well-being. A plan to logically relocate youth to a safe and stable environment until return to their assigned placements would be necessary. The services of several emergency agencies would be necessary to accommodate this situation.

- While Illinois does not currently have an interstate compact agreement with other states, all states are represented under an umbrella organization, the American Public Human Services Association (APHSA), which is, among other things, responsible for coordinating disaster recovery efforts with other states and agencies. If needed, the State Emergency Operations Center (SEOC) at IEMA-OHS will make the initial request.

B. Communication Procedures

Division of Youth and Families in Care

- With external entities – Placement and Permanency will maintain communications with all placement agencies in the state through the use of emergency, on call and cellular phones. Email contact will be utilized as available. Emergency notifications to guardian ad litem will be facilitated as necessary.
- With key internal staff (Central Office and regional/field staff) – Placement and Permanency maintains a division phone tree as well as emergency contracts for consultations. Ongoing coordination will occur with Operations, Clinical, all department CWCA monitoring units, as well as licensing and Placement Clearance Desk.

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Chief Operating Officer

- American Red Cross – Downstate regional offices include local contact information in a binder that is site specific. Cook County has the local contact number and address on file.
- IEMA-OHS and other state agencies.
- Executive staff – local and Central Office phone trees are in place.
- Designated response staff – phone trees by region/site updated.
- Union leadership, foster parent leadership (via Office of Labor Relations)

C. Communication Procedures Staffing and Management of DCFS Staff Responding to the Emergency

Management Staffing/Coordination with American Red Cross Staff

- Casework/response staff.
- Guardian/authorized agents of the guardian.
- Other staff – Staff Safety Administrative Procedure #16.
- ARC assistance should be requested through the State Emergency Operations Center (SEOC) DCFS liaison Tim Franke, DCFS statewide emergency preparedness & response administrator Tim Franke at the following telephone numbers Office (217) 782-7355 or Mobile (217) 685-9054. The SEOC telephone number is (217) 782-2700.

D. Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)

- The Illinois Emergency Management Agency and Office of Homeland Security is responsible for coordination of the overall emergency management program of the state.
- The Illinois Emergency Operations Plan (IEOP) establishes the structure by which Illinois state government coordinates and manages response and recovery to emergencies and disasters.
- The department is an active member with IEMA-OHS and has a position which serves as the liaison between the department and IEMA-OHS. The IEMA liaison is Tim Franke, DCFS statewide emergency preparedness & response administrator and those supporting an activation of the Illinois Emergency Operations Plan can contact Tim Franke at the following telephone numbers Office (217) 782-7355 Mobile (217) 685-9054. The SEOC telephone number is (217) 782-2700.
- Illinois Emergency Management Agency and Office of Homeland Security State of Illinois Emergency Operations Plan Documents Links
- Annex 7-Mass Care: [annex-7-mass-care.pdf](#) (illinois.gov)
- Annex 7 Appendix 1 Shelter Support: [appendix-7-x1-shelter-support.pdf](#) (illinois.gov)
- Annex 7 Appendix 4 Reunification Support: [appendix-7-x4-reunification-support.pdf](#) (illinois.gov)
- Annex 7 Appendix 5 Repatriation and Non-Combatant Foreign Evacuees: [appendix-7-x5-repatriation-and-non-combatant-foreign-evacuees.pdf](#) (illinois.gov)

E. Division of Budget & Finance

- The Division of Budget & Finance has technical support staff that maintain the distribution of medical cards for department youth. Emergency medical cards are distributed by the medical technical support staff to the Department's regional business office for logging and distribution to department direct service staff that issue them to youth entering DCFS care. The process is partially paper and partially electronic, and the Technical Support Unit (TSU) uses the Integrated Eligibility System (IES) with the CYCIS to enter the information for the medical card for the child. TSU can then print a medical card through the IES system when needed.
- The Division of Budget & Finance technical support team acts as liaisons with the Department of Human Services and their staff that maintain the states medical transportation program. Medical transportation for department youth is scheduled by the Division of Budget & Finance regional business staff. The contracted medical transportation program is maintained by First Transit 580 Waters Edge, Suite 200, Lombard, IL 60148 Phone: 877-725-0569, Fax: 312-327-3854.

F. Office of Employee Services

- The Office of Employee Services responds to specific emergencies by following the guidelines outlined in Administrative Procedure #16: Staff Safety.

G. Office of Administrative Services

- The Office of Administrative Services responds to specific emergencies by following the guidelines outlines in Administrative Procedure #16: Staff Safety.

H. Placement Resources for Children

Division of Youth and Families in Care

The Foster Care Licensing Unit of the Division of Youth and Families in Care maintains a database of licensed homes in each region and a listing of DCFS foster homes with vacancies. The Placement and Permanency Unit will assist in identifying foster homes available for placement in an emergency and will assist with contacting those homes (either in person or via telephone) to assess their continued availability and safety. Foster care licensing staff will assist operations staff in matching displaced children with available resources.

- In Cook County, the resources unit, foster parent support specialists and lead advocates, along with the Children's Reception Center are the contacts for placements in an emergency.
- Downstate, licensing and caseworker notes determine where the emergency placements will appear.
- In extraordinary situations (e.g., Hurricane Katrina) whole communities require emergency placements. In such a situation, the director and governor will develop plans to serve the clients of this agency's need.

Division of Budget & Finance

In addition to master contract listing of contracted vendors maintained by the Office of Contract Administration, each region maintains a listing of current placement resources available in their area.

I. Guardian Consents for Children for Whom DCFS Becomes Legally Responsible

Office of the Guardian

- In the event of an emergency, the DCFS guardianship administrator and assistant guardian can provide consultation and guidance to staff as needed. They can also provide consents for DNR and withdrawal of life support orders. Guardian staff will also maintain the Consent Hotline (1-800-828-2179) and the Consent Mailbox (DCFSOrdinaryRoutineConsentMailbox@illinois.gov) to provide consents in Cook County and statewide consents for psychotropic medication and psychiatric hospitalizations. Select members of the list of DCFS authorized agents (almost 400 staff) will be on duty as well to provide consents throughout the various regions throughout the state.

VII. Equity Services to Marginalized Groups

DCFS currently takes reasonable steps to ensure access to all Disaster Plan services and functions provided by the department for historically marginalized groups, including people with racial and ethnic backgrounds. The Illinois Emergency Management Agency (IEMA) is assigned the responsibility for coordination of the overall emergency management program for the state of Illinois. As referenced in this Disaster Plan, DCFS utilizes the State of Illinois Emergency Operations Plan. The Illinois Emergency Operations Plan (IEOP) establishes the structure by which Illinois state government coordinates and manages response and recovery to emergencies and disasters. The IEOP provides policies, procedures, and guidelines to ensure safe, efficient and timely actions to assist communities in need and incorporates supportive plans for response, recovery, continuity of operations and continuity of government.

The IEOP is developed in cooperation with the Office of the Governor, executive departments and agencies, the Illinois Terrorism Task Force (ITTF), non-governmental, mutual aid, private sector and volunteer organizations – a whole community approach. The IEOP, in its written form, serves to document the anticipated response and recovery efforts of the state to protect public health and safety, critical infrastructure and the environment. The IEOP describes the Illinois Disaster Management System (IDMS) utilized by the state, which conforms to the National Incident Management System (NIMS). IDMS is used by all state government agencies when the IEOP is implemented for response or recovery operations in any part of the state affected by an emergency or disaster.

The IEOP and IDMS identify and assign specific areas of responsibility for performing functions in response and recovery to an emergency or disaster. On June 1, 2023, DCFS hired a fulltime representative to the State of Illinois Emergency Operations Center (SEOC) and that staff member works on an ongoing basis with the American Red Cross, Illinois Department of Human Services, Illinois Emergency Management Agency and approximately 30 private, local, state and federal agencies. There are no known barriers to delivering services and functions by the department. The state of Illinois has a reporting process to investigate any allegations of discrimination including disparities of historically marginalized groups.

VIII. DCFS and DOIT Staff Emergency Contact List

Director				
Name	Title	Work Site	Contact Number	Email
Heidi E. Mueller	Director	Chicago	(312) 814-6800	heidi.mueller@illinois.gov

Inspector General				
Name	Title	Work Site	Contact Number	Email
Ann McIntyre	Inspector General	Chicago	(312) 433-3082	ann.mcintyre@illinois.gov

Chief of Staff				
Name	Title	Work Site	Contact Number	Email
Jacquelyn Dortch	Chief of Staff	Deerfield	(847) 451-5745 (312) 459-9583	jacquelyn.dortch@illinois.gov
Glenda Lashley	Deputy Chief of Staff	Chicago	(312) 328-2492	glenda.l.lashley@illinois.gov
Asia Gentry	Deputy Chief of Staff	Springfield		asia.a.gentry@illinois.gov
Heather Tarczan	Communications, Deputy Director	Chicago	(312) 590-0875 (cell)	heather.tarczan@illinois.gov
Randy Wells	Legislative Affairs, Deputy Director	Springfield	TBD	TBD
Rodrigo Remolia	Advocacy Office, Deputy Director	Springfield	(217) 557-0701 (217) 993-1093 (cell)	rodrigo.remolina@illinois.gov
Carol Melton	Chief Administrative Law Judge	Chicago	(815) 751-8910 (cell)	carol.melton@illinois.gov
Monico Whittington-Eskridge	Chief Learning Officer	Chicago	(773) 371-6553 (312) 515-2329 (cell)	monico.whittington-eskridge@illinois.gov
Chevelle Bailey	Education & Transition Services, Deputy Director	Chicago	(312) 328-2479 (708) 305-8454 (cell)	chevelle.bailey@illinois.gov

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Prevention, Child Protection & SCR				
Name	Title	Work Site	Contact Number	Email
Tierney Stutz	Assistant Director	Chicago	(847) 533-6656 (cell)	tierney.stutz@illinois.gov
Maria Miller	Child Protection & SCR, Chief Deputy Director	Charleston	(217) 348-7661 (217) 836-2612 (cell)	maria.miller@illinois.gov
Aram Perry	Child Protection, Deputy Director	DeKalb	(815) 787-5300 (630) 270-7330 (cell)	aram.perry@illinois.gov
Tamela Wiltfang	State Central Register, Deputy Director	Danville	(217) 557-9174 (217) 430-3083 (cell)	tamela.wiltfang@illinois.gov
Melissa Box	Prevention/Intact, Deputy Director (acting)	Bloomington	(217) 836-5273 (630) 430-3083 (cell)	melissa.box@illinois.gov

Youth & Families in Care				
Name	Title	Work Site	Contact Number	Email
Timothy Snowden	Assistant Director	Harvey	(708) 210-3562 (708) 608-1059 (cell)	timothy.snowden2@illinois.gov
Tracey King	Deputy Assistant Director	Chicago	(312) 328-2210 (312) 898-1560 (cell)	tracey.king@illinois.gov
Wendy Ingersoll	Permanency, Deputy Director	Marion	(618) 993-7100 (618) 751-6619 (cell)	wendy.ingersoll@illinois.gov
Keith Polan	Clinical & Child Services, Chief Deputy Director	Chicago	(312) 328-2490 (312) 520-7757 (cell)	keith.e.polan@illinois.gov
Mamie Powell-Robinson	Clinical Practice, Deputy Director	Chicago	(312) 328-2533	mamie.powell-robinson@illinois.gov
Stelana Burns	Child Services, Deputy Director	Deerfield	(847) 948-6717	stelana.burns2@illinois.gov
Shontee Blankenship	Licensing, Deputy Director	Chicago	(312) 328-2378 (217) 843-0043 (cell)	shontee.blankenship@illinois.gov

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Strategy, Performance & Innovation				
Name	Title	Work Site	Contact Number	Email
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Dr. Verletta Saxon	Research & Child Well-being, Deputy Director	Rock Island	(309) 794-3500 (309) 798-1423	verletta.saxon@illinois.gov
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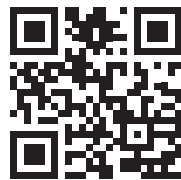
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