



2025 – 2029

Illinois DCFS Disaster Plan



Preface

DCFS has not used the Disaster Plan during the last five years. DCFS did not activate its Disaster Plan during the COVID-19 pandemic. DCFS staff, at all levels of our organization, have reviewed the current Disaster Plan and conducted noteworthy revisions which are detailed in the summary below.

Summary of the 2025-2029 Disaster Plan

The following changes and updates were made to the plan:

- Enhancements were made to the Communications Plan including clarification of the process for the Communications Office to work with the Governor's Office and DCFS director and chief of staff.
- Clarification and enhancements were made regarding the Office of the Guardian.
- Clarification and enhancements were made regarding the Advocacy Office.
- Enhancements were made in essential services and functions.
- Titles of DCFS divisions were corrected to reflect the current organizational chart.
- Enhancements were made in the Legal Division.
- The Disaster Plan emergency contact list was updated.
- *Equity Service to Marginalized Groups was included.

*Of special note, Equity Service to Marginalized Groups along with the following requirements specified in the Program Instructions are integrated into the 2025- 2029 Disaster 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.

State of Illinois Planning Process Community Partners

As referenced with links in the Disaster Plan, DCFS is fully engaged with the Illinois Emergency Management Agency (IEMA), which is 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 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 such as DCFS, along with 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.

Table of Contents

Purpose of the Plan.....	5
I. Essential Services and Functions.....	5
II. Risks and Activation of Plan.....	6
A. Risks	6
B. Activation of the Plan.....	6
III. Emergency Operations Centers Procedures	6
A. Location of Emergency Operations Center(s)	6
B. Staffing Plan and Roles	7
C. Communications Plan.....	9
IV. Procedures for Responding to DCFS-Specific Emergencies.....	11
A. Introduction.....	11
B. Responsibilities.....	11
C. Staffing Plan.....	14
D. Communications Plan.....	16
E. Procedures for Re-establishing Essential Services.....	18
V. Shelter Programs for Youth in Care.....	22
VI. State of Illinois Emergencies Requiring a DCFS Mass Care Services Response	23
A. Introduction.....	23
B. Communication Procedures.....	23
C. Communication Procedures Staffing and Management of DCFS Staff Responding to the Emergency.....	24
D. Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS).....	24
E. Division of Budget & Finance.....	24
F. Office of Employee Services	25
G. Office of Administrative Services.....	25
H. Placement Resources for Children	25
I. Guardian Consents for Children for Whom DCFS Becomes Legally Responsible.....	25
VII. Equity Service to Marginalized Groups.....	27
VIII. Summary and Update Information for 2025 Disaster Plan.....	27
IX. DCFS and DoIT Emergency Contact List.....	27

Purpose of the Plan

The Illinois Department of Children and Family Services Disaster Preparedness Plan has been developed to establish procedures for responding and managing disaster situations that may impact child welfare. The department reviewed the Disaster Plan during the last year, and it continues to meet the ongoing needs.

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)*

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 purpose 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 “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 such as a tornado, flood, fire, earthquake, etc.
- An act of violence perpetrated by a person who is unsatisfied with department services or response.
- 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.
- The department has also identified the natural disasters such as a tornado, flood, fire, earthquake, etc. as the most likely cause of a request for the department to provide a mass care response under the State of Illinois Emergency Operations Plan.

B. Activation of the Plan

Upon notification from the governor and/or the department of Central Management Services, the director of this department 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. Only the director of the department (or the director's designee) is authorized to order the activation of any portion of this 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.

III. Emergency Operations Centers Procedures

A. Location of Emergency Operations Center(s)

Placement and Permanency Division

- Chicago – placement and permanency staff will be co-located with operations management staff at the Maywood Field Office (708) 338-6600, or alternatively at 1026 S. Damen (312) 793-8527 and work remotely with laptop.
- Champaign regional office (217) 278-5500 – The foster care licensing operations will be managed out of this location.

Office of the Chief Deputy Director of Operations

- Springfield – N/A.
- Chicago – Maywood field office (708) 338-6600 will be designated as the alternative site and continue working with laptops.

Office of Employee Services

- Springfield – The main operations center will be housed at 406 East Monroe, Springfield. The telephone number is (217) 557-0721. The fax number is (217) 785-0395.
- 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 Road and work remotely with laptops. The telephone number is (312) 814-6800. The fax number is (312) 814-3255.

Office of Administrative Services

- Springfield – The main operation center will be housed at 406 East Monroe, Springfield. The telephone number is (217) 785-2588. The fax number is (217) 557-2851.
- Chicago – The Office of Administrative Services will also have one or more members of its administrative staff at the department's main administrative office on the 9th floor of 1911 Indiana Avenue, Chicago. The telephone number is (312) 808-5000. The fax number (312) 328-2564.

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 the Guardian

- Springfield – N/A.
- Chicago – The main operation center will be housed at 60 East Van Buren, 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.

B. Staffing Plan and Roles

Chief of Staff

Maintains all contact with the Office of the Governor, law enforcement, courts; initiates any phone tree.

Legal Division

Maintains all contact with Office of Public Guardian, courts and state's attorneys, as applicable.

Placement and Permanency Division

- Executive staff – Each manager in the Placement and Permanency Division, 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.

Office of the Chief Deputy Director of Operations

- Executive staff – Executive staff will remain available at their respective offices or the alternative site listed in IV (A) above. 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 to what alternative site to report to duty while working remotely 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.

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 are to be deployed to alternative work sites while continues working remotely 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.

DCFS Disaster 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. Authorized agents must be DCFS employees and are primarily non-bargaining unit at the PSA level and above. This will enable us to work with other divisions to provide targeted, localized response when required.

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.

C. Communications Plan

Office of Communications

- All external and internal communications to the agency and stakeholders will originate from the Office of Communications unless otherwise determined by the 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.
- Should any new procedures result in the event of disaster, 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, 77 West Jackson Boulevard 21st Floor, Chicago, Illinois 60604, phone (312) 886-4918, email Cindy.Lowder@acf.hhs.gov.

Placement and Permanency Division

- Placement and Permanency will maintain communications with all placement agencies in the state and Child Welfare Contributing Agencies (CWCA).
- Placement and permanency 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.

DCFS Disaster Plan

Office of Chief Deputy Director of Operations

- With key internal staff – The deputy director of operations 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.

Office of Employee Services

- With external entities – The senior deputy director and/or their designee will 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 coordinate Disaster Plan communication activity with department executive staff and other key internal staff.

Office of Administrative Services

- With external entities – The statewide emergency preparedness and response administrator and/or their designee will 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 coordinate/communicate all Disaster Plan activity by cell phone and/or computer with designated leadership. This will occur via a phone tree.

Division of Child Protection

- With key internal staff – The regional lead site emergency contact person will notify the deputy director for child protection of the activation of the Disaster Plan. The deputy director of Child protection will notify the director and other Central Office staff via telephone and/or via computer. (a list of the Division of Child Protection administrative staff emergency contact numbers is provided as Addendum B).
- 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 sights.
- 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.

- 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.

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. In addition, each division may need to consider the following points in the event of a DCFS-specific emergency:

- Medical care – If necessary, DCFS may need to engage external entities such as the 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.
- Disaster coordination – The DCFS-specific emergency may require coordination with other external entities.

B. Responsibilities

Placement and Permanency Division

- The Division of Placement and Permanency 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.

Office of the Chief Deputy Director of Operations

- 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 Office of the Chief Deputy of Operations will continue to provide the following program services:
 - Case management services either in-person or via telephone.
 - Foster and natural parent referral services if available.
 - Crisis intervention services.
 - Court hearing presentations.
- 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 emergency to provide coverage at various sites and offices and may use this information to gather documentation of critical needs 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.

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

DCFS Disaster Plan

- Provide information to medical personnel and casework staff via the Consent Hotline and the Ordinary and Routine consent mailbox.
- Monitor medically complex youth.
- 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.
- The Office of Advocacy 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.
- The Office of 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.

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, Fax: (312) 327-3854.
- Regional business staff maintain and distribute clothing vouchers for DCFS youth in care per department Procedure 359. Department foster parents are eligible for emergency food vouchers when warranted and board payment have not been received.

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 department maintains a stock of Personal Protective Equipment (PPE).

DCFS 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 has acquired and maintains emergency signage for offices and operations.
- The department maintains compliance with the Illinois Department of Public Health and the Illinois Emergency Management Agency Office of Homeland Security.

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.

C. Staffing Plan

Placement and Permanency Division

- Executive staff – Each manager in the Placement and Permanency Division 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.

Office of the Chief Deputy Director of Operations

- 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.
- Regional staff will follow the site selection in II.B.1 above.
- 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. This also applies to clerical support staff of all the specialty units, regional and site offices.

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.

DCFS Disaster Plan

- 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.
- 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.
- CIRU Staff – CIRU staff will handle after hours 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. Authorized agents must be DCFS employees and are primarily non-bargaining unit at the PSA level and above. This will enable us to work with other divisions to provide targeted, localized response when required.

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

Placement and Permanency Division

- 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.

Office of the Chief Deputy Director of Operations

- 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 faxed 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 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.

DCFS Disaster Plan

- 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.

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 offices.
- 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. They will also coordinate with APTME 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.

E. Procedures for Re-establishing Essential Services

Placement and Permanency Division

Child Welfare Services

- Medical care – Medical services for all youth in care will be facilitated through the health works 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 Placement and Permanency staff.
- Food and shelter – Emergency shelters and emergency foster placements have been pre-identified. Placement into these facilities will be facilitated by the Placement and Permanency Division.
- Transportation (in area or out of area) – Primary emergency placement transportation needs will be the responsibility of the child's assigned care worker. Placement programs and foster parents will be expected to provide back up, as necessary.
- Disaster coordination with other divisions and/or state agencies. Placement and Permanency will coordinate with all internal divisions as necessary and with external contractors and stakeholders as requested by the Director's Office.

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.

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) Title IV-A assistance eligibility determination; c) foster care licensing; and d) adoption assistance. Components of SACWIS include but are not limited to: Title IV-E eligibility determination and tracking; service and case planning, tracking and evaluation; case review and evaluation; licensed facilities support; juvenile court documentation; and staff management and reporting. SACWIS also interfaces with several other states SACWIS systems. The SACWIS system is available to approximately 9,000 users 24 hours a day, seven days a week.
- PCD – Placement Clearance Desk
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, 7 days per week because placements of children occur around the clock. PCD is the mechanism used to ensure the safety of children being placed.
- CLSU – Child Location Support
This is a web-based SQL server system that is used to assist the Child Location Support 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.

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 manager of Administrative Services 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

Placement and Permanency Division

The deputy director of the Division of Placement and Permanency 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 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. System of Care providers are available 24/7 for foster care emergencies.

Office of the Chief Deputy Director of Operations

- 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 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

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.
- 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.
- 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.
- 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.

V. Shelter Programs Available for Youth in Care

- Hope House/Lakeside 7047 S. Lowe Chicago, IL 60609 (773) 891-1993
- Shelter INC Jennings Home 220 Civic Dr Schaumburg, IL 60193 (847) 595-0168
- Boys Home (Shelter INC) 378 North Quentin Rd Palatine, IL 60067 (847) 565-0161
- Southern Thirty Old Salem Road PO Box 964 Mt. Vernon, IL 62864 (618) 242-2238
- Ada S. McKinley 7748 S. Phillips Chicago, IL 60649 (773) 356-6972

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

A. Introduction

Office of the Chief Deputy Director of Operations

- 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 more than 19,000+ youth in our care. 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, is 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

Placement and Permanency Division

- 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 guardians 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, SCR and Placement Clearance Desk.

Office of the Chief Deputy Director of Operations

- 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.
- Governor’s Office, IEMA and other state agencies – deputy director’s binder is updated with current names and contact numbers.
- External entities (states attorney offices/public defenders/guardians ad litem/courts) – binder updated by region/site.
- 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 departments 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 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 are 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

Placement and Permanency Division

The Foster Care Licensing Unit of the Division of Placement and Permanency 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.

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.

Office of the Chief Deputy Director of Operations

- 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.

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

J. 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.
- 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.
- 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.

- 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.

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 marginalized groups, including people with racial and ethical 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 marginalized groups.

VIII. DCFS and DoIT Staff Emergency Contact List

Director's Office				
Name	Title	Work Site	Contact Number	Email
Heidi E. Mueller	Director	Chicago	(312) 814-6800	Heidi.Mueller@Illinois.gov
Tierney Stutz	Executive Deputy Director	Chicago	(847) 533-6656	tierney.stutz@illinois.gov
Jassen Strokosch	Chief of Staff	Chicago	(312) 802-9786	jassen.strokosch@illinois.gov
Tracey King	Deputy Chief of Staff	Chicago	(312) 328-2210	tracey.king@illinois.gov
Glenda Lashley	Deputy Chief of Staff	Chicago	(312) 328-2492	glenda.l.lashley@illinois.gov
Asia Gentry	Deputy Chief of Staff	Chicago	(217) 785-2509	asia.a.gentry@illinois.gov
David Fox	DCFS Guardianship Administrator	Chicago	(312) 814-7024 (312) 720-0397	david.fox@illinois.gov

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

Division of Strategy and Performance Execution				
Name	Title	Work Site	Contact Number	Email
Julie Barbosa	Chief Deputy Director	Aurora	(312) 814-5755 (630) 801-3572 (779) 771-3293	julia.barbosa@illinois.gov
Jennifer Howard	Administrative Assistant	Chicago	(312) 814-1878	jennifer.howard2@illinois.gov
Lina Millett	Senior Advisor	East St. Louis	(618) 583-2127 (618) 975-0343	lina.millett@illinois.gov
Dr. Verletta Saxon	Deputy Director	Rock Island	(309) 798-1423	verletta.saxon@illinois.gov
Jennifer Eblen-Manning	Deputy Director	Maywood	(708) 338-6618 (872) 769-6827	jennifer.eblen-manning@illinois.gov
John Holtkamp	Project Manager	Springfield	(217) 557-5805 (217) 685-4356	john.holtkamp@illinois.gov

DCFS Disaster Plan

Office of the Guardian				
Name	Title	Work Site	Contact Number	Email
David L. Fox	DCFS Guardianship Administrator	Chicago	(312) 814-7024 (312) 720-0397	david.fox@illinois.gov
Ronald Krueger	Assistant Guardian	Chicago	(312) 793-6127 (312) 448-1581	ronald.krueger@illinois.gov
Colleen Flaherty	Special Counsel (Acting)	Chicago	(312) 814-8616 (312) 448-0810	colleen.flaherty@illinois.gov

Clinical & Child Services				
Name	Title	Work Site	Contact Number	Email
Keith Polan	Chief Deputy Director Clinical and Child Services	Chicago	(312) 808-5000	keith.e.polan@illinois.gov
Jacquelyn Dortch	Deputy Director Child Services	Chicago	(847) 421-5745	jacquelyn.dortch@illinois.gov
Mamie Powell Robinson	Deputy Clinical Practice	Chicago	(773) 882-7464	mamie.powell-robinson@illinois.gov
Kim Mitchell-Davis	Cook South Clinical Services Manager	Harvey	(708) 210-3732 (708) 309-2525	kimberly.mitchell-davis@illinois.gov
Laura Stocco	Northern Clinical Services Manager	Aurora	(630) 801-3439 (630) 797-0815	laura.stocco@illinois.gov
Amy Dumonceaux	Associate Deputy Behavioral Health	Springfield	(217) 725-4984	amy.dumonceaux2@illinois.gov
Najma Adam	Sexual Behavior Problems Administrator	Deerfield	(847) 948-6700 (224) 804-6709	najma.adam@illinois.gov
Michelle Wright	CWAS	Chicago	(312) 814-2950 (708) 476-4916	michelle.wright@illinois.gov

Advocacy				
Name	Title	Work Site	Contact Number	Email
Rita Robson	PSA	Springfield	(217) 785-4415	rita.robson@illinois.gov
Mary Crawford	PSA	Jerseyville	(618) 498-6013	mary.crawford@illinois.gov

DCFS Disaster Plan

Office of Education and Transition Services				
Name	Title	Work Site	Contact Number	Email
Chevelle Bailey	Deputy Director	Springfield	(217) 299-8955	chevelle.baily@illinois.gov
Stacy Fuoss	AA	Springfield	(312) 899-2948	stacy.fuoss@illinois.gov
Darlene Harbin	Business Manager	Chicago	(773) 350-3515	darlene.d.harbin@illinois.gov
Kim Johnson	Educational Specialist	Springfield	(217) 993-2208	kimberly.a.johnson@illinois.gov
Kim Peck	PSA	Springfield	(217) 370-8648	kim.peck@illinois.gov
Nutashia Baynes	Regional Transition Manager	Aurora	(708) 205-4535 (630) 540-0708	nutashia.baynes@illinois.gov
Pat Palmer	Program Coordinator	Peoria	(224) 280-6680	patricia.palmer@illinois.gov
Laura Gutierrez	Post-Secondary Education Specialist	Harvey	N/A	laura.gutierrez@illinois.gov
Mary Beth Corrigan	School Readiness Supervisor	Aurora	(312) 590-8036	mary.corrigan@illinois.gov
Vanessa Castro	SSPPIV	Elgin	(708) 277-5739	vanessa.castro@illinois.gov
Kevin Walsh	Education & Transition Administrator	Chicago	(312) 771-0304	kevin.walsh@illinois.gov
Pamela Paulson	Cook North Program Manager	Chicago	(773) 592-5375	pamela.paulson@illinois.gov
Luis Carrion	Education & Transition Program Manager	Maywood	(773) 454-0569	luis.carrion@illinois.gov
John Kasper	Education & Transition Program Manager	Chicago	(708) 460-3206	john.kasper@illinois.gov

Division of Diversity, Equity and Inclusion				
Name	Title	Work Site	Contact Number	Email
Daniel Fitzgerald	Deputy Director	Chicago	(312) 328-2132	daniel.fitzgerald@illinois.gov
Christopher Towers	Chief, African American Services	Chicago	(312) 328-2335	christopher.tower@illinois.gov
Ada Tong	Chief, Asian American Services	Chicago	(312) 328-2335	ada.tong@illinois.gov
Tracey M. Jones	Asst. EEO Officer/ADA Coordinator	Chicago	(312) 808-5268	tracey.jones2@illinois.gov
Vanessa Peterson	Human Rights Investigations Administrator	Chicago	(312) 808-5029	vanessa.peterson@illinois.gov
Jose J. Lopez	Chief, Latino Services	Chicago	(312) 808-5298	jose.j.lopez@illinois.gov
Marla Courts	Chief, LGBTQI+	Chicago	(312) 328-2305	marla.e.courts2@illinois.gov
Dagene Brown	Director, Office of Racial Equity Practice	Chicago	(312) 328-2553	dagene.brown@illinois.gov

DCFS Disaster Plan

Division of Budget & Finance				
Name	Title	Work Site	Contact Number	Email
Kiersten Neswick	Chief Financial Officer	Springfield	(217) 558-2304	kiersten.neswick@illinois.gov
Royce Kirkpatrick	SPSA/Deputy Director	Springfield	(217) 558-2304 (217) 206-0458	royce.kirkpatrick@illinois.gov
Kim Brennon	Administrative Assistant I	Springfield	(217) 524-1510 (217) 652-5260	kimberley.j.brennon@illinois.gov
Jason House	PSA/Grants Manager	Springfield	(217) 785-2567 (217) 725-3912	jason.house@illinois.gov
Sarah Tucker		Springfield	(217) 782-4227 (217) 685-3887	sarah.tucker@illinois.gov
Luke Hinds	Exec. I/Ops & PS Analyst	Springfield	(217) 785-2480 (217) 685-9996	luke.hinds@illinois.gov
Janet McKeown	PSA/Rate Setting	Springfield	(217) 557-2470 (217) 971-0872	janet.mckeown@illinois.gov
Leslie Rice	Associate Deputy	Chicago	(312) 328-2953	leslie.rice@illinois.gov
Shirley Davis-Barsh	Grant Supervisor	Chicago	(312) 814-5693 (217) 725-0965	shirley.davis-barsh@illinois.gov
Joe McDonald	Financial Mgmt. Admin.	Springfield	(217) 558-5391 (217) 685-9200	joe.mcdonald@illinois.gov
Corey Wiegand	PSA/Voucher Admin.	Springfield	(217) 785-2704 (217) 970-0271	corey.wiegand@illinois.gov
Melissa Bryant	Executive II	Springfield	(217) 558-3446 (217) 652-6460	melissa.bryant@illinois.gov
Joelle Dixon	Executive I	Springfield	(217) 557-7136	joelle.dixon@illinois.gov
Stephanie Darnell	RO II/CPU	Springfield	(217) 524-8411 (217) 341-5333	stephanie.darnell@illinois.gov
Sheila Schwalb	Executive I	Springfield	(217) 785-0715	sheila.m.schwalb@illinois.gov
Ron Handlin	SPSA/Voucher Admin	Springfield	(217) 558-6352 (217) 341-2778	ronald.handlin@illinois.gov
David Riley	PSA/Payroll	Springfield	(217) 557-8727	david.a.riley@illinois.gov
Josh Meacham	Executive II Payroll	Springfield	(217) 557-5942 (217) 691-0105	joshua.meacham@illinois.gov
Adrienne Bell	Deputy Director	Springfield	(708) 210-3718 (312) 590-9081	adrienne.bell@illinois.gov
William Blount-Stephens	SPSA Procurement	Springfield	(217) 785-2509	william.blount-stephens@illinois.gov

DCFS Disaster Plan

Division of Budget & Finance (cont'd)				
Name	Title	Work Site	Contact Number	Email
Tiffany Parnell	PSA/Procurement	Springfield	(217) 557-5842 (217) 652-5853	tiffany.c.parnell@illinois.gov
Kay Summers-Orr	FFP Manager	Springfield	(217) 785-9477 (217) 370-7826	kay.summers@illinois.gov
Monica Pedigo	PSA	Springfield	(217) 524-3519 (217) 341-9919	monica.pedigo@illinois.gov
Ana Gonzalez	AAll	Chicago	(312) 328-2567 (312) 882-3272	ana.gonzalez@illinois.gov
Kevin Milward	Central Office Manager	Springfield	(217) 557-3438 (217) 891-0641	kevin.milward@illinois.gov

Operations Division (Intact)				
Name	Title	Work Site	Contact Number	Email
Timothy Snowden	Chief Deputy Director Intact/Permanency	Harvey	(708) 210-3562	timothy.snowden2@illinois.gov
Kari Rogers	Statewide Administrator	Champaign	(217) 273-4798 (217) 685-7004	kari.rogers@illinois.gov
Angela Jackson	Public Service	Aurora	(630) 844-8422	angela.r.jackson@illinois.gov
(Vacant)	Administrator Intact			
Urbano Anacleto	Public Service Administrator Intact	Naperville	(630) 432-0540 (708) 979-6266 (630-790-6874	urbano.anacleto@illinois.gov
Jeanine Jones	Public Service Administrator Intact	Chicago	(773) 371-6237 (312) 520-2805	jeanine.jones@illinois.gov
Jan Johnson	Supervisor	Belleville	(618) 257-7433 (618) 791-0186	jan.d.johnson@illinois.gov
Hiedi Guldbrandson-Andrews	Supervisor	Urbana	(217) 778-7100	hiedi.guldbrandson-andrews@illinois.gov
Emily Raymond	Supervisor	Galesburg	(309) 297-1280 (309) 337-4588	emily.raymond@illinois.gov
Lindia Holmes	Supervisor	Springfield	(217) 782-4000 (217) 370-0291	lindia.holmes@illinois.gov
Trina Mayfield	Supervisor	Cairo	(618) 306-5055	trina.mayfield@illinois.gov

DCFS Disaster Plan

Illinois Department of Innovation and Technology (DoIT) Technology delivery and support to DCFS				
Name	Title	Work Site	Contact Number	Email
Jim Daugherty	CIO	Springfield	(217) 318-9393	james.daugherty@illinois.gov
Tiffany Hatfield	Administrative Assistant	Springfield	(217) 558-8261	tiffany.hatfield@illinois.gov
Matt Garner	Division Procurement Officer	Springfield	(217) 558-8257	matthew.garner@illinois.gov
Dave Nika	Assoc. DD of Data Mgt.	Springfield	(217) 685-6018	david.nika@illinois.gov
Scott Kilby	Customer Support Manager	Springfield	(217) 685-1923	scott.kilby@illinois.gov
Ryan Stegeman	Help Desk Manager	Springfield	(217) 206-0780	ryan.stegeman@illinois.gov
Yancey Danes	Enterprise Services Manager	Springfield	(217) 836-8224	yancey.danes@illinois.gov
Mike Ferenbach	Business Analyst (SACWIS, CYCIS Expert)	Springfield	(217) 899-5701	michael.ferenbach@illinois.gov
Levent Ozyurt	Network Engineer	Springfield	(217) 553-8144	levent.ozyurt@illinois.gov
Kyle Liesenfelt	Help Desk Lead	Springfield	(217) 622-9436	kyle.liesenfelt@illinois.gov
Brian Campbell	Network Engineer	Springfield	(217) 503-6277	brian.campbell2@illinois.gov

Office of Administrative Services				
Name	Title	Work Site	Contact Number	Email
Cindy Mills	Facilities Administrator Statewide	Springfield	(217) 785-5484 (217) 836-1815 (217) 720-2804	cindy.mills@illinois.gov
Prescott Hilson	(TA) Cook County Admin.	Chicago	(312) 718-7840	prescott.hilson@illinois.gov
Greg Blevins	AA II	Springfield	(217) 782-7950	greg.blevins2@illinois.gov
Rachel Shew	AA I	Springfield	(217) 558-5949	rachel.shew@illinois.gov
Tracie Blaise	Executive II Telecom Manager	Springfield	(217) 785-2589 (217) 299-2622 (217) 971-6443	tracie.c.blaise@illinois.gov
Lindsay Beavers	Office Coordinator	Springfield	(217) 524-9210	lindsay.beavers@illinois.gov
Loretta Echols	Exec. I Property Control	Chicago	(312) 965-7788	loretta.echols@illinois.gov
Gobind Singh	Telecom System Analyst	Chicago	(773) 590-6255	gobind.singh@illinois.gov
Shelly Bailey	Closed Records, Mailroom and Printshop	Springfield	(217) 524-8581	shelly.bailey@illinois.gov
Tim Franke	Statewide Emergency Prep & Response	Springfield	(217) 685-9054	timothy.franke@illinois.gov
Lee Dagon	Exec. I Telecom	Chicago	(312) 328-2556 (312) 550-0225 (708) 638-0026	lee.dagon@illinois.gov

DCFS Disaster Plan

Office of Administrative Services (cont'd)				
Name	Title	Work Site	Contact Number	Email
Whitney Meacham	Exec. II Property Mgr.	Springfield	(217) 557-5942	whitney.meacham@illinois.gov
Deborah Markert	Security and Vehicles	Springfield	(217) 557-0721 (217) 836-0207 (217) 430-3797	deborah.markert@illinois.gov
Terrence King	Northern Region Facilities	Aurora	(331) 231-6930	terrence.king@illinois.gov
Timothy Scarbrough	Southern Region Facilities	East St. Louis	(217) 361-9549	timothy.scarbrough2@illinois.gov
James (Tony) Reuther	Central Region Facilities	Springfield	(217) 685-5927	james.reuther@illinois.gov
Vacant	Springfield Facilities Admin.	Springfield		
Minnie Carr	Cook Region Facilities	Chicago	(815) 582-1487	minnie.r.carr@illinois.gov

Office of Child and Family Policy				
Name	Title	Work Site	Contact Number	Email
Rodrigo Remolina	Acting Chief	Springfield	(217) 557-0701	rodrigo.remolina@illinois.gov
Shayne Aldridge	Policy Counsel PSA	Springfield	(217) 524-1986	shayne.aldrige@illinois.gov
Jeff Osowski	Administrative Assistant II	Springfield	(217) 801-8508 (217) 785-5696	jeff.osowski@illinois.gov
Kathy Clyne	Administrative Assistant I	Springfield	(217) 524-1983	kathy.clyne@illinois.gov

Division of Licensing				
Name	Title	Work Site	Contact Number	Email
Shontee Blankenship	Deputy Director Div. of Licensing	Chicago	(312) 328-2378 (217) 843-0043	shontee.blankenship@illinois.gov
Carla Holmes	Assoc. Deputy Director Central Director of Licensing	Springfield	(217) 782-6493 (217) 836-0698	carla.d.holmes@illinois.gov
Amir Sharif	Assoc. Deputy Director of Foster Care and A&I	Chicago	(312) 836-5942 (217) 836-5942	amir.sharif2@illinois.gov
Edie Washington	Assoc. Deputy Director of Day Care Licensing	Chicago	(312) 328-2417 (779) 707-5054	edie.washington@illinois.gov
Patricia Stokes	PSA Background Unit	Chicago	(312) 328-2326	patricia.stokes@illinois.gov
Judy Yeager	PSA Foster Home Compliance	Springfield	(217) 557-7031	judy.yeager@illinois.gov
George Annang	PSA Regional Foster Home Mgr.	Chicago	(217) 843-0048	george.annang@illinois.gov
Carrie Long	PSA Regional Foster Home Mgr.	Springfield	(217) 557-3748 (217) 606-1231	carrie.s.long@illinois.gov

DCFS Disaster Plan

Division of Licensing (cont'd)				
Name	Title	Work Site	Contact Number	Email
Jill Wilson	PSA Enforcement	Chicago	(312) 328-2327 (312) 909-4099	jill.wilson@illinois.gov
Laura Gregory	PSA Holds Waivers Administrator	Springfield	(217) 782-6345 (217) 299-6246	laura.gregory@illinois.gov

Office of Administrative Hearings				
Name	Title	Work Site	Contact Number	Email
CheVaughn Starling	Exec. I	Springfield	(217) 785-5004 (630) 251-6271	chevaughn.starling@illinois.gov
Prescott Hilson	Exec. I	Chicago	(312) 814-9291 (708) 710-9129	prescott.hilson@illinois.gov
Jami Webster Hall	Tech. Advisor III	Peoria	(309) 693-5414 (309) 280-1214	jami.websterhall@illinois.gov
Mike Winkler	Tech. Advisor III	Marion	(618) 993-7124 (618) 889-1637	mike.winkler@illinois.gov
Margaret Paulin	Office Associate	Springfield	(217) 558-0823	margaret.paulin@illinois.gov
Laurie Sikorski	Tech. Advisor III	Aurora	(630) 801-3445	laurie.sikorski@illinois.gov
Cynthia Gonzalez	Tech. Advisor III	Joliet	(815) 730-4095 (773) 580-4233	cynthia.gonzalez@illinois.gov

Office of Legal Services				
Name	Title	Work Site	Contact Number	Email
Brian Dougherty	General Counsel	Chicago	(217) 494-1738	brian.dougherty@illinois.gov
Orlando Gonzalez	Assist. Deputy General Counsel	Chicago	(312) 814-2534 (847) 857-9881	orlando.gonzalez@illinois.gov
Marjorie Moore	Deputy General Counsel	Chicago	(217) 761-0872	marjorie.moore@illinois.gov
Faith Seals	Deputy General Counsel	Chicago	(312) 633-3400	faith.seals@illinois.gov
Susan Barker	Deputy General Counsel	Springfield	(217) 524-2444	susan.barker@illinois.gov

DCFS Disaster Plan

Office of Communications				
Name	Title	Work Site	Contact Number	Email
Heather Tarczan	Deputy Director of Communications	Chicago	(312) 590-0875 (312) 814-6800	heather.tarczan@illinois.gov
Mercread "Cre" Edison	Executive Secretary	Chicago	(312) 814-4170 (312) 671-0833	mercread.edison@illinois.gov
Deborah Lopez	Assoc. Deputy Director	Chicago	(312) 937-0500	deborah.lopez@illinois.gov
Kara Hamilton	Assoc. Deputy Director, External	Chicago	(312) 485-8255	kara.hamilton@illinois.gov
La'Kiaya White	Public Information Officer III	Chicago	(312) 405-8678	lakiaya.white@illinois.gov
Jennifer Florent	Public Information Officer III	Springfield	(217) 622-5369	jennifer.florent@illinois.gov
Humberto Tijerina	Graphic Designer	Chicago	(217) 761-0911	humberto.tijerina@illinois.gov

Exec. Admin. for B.H. Consent Decree Management				
Name	Title	Work Site	Contact Number	Email
Stacy Short	Exec. Admin.	Wood River	(618) 972-4712	stacy.short@illinois.gov

Child Protection				
Name	Title	Work Site	Contact Number	Email
Maria Miller	Chief Deputy Director	Charleston	(217) 836-2612	
Aram Perry	Deputy Director	DeKalb	(815) 787-5300	aram.perry@illinois.gov
Tamela Atwood	Deputy Director	Urbana	(217) 557-9174	tamela.atwood@illinois.gov

Permanency				
Name	Title	Work Site	Contact Number	Email
Suzanne Isenberg-Chhabra	Deputy Director Permanency		(217) 785-4010	suzanne.isenberg-chhabra@illinois.gov

DCFS Disaster Plan

Central Region				
Name	Title	Work Site	Contact Number	Email
Tawnya Hooper	Child Protection Regional Admin.	Jerseyville	(618) 498-9561 (618) 791-6532	tawnya.hooper@illinois.gov
Megan Sturtevant (TA)	C. P. Associate Regional Admin.	Peoria	(309) 671-7717 (309) 437-6235	megan.sturtevant@illinois.gov
Chris Kelly	Central/Southern Intact Family Services Regional Admin.	Peoria	(309) 693-5407 (309) 404-1064	christina.j.kelly@illinois.gov
Felicia Jackson	Central Region Intact Area Admin.	Peoria	(309) 693-5416 (309) 265-7619	felicia.m.jackson2@illinois.gov
Jamie Blakeman	Permanency Regional Admin.	Springfield	(217) 786-6830 (217) 606-9152	jamie.l.blakeman@illinois.gov
Heather Dehm	Perm. Assoc. Regional Admin.	Bloomington	(217) 278-3361 (217) 372-7050	heather.dehm@illinois.gov

Southern Region				
Name	Title	Work Site	Contact Number	Email
Stephanie Grigsby	Child Protection Regional Admin.	Marion	(618) 993-7149 (618) 301-7092	stephanie.grigsby@illinois.gov
Holly Mulvany (TA)	C. P. Assoc. Regional Admin.	Marion	(618) 521-5965	holly.mulvany@illinois.gov
Chris Kelly	Central/Southern Intact Family Regional Admin.	Peoria	(309) 693-5407 (309) 404-1064	christina.j.kelly@illinois.gov
Lynette Berry-Weston	Southern Region Intact Area Admin.	Mt. Vernon	(847) 321-5893	lynette.m.berry-weston@illinois.gov
Wendy Ingersoll	Permanency Regional Admin.	Marion	(618) 993-8639 (618) 751-6619	wendy.ingersoll@illinois.gov
Misty Huff	Permanency Assoc. Regional Admin.	Mt. Vernon	(618) 244-8434 (618) 214-0847	misty.huff@illinois.gov

DCFS Disaster Plan

Northern Region				
Name	Title	Work Site	Contact Number	Email
Jim Marmion	Child Protection Regional Admin.	Sterling	(815) 625-6507 (309) 912-3041	james.marmion@illinois.gov
(Vacant)	C. P. Assoc. Regional Admin.			
Yeni Rojas	Regional Admin. Cook/Northern Intact Family Services	Chicago	(331) 444-6661	yeni.rojas2@illinois.gov
Cara Williams	TA Permanency Regional Admin.	Rockford	(815)-987-7640	cara.l.williams@illinois.gov

Cook Region				
Name	Title	Work Site	Contact Number	Email
Kenneth Leggin	Cook North Regional Admin. Child Protection	Chicago	(630) 643-6615 (708) 240-1053	kenneth.leggin@illinois.gov
Stany D'Souza	C. P. Assoc. Regional Admin. Cook North	Chicago	(312) 814-4284 (847) 894-1587	selma.dsouza@illinois.gov
Kathy Daniher	Cook South Regional Admin. Child Protection	Harvey	(708) 210-2836 (312) 520-2998	kathy.daniher@illinois.gov
Joyce Hall	C. P. Assoc. Regional Admin. Cook South	Chicago	(773) 371-6013 (312) 459-6283	joyce.hall@illinois.gov
Yeni Rojas	Regional Admin. Cook/Northern Intact Family	Chicago	(331) 444-6661	yeni.rojas2@illinois.gov
Benny Kuriakose	Cook Regional Admin., Permanency	Deerfield	(847) 948-6717 (847) 313-9859	benny.kuriakose@illinois.gov
Robin Albritton	Cook Assoc. Regional Admin., Permanency	Harvey	(708) 210-2802 (312) 636-7460	robin.albritton@illinois.gov

DCFS Disaster Plan

Office of Employee Services				
Name	Title	Work Site	Contact Number	Email
Kimberly Bates	SPSA	Chicago	(312) 257-5125	kimberly.bates@illinois.gov
Sarah Mills	AAI	Springfield	(217) 524-1592	sarah.mills2@illinois.gov
Tyson Search	PSA-1	East St. Louis	(217) 583-2105	tyson.search@illinois.gov
Michael C. Jones	PSA-1	Springfield	(217) 782-7356	michael.c.jones2@illinois.gov
Terry Bolton	PSA-1	Springfield	(217) 785-6599	terry.bolton@illinois.gov

Legislative Affairs				
Name	Title	Work Site	Contact Number	Email
Rodrigo Remolina	Deputy Director Legislative Affairs	Springfield	(217) 524-2029	rodrigo.remolina@illinois.gov

Security Operations				
Name	Title	Work Site	Contact Number	Email
David Krull	Chief of Statewide Security Operations	Chicago	(312) 328-2548	david.a.krull@illinois.gov
Sabrina D. Jennings	Chief of Security-Northern Region	Rockford	(815) 987-5243 (217) 836-1546	sabrina.jennings@illinois.gov
Bradi Noel	Admin. Assistant to the Chief of Statewide Security Operations	Springfield	(217) 494-5543	bradi.noel@illinois.gov
Robert "Doug" Duvall	Chief of Security - Southern Region	Marion	(217) 986-1112	robert.duvall@illinois.gov
Stan Chwastek	Cook Region	Chicago	(312)-909-2511	stan.chwastek@illinois.gov
Eddie Kimble	Central Region	Springfield	(217) 986-8277	eddie.d.kimble@illinois.gov

For additional information please contact:

Cindy Mills
Statewide Manager, Office of Administrative Services
Office of Administrative Services
406 E. Monroe St., Springfield, IL 62701
cindy.mills@illinois.gov
o. 217-785-5484

Or

Timothy J. Franke
Statewide Emergency Preparedness & Response Administrator
Office of Administrative Services
406 E. Monroe St., Springfield, IL 62701
timothy.franke@illinois.gov
o. 217-782-7355 c. 217.685.9054

May 13, 2024

