

Ensuring quality care and safety for youth in residential programs

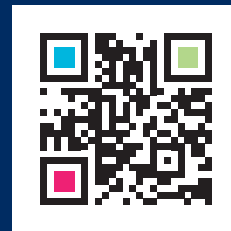


Illinois DCFS Residential Performance Monitoring Standards



Illinois DCFS has transitioned to a revised monitoring model for in-state therapeutic residential programs, known as the Residential Contract Performance (RCP) Monitoring model.

This revised model includes monitors rating a contract based on performance standards. Monitors perform oversight activities that include a review of data, unannounced observations, participation in staffings and file reviews monthly to rate the contract's performance.



[DCFS.Illinois.gov](https://www.dcfhs.illinois.gov)



Residential Monitoring Performance Standards consist of nine key areas:



Safety

- Youth health, safety and well-being are always protected.
- There are enough staff on duty to supervise and support everyone.
- Staff respond quickly and calmly to unsafe situations or emergencies.
- Steps are taken to prevent bullying, fighting or harm between youth.
- Safety concerns are addressed right away.
- Rules and consequences are meant to keep everyone safe.
- Staff use trauma-informed approaches and respect youth cultural needs and background.



Living Environment

- Youth are provided with three healthy meals each day in clean spaces.
- You receive clean, appropriate clothing and basic hygiene supplies.
- The building is kept safe, clean and comfortable.
- Repairs and maintenance are handled promptly.



Youth Experience

- Youth and their families are treated with respect, dignity and privacy.
- Youth are told about Clients and Youth Bill of Rights, and how to file a complaint or grievance.
- Rules, routines and expectations are explained clearly.
- Youth are encouraged to share their opinions and be part of decisions.
- Family relationships are supported whenever it's safe to do so.
- Programs respect different cultures, languages and identities.
- Youth feel safe, supported and able to build new skills.



Youth and Family Driven Care

- Youth privacy and dignity are respected at all times.
- Youth voice and their family's voice are included in treatment planning.
- Therapeutic family visits and connections are encouraged and supported.
- Important decisions are made in team meetings that include youth and their family support.
- Staff help youth stay connected to family and supportive people long-term.



Staff Training

- Staff receive training on trauma, cultural awareness and youth-guided care.
- Staff know how to recognize stress, frustration and emotional distress and utilize therapeutic practices.
- Staff keep appropriate boundaries and act professionally.
- All required training and certifications are kept up to date.
- Staff receive proper specialized training to meet youth needs.



Milieu Operations (Treatment Environment)

- Staff work together and communicate clearly.
- Daily schedules are structured, routine and supportive.
- Shift leaders are present and staffing levels are maintained.
- Discipline follows policy, is fair and is never meant to harm or humiliate.
- Activities are consistent, trauma-informed and meaningful.
- Staff are prepared for emergencies and support educational and job goals.
- Youth have access to individual, group and



Clinical Programs

- family therapies.
- Psychiatric care and medications are provided safely per DCFS guidelines.
- Creative, sensory and expressive therapies are available.
- Treatment plans are tailored to each youth and focus on strengths.



Management

- Staff communicate effectively and consistently to provide stable care.
- Qualified staff are hired and supported by strong leadership.
- Youth and staff feedback is welcomed and addressed to support transparency.
- Residential monitoring concerns are addressed promptly.
- Leaders provide guidance and ensure accountability.
- Systems support accurate documentation and effective treatment planning.



Quality Improvement Processes

- The program is committed to a culture of continuous improvement.
- Progress toward goals to address performance standards is tracked and reviewed.
- Data is shared with staff and leadership to support smart decisions.
- Problems are addressed with corrective action when needed.
- Improvement activities are conducted.
- Youth outcomes are reviewed after discharge to improve future services.

