For direct help
Child Support Enforcement
800-447-4278
Day Care Information
877-746-0829
Medical Card
800-228-6533
Payments
Central Payments Unit
800-525-0499

Referrals for Older Caregivers
The Illinois Department on Aging and DCFS work together to ensure appropriate services are provided to older caregivers and the children in their care to maintain family stability.

Call the
Adult Protective Services Hotline
(formerly the Elder Abuse Hotline)
to report abuse, neglect or financial exploitation of seniors or disabled adults 24/7.
888-800-1409

To report suspected child abuse or neglect, contact the SCR Hotline:
800-25-ABUSE
(800-252-2873)

Advocacy Office Hours
Monday-Friday
8:30 a.m. to 5 p.m.

Phone
217-524-2029 or 800-232-3798

Fax
217-557-7278

E-mail address
dcfs.advocacy@illinois.gov

NOTICE
Any person who knowingly transmits a false report to the department commits the offense of disorderly conduct under subsection (a)(7) of Section 26-1 of the Criminal Code of 2012. A violation of this subsection is a Class 4 felony.” (Source: P.A. 97-189, eff. 7-22-11; 97-1150, eff. 1-25-13.)

Serves the children of Illinois
by ensuring that the decisions and actions of the department and its agents are guided by the concern for the child’s best interests.

Illinois Department of
Children & Family Services
800.232.3798
www2.illinois.gov/DCFS

Printed by Authority of the State of Illinois
DCFS #494 – Mar 2019 – 500 copies
CFS 1050-27 – 3/2019
What is the Advocacy Office?
The Advocacy Office for Children and Families responds to complaints, concerns, inquiries and suggestions about the Department of Children and Family Services (DCFS). The staff provides referrals to appropriate DCFS staff and suggestions to executive staff for improvements and changes to the department.

Who can call the Advocacy Office?
Anyone can contact the Advocacy Office. Frequent callers include foster parents, biological parents, adoptive parents, service providers, children and adolescents, and DCFS staff.

How can the Advocacy Office help me?
The Advocacy Office offers many services. Following are a few of the issues handled by Advocacy Office staff.

Toll Free Help Line
800-232-3798
The Help Line is available during normal business hours. The help line staff will answer your questions regarding child welfare issues, problems and concerns.

Policy Waivers
The DCFS director can grant waivers to policy requirements. Caseworkers and others may contact the Advocacy Office for Children and Families to seek waivers to policy. A common request is to expand the capacity of a foster home to care for more children than department policy allows. The Advocacy Office will review requests and make recommendations to the Director's Office.

What should I expect when I call the Advocacy Office?
Complaints or concerns made by the caller are handled by the advocates. The advocates will take the time to listen to the concerns of the caller. By working together, the advocate and caller will be able to determine the specific issues. Once this has been accomplished, steps can be taken toward a resolution.

The Advocacy Office does not:
• investigate actions that do not involve DCFS or the agencies with whom we contract;
• investigate the acts or decisions of courts, judges or their staff;
• investigate the Office of the Public Guardian or the Attorney General;
• investigate agencies of the federal government; or
• accept or investigate reports of child abuse or neglect.

Youth Hotline
800-232-3798
Also available during normal business hours, the Youth Hotline is available to handle complaints, concerns, inquiries and suggestions made by youth served by the department.

What steps should I take before I call the Advocacy Office?
Problems may arise due to a difference of opinion or a misunderstanding. By taking the time to talk and listen, many issues can be resolved before contacting the Advocacy Office. First, voice your concerns to your DCFS or private agency caseworker. If the caseworker does not provide satisfactory assistance, contact the caseworker's supervisor.

If your issue is still unresolved, contact the Advocacy Office either by letter, telephone, or e-mail.