



Illinois Department of
DCFS
Children & Family Services



MISSION

To promote prevention, child safety, permanency and well being. We bring the voices of Illinois children and families to the forefront, building trusting relationships that empower those we serve.

Meet Jessica

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- Jessica is a single mother of a newborn and toddler child who was struggling with substance abuse and was caught with alcohol in her vehicle.
- Jessica started therapy, counseling, parenting classes, and substance use programming.
- Jessica, her caseworker and her wraparound services facilitator, worked as a team to get her license reinstated, as well as monitor, encourage, and help motivate her to complete her random drug tests. Each test came back clean.
- At the final Wraparound Family Team Meeting, Jessica had a solid foundation, which included an apartment, transportation, employment, and a valid driver's license .



COVID-19 Response

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Response to COVID-19 – Despite the challenge of a global pandemic, DCFS continues to carry out its mission of ensure the safety, permanency and well-being of children and families.

Throughout the pandemic, DCFS ensure that youth in care had access to video calls to connect with parents, relatives and case workers.

DCFS collaborated with the Department of Public Health to setup on-site testing at dozens of our congregate care facilities.

The Department hosted numerous vaccination clinics for our staff and private agency partners across the state.

DCFS, with assistance from federal programs, extended services for any youth in care aging out of the system during this crisis.



DCFS Accomplishments

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- ▶ **Family First Plan Approved**– In October, DCFS announced the approval of its Family First Prevention Plan by the US Department of Health and Human Services' Children's Bureau.
- ▶ **Maintaining and Hiring Staff** – DCFS is taking advantage of increased frontline positions funded by the General Assembly and is implementing programs to reduce staff turnover. Our efforts have been expanded to more closely match the best practices adopted by private sector businesses. We have social media campaigns, solicit on online job boards and work college and career fairs. We are networking with professional organizations. We streamlined our interview process to meet the strict State standards while working to ensure candidates don't accept other positions before DCFS can make an offer.
- ▶ **Commitment to Training** – DCFS continues to train staff, launching new initiatives including a human trafficking training for all DCFS and private agency staff. With the ACLU, the Human Rights Campaign and key stakeholders, DCFS developed a new LGBTQI training staff. DCFS also launched a new Racial Bias training for all staff.
- ▶ **YouthCare** – We worked with the HFS to move than 30,000 children into a new managed care program that provides improved healthcare services. Youth, families and caseworkers have care coordination services, and YouthCare professionals support DCFS in finding care for complex and challenging medical cases.

DCFS Accomplishments

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- ▶ **The Hotline** –In 2019, nearly 50% of calls to the hotline required a call-back to complete. Less than 1% of reports now require a call-back. In addition, the amount of time a caller waits to be connected to a call floor worker is down to just 0:12 seconds.
- ▶ **Advocacy Hotline**– The Advocacy Office for Children and Families responds to complaints, concerns, inquiries and suggestions. In order to improve services and better handle the increased volume of requests, a new online software system was adopted in early 2021. It allows advocates to perform their jobs remotely, as well as track new emerging issues and respond more quickly to the requests that come to the advocacy office.
- ▶ **Diversity, Equity and Inclusion** – DCFS is actively working to ensure staff and private agencies are providing services to all youth, including LGBTQI+ youth, while working to reverse the long-standing bias of race in the child welfare system.
- ▶ **Private Sector Support**– DCFS has made substantial and consistent improvements in the rates provided to community-based providers including a nearly 40% increase to childcare institutions under this administration.
- ▶ **Technology and Innovation** – The Illinois Department of Children and Family Services created a Teams Youth App (called Ally) to transform communication with at-risk youth and families during a critical time. After a very successful pilot, the Ally app has begun statewide roll-out.

DCFS FY23 Proposed Budget Highlights

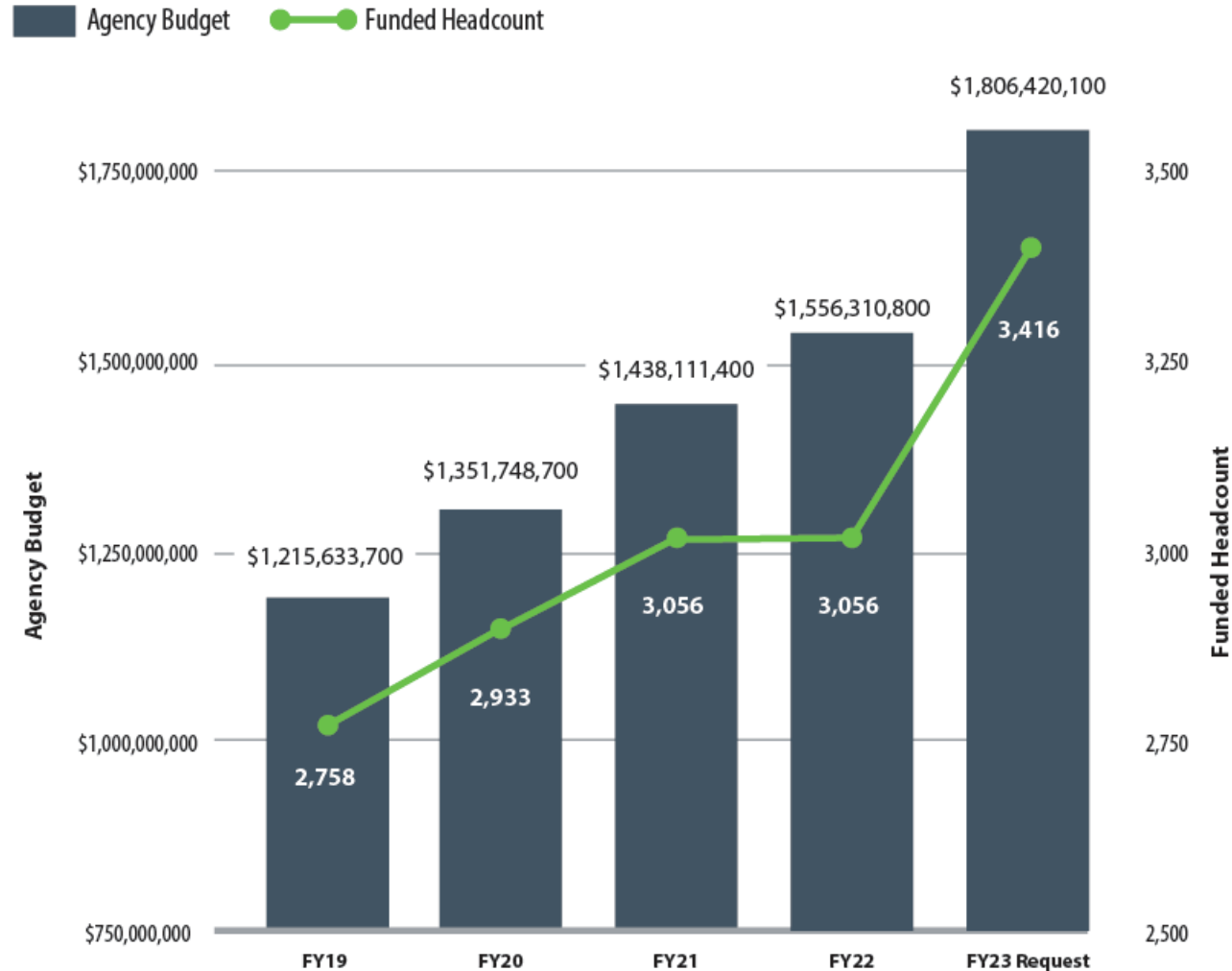
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Total Budget: \$1.8 Billion

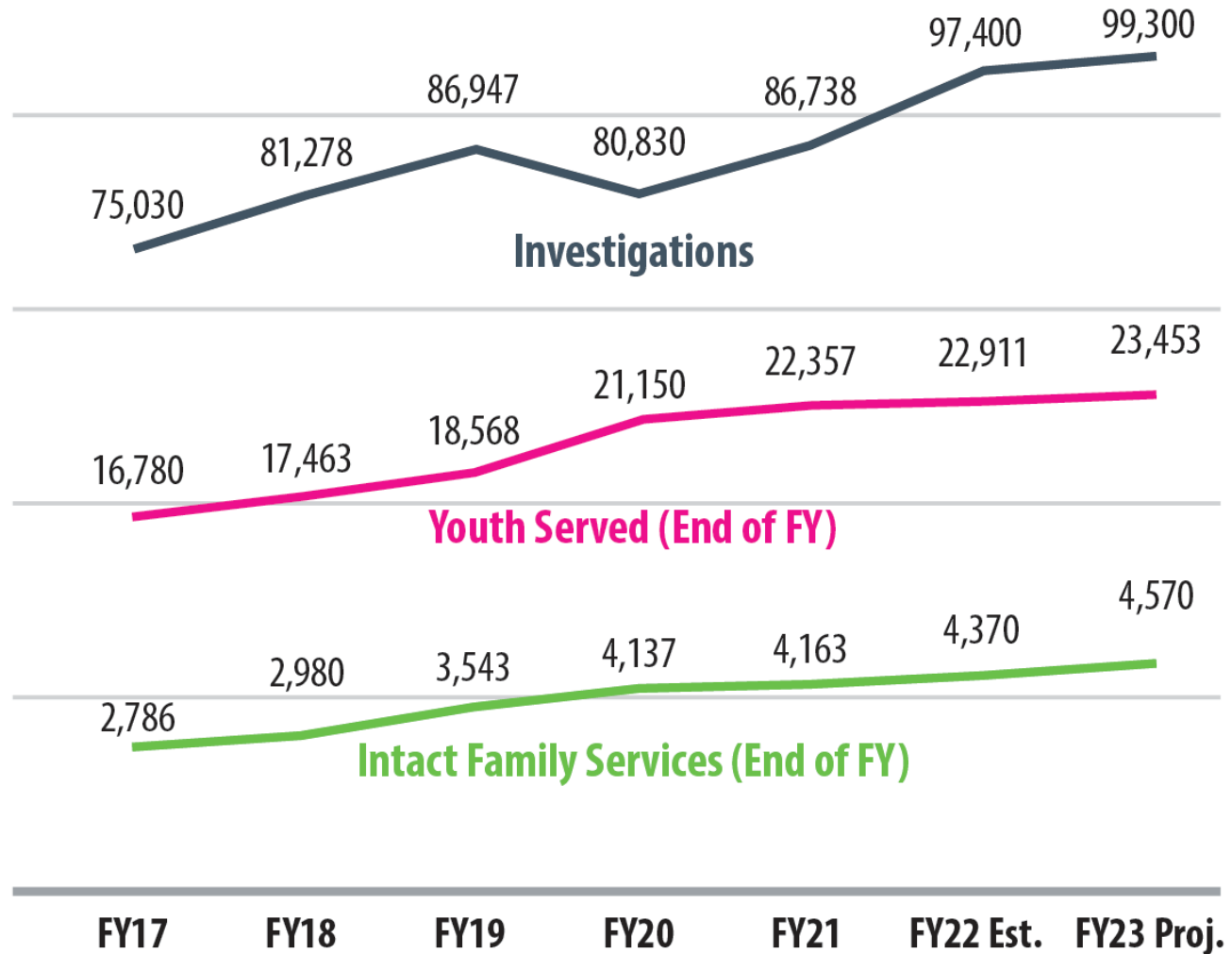
- Increase of 16% over FY22
- Increase of 26% over FY21
- ▶ **Investing in Staff** – \$29.3M increasing DCFS staffing by 360 positions
- ▶ **Modernizing Systems** – \$16.1M for implementation of Comprehensive Child Welfare Information System and critical system modernization
- ▶ **Critical Investments in Workforce and High-End Youth Services** – \$182.6M
 - \$87.1M – CBP Workforce Investments
 - \$25.0M – “Level of Care” Supports
 - \$29.7M – Youth in Foster Care
 - \$11.6M – Adoption & Guardianship
 - \$10.4M – Older Youth
 - \$8.0M – Day Care
 - \$5.8M – Training & Recruitment
 - \$5.1M – 3% Provider COLA

Investment Trends Through FY23

DCFS Budget
and
Headcount
FY19-23
Proposed



Trends in FY23



DCFS Caseload Trends FY17-23 Projected

Critical Investments in Workforce, Youth Services

\$87.1M – Joint Rate Workgroup with Community Based Providers:

- **Salary Increases for Private Caseworkers, Supervisors** – reducing public/private salary disparity by raising CBP salaries to 80% of the AFSCME starting point, with the aim of achieving 90% eventually.
- **Child Care Workers** – increase pay from \$16.62 to \$19.62 per hour
- **Additional Private Support Staff** – funding for new positions to:
 - Enhance Safety for Intact Families and Community Families At-Risk
 - Enhance Permanency for Youth in Care
 - Enhance Foster Home Recruitment and Licensing
- Increased Support for CBP Liability Insurance and Worker Benefit Packages

\$25.0M – Level of Care Support Services:

- Increased Capacity for Youth Placement in the Most Clinically Appropriate Settings through Capital Grants and Workforce Support
- Support capital needs to increase residential capacity

\$13.2M – FY22 Workforce Crisis Response March 1, 2022 (within current appropriations):

- Caseworker and Supervisor Salary Increases for:
 - Foster Care (CBP)
 - Intact Family Services (CBP)
 - Child Welfare Service Referrals (CBP)
- Child Care Workers in Residential Facilities:
 - \$3.00 per hour increase, from \$16.62 to \$19.62 per hour
 - Supervisor Salary Increase

Improve Safety Through Training – DCFS is reviewing its safety-focused training and considering additions to improve worker safety, while also adding new simulation training facilities to help new workers..

Increase Residential Bed Capacity –Expand its network of providers and increase capacity for youths that need a residential bed,.

Workforce Task Force – Reconvening the Task Force on Strengthening Child Welfare Workforce for Children and Families to study the impact workload and compensation and develop recommendations on how to improve recruitment and retention of child welfare workers.

Promote Diversity Equity and Inclusion – DCFS will work to increase the number of bilingual employees statewide to better meet the needs of the children and families we serve.

Encourage Subsidized Guardianship – Subsidized guardianship is a path to a permanent home for a child that keeps a child's self-identity and reinforces the values and culture of biological parents, while maintaining a connection to family.

Implement CCWIS System– In contrast to the existing system used by DCFS, the new CCWIS systems that are now under development are modular, reusable case management information frameworks and set of standards that we develop to support their unique child welfare program needs.

Meet Victoria and Will

- Victoria and Will have three children, one with special needs, and were brought to DCFS attention after complaints of environmental neglect.
- Will works two jobs to support the family, which is time consuming, and Victoria was struggling with the children and keeping up the home. Investigators found a number of issues, including a pest problem that had been exacerbated by the families many pets.
- DCFS stepped in to help the family obtain new furniture and is providing new mattresses, as they had become infested and unsanitary, threatening the health and well-being of the children.
- Victoria also successfully underwent parenting classes, and she and Will repainted and helped make their home healthier and more welcoming for their children. The family and children are now succeeding.

