

April 9, 2020

Dear Parent or Guardian,

All of us at DCFS would like to assure you that we will continue to support you and your family during the unprecedented public health crisis we now face. Our staff are working diligently to ensure the continued availability of post-adoption/guardianship services to you and your child(ren). As a parent or guardian, you have made a lifetime commitment to your child(ren), and we are making a continued commitment to you and your family.

Because of the extreme circumstances related to COVID-19 and the need to ensure that you and your family's health, and the health of post adoption/guardianship staff is protected, DCFS and our service providers have had to take measures to discontinue all non-critical in-person contact. In instances where in-person contact is necessary, staff will take extra precautions, such as social distancing, frequent handwashing, use of protective gear and compliance with other CDC recommendations. A brief pre-screening will also be conducted prior to any in-person contact to ensure that it is safe and appropriate to do so.

Your subsidy's ongoing monthly payments will continue to be processed, and any medical services that are approved in your subsidy will continue to be available to your family, as long as the service providers are continuing to offer those services. We recognize that many service providers have begun to utilize telecommunication platforms or may be operating with reduced staff. While we know that this may be difficult, we ask you to understand that this has been done to protect you, your family and provider staff.

Our Path Beyond Adoption/Guardianship toll-free helpline (866-538-8892) will continue to be available for those who have questions or need additional support. In addition, information may be found on the DCFS Path Beyond Adoption website: ([www.pathbeyondadoption.Illinois.gov](http://www.pathbeyondadoption.Illinois.gov)).

For families seeking additional information about the full array of post adoption/guardianship services which are normally available, we urge you to view the Connections to Count On video on the DCFS Virtual Training Center. It can be found in the On-Demand course list and provides training credits for those who wish to take it.

My staff and I will continue to monitor any new developments about the spread of the disease. We are in contact daily with the Illinois Department of Public Health (IDPH), Illinois Emergency Management Agency (IEMA) and other state agencies experienced at responding to infectious disease outbreaks.

For additional information and resources regarding COVID-19, please visit the following websites:

Illinois coronavirus website:

<https://www2.illinois.gov/sites/coronavirus/Pages/default.aspx>

DCFS website: <https://www2.illinois.gov/dcfs>

IDPH website: <http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-zlist/coronavirus>

CDC website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Again, thank you for all that you do to nurture, support and care for your children. Our work to keep them safe and provide them with loving families would not be possible without you.

Sincerely,



Marc D. Smith  
Acting Director  
Illinois Department of Children and Family Services