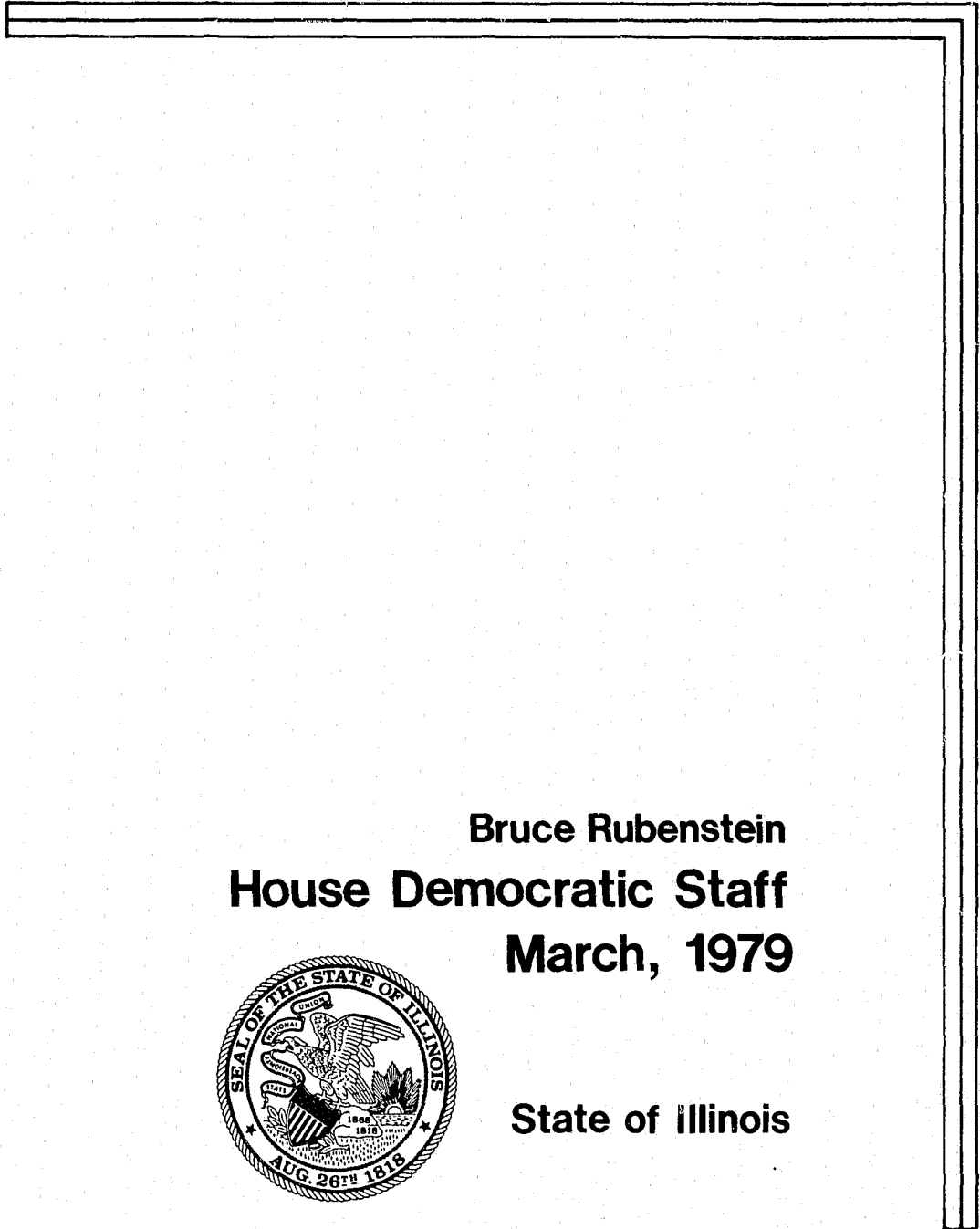


CHILD ABUSE/NEGLECT SYSTEMS SURVEY



64424

**Bruce Rubenstein
House Democratic Staff
March, 1979**



State of Illinois

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March, 1979

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SYSTEMS SURVEY**

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**Bruce Rubenstein
House Democratic Staff
March, 1979**



State of Illinois

March, 1979

To the People of the State of Illinois:

Child abuse and neglect has become one of the most critical issues facing the State's human services agencies in the late nineteen seventies. We are all alarmed by the great increase in reports of beatings, burnings and sexual abuse inflicted on very young children. It is also disconcerting to read in the newspapers that the State agency mandated to respond in such incidents is understaffed and overworked.

Last fall, I asked the House Democratic Staff to research the area of child abuse and neglect and to report on the State's response. This report is the product of their efforts. I hope the findings shed some light on Illinois' child abuse and neglect problems and lead to a better understanding of those issues.

William Alredmond

*Speaker
Illinois House of Representatives*

* * *

Preface

This report represents the interpretations and conclusions of the House Democratic Staff, based on information provided and statements made by staff of the Illinois Department of Children and Family Services.

I wish to express my appreciation to the many DCFS staff who so willingly cooperated with this study. Also, a special thanks is due Rey Becker, House Democratic Staff, for his assistance in collecting some of the data. Hopefully, the study will serve as a useful tool in understanding and meeting the needs of children and families in Illinois.

BPR

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Methodology

Survey information was gathered during the 6 months beginning September, 1978 through February, 1979. Staff interviewed, by phone, the 63 field office supervisors of the Illinois Department of Children and Family Services, visited 5 Chicago area offices and the specialized child abuse intake offices in Maryville and Rock Island, and personally interviewed the 8 regional directors prior to the phone surveys.

General discussions of systems and resource allocations were held with each regional director. The phone conversations to field offices lasted 30 to 60 minutes each, and all completed forms were verified for accuracy and completeness in a second round of calls to the supervising social workers in each office in February. Regional summaries were similarly reviewed with regional directors the first week in March.

The Director of Planning, Research and Development of DCFS supplied information on registered child abuse and neglect reports and open child and family cases per office for the month of September, 1978. Staff compared this data with staffing information provided directly by each field office supervisor. The supervisor identified the current staff, vacancies and new positions to be added under the Governor's Initiative.

The field supervisors' comments concerning the community, relationships and private agencies have been summarized and do not represent the points of view of law enforcement agencies, State's Attorneys' offices, Courts, mandated reporters, or private agencies. This should be kept in mind when reading individual survey forms.

The following report is pertinent only to the period referenced. The ever changing nature of the Department of Children and Family Services, its structure, policies and resources must be kept in mind when using this survey.

General Findings

1. The State of Illinois is served by 72 individual child abuse and neglect response systems. Many reporters must differentiate between child abuse and child neglect, and work days or after hours in order to call the appropriate phone number for reporting. Nine field offices of DCFS have given out home phone numbers to mandated reporters in order to circumvent the answering service or private agency with which they have contracted.

The current proposal to have one child abuse and neglect phone number in Springfield addresses the multiplicity of systems in Illinois. However, a question exists as to whether a centralized child abuse reporting system would adversely affect successful local systems such as those existing in Cook County, the 7 counties in the East St. Louis Region and many other communities. How will mandated reporters feel about another change in a child welfare system that changes too often?

* * *

2. A lack of clarity and consistency in policy and definition makes comparative analysis of the incidence of child abuse and neglect impossible. Reports of abuse and neglect have risen from 1,160 cases in fiscal year 1973 to an estimated 20,300 reports in fiscal year 1979. A great deal of the "epidemic" rise in child abuse and neglect reports is due simply to a majority of field offices counting neglect cases for the first time this year.

In addition, after examining open cases throughout the State, it appears a difference exists as to what is to be counted as an open case. Cook County offices open too many duplicative child and family cases. Closure of cases is generally slower there also. These factors inflate the number of open cases and also the case to caseworker ratios.

* * *

3. At the time of the survey, the average Cook County Child Protective Service caseload was 55.1 child abuse cases. The American Humane Association was contracted by the Department to study the Cook County system and recommended in November of 1976 that child abuse caseworkers should carry no more than 20-25 cases each. Several legislative attempts have been made to realize a 25:1 ratio for Cook County CPS workers. With the Governor's Initiative to hire 300 new caseworkers, the case-to-caseworker average will drop to 35.5 cases, 10 higher than the AHA recommendation. At least 35 new staff must be hired immedi-

ately to reach the recommended caseload average, and as more cases are opened for service, this figure will rise over the next year.

* * *

4. At the time of this survey, the average multi-service caseload was 72.7 cases-to-caseworker. With the Governor's Initiative adding 300 new workers, the caseload average will drop to 47.7 cases-to-caseworker. In order to reach the Governor's own goal of 40 cases-to-caseworker, 110 direct care staff would be needed immediately in the field offices. Additional supervisory and support staff bring this need to nearly 175 new workers.

It should be noted that the study adjusted for the lack of uniformity in the definition of open cases. Only opened family cases were used to measure caseloads in the Cook County Child Protective Service office. In the other Cook County Area Offices, only opened children's cases were used in calculations. Almost everywhere else in the State, both child and family cases were used.

* * *

5. The majority of reports of child abuse and neglect come from areas in cities which also have poverty, unemployment and substance abuse problems. While rural areas seldom produce a large number of reports, the most serious physical and sexual abuse cases occur in these areas.

* * *

6. There are basic problems in the Department's relationship with law enforcement agencies, State's Attorneys and the courts. These problems relate to issues of maintenance of the family, child abuse case processing and acceptance of responsibility for non-child abuse cases. The Department appears to place high priority on child abuse cases at the expense of their responsibility for troubled adolescents. The police, State's Attorneys and courts want DCFS workers to accept responsibility in both areas. DCFS claims that it is understaffed and overworked. The failure to work cooperatively on troubled adolescent cases, many of which are the result of earlier child abuse, affects the working relationship on child abuse and neglect cases. Proper staffing, cooperative agreements and clearer legislative policy would go a long way toward solving these differences.

* * *

7. Private agencies are used by DCFS to carry case responsibility that the Department cannot manage with its current staffing. Since private agency care is more expensive per unit of service, the State of Illinois may be paying more for not adequately staffing the Department.

Most private agencies operate in the Chicago metropolitan area, resulting in the need for more State level staff in downstate communities where caseworkers must take full case management responsibility.

* * *

8. The decentralization of DCFS has resulted in varied use of resources in treatment of child abuse cases. Chicago Region children are most likely to be placed outside of the natural home. Springfield Region children are most likely to be served in their own home.

* * *

9. The Counseling program is used primarily to purchase casework services in Chicago and Aurora Regions and to purchase advocate services elsewhere. Nearly 80% of the "intensive" counseling contracts are prepared for these two regions. Reliance is made on the community mental health system in most other communities.

* * *

10. Protective Services Day Care dollars are threatened by the pressures being placed on the Department to live up to its employment-related day care commitment within the State's Title XX Plan.

* * *

Specific Recommendations

1. *Uniformity in Programs and Resources*

The State of Illinois should guarantee that a basic level of response is available throughout the State. Resources should be uniformly allocated to assure that a family in Chicago is as likely to be served in their own home as is a family in Springfield.

2. *Mandated Reporters*

A civil or criminal penalty should be legislated for the failure of a mandated source to report child abuse and/or neglect. Thirty-nine other states have adopted such penalties. With no penalty in the law, the mandate is not enforceable.

3. *Central Registry*

A clear policy should be communicated to all staff relating to what is to be reported to the Central Registry of child abuse and neglect reports. The Central Registry should be computerized and available to the direct care staff 24 hours per day.

4. *Protective Service Day Care*

Protective Service Day Care dollars should be segregated in the budget of DCFS and protected from pressures to divert the funds to other purposes.

5. *Relations with Law Enforcement Agencies*

Cooperative agreements should be negotiated between DCFS and local law enforcement agencies regarding response procedure, protective custody and criminal checks on persons that have regular contact with children that need protective services. The team approach, as it exists in parts of Cook County, Rockford and a few other areas should be expanded wherever possible throughout the State.

6. *Emergency Caretaker Program*

The emergency caretaker program should be expanded and be used by social worker-police teams throughout the State to maintain a child in his own home as long as possible in an abandonment case. The program will become cost effective if regularly used by law enforcement officers.

7. *Recruitment and Training of Spanish-Speaking Employees*

Additional spanish speaking social workers need to be recruited and trained to serve clients in several parts of the State. Currently, DCFS has only 5 spanish-speaking employees handling child abuse investigations in Cook County. The South Chicago casework team had no one who could speak Spanish.

8. *Staffing*

Adequate staffing and support resources should be provided to DCFS to allow them to perform the responsibilities they are mandated to carry. If new resources are impossible, then the services to adolescents and unwed mothers and responsibilities for licensing and day care must be cut back to allow caseworkers to devote full-time to the child abuse and neglect mandate.

CHILD ABUSE EFFECTS AND RESPONSIBILITY

Effects of Abuse and Neglect on Children

Aside from the obvious consequences of physical and emotional harm, there are other long term social, psychological and physical costs of child abuse and neglect. Abuse and neglect have an effect on a child's neurological, emotional and behavioral development. High incidents of neurological defects, developmental disabilities and language difficulties have been detected. A 1974 study notes that abused and neglected children are 10 times more likely to be developmentally disabled than the general population. Statistical reports also indicate that a disproportionate number of abused children become involved in crimes of violence. Abused children have been found too often to be unresponsive, negativistic, depressed and placating.

Legal Mandate

The Act creating the Department of Children and Family Services mandates that DCFS provide social services to the children of Illinois and their families. The 1975 Abused and Neglected Child Reporting Act requires DCFS to investigate reports of child abuse and neglect within 24 hours of receiving the report and to provide protective services to the child to prevent further harm to the child or other children in the household. DCFS is also mandated to preserve and stabilize the home and family environment, whenever possible.

The child abuse Act also requires certain specified or "mandated sources" to report any cases of suspected abuse or neglect which they encounter. Mandated sources include physicians, schools, nurses, day care centers, law enforcement agencies, hospitals, coroners and other social workers.

The Juvenile Court Act sets out procedures for dealing with abuse and neglect cases in a judicial setting. If the case before the juvenile court arose out of a report filed pursuant to the Abused and Neglected Child Reporting Act, the court will appoint a Guardian Ad Litem for the child to represent the child's interest during the court hearing. If the court finds that abuse or neglect was involved, the court may decide to not return the child to the home until another hearing has been held regarding the fitness of the parent or caretaker to resume care of the child.

The Department may decide to handle the matter out of court and treat the family with in-home protective services such as day care, homemaker, advocacy or counseling.

Response System

Calls of child abuse and neglect are made to law enforcement agencies, community social service agencies and the Department of Children and

Family Services (DCFS). Under the law, all reports must find their way to DCFS and the DCFS caseworker serves as the central figure in assessment and treatment of child abuse and neglect.

Certain professionals are mandated by law to report child abuse and neglect. They include law enforcement agencies, hospital personnel, teachers, day care workers, private physicians and other social workers. Anyone may report child abuse or neglect by calling DCFS, but neighbors and relatives are not mandated sources.

Many cases of child abuse are discovered in the emergency rooms of hospitals and medical clinics and offices. Physicians are authorized to take protective custody of abused children for up to 48 hours. These cases must be reported to the appropriate DCFS office for child abuse intake.

If the police respond to a call first, the police officer must immediately contact DCFS, but may make an independent judgement to take children into protective custody. This judgement has been the routine in most abandonment situations. The emergency caretaker program has been developed for just such cases. Rather than remove a child from his natural home, the police officer and DCFS social worker can agree to have a trained homemaker (caretaker) stay with the child for up to 12 hours, awaiting the return of the parent or guardian. With immediate family counseling by the caretaker, the family may remain intact without a separation. After 12 hours, or if the situation so dictates, the caseworker must place the child in emergency residential placement. A family case is opened to work toward returning the child to his home, and a child's case is opened to pay for the placement situation. If the child remains at home, only a family case is opened and an in-home services plan is developed.

When DCFS Intake receives a child abuse or neglect report, a CFS 242 form is immediately completed with information on the case from the reporting source. The intake worker verifies the legitimacy of the report and the form is sent to the Central Registry in Springfield. Verification may mean checking with collateral sources, such as neighbors, teachers or doctors.

An investigator is then assigned to both investigate the facts of the case and to make a decision on treatment. The investigator checks the Central Registry for past reports on the child or family. Discussions with relatives, church leaders, school personnel and others help the investigator make an appropriate treatment plan. Contact with local law enforcement agencies will give the investigator information in regard to past violence in the family's history.

If the caseworker determines that the report is not substantiated or is not serious enough for State intervention, no follow up CFS 242 form is completed and the report is automatically purged. A CFS 242 form should be sent to the Central Registry expunging the initial report. If the case is to be opened for some kind of service, a follow up CFS 242 is sent in within 10 days.

If in-home services are decided upon, a child abuse caseworker is assigned to coordinate such treatment as homemaker service, counseling,

advocacy or day care. A private agency may also be assigned the family under a counseling contract. DCFS monitors the case, but does not maintain day to day case responsibility. These services are continued until the caseworker is confident that the abusing parent or caretaker is in control of those emotions and circumstances that could lead to repeated abuse.

If the decision is made in Intake to remove the child from his natural home, DCFS must, within 48 hours, go to Juvenile Court for temporary custody of the child. The State's Attorney's office brings the petition for change of guardianship to juvenile court. The court assigns a guardian ad litem to represent the child. In these judicial proceedings, the DCFS worker, the State's Attorney (or an assistant), the Guardian Ad Litem and lawyers for the natural parents argue the merits of the placement decision. The Judge rules in the case, and if the decision is temporary guardianship for DCFS, the child remains in placement until the Judge is convinced by the natural parents that they are again fit to resume guardianship. If the Judge rules against placement, the family remains together and DCFS may be ordered to provide in-home services.

Placement outside the home may be in Department foster homes or assigned to a private agency for supervision. When private agencies are assigned cases, they are given authority and responsibility to supervise the placement and work with the natural family. Once again, DCFS monitors the case, but does not have day to day case responsibility. It should be understood that DCFS always maintains ultimate responsibility for all cases.

A permanent plan must be developed for each child. This plan spells out the social work plan, visiting rights and family goals. The social service agency must report annually to the Court as to the status of child, his permanent plan and progress in the case.

If reunification of the family appears impossible, a petition for termination of parental rights is drawn up by the State's Attorney or a contracted attorney. Termination of parental rights, if granted by the court, will free the child for future adoptive placement. Adoption proceedings are set out in the Illinois Adoptions Act. The Child Care Association operates an adoption listing service for the State. Several private child welfare agencies also provide adoption services for DCFS.

Policy

It is the policy of DCFS to initiate an investigation within 24 hours; investigate to determine credible evidence of the abuse or neglect; identify the responsible party; and decide whether to provide in-home services or to initiate proceedings in Juvenile Court (within 48 hours) to be named temporary custodian and place the child outside of the home. The law permits the Department to delegate out performance of the investigation, but policy states that this is to be used sparingly.

Abuse is defined as physical injury, sexual abuse or mental injury inflicted on the child other than by accidental means by a person responsible for the child's health or welfare.

Neglect involves the failure to provide the necessary support, education, medical or other care to protect the child from an environment injurious to the child's welfare.

A case is to be opened when a decision has been made that DCFS will provide ongoing services to the family or child. The definition of an "open case" is a problem. It is generally accepted that Cook County offices open too many cases that are duplicative children and family cases. For instance, an in-home service case of an intact family of 2 parents and 2 children may be counted as 1 family and 2 child cases. In addition, the failure to close cases in a timely manner may also inflate or distort numbers of open cases.

A written service plan is developed by the caseworker outlining the caseworker's selected options in dealing with each family or child.

Another written policy covers the caseworker's role in the decisions by either physicians or law enforcement officers to take protective custody. A new policy has been proposed setting the guidelines for referrals to law enforcement agencies and State's Attorneys. Cases are immediately referred if a child is dead on arrival or dies after admission to a hospital; a child is abused severely a second or more times; a child has been tortured or the child is in severe jeopardy if protective custody is not taken. The policy follows by directing staff to give testimony in criminal proceedings against the abuser only in response to a subpoena.

Finally, it is an ongoing responsibility of DCFS with regard to protective services in general to provide continuous community education. This is an area that is essential to provide the smooth operations of a child abuse system. Due to the shortage of staff in some offices, this element has been missing and has created animosity with police, State's Attorneys, courts and other community service providers.

*DEPARTMENT ORGANIZATION AND STAFFING**Department Structure*

The Illinois Department of Children and Family Services (DCFS) underwent reorganization effective July 1, 1978. The Department moved from 18 Areas to 8 Regions. The Regional Directors were given greater authority than the Area Administrators possessed before the reorganization. The Regional Directors were given contract signature authority in early January, 1979. This policy made it easier for a Region to set its own goals and own direction. With the arrival of a new Department Director, Gregory Coler, the delegation of signature authority policy is being reviewed.

The Department is currently organized into 8 regions, 63 field offices and 20 outposts. There are specialized child abuse intake offices in Chicago, Rockford, Rock Island, Peoria, Maryville and Springfield. In other offices, the intake function is conducted by a supervising social worker, a designated intake caseworker, or a rotation of all caseworkers in the field office.

Eighty-six counties in the State are served by a single DCFS field office. No office covers more than 5 counties on a multi-service basis; that is, an office that provides a full range of DCFS services. The Maryville child abuse unit serves as the abuse intake for the 7-county East St. Louis Region. Ten counties have 2 offices each; 4 counties have 3 offices each; St. Clair County has 4 offices; and Cook County has 13 offices. In addition, county residents may have dealings with regional resource and licensing staff, or with State and regional administrators.

Response Systems

During the day, reports of child abuse and neglect are called into the DCFS field office. In counties with multiple offices, calls are made to either (a) the "central abuse/neglect intake office" (Cook and Winnebago); (b) the "central child abuse unit" for abuse and "field offices" for neglect (7 counties in the East St. Louis Region and Rock Island and Boone counties); or (c) the "child abuse unit for mandated sources" of abuse and "field offices" for non-mandated sources of abuse and all neglect (Peoria and Tazewell counties).

Ten field offices have specialized investigative caseworkers or in-home protective service teams. Twenty-six field offices have workers assigned by geographic area, with one worker assigned to investigate and carry cases for a whole county or parts of a county. Twenty-five field offices assign the investigative function to caseworkers based upon workload and the severity and type of abuse or neglect.

After regular business hours, 13 answering services are contracted to receive child abuse and neglect reports. The answering service will relay

the calls either to an "on-call" caseworker or to an intermediary private agency or individual for screening to determine if the call is a child abuse/neglect report or other child welfare issue. There are 7 private agencies or individuals contracted to conduct this after-hour screening of calls.

Two State institutions handle the after-hours answering service function: Zeller Mental Health Center for much of the Peoria Region; and Illinois Soldiers and Sailors Childrens' School for the Normal office. With the imminent closure of ISSCS, the Normal office may have to move for the second time within one year.

The Cook County Child Protective Service (CPS) and Maryville office use second shifts to answer the great number of 5 PM to 11 PM calls. Those offices will send out an investigator immediately into their regions. Maryville contracts with a Belleville answering service after 11 PM. CPS merges with Cook County Program Services for an 11 PM to 8:30 AM shift.

Nine office supervisors which are tied into answering service systems have determined that it would be better policy to give out their home numbers to major reporting sources for after-hour calls. Few calls come into the answering services for these offices. The offices handle reports this way to avoid having reporters calling outside their area codes or for the personal relationship and immediacy it adds.

There has been discussion and plans have been developed to create a State-wide hotline in Springfield or Chicago. Senate Bill 92 has been introduced into the 81st General Assembly to computerize the Central Registry of child abuse and neglect reports (CFS 242). Funds for 6 computer terminals in the central office of DCFS are appropriated. In its original form, SB 92 would have funded a central Statewide intake office, with Social Workers II and III answering calls. This provision has been deleted from the Senate Bill, but only to temporarily delay the implementation of the central intake plan. Within 18 months, the DCFS plans to fully implement computerized Central Registry and statewide central intake.

If the plan is implemented, 72 individual child abuse and neglect response systems will be changed dramatically. Mandated and non-mandated reporters will have to be educated to the new phone number.

Central Registry

In the period covered by this survey (fiscal year 1976 to fiscal year 1978), reports of child abuse and neglect have increased 99.8%, from 6,374 reports in FY 76 to 13,453 reports in FY 78. A great deal of the increase, however, can be attributed to the change in definition of what is to be reported to the Registry.

With the introduction of the new form CFS 242 in February of 1978, it became clear that all abuse and neglect calls were to be registered.

A system to expunge non-substantiated reports was included. Offices were free to report initial calls of abuse and neglect knowing that unsubstantiated reports would be removed from the Registry.

In most areas of the State, offices were reporting very little neglect. They would submit only severe cases to the Registry. The major reason was the vagueness of the central policy and the need to avoid excessive paperwork. Paperwork takes 30% to 40% of a caseworker's time. Gradually, over the year 1978, more offices came into compliance with the central policy for reporting. Clear examples are Winnebago, whose reports jumped from 78 in FY 77 to 736 in FY 78; and Decatur, where reports doubled in FY 78.

Actual reports of abuse and neglect have increased in most areas. In Cook County, where there was no change in definition of reports, the registered number still increased by 711, or 13.8%. A large part of Winnebago County's increase must be attributed to increased community awareness after a local family multiple murder. Unfortunately, the change in definition makes it impossible to accurately measure the effect of such incidents on reporting.

Other factors in fluctuating incidence of reporting are the proximity of the DCFS field office and the effectiveness of DCFS' outreach and community education efforts. The survey found that increased community education, through a private agency child abuse grant, or through speaking engagements by the casework staff, promoted more reporting in previously non-reporting counties.

Staffing - Caseloads

On October 5, 1978, Governor James Thompson announced an Initiative to hire 300 new child abuse intake, follow-up and support staff. Some of these positions will be new. Some will fill existing vacancies. The goal of the Initiative was a 40 cases-to-1 caseworker average. It is assumed that the 40:1 ratio pertained to multi-service workers, since an American Humane Association recommendation in 1976 said that child abuse (in-home services) workers should carry no more than 20-25 cases each.

There are three child abuse intake and in-home service casework offices in Illinois located in Chicago, Maryville and Moline. The Cook County Child Protective Service (CPS) had a case-to-caseworker average of 55.1 cases prior to the Initiative. After the Initiative, this case-to-caseworker average will drop to 35.5 cases, 10 higher than the A.H.A. recommendation. Maryville's case-to-caseworker ratio will fall from 38.1 cases to 25.4 cases -- very close to the A.H.A. recommendation. The Rock Island child abuse staff will fare even better with a drop from 32.0 cases to 16.0 cases per caseworker.

At the time of this survey, there were 898 positions in the remaining 60 field offices, with 103 vacancies and 25 leaves of absences. Of the filled positions, 18 were in intake units and 360 in purchase of

service or caseworker positions. Assuming 25 cases for intake workers and 80 cases to be in a purchased care caseload, the average cases per caseworker Statewide is currently 72.7 cases. After the Initiative, the cases per caseworker average will drop to 47.7 cases. In order to reach the goal to 40 cases-to-1 caseworker, 110 direct care staff would have to be added to the field offices. Additional supervisory and clerical staff would also be needed.

*THE COMMUNITY AND RELATIONS WITH LOCAL OFFICIALS**The Communities*

The majority of reports on child abuse and neglect come from areas in cities which also have poverty, unemployment, and substance abuse problems. Housing projects in many areas of the State were reported as high reporting communities.

In the smaller towns, transient areas, trailer courts, migrant camps and river communities were heavily reported areas. The proximity of the DCFS field offices and private service agencies was a factor in these communities. It is much easier to report child abuse or neglect in a small town if the DCFS office is part of the community or private service agencies are nearby to lend a familiarity to the child abuse reporting and treatment system.

Rural areas seldom produce a large number of reports, but the most serious physical and sexual abuse cases occur in these areas. Communities in the far northwest and southeast, and some Central Illinois river towns were reported as communities where incest and other forms of sexual abuse were accepted as normal occurrences.

Relations with Law Enforcement Agencies

Positive relations with law enforcement agencies were indicated in 4 of every 5 surveys. Special mention of law enforcement agency relations was made in 4 or 5 instances. These comments came from areas where innovative ideas have been tried.

The Peoria Child Abuse Team has a written statement of cooperation with the Peoria Police Department. Rockford Police and the Winnebago Sheriff's police work in teams with DCFS child abuse staff. DeKalb field offices have written agreements with 13 law enforcement agencies.

The Child Protective Service (CPS) in Cook County has developed a team project with 4 police districts on the west side of Chicago. This team concept will be expanded to the south side and 4 suburban communities with a new federal Health, Education and Welfare grant.

There is a major philosophical difference in the professional approach taken by police and social workers. Police are much quicker to take children into protective custody. Their concern is the immediate safety of the abused or neglected youngster.

The Social Worker in DCFS is charged by law to maintain the family unit, whenever possible. There have been several highly publicized incidents in recent years involving children who subsequently died from abuse inflicted by parents or others after DCFS, with the Court's permission, had either refused to remove the child from the home or had returned the child to the custody of parents after previous abusive treatment.

Another problem is the unwillingness of some DCFS offices to take responsibility for Minors in Need of Supervision (MINS). The Juvenile Court Act sets out the procedure for dealing with MINS cases. Although the Department has only very limited contact with MINS cases under the Act, DCFS can be assigned to the matter. Some MINS cases take up a great deal of the time that DCFS caseworkers might otherwise be devoting to abuse and neglect cases.

The solution to these problems lies in cooperative agreements; team investigations; case staffings with law enforcement representatives; and communication at every level. By these means, the framework for cooperative relations will be formed. Also, the Illinois General Assembly should clarify the specific responsibilities in MINS cases.

The Illinois Department of Law Enforcement has developed a training program for law enforcement agencies in conjunction with the Department of Children and Family Services. These meetings, throughout the State, have been well received, but cannot succeed if ongoing communication is not maintained between DCFS and the local law enforcement agencies.

Relations with State's Attorneys

State's Attorneys represent the State of Illinois in child abuse and neglect cases. DCFS staff would like the local State's Attorneys to help them prepare their cases for court appearances. A major weakness in the DCFS child abuse system is the lack of attorneys to help caseworkers prepare for court. The Quincy office has contracted for private attorneys in several instances. Marion Region has begun a legal advocate internship with Southern Illinois University. Many offices have court liaisons, but full-time or part-time attorneys could make a significant difference in the DCFS presentation of child abuse cases before the Juvenile Court.

Although relations with State's Attorneys were reported as good to excellent in half of the surveys, a major problem was reported with turnover and the low priority given juvenile law in most of the counties of Illinois. In most cases, the newest law graduate in the office is assigned juvenile cases, including abuse. With some experience, these assistant State's Attorneys move on to criminal law. This results in inconsistency and inexperience in enforcement of the child abuse Act.

A team approach with the State's Attorney's office, similar to the system in Cook County would be helpful, but few of the DCFS multi-county offices have the time to devote to such a program.

Relations with Juvenile Courts

Juvenile judges are the controlling party in the treatment of families with severe abuse and neglect problems. The judge can either be interested and involved or give low priority to such cases.

The overwhelming majority of responses to the survey were positive. There were several reports of inconsistency, mainly in circuits with

rotating systems of judges. Turnover and rotation means that no judge can maintain a continued interest and involvement in troubled family cases.

Two other sore points to DCFS workers are: courts changing MINS petitions to neglect cases in order to get DCFS to serve the adolescents and their families; and the refusal by the courts to terminate parental rights in cases where social workers feel a family is beyond repair. Termination of parental rights is required in order to find a permanent adoptive home for children. In response to the MINS issue, DCFS workers claim they are overworked as it is, and cases of troubled adolescents take too much time away from their work with abused and truly neglected children and their families.

One possible solution to these problems would be improved staffing to handle both the abuse/neglect and troubled adolescent caseloads. A court liaison program in each Region would also help. The Inter-agency Council in Cook County provides an example for other offices on the team approach. This does not necessarily mean that the court will go along with social worker decisions. The Court is the final authority in juvenile cases before the bench.

Relations with Mandated Reporters

Mandated reporters make the initial report of abuse and neglect in 60.4% of the cases. Neighbors, family and anonymous calls are major non-mandated sources. Training workshops are held as often as possible to educate mandated reporters in detecting abuse and neglect. Mandated sources reported 71% of the abuse and 50% of the neglect in fiscal year 1978.

The survey attempted to discover which reporters were having trouble with the reporting law. In 27% of the surveys, private physicians were identified in non-compliance with the Abused and Neglected Child Reporting Act. Public Aid services workers were identified as not reporting in 8% of the areas surveyed and schools in 15%. Law enforcement agencies were mentioned by only one of the 63 offices.

16.5% of all reports come from law enforcement agencies. They are followed by hospital staff (16.1%) and schools (12.7%). Private physicians only reported 185 (1.4%) of the 13,453 registered reports in FY 78.

COMMUNITY AND SERVICE RESOURCES

Private Agencies

A network of hundreds of private and public agencies offers services to children and their families. Many child welfare agencies have been in operation for nearly one hundred years and are social welfare arms of organized religions. These agencies provide counseling, homemaker, advocate, day care, residential and many other family support services.

Another group of private agencies is not as established, and is striving for new identity and responsibility. Youth Service Bureaus, Community Action Agencies, Parents Anonymous groups, Big Brother-Big Sister voluntary groups, legal aid and community mental health centers provide increasingly essential service to the child abuse and neglect response and treatment systems. The community mental health clinics provide the only counseling resource in at least 56 counties in Illinois, and are used by DCFS caseworkers in every community to supplement purchased care.

Many of the private agencies and institutions are building new foster care home networks in response to the Governor's agreement with the private sector to transfer as many new foster care placements to their supervision. Private agencies do not have programs operational in many areas of the State, especially in the Marion Region and many downstate field districts; however, an effort is being made to develop these resources.

Private agencies have also expanded into hot line, screening and initial assessment and investigative functions. It is DCFS policy that Department staff do all initial assessments and investigations. A private agency in Cairo, contracted to do these functions, has been told to hold off until the policy is clarified. Child abuse grantees in Cook County do operate initial assessment-investigation systems in Evanston and several communities in Chicago. The policy should be clarified immediately by the Director of the Department.

Purchase of Care Allocations

The following charts give the internal allocation of resources, both in-home and placement, to the Regional staffs. Chart #1 gives the percentage of each Region's budget devoted to each service. Interesting differences exist in the percentage allocation of homemaker and institution dollars between Springfield and Chicago Regions. The legislature is currently discussing the idea of regional budgets. Regional budgets would give the General Assembly a policy role in approving or changing the policy direction of any region.

Chart #2 gives the dollar amount and percentage of each program allocated to each region. In analyzing this data, both charts must be utilized. For example, in Chicago which uses 61.17% of the counseling dollars, counseling is only 5.28% of the Region's total resources, well below the

average percentage internal allocation. The reader will see that counseling dollars are used differently by Cook County when compared to central and southern regions.

The following map combines in-home and placement allocations to give a picture of how well the regions are doing in the movement toward deinstitutionalization, a major policy commitment of this, and previous administrations.

Homemaker Service

Homemaker service is intended to provide services that range from house-keeping, home maintenance and child care service, to assisting families in maintaining and improving homemaking, budgeting and child care skills. Regional program plans are part of the contracts with 320 individual homemakers. Each regional director sets rates for homemaker services. These rates do not reflect a transportation allowance of 13¢ per mile. The regional range of rates for homemaker service is as follows:

Rockford.	\$2.65 to \$5.00 per hour
Peoria.	\$2.50 to \$4.00 per hour
Aurora.	\$2.65 to \$4.00 per hour
Chicago	\$3.50 to \$4.25 per hour
Springfield	\$3.50 to \$3.95 per hour
Champaign	\$2.90 to \$3.30 per hour
East St. Louis.	\$2.90 to \$3.30 per hour
Marion.	\$2.90 to \$3.85 per hour

In addition to individual contracts, 7 private agencies are contracted to provide homemaker services. The contract rates range from \$5.30 to \$7.76 per hour. They sometimes include casework responsibility, but all involve added administrative expense.

The greatest internal use of homemaker dollars is the allocations within the Springfield and Marion budgets. They each devote 19% of their budgets for homemakers. Chicago only uses 2% of its budget on homemaker services -- the lowest in the State. This includes the added cost per hour impact of 2 private agency contracts.

Advocate Services

Advocate services are funded out of the Counseling budget. Individual advocate contracts must be approved by the Director. Advocates are used to provide supportive services to clients, particularly adolescents, by serving as an older sibling, relative or close friend. This would include the "Big Brother-Big Sister" concept. Advocates share recreational and cultural activities, enhance social and functional living skills through individual discussion and activity sharing. They assist clients with legal and independent living experiences.

CHART 1

% ALLOCATED TO EACH PROGRAM -- BY REGION & STATE

PROGRAM	1A ROCKFORD	1B PEORIA	2A AURORA	2B CHICAGO	3A SPRING.	3B CHAMP.	4 E. ST. LOUIS	5 MARION	STATE
Foster Care	38.68	28.73	36.52	38.86	39.55	37.97	46.31	37.28	38.27
Counseling	7.00	3.41	12.08	5.28	8.72	6.65	4.88	6.00	5.89
Homemakers	8.95	14.43	7.78	1.96	19.16	7.62	10.71	19.46	5.16
Adoptions	5.15	4.72	4.96	3.44	8.19	5.89	11.54	9.07	4.45
Instit./Groups	32.20	41.52	30.59	46.29	10.05	34.56	16.01	20.43	40.60
Adolescent Training & Support	1.06	1.39	1.20	1.27	2.66	1.52	2.25	1.02	1.35
Children's Personal/ Physical Maintenance	1.50	1.72	2.29	1.84	2.51	2.66	3.32	3.27	2.02
Reimbursement of Counties	2.52	1.36	1.61	0.02	1.15	1.18	0.45	----	0.41
Purchased Day Care	2.90	2.69	2.92	1.00	7.97	1.91	4.51	3.43	1.80
TOTAL	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

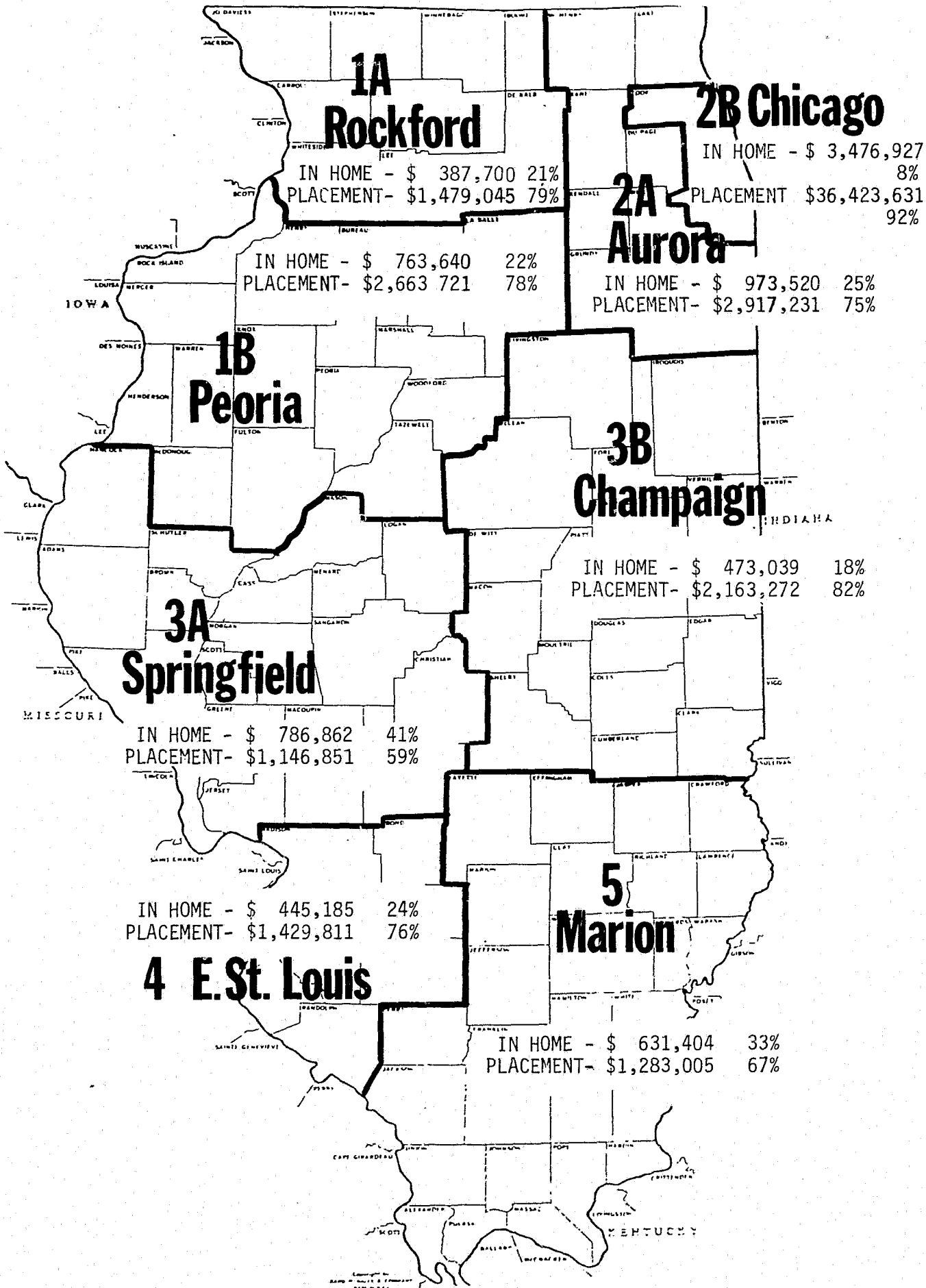
CHART 2

STATE-WIDE REGIONAL ALLOCATIONS POS FY 79

(Dollars in Thousands)

PROGRAM	ROCKFORD		PEORIA		AURORA		CHICAGO		SPRINGFIELD		CHAMPAIGN		E. ST. LOUIS		MARION		TOTAL FY 79 ALLOCATION	TOTAL FY 79 APPROPRIATION
	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%				
FOSTER CARE	795.2	3.36	1,068.4	4.52	1,559.6	6.60	16,376.5	69.34	867.8	3.67	1,109.3	4.69	1,025.4	4.34	814.3	3.44	23,616.4	23,973.7
COUNSELING	144.0	3.96	127.1	3.49	516.0	14.18	2,225.1	61.17	191.4	5.26	194.4	5.34	108.1	2.97	131.2	3.60	3,637.2	3,637.8
HOMEMAKERS	184.0	5.77	536.5	16.84	332.5	10.44	826.8	25.95	420.5	13.20	222.6	6.99	237.1	7.44	425.2	13.35	3,185.4	3,997.1
ADOPTIONS	105.0	3.81	175.6	6.30	211.8	7.70	1,451.2	52.76	179.7	6.53	172.2	6.26	255.6	9.29	198.2	7.20	2,750.3	2,750.3
INSTITUTIONS/ GROUPS	661.9	2.64	1,543.6	6.16	1,306.2	5.21	19,509.4	77.87	220.7	0.88	1,009.6	4.03	354.5	1.41	446.3	1.78	25,052.0	27,376.7
ADOLESCENT TRAINING & SUPPORT	21.9	2.61	51.8	6.17	51.5	6.14	537.8	64.16	58.4	6.96	44.4	5.29	49.9	5.95	22.4	2.67	838.1	838.2
CHILDREN'S PERSONAL/PHYSICAL MAINTENANCE	30.8	2.46	64.1	5.13	98.0	7.84	778.8	62.32	55.3	4.42	77.7	6.21	73.5	5.88	71.5	5.72	1,249.7	1,831.8
REIMBURSEMENT OF COUNTIES	51.9	20.58	50.6	20.05	69.0	27.33	10.9	4.33	25.3	10.03	34.6	13.69	10.0	3.96	--	--	252.5	282.1
PURCHASED DAY CARE	59.7	5.35	100.0	8.96	125.0	11.20	425.0	38.09	175.0	15.68	56.0	5.01	100.0	8.96	75.0	6.72	1,115.7	1,115.7
TOTAL POS	2,005.4	3.25	3,717.7	6.02	4,269.6	6.97	42,141.6	68.30	2,194.0	3.55	2,920.8	4.73	2,214.1	3.58	2,184.1	3.54	65,803.4	61,697.3

IN HOME and PLACEMENT ALLOCATIONS



One hundred fifty-six individual contracts for advocacy services have been developed, along with 10 private agency contracts. Once again, starting rates vary from \$2.50 per hour in Peoria to \$2.90 per hour in the Champaign Region. Top rates vary from \$2.75 per hour in Springfield to \$5.00 per hour in Rockford. The transportation expense is again an added allowance.

Private agency rates range from a low of \$2.75 per hour for Project Oz in Bloomington to \$5.25 per hour for the Mental Health Services of Franklin and Williamson Counties.

Intensive Counseling

About 74 private agencies are contracted for intensive counseling. In most contracts, the counseling service is only one element of comprehensive casework responsibility. Aurora and Chicago Region account for 77% of the private agency contracts. In Chicago, which uses 61.2% of the counseling dollars, the entire allocation purchases casework services.

Purchase of Service (POS) staff need to monitor these cases, but should handle twice as many open cases as a caseworker who has direct and sole responsibility for a child or family.

Rates for intensive counseling service range from \$21.68 per hour to \$40 per hour and \$100 per month to \$300 per month. Similar services are purchased in schedules of days, units and sessions. Comparison of rates is difficult.

Protective Services Day Care

Of \$40 million in purchased day care services, \$1.1 million is designated for protective service day care aimed at preserving and strengthening family life in times of crisis. The remainder of the day care money is allocated for purchasing day care for low income and welfare families, in order that the parents can obtain employment or training.

The Illinois Department of Public Aid issued a new policy on January 26, 1979, instructing their staff to refer public aid clients coming off the rolls to DCFS for continued payment for employment-related day care. This resulted from a lawsuit (Williams v. Quern) which attempted to force the State to live up to its Title XX Plan and provide day care to all families within 80% of the State medium income. These "transitional day care" referrals may eat into the \$1.1 million in protective services day care. Unless protective services day care money is protected, field offices may not be able to continue using day care as a treatment resource in child abuse cases. Six hundred children were in protective services day care at the time of this survey.

Rates paid by the State for day care homes have not been increased for 10 years. Although such an increase is imminent, the rate for day care homes at the time of this study was 40¢ per hour maximum. This has been a sig-

nificant factor in the inability to attract high quality day care homes for children in troubled family situations.

Further complicating the day care field is the lack of infant day care resources and lack of day care for young parents in university communities. There has been little successful work done to develop infant day care homes or centers. With many child abuse and neglect cases among families with teenage mothers and fathers, respite care can be extremely effective in relieving the build up of tension for a mother at home with a child over a long day.

The survey received comments about the lack of student housing day care from at least 2 university communities. Students need a place to drop off a youngster while they run to class. Carbondale reported a number of abandonment reports from one student housing project.

Emergency Placement Resources

The Department contracts with approximately 304 emergency foster homes, 4 private agencies and 26 residential facilities for emergency placement of abused and neglected children. In some cases, DCFS pays a retainer fee for slots in the homes. Thirteen offices reported they do not have emergency homes, but can ask regular foster homes to accept emergency cases.

Emergency Caretaker Program

Formal emergency caretaker programs have begun in Cook County CPS and the Winnebago Child Abuse Intake Office. Beginning February 19, 1979, a contract was signed for \$17,210 with Personnel Pool for a 24-hour emergency caretaker program to be used by DCFS-police teams in Winnebago County.

In Cook County, the emergency caretaker program is under contract with Child and Family Services of Chicago. Sixteen full-time caretakers provide 24-hour coverage. The current contract covers CPS Areas 1, 2, 3, 4, 5, 6 and 11 within Chicago. Thirty-four families and 132 children have been served in the first 7 months of FY 79. Placement has been avoided in most situations, and where placement must be made, more time is available to CPS workers to plan an appropriate placement.

More community education on the availability of this service is needed to expand the program and make the emergency caretaker program cost effective.

General Revenue Child Abuse Grant Program

Forty-seven special grants were funded through State general revenues in fiscal year 1979. The primary focus of the grants is sexual abuse treatment and research. Other services include community education, crisis

lines, investigation and assessment, emergency room intervention, counseling, speakers bureaus, self help grants, health services and in-home casework services. The total appropriation for child abuse grants was \$1,020,400 in both fiscal years 1978 and 1979. The grant program will be expanded in fiscal year 1980 to \$1,270,400.

Region 1A

Rockford

Rockford Region -- Pat Everett (Regional Director)

Under the new DCFS organization, the Rockford Region encompasses 9 counties and is served by 6 field offices in addition to the Regional office. The Region is the consolidation of the old Rockford Area and the 3 northern counties of the Ottawa Area.

Three offices outside Rockford have their own after-hours system. The Freeport Answering Service serves Stephenson and Jo Daviess counties. It refers calls to the Rockford regional office for screening purposes. In Rock Falls, mandated reporters are given caseworkers' home numbers to contact after hours. The Rockford Region phone is given out as a back-up. The Ben Gordon Mental Health Clinic provides the screening function for DeKalb and Ogle counties.

The Winnebago Central Child Abuse Intake team was created this year to handle all intake for Winnebago and Boone counties. Until January 1, 1979, no cases were opened for service in Intake. With the addition of 5 caseworkers, this office will open and carry in-home protective service cases through the short-term diagnostic process.

After-hours in Rockford social workers in the 3 field offices and regional office are eligible to work on-call. The Telephone Answering Exchange will forward all child welfare calls to the on-call worker.

The Rockford Region has experienced a 616% increase in reported cases of child abuse and neglect, from 141 cases reported in fiscal year 1976 to 1,010 cases reported in fiscal year 1978. Much of the increase is due to the change or definition of the child abuse and neglect report in Winnebago and Boone counties. Until FY 78, no neglect calls or abuse calls from non-mandated sources were reported to the Registry. However, there is a real rise in reporting in Rockford after a tragic multiple killing involving the Nelson family. The community has been more serious about reporting child abuse.

At the time of this survey, there were 41 positions in the 6 field offices, with 5 vacancies and 1 leave of absence. The Governor's Initiative will add 14 caseworkers, add 2 clerical positions and add 1 person to the regional purchase of service unit. Using September, 1978 open cases as a reasonable number of open cases at one time, the caseload for Rockford Region should drop from the current 94.7 cases to 57.6 with the Initiative.

Catholic Social Services and Lutheran Welfare Services have been expanding their foster care supervision capabilities in the Region. The Family Advocate Program provides intensive counseling-casework services. The Illinois Children's Home and Aid Society provides services to unwed mothers and adoption services.

DCFS-police teams are formalized in Rockford, Winnebago and DeKalb. The Youth Division of the Rockford Police Department and the Winnebago Sheriff's Department investigate child abuse reports with the Child Abuse

caseworkers. In DeKalb, 13 law enforcement agencies have signed cooperative agreements with the DCFS field office. Regular meetings and seminars are held to discuss cases, procedure and iron out problems.

The Rockford region allocates resources to the field offices. Individual homemaker contracts are available in all the offices. In addition, The DeKalb field office has a private agency contract with Family Service Agency for 2,104 hours of homemaker hours. Counseling dollars are split between individual advocates and counseling-casework contracts. Each office is allocated some money for advocates, although DeKalb has no advocate service at this time. Counseling contracts are available to each office, except Rock Falls. Rock Falls area clients are referred to community mental health clinics.

The Region has signed contracts for each office with day care centers for protective service slots. Up to 195 children will be served in 21 day care centers throughout the Region.

There are two child abuse grants this year in the Rockford Region. \$34,000 is granted to the Stephenson County Association for Prevention of Child Abuse. The Association provides volunteer parent aides, crisis telephone lines, homemakers, day care and counseling. \$34,000 also goes to the Family Advocate Project in Winnebago County for intensive casework services to families.

FIELD OFFICE WINNEBAGO CENTRAL CHILD SUPV. SOCIAL WKR. Esther Rubey
ABUSE INTAKE
 SERVING THE COUNTIES OF Winnebago, ADDRESS AND PHONE 4302 N. Main
Boone Rockford 61103
815-987-7650

HOTLINE NUMBERS 815-987-7650 (DAY) OFFICE Intake office
815-987-7650 (24 HRS) OFFICE Telephone Answering Exchange

STAFFING Supervisor, 3 caseworkers and 1 clerical position. The Initiative will add 5 caseworkers and 1 clerical position.

RESPONSE PROCEDURE Human Services Generalist does the initial intake and gives Supervisor the information on the case. Supervisor assigns cases for investigation to the caseworkers, based on workload. After hours, workers in the 3 Winnebago-Boone offices and regional staff rotate on-call duty. The Answering Service contacts the on-call workers, who carry pagers with them.

REGISTERED REPORTS BY COUNTY	Winnebago	Boone			
DEFINITION <u>Until FY 78, no</u>	FY 76 <u>78</u>	<u>8</u>			
<u>neglect or abuse calls from</u>	FY 77 <u>78</u>	<u>17</u>			
<u>non-mandated sources were re-</u>	FY 78 <u>736</u>	<u>32</u>			
<u>ported to the Registry. With</u>					

introduction of CFS 242, more reports are sent in. Also, there has been a substantial increase in abuse calls since the Nelson family incident.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 Until January 1, 1979, no cases were
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) opened in Intake. Current open cases
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) are 5. Workers are not yet accustomed
to opening cases in Intake.

THE COMMUNITY Recent increase in reports from So. Beloit. Pockets of heavy reporting areas in less affluent parts of Rockford.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS
 DCFS - police team concept in application with Youth Division of the Rockford Police and with County Sheriff's Department. November workshop with State Law Enforcement Dept. helped greatly. Low turnover and consistency reported in State's Attorney and judicial offices.

MANDATED REPORTERS Mandated reporters call both police and DCFS with reports. Only reported problem is with maintaining feedback to the reporting sources.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Family Advocate Project (casework & counseling cases); Catholic Social Services (casework & foster care); Lutheran Welfare Service (foster care & casework).

GRF GRANT MONEY None used by Intake office.

HOMEMAKER SERVICES None assigned in this office.

COUNSELING SERVICES Referrals to Family Advocate Project, Family Consultation Protestant Social Services, Lutheran Welfare Services, community mental health.

ADVOCATE SERVICES None assigned to Intake.

DAY CARE SERVICES None assigned to Intake.

EMERGENCY PLACEMENT RESOURCES Contacts regional resources staff for emergency homes.

EMERGENCY CARETAKER PROGRAM Beginning February 19, 1979, contract signed for \$17,210 with Personnel Pool for 24-hour accessibility to DCFS - police teams.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE WINNEBAGO WEST SUPV. SOCIAL WKR. Russell E. Ellsworth 34

SERVING THE COUNTIES OF: Winnebago, ADDRESS AND PHONE 4302 N. Main
west of Rock River. Rockford 61103
815-987-7581

HOTLINE NUMBERS 815-987-7650 (DAY) OFFICE Central Intake
815-987-7650 (24 HRS) OFFICE Telephone Answering Service

STAFFING 1 Supervisor, 3 caseworkers (2 vacant), 2 aides and 1 clerical position.
The Initiative will add 3 caseworkers and 1 clerical position.

RESPONSE PROCEDURE Caseworkers are involved in Intake rotation after hours. This
means on-call once a month.

REGISTERED REPORTS BY COUNTY See Intake form for Winnebago & Boone.
DEFINITION N/A
FY 76 — — — — —
FY 77 — — — — —
FY 78 — — — — —

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 450
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 150.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 75.0

THE COMMUNITY Very troublesome area in spanish-speaking West side community.
Lack of social service resources in South Beloit generating much work for DCFS staff.
RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Excellent relationship for 8 years with law enforcement agency. Structure
is set for good cooperation with States Attorney and Juvenile Court.

MANDATED REPORTERS See Winnebago Central Intake.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services (foster care); Child Abuse Family Ad-
ocate (intensive 5 days/week counseling and advocacy). Lutheran Welfare Services
(foster care).

GRF GRANT MONEY None.

HOMEMAKER SERVICES 1 homemaker contracted for 1,840 hours of service for \$6,304.
Last homemaker was burned out.

COUNSELING SERVICES Referrals to Family Advocate Project, a Local Initiative program.
Also, referrals made to community mental health center.

ADVOCATE SERVICES 3 advocates (2 vacant) contracted for service.

DAY CARE SERVICES \$17,583 allocated for 1,957 days of care for approximately 42
children in 6 centers.

EMERGENCY PLACEMENT RESOURCES 1 emergency foster home with 3-4 slots.

EMERGENCY CARETAKER PROGRAM See Winnebago Central Intake.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE WINNEBAGO - BOONE SUPV. SOCIAL WKR. Alice Oelhasen 35

SERVING THE COUNTIES OF Winnebago, ADDRESS AND PHONE 4302 N. Main
East of Rock River and Boone. Rockford 61103
815-987-7541

HOTLINE NUMBERS 815-987-7650 (DAY) OFFICE Central Intake
815-987-7650 (24 HRS) OFFICE Telephone Answering Service

STAFFING 1 supervisor, 5 caseworkers (1 LOA), 1 CETA aide and 1 clerical position.
The Initiative will add 2 caseworkers.

RESPONSE PROCEDURE Caseworkers are eligible to work in the Intake rotation after
hours. This means on-call 1 time per month.

REGISTERED REPORTS BY COUNTY		See Intake form for Winnebago & Boone.					
DEFINITION	<u>N/A</u>	FY 76	—	—	—	—	—
		FY 77	—	—	—	—	—
		FY 78	—	—	—	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>589</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>73.5</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>49.0</u>

THE COMMUNITY Rockford, Love's Park, North Park and Belvidere produce the greatest
number of reports.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Good relations with law enforcement agency. Excellent State's
Attorney in Winnebago. Has "ups and downs" with court system.

MANDATED REPORTERS See Winnebago Central Intake.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services (foster care); Family Advocacy Projects
-(child abuse casework); Lutheran Welfare Services (foster care); ICH & A (unwed
mothers, adoptions).

GRF GRANT MONEY None.

HOMEMAKER SERVICES 6 homemakers contracted for 4,347 hours of services.

COUNSELING SERVICES Referrals to Family Advocacy Projects and community mental
health centers or Family Consultation, Catholic Charities or ICH & A.

ADVOCATE SERVICES \$8,000 allocated for 3,734 hours of service with 3 advocates.

DAY CARE SERVICES \$10,956 allocated for 1,425 hours of day care for approximately
25 children in 4 centers.

EMERGENCY PLACEMENT RESOURCES Regular foster homes would be willing to take
emergencies. Access to 1 emergency home.

EMERGENCY CARETAKER PROGRAM See Winnebago Central Intake.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE FREEPORT SUPV. SOCIAL WKR. Gayle Kane 36

SERVING THE COUNTIES OF Stephenson & Jo Daviess ADDRESS AND PHONE 222 W. Exchange
Freeport, ILL. 61032
815-232-5164

HOTLINE NUMBERS 815-232-5164 (DAY) OFFICE Freeport office
815-232-5164 (24 HRS) OFFICE Freeport Answering Service

STAFFING 1 supervisor, 5 caseworkers (2 vacant) and 1 clerical position.
The Initiative will fill the 2 vacancies.

RESPONSE PROCEDURE Day: Contracted advocate takes calls and refers to supervisor
who assigns to caseworkers. Evening: Answering service contacts Rockford Regional
Office. If Rockford cannot handle by phone, they will contact caseworker from
Freeport to investigate. On weekends, workers are called directly in most cases
by the Rockford office. With the Initiative, there will be 1 full-time intake
worker to do all investigation.

REGISTERED REPORTS BY COUNTY		Stephenson	Jo Daviess			
DEFINITION	242 form filled	FY 76	19	6	—	—
	out for all cases of abuse & neglect.	FY 77	18	8	—	—
		FY 78	85	6	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	302
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	100.7
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	70.5

THE COMMUNITY Most cases from Freeport (60-75%), with remainder in county of
Stephenson. Severe neglect or sexual abuse when reports are made from Jo Daviess Count.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Very good relations with City police; some question over child reporting
with Sheriff's office. State Attorney reluctant to file petitions to terminate
parental rights. Change in juvenile judge position.

MANDATED REPORTERS Very good generally. Private physicians are dissatisfied with
DCFS reluctance to remove and place children. Schools are trying to adopt policies.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Jane Addams Mental Health Center (counseling), Family Resources
(counseling), Stephenson County Assoc. for Child Abuse (counseling program to deal
with families), Area Consultation Team - ACT (interdisciplinary team), Jo Daviess/
Stephenson County Network, Community Action Program (Headstart).

GRANT MONEY Association for Prevention of Child Abuse in Stephenson County.

HOMEMAKER SERVICES \$21,187 allocated for 4 homemakers (1 vacant) working 5,147
hours.

COUNSELING SERVICES Family Resources: Association for Prevention of Child Abuse:
Jane Addams MHC.

ADVOCATE SERVICES 2 full-time advocates - one of which is working in the response
system. Also 1 part-time advocate available.

DAY CARE SERVICES \$16,413 allocated for 814 days of care for approximately 24
children in 2 centers.

EMERGENCY PLACEMENT RESOURCES Regular homes must be surveyed to find available
and willing emergency care.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE ROCK FALLS SUPV. SOCIAL WKR. Tom Ward 37
 SERVING THE COUNTIES OF Lee, Carroll & Whiteside ADDRESS AND PHONE 102 E. Route 30
Rock Falls, ILL. 61071
815-625-7594

HOTLINE NUMBERS 815-625-7594 (DAY) OFFICE Rock Falls office
 Worker's home nos. 815-987-7650 (24 HRS) OFFICE Workers on call Backup:
Rockford Region Intake

STAFFING 1 Supervisor, 7 caseworkers and 2 clericals. The Initiative will add no one.

RESPONSE PROCEDURE Day: Rotating intake, supervisor assigns case if someone must go out. Evening & weekends: Phone numbers of workers given to mandated reporters. Workers rotate being on call and backup. Beginning March 15, intakes will be assigned to specific workers based on geographic assignments.

REGISTERED REPORTS BY COUNTY		Lee	Whiteside	Carroll		
DEFINITION All calls of abuse or neglect reports filed with Registry.	FY 76	6	11	6		
	FY 77	11	21	5		
	FY 78	26	65	14		

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 378
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 54.0
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 54.0

THE COMMUNITY Rock Falls, Sterling, Dixon generate the most reports.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good relations. No designated Juvenile Court Judge in Whiteside County. Rotated monthly, which makes consistency a problem.

MANDATED REPORTERS No problems reported. Good relations with all reporters.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services (adoption, foster care, counseling), Lutheran Welfare Services (residential treatment, group homes, foster care).

GRF GRANT MONEY None.

HOMEMAKER SERVICES 7 homemakers contracted for 10,481 hours for \$38,590. No emergency or 24-hour homemakers available.

COUNSELING SERVICES No purchased care. Referrals to community mental health.

ADVOCATE SERVICES 1 advocate in Carroll County contract for 1,819 hours for \$7,461.

DAY CARE SERVICES \$11,004 allocated for 2,475 hours of day care services for approximately 27 children in 5 centers.

EMERGENCY PLACEMENT RESOURCES No shelters, some foster homes will take emergencies if necessary.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE DEKALB SUPV. SOCIAL WKR. Craig Missel 38

SERVING THE COUNTIES OF DeKalb & Ogle ADDRESS AND PHONE 145 Fisk Ave.
DeKalb, ILL. 60115
815-756-3401

HOTLINE NUMBERS 815-756-3401 (DAY) OFFICE DeKalb office
815-758-6655 (24 HRS) OFFICE Automatic switch-over to Crisis Line, Ben Gordon Community Mental Health Center

STAFFING 1 supervisor, 3 caseworkers, 1 CETA aide and 1 clerical position. The Initiative will add 2 caseworkers, with one doing Intake.

RESPONSE PROCEDURE During the day, a designated intake worker (6 month rotation) takes calls and goes out if necessary. If a file is already open, supervisor will assign to family's caseworker. Evening: Volunteers or staff of Crisis Line screen calls. If someone must go out, Crisis Line will call caseworker. Week nights (whoever is available), Weekends (rotating on-call status).

REGISTERED REPORTS BY COUNTY

	DeKalb	Ogle			
DEFINITION <u>All reports registered if source identified.</u>					
FY 76	<u>3</u>	<u>7</u>			
FY 77	<u>21</u>	<u>5</u>			
FY 78	<u>50</u>	<u>7</u>			

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>207</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>90.0</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>61.3</u>

THE COMMUNITY Rochelle, DeKalb, Sycamore produce the most reporters.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Cooperative agreements with 13 law enforcement agencies in DeKalb County, with a Youth Services Committee meeting monthly. While relations in Ogle County is less planned, a Social Services Committee meets regularly. 2 or 3 training and discussion session per year with States Attorney's office. Fairly stable judicial situation

MANDATED REPORTERS Majority of reports from the schools. The Public Aid office is efficient and dependable. Serious underreporting by private physicians.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Family Service Agency (counseling, homemaker); Gordon Mental Health Center (screening, psychiatrist consultation, counseling); YSB, Catholic Social Services, Lutheran Welfare Services.

GRF GRANT MONEY None.

HOMEMAKER SERVICES Family Service Agency - 5 individual homemakers, 1 available in emergencies.

COUNSELING SERVICES F.S.A., Mental Health Center, YSB, Catholic Services, Lutheran Welfare, and 8 other private centers, including 4 university programs.

ADVOCATE SERVICES None.

DAY CARE SERVICES 4 protective service day care centers. DeKalb 4-C.s have received a \$22,000 local initiative allocation, but have not taken any kids.

EMERGENCY PLACEMENT RESOURCES 1 emergency foster home for both counties, 1 shelter DeKalb County Villages.

EMERGENCY CARETAKER PROGRAM None.

Region 1B

Peoria

Peoria Region -- Jessie Hairston (Regional Director)

Under the new DCFS organization, the Peoria Region encompasses 16 counties and is served by 10 offices and 5 outposts in addition to the Regional office. The Region is a consolidation of the Peoria and Moline Areas and the southern 5 counties of the old Ottawa Area. The Region has just completed a reorganization which has resulted in 1 less office (North-side Peoria) and the conversion of 3 others into outposts. Therefore, there are 4 fewer supervisors in the Region.

Outside of the Galesburg-Monmouth-Macomb field area, there are two major after-hour response systems in effect. In the area served by the Galesburg office, workers' home numbers are given out to mandated reporters of abuse and neglect.

The Ottawa, Tazewell, Princeton and Peoria offices are tied into the Zeller Zone Center switchboard after hours. Zeller refers the child welfare calls to one of two intermediaries, who are contracted to screen the calls for emergencies and then contact either the supervisors, police or caseworkers (by seniority) depending on the offices' internal procedure. Non-emergency calls are held until the next morning. The 5 counties from the old Ottawa area must now call across area codes to Peoria.

The other system in the Region covers Rock Island, and now Mercer counties. The Council on Children at Risk has just received a federal child abuse grant in addition to a State grant. The Council will handle the 24-hour answering service and will screen the after-hour calls for emergencies. These cases will be given to an on-call worker from the Rock Island teams for investigation.

During the day, two specialized child abuse teams function in the Region. The Peoria Abuse Unit handles only abuse calls from mandated sources. The Rock Island Abuse Team investigates calls of abuse from both mandated and non-mandated sources. In both cases, neglect calls (and non-mandated sources reporting abuse in Peoria-Tazewell) must be investigated by the appropriate field office.

The Initiative will enable the Region to put into place a new child abuse and neglect system, one that is uniform for the entire Region.

The Peoria Region has experienced a 140% increase in reported cases of child abuse and neglect, from 752 reported cases in fiscal year 1976 to 1,807 cases reported in fiscal year 1978. Some of this increase is attributable to the changed CFS 242 definitions; however, several supervisors commented to the study that increases in reporting are real, especially in McDonough and Peoria counties.

At the time of this survey, there were 73 positions in the 15 offices, with 8 vacancies and 4 leaves of absence. With the Governor's Initiative, the survey was able to identify 27 new caseworkers and 1 clerical position. Four other positions are to be added by the Initiative. Using the

September, 1978 open cases as a reasonable number of cases at one time, the caseload for Peoria Region should drop from 69.4 cases to 46.5 with the Initiative.

Several private agencies provide foster care supervision for the Region. They include Catholic Social Services of Peoria, LaSalle, and Rock Island, Lutheran Welfare Services, and Counseling and Family Services. Bethany Home provides counseling services, as does Counseling and Family Services, Covenant Children's Home, the Tazewood Center for Human Services and various Youth Service Bureaus, Parents Anonymous groups and community mental health centers.

Peoria devotes a substantial percentage of its budget to homemaker services, including a private agency contract for homemakers with Community Nursing Services in Rock Island.

Peoria has the lowest commitment to counseling dollars in the State. The Region tries to use volunteer advocate services where it can find them. The great majority of the counseling dollars goes to purchase intensive counseling and casework services in Rock Island, Pekin, Peoria, Princeton and Ottawa.

The child abuse grant program funds \$147,331 in services in the Region. The Council for Children at Risk coordinates a multi-disciplinary diagnostic team in Rock Island. Lutheran Welfare Services in Peoria provides in-home service. Covenant Children's Home is to do casework for Princeton and Ottawa cases. The McDonough Youth Service Bureau is credited with a successful public education effort which has resulted in increased reporting of child abuse.

FIELD OFFICE PEORIA CHILD ABUSE TEAM SUPV. SOCIAL WKR. Lana Darr

SERVING THE COUNTIES OF Woodford, Tazewell, Peoria ADDRESS AND PHONE 5415 N. University Peoria 61614 309-691-2200 ext. 288

HOTLINE NUMBERS 309-691-2200 (DAY) OFFICE ext. 288 Abuse Team
309-691-2200 (24 HRS) OFFICE Zeller Zone Center Switchboard

STAFFING 1 Supervisor, 1 caseworker (vacant) and 2 clerical positions (1 vacant).
The Initiative will add 3 caseworkers.

RESPONSE PROCEDURE Intake position was vacant for some time. Intake worker investigates day time reports. Supervisor is back-up. Shortage of staff dictates that this office only handles call from mandated sources of abuse. After hours, calls into Zeller Zone Center are referred to 2 contracted individuals who are on-call at all times by page. Mandated calls of abuse are sent on to supervisor or Intake staff for investigation.

REGISTERED REPORTS BY COUNTY *	Woodford	Tazewell	Peoria		
DEFINITION Supervisor not only sends in all mandated source abuse calls, but also sends in reports for the other 3 offices.					
FY 76	—	52	238	—	—
FY 77	—	95	400	—	—
FY 78	—	125	761	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 21 **
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) _____
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) _____

THE COMMUNITY Generally the North and South sides of Peoria generate the most cases.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Written agreement with police and State Attorney in Peoria County for physical abuse cases, but DCFS and police differ in attitudes in sexual abuse cases. Need to update contacts with smaller communities. Good relations with States Attorneys and courts because of full-time court liaison, but DCFS has not

MANDATED REPORTERS Some drop in reports from / won a custody trial in Peoria in years. schools. Good reporting from big hospitals, Public Aid and day care operators.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Lutheran Welfare Services carries 50 cases for this office.

GRF GRANT MONEY Lutheran Welfare Services granted \$23,900 for 2 caseworkers. Pre-school Family Center (\$22,000) provides day treatment, counseling and home service.

HOMEMAKER SERVICES 2 full-time homemakers. Could use 5 more full-time, but there is a problem recruiting homemakers.

COUNSELING SERVICES Tazewell Center for Human Services, Pekin accepts on a no decline basis up to 12 referrals at any time for up to \$14,910. Referrals to mental

ADVOCATE SERVICES 2 persons (1 doing group therapy; health clinics. other working on sexual abuse cases) not really "advocates." No Big Brother organization.

DAY CARE SERVICES 7-8 kids in protective services day care. available.

EMERGENCY PLACEMENT RESOURCES Several emergency homes. Also Guardian Angel and Southside Mission will accept short-term emergencies.

EMERGENCY CARETAKER PROGRAM None

* County figures are total of abuse and neglect for 5 offices. Abuse Team registered 226 of the 405 abuse only reports.

* In September, 1978, with no caseworker on board, cases were moved out as quick as poss

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE SOUTHSIDE (PEORIA) SUPV. SOCIAL WKR. Don Bloomfield

SERVING THE COUNTIES OF Peoria, West ADDRESS AND PHONE 2606 W. Meidroth, Apt. 260
of Highway 50. Peoria 61605
309-637-4414

HOTLINE NUMBERS 309-637-4414 (DAY) OFFICE Southside Office
309-691-2200 (24 HRS) OFFICE Zeller Zone Center

STAFFING Supervisor, 4 caseworkers and 1 clerical, plus 2 caseworkers (1 vacant)
transferred 2-16-79 from the former Northside office. The initiative will add
2 caseworkers.

RESPONSE PROCEDURE Social Worker I handles all intake. After hours, Zeller sends
calls to intermediaries who contact workers by seniority listing. They hold non-
emergencies for SWI the next day.

REGISTERED REPORTS BY COUNTY	See Peoria Abuse Team statistics					
DEFINITION <u>Hesitancy to</u>	FY 76	---	---	---	---	---
<u>register without verification.</u>	FY 77	---	---	---	---	---
	FY 78	---	---	---	---	---

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 300 (includes 50 from Northside)
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 60.0
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 42.9

THE COMMUNITY Half of reports originate from Harrison Homes in Peoria. Another major
reporting area is Bellevue Trailer Courts.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS No problems reported. Staff meets regularly with all parties. Full time
police-court liaison in Region became vacant in December and has not been filled.

MANDATED REPORTERS See Abuse Team.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Casework done by Lutheran Welfare Services. Catholic Social
Services (foster care); Counseling & Family Services (small foster care program)

GRF GRANT MONEY None

HOMEMAKER SERVICES 2 homemakers

COUNSELING SERVICES Use of Human Services Center of Peoria County. No purchased
care.

ADVOCATE SERVICES None. Had 1 or 2 in past, but there are no dollars allocated
here.

DAY CARE SERVICES 5-10 children from Harnson Homes in protective services day care.

EMERGENCY PLACEMENT RESOURCES Southside Mission funded to provide emergency
residential care.

EMERGENCY CARETAKER PROGRAM See Abuse Team.

FIELD OFFICE INNER CITY (PEORIA) SUPV. SOCIAL WKR. Gloria FitzgeraldSERVING THE COUNTIES OF Peoria (Western ADDRESS AND PHONE 500 West 2nd Ave. North to Main, East to Parkside Dr., Peoria 61605 N.E. to University, North to War Memorial, 309-671-3345 West to Peoria County line.)HOTLINE NUMBERS 309-671-3345
309-691-2200(DAY) OFFICE Inner City Office
(24 HRS) OFFICE Zeller Zone Center switchboardSTAFFING 1 Supervisor, 6 caseworkers (1 LOA). The Initiative will add 2 caseworkers and 1 clerical position. Question as to whether vacancy created by existing caseworker moving to initiative slot will be filled?RESPONSE PROCEDURE Social Worker II handles all intake. This office handles all neglect, and abuse calls from non-mandated sources. Zeller Zone Center refers to contracted intermediaries who screen calls for emergencies and refer to supervisor. Supervisor calls workers by seniority.

REGISTERED REPORTS BY COUNTY

See Peoria Abuse Team StatisticsDEFINITION Have always sent all calls into Peoria abuse team.

	FY 76	FY 77	FY 78
	—	—	—
	—	—	—
	—	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 249AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 56.0AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 37.3THE COMMUNITY Great number of reports from Central City; University, Gale and Nebraska areas and Creighton Road middle income area.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Very good relations, with interagency meetings monthly.MANDATED REPORTERS See Peoria Abuse Team

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Lutheran Welfare Services (foster care) Catholic Social Services (foster care); counseling and Family Services (counseling and U.M. cases for casework)GRF GRANT MONEY NoneHOMEMAKER SERVICES 5 homemakers at 30 hours/weekCOUNSELING SERVICES Referrals to mental health centers. No purchased care.ADVOCATE SERVICES NoneDAY CARE SERVICES 7 children in protective services day careEMERGENCY PLACEMENT RESOURCES 2 emergency homes in area.EMERGENCY CARETAKER PROGRAM None

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

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FIELD OFFICE TAZEWELL SUPV. SOCIAL WKR. Don Vacca

SERVING THE COUNTIES OF Tazewell ADDRESS AND PHONE 116 S. Capitol, Pekin
Woodford 309-347-5978

Fulton included as of 2-16-79

HOTLINE NUMBERS 309-467-3535 Eureka outpost
309-347-5978 (DAY) OFFICE Pekin office
309-691-2200 (24 HRS) OFFICE Zeller Zone Center
309-647-0051 Canton office

STAFFING 1 Supervisor, 6 caseworkers (1 leave of absense), and 2 clerical
(1 CETA.) The initiative will add 3 caseworkers.

RESPONSE PROCEDURE Intake Caseworkers handle intake during day. After hours, Zeller switchboard contacts intermediary, who screens calls and relays them to police or sheriff. DCFS staff gets involved the next day. Only neglect and non-mandated source abuse investigated out of this office: After the initiative, the Pekin and Eureka will not be tied to the Peoria team and will therefore handle all abuse and neglect calls.

REGISTERED REPORTS BY COUNTY		Fulton	Tazewell	Woodford		
DEFINITION All reports sent to Peoria abuse team to be sent to Registry.	FY 76	16	52	238	—	—
	FY 77	25	95	400	—	—
	FY 78	135	125	761	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	315
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	63.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	44.2

THE COMMUNITY Good number of cases from South Pekin, Creve Coeur, Canton and East Peoria.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good to excellent relations with police. Woodford Assistant States Attorney leaving and will have new person to work with. Stable situation in Tazewell. Agreement reached with courts in regard to DCFS capability to handle 13 year old and over MINS cases along with abuse responsibility. In Fulton County, there

MANDATED REPORTERS Cooperative relations with hospitals, doctors and nurses.

have been a few flare-ups with law enforcement agencies. No consistency in State's Attorneys office, but court has always been interested & involved.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Tazewood Center for Human Services provides counseling; YWCA of Canton (counseling); Catholic Social Services of Peoria (foster care); counseling & Family Services (adoptions) Lutheran Welfare Services (abuse counselors)

GRF GRANT MONEY None

HOMEMAKER SERVICES 5 part-time homemakers in Tazewell and 4 part-time in Fulton.

COUNSELING SERVICES Tazewood Contract calls for counseling for 10 families. YWCA of Canton serves 20 families for \$25,000. Most referrals to community mental health.

ADVOCATE SERVICES None.

DAY CARE SERVICES 8-10 youngsters usually in protective service day care.

Need seen for an after-school day care program.

EMERGENCY PLACEMENT RESOURCES 2 emergency foster families. Infants are taken to hospital in emergency.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE GALESBURG SUPV. SOCIAL WKR. Carol St. Amant

SERVING THE COUNTIES OF Knox, (Warren, Henderson and McDonough added March 1, 1979) ADDRESS AND PHONE 1046 Grand Galesburg 61401 309-342-3154

HOTLINE NUMBERS (734-8421 Monmouth post) 837-5411 309-342-3154 (DAY) OFFICE MaComb Outpost Galesburg Office
 (Knox) 309-342-5377 (24 HRS) OFFICE Supervisor's home Caseworker's home
309-342-5809 (Warren, Henderson, McDonough)

STAFFING Supervisor, 3 caseworkers, and 2 clerical in Galesburg; 2 caseworkers, and 1 aide in Monmouth; 2 caseworkers (1 vacant) in MaComb. The Initiative will add 2 caseworkers in Galesburg.

RESPONSE PROCEDURE The intake function is rotated each month with 2 caseworkers on and 1 off. After hours, supervisor receives calls and assigns investigations by seniority and workloads. Supervisor would like after hours answering service funding. In Monmouth, caseworker receives reports and does the Warren and Henderson County investigation. The same intake process is true in MaComb.

REGISTERED REPORTS BY COUNTY	Knox	Henderson	Warren	McDonough
DEFINITION <u>Until CFS 242 and the purging of information, only opened abuse and neglect cases sent to Registry.</u>				
FY 76	21	0	3	0
FY 77	15	0	1	69
FY 78	64	0	0	209

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 510
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 72.9
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 56.7

THE COMMUNITY Abingdon refers a number of children, but mainly for truancy. River towns and South Monmouth are high reporting areas, as is Bushnell Trailer Ct. in Ma-
 RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE /comb area
 COURTS Excellent relations with police, especially in Galesburg. Improving relations with Assistant State's Attorney, but would like a high priority given juvenile cases, with more legal preparation for DCFS workers. Good relations with Courts. In Monmouth, a team approach has been developed with police in McDonough County closer working
 MANDATED REPORTERS Good rapport with hospitals, schools and nurses. Problem with Abingdon Schools' reporting. relations have been worked out with police. Juvenile law Hospital in Monmouth not reporting. Problems exist with McDonough County Public Aid Staff. is still low priority in the Court.
 COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services, Lutheran Welfare Services (service to unmarried mothers and foster care); Parents Anonymous Group; Monmouth Jamison (emergency service) Warren Achievement (educational program) YSB (intake counseling)
 GRF GRANT MONEY \$11,856 to McDonough County Youth Service Bureau (YSB) for intake counseling, public relations. Trying to set up group for abusive parents.
 HOMEMAKER SERVICES 22 full-time and 2 part time homemakers.

COUNSELING SERVICES No purchased care. Referrals to community Mental Health.

ADVOCATE SERVICES Have 2 advocates in Galesburg; A paid advocate in Monmouth coordinates 5000 volunteer hours in as WIU practicum program; The same programs exist in MaComb.

DAY CARE SERVICES 20-25 children in protective service day care. Low day care home rate prohibitive. 1 center won't accept center rate.

EMERGENCY PLACEMENT RESOURCES Regular Foster care Homes will accept emergencies, if they can be convinced.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE PRINCETON SUPV. SOCIAL WKR. Bill St. Arnold

SERVING THE COUNTIES OF Bureau, Marshall, Stark, Putnam, Henry transferred to Princeton office on 3-1-79. ADDRESS AND PHONE 400 N. Main Princeton 815-875-4502 Kewanee Outpost Princeton office Zeller Zone Center

HOTLINE NUMBERS 309-852-4596 815-875-4502 309-691-2200 (DAY) OFFICE Princeton office (24 HRS) OFFICE Zeller Zone Center

STAFFING Supervisor, 5 caseworkers (2 vacant) and 1 clerical position in Princeton. In Kewanee, there are 2 caseworkers and 1 clerical position. The Initiative will fill the vacancies.

RESPONSE PROCEDURE Each day, intake responsibilities are rotated. After hours, calls into Zeller are sent to the intermediary where calls are screened and referred to supervisor. Supervisor assigns investigator based on workload and number of intakes. After hours investigators are given compensation time for overtime. Prior to reorganization, central hot line was in Ottawa.

REGISTERED REPORTS BY COUNTY	Bureau	Marshall	Stark	Putnam	Henry
DEFINITION <u>Only sending in abuse reports. Still not sending in neglect calls.</u>	FY 76 <u>12</u>	<u>4</u>	<u>4</u>	<u>1</u>	<u>11</u>
	FY 77 <u>1</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>9</u>
	FY 78 <u>14</u>	<u>5</u>	<u>1</u>	<u>5</u>	<u>22</u>

Hope to be sending more CFS 242's in a few months, when additional staff is hired.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 255

AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 51.0

AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 36.4

THE COMMUNITY Most reports from county seat towns and transient, industrial projects and trailer courts in Spring Valley and DePue. Many cases within Kewanee, Green

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Rock and Colona. State's Attorneys give low priority to juvenile cases, but courts are quick to overreact and terminate parental rights. Reported low priority given to cases by guardians ad litem. Good relations with police is now deteriorating as DCFS is having difficulties meeting its mandate to MINS children and the community.

MANDATED REPORTERS Hospitals reporting spotty and private physicians are extremely reluctant. Schools are the major reporting source.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Covenant Childrens Home (institution, counseling); Catholic Social Services in La Salle (foster care).

GRF GRANT MONEY Covenant Childrens Home is receiving \$28,875 and carrying 2 cases for Princeton.

HOMEMAKER SERVICES 4 active homemakers averaging 12-15 hours per week in Princeton and 2 full-time homemakers in Kewanee.

COUNSELING SERVICES Contract with Covenant Childrens Home for individual counseling. Referrals also go to community mental health.

ADVOCATE SERVICES 1 advocate 25 hours/week, working with 3 families in Princeton, 4 advocates contracted in Kewanee. Also Kewanee-Geneseo, YSB and Big Brother-Big

DAY CARE SERVICES 8 children in protective service day care. /Sister organization Contracts with 5 centers. Use of OCD slots also. /exists.

EMERGENCY PLACEMENT RESOURCES Regular foster homes will take in emergency cases.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE OTTAWA SUPV. SOCIAL WKR. Jim TapenSERVING THE COUNTIES OF LaSalle ADDRESS AND PHONE 417 West Madison
Ottawa 60216
815-433-4371HOTLINE NUMBERS 815-433-4371 (DAY) OFFICE Ottawa office
309-691-2200 (24 HRS) OFFICE Zeller Zone Center, PeoriaSTAFFING Supervisor, 7 caseworkers (2 on leave), and 1 clerical position.
The initiative will add 2 caseworkers.RESPONSE PROCEDURE Caseworkers assigned by geographic areas. Intake and investigation done by workers. After hours, calls into the Zone Center switchboard are referred to 2 intermediaries, who screen calls for emergencies. The intermediaries call either supervisor or social Worker II. They refer calls to geographic worker for investigation.

REGISTERED REPORTS BY COUNTY	LaSalle				
DEFINITION Report every	FY 76	47	—	—	—
mandated abuse call, but only	FY 77	22	—	—	—
verified abuse cases from	FY 78	71	—	—	—
non-mandated sources. Also,					
only opened neglect cases sent to Registry.					
TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978			299		
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)			59.8		
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)			42.7		

THE COMMUNITY Streator has most serious and numerous reports. LaSalle-Peru is gaining on Streator.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good relations on abuse cases with all parties.MANDATED REPORTERS Very good reporting, but there is concern over calling Peoria. If individual police know the worker, they will call the worker's home.COMMUNITY AND SERVICE RESOURCESPRIVATE AGENCIES Covenant Childrens Home (counseling); Catholic Social Service (foster care).GRF GRANT MONEY \$28,875 with Covenant Childrens Center for casework services.HOMEMAKER SERVICES 6 full time and 4 part time homemakers.COUNSELING SERVICES Covenant Home in Princeton is to take 3 or 4 cases. Referrals made to community mental health or Y.S.B.ADVOCATE SERVICES 2 advocates.DAY CARE SERVICES 21 kids in protective services day care. LaSalle-Peru is deficient in day care resources.EMERGENCY PLACEMENT RESOURCES Regular foster homes may be asked to take emergencies.EMERGENCY CARETAKER PROGRAM None

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE ROCK ISLAND ABUSE TEAM SUPV. SOCIAL WKR. Jim Meyers

SERVING THE COUNTIES OF ROCK ISLAND ADDRESS AND PHONE 1417 - 6th Avenue
Moline 61265
309-797-1234

HOTLINE NUMBERS 309-797-1234 (DAY) OFFICE Moline Office
309-762-9448 (24 HRS.) OFFICE Council on Children at Risk

STAFFING Supervisor, 3 caseworkers (1 vacant) and 1 clerical. The Initiative will add 2 caseworkers and fill the vacant intake worker slot.

RESPONSE PROCEDURE Supervisor and 2 caseworkers are currently using a revolving system to cover all cases and respond to intake. Each is on call, after hours, for a week at a time--with beeper system. Time and a half is paid for 4 hours/day on call. The Council on Children at Risk contacts on-call worker. With the Initiative, the Abuse Team has a full time Intake worker and 1 back-up Intake worker.

REGISTERED REPORTS BY COUNTY	Rock Island *		
DEFINITION Abuse from man-	FY 76	323	
dated and non-mandated	FY 77	158	
sources handled by this office	FY 78	332	
and all calls sent to Registry.			
TOTAL FAMILY CASES IN SEPTEMBER, 1978		64	
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)		32.0	
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)		16.0	

THE COMMUNITY Most cases generally from West end of Rock Island and East Moline housing projects.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEY AND JUVENILE COURTS Major problems with law enforcement agencies and State's Attorney's office. Lack of communication and a situation involving an abuse death has seriously hurt relations and has resulted, among other things, in legislation to force DCFS to report abuse and neglect to the police. Former office supervisor now working for County Probation Department.

MANDATED REPORTERS Problems in schools with truancy affects relations. Few Physicians reports, but relations with other reporters good.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Lutheran Welfare Services (emergency foster care); Catholic Social Services (foster care); Council of Children at Risk Inc. (child abuse grant); Bethany Home (in-home counseling.)

GRF GRANT MONEY Grant to Council of Children at Risk to provide a community diagnostic team to provide diagnostic work-ups within 30 days.

HOMEMAKER SERVICES \$139,355 contract with Community Nursing Services for 26,290 hours of service.

COUNSELING SERVICES \$6,360 contract with Bethany Home for service to 10 families. Council for Children at Risk grant has counseling component and Parent Anonymous group. Also, referrals made to community mental health.

ADVOCATE SERVICES CETA grant which supported Coordinator + 10 advocates has expired. Volunteer Big Brother, Big Sister and Y.S.B. advocated. New local initiative program with C.C.R.

EMERGENCY PLACEMENT RESOURCES Lutheran Welfare Service contracted for emergency foster home slots.

EMERGENCY CARETAKER PROGRAM None

*Includes abuse and neglect for 3 Rock Island County offices.

FIELD OFFICE ROCK ISLAND NEGLECT TEAM SUPV. SOCIAL WKR. Lillian GermainSERVING THE COUNTIES OF Rock Island, ADDRESS AND PHONE 2810 - 41st
Mercer (2-16-79) Moline 61265
309-762-9446HOTLINE NUMBERS 309-762-9446 (DAY) OFFICE Moline Office
309-762-9448 (24 HRS) OFFICE Council on Children of RiskSTAFFING Supervisor (filled 2-1-79), 4 caseworkers (1 vacant) 1 clerical on CETA.
The Initiative will add 3 caseworkers and fill the vacancy.RESPONSE PROCEDURE Intake for neglect cases handled by 1 caseworker, specialized
in Neglect Intake.

REGISTERED REPORTS BY COUNTY		See Rock Island Abuse Team	Mercer
DEFINITION <u>All neglect</u>	FY 76	—	<u>7</u>
<u>reported to registry</u>	FY 77	—	<u>2</u>
	FY 78	—	<u>6</u>

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	283
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	94.3
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	40.4

THE COMMUNITY See Abuse Team informationRELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS See Abuse TeamMANDATED REPORTERS See Abuse TeamCOMMUNITY AND SERVICE RESOURCESPRIVATE AGENCIES See Abuse TeamGRF GRANT MONEY See Abuse TeamHOMEMAKER SERVICES See Abuse TeamCOUNSELING SERVICES See Abuse TeamADVOCATE SERVICES See Abuse TeamDAY CARE SERVICES See Abuse TeamEMERGENCY PLACEMENT RESOURCES See Abuse TeamEMERGENCY CARETAKER PROGRAM See Abuse Team

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE EAST MOLINE NEGLECT TEAM SUPV. SOCIAL WKR. Jeff Brown

SERVING THE COUNTIES OF Rock Island ADDRESS AND PHONE 1417 - 6th Ave.
Moline 61265
309-797-1234

HOTLINE NUMBERS 309-797-1234 (DAY) OFFICE Moline office
762-9448 (24 HRS) OFFICE Answer Iowa Answering Service

STAFFING Supervisor, 3 caseworkers, 1 clerical position. Also, one advocate on contract working Neglect Team cases. The initiative will add 3 caseworkers.

RESPONSE PROCEDURE Intake for neglect cases handled by 1 specialized caseworker for Neglect Team.

REGISTERED REPORTS BY COUNTY	* See Rock Island Abuse Team.					
DEFINITION <u>All neglect re-</u>	FY 76	—	—	—	—	—
<u>ported to Registry.</u>	FY 77	—	—	—	—	—
	FY 78	—	—	—	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	251
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	83.7
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	41.8

THE COMMUNITY Same as "Abuse Team" information.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Same as "Abuse Team" information.

MANDATED REPORTERS Same as "Abuse Team" information.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES See Abuse Team information.

GRF GRANT MONEY See Abuse Team information.

HOMEMAKER SERVICES See Abuse Team information.

COUNSELING SERVICES See Abuse Team information.

ADVOCATE SERVICES See Abuse Team information.

DAY CARE SERVICES See Abuse Team information.

EMERGENCY PLACEMENT RESOURCES See Abuse Team information.

EMERGENCY CARETAKER PROGRAM See Abuse Team information.

* Includes abuse and neglect for 3 Rock Island Co. offices.

Region 2A

Aurora

Aurora Region -- John Irwin (Regional Director)

Under the new DCFS organization, the Aurora Region encompasses 8 counties and is served by 9 field offices and 1 outpost in addition to the sub-region and Regional offices. The Region is the consolidation of the old Joliet, Aurora and Waukegan Areas, plus Grundy County from the Ottawa Area.

There are 3 distinct after-hour response systems, each representing the area office districts which existed prior to July 1, 1978. Waukegan and Lake Villa offices cover Lake and McHenry counties and contract with the Antioch Answering Service. Calls are forwarded to the Lake-McHenry Youth Services Bureau which screens calls for child abuse emergencies. The Waukegan and Lake Villa social work staff rotate on-call duty. The on-call worker is contacted to investigate emergency child abuse reports at night and on weekends.

The Aurora sub-region consists of Elgin, Villa Park, Aurora and Wheaton offices. They cover DuPage, Kane and Kendall counties. These offices contract with the Bates Answering Service after hours. Larkin Home is contracted to receive child welfare calls from the answering service and screen the calls for abuse and neglect reports. These reports then go to an on-call worker or an office supervisor at home for investigation in emergencies. Larkin Home staff handles all other child welfare inquiries.

Kankakee, Joliet and Morris offices are served by the Guardian Angel Home which is contracted to answer calls and screen out child abuse and neglect reports. The supervising social workers and sub-region coordinator rotate on-call duty and assign emergencies to appropriate casework staff.

The Aurora Region experienced a 237% increase in reported cases of abuse and neglect, from 265 cases in fiscal year 1976 to 893 cases in fiscal year 1978. A November, 1978 Regional policy change will produce additional reports of neglect reported to the Registry.

At the time of this survey, there were 67 positions in the 9 field offices, with 13 vacancies and 2 leaves of absence. The Governor's Initiative will add 17 positions, 13 of whom were identified by the survey as handling child abuse intake or follow up services. The other 4 positions were either not identified or identified as support positions. Using the September, 1978 open cases as a reasonable number of open cases at one time, the caseload for Aurora Region should drop from the current 58.3 cases to 46.4 with the Initiative.

Many private agencies are available to Aurora Region staff for counseling, homemaker, foster care and residential services. Nearly 2 dozen contracts with private agencies and private psychologists have been developed for intensive counseling to DCFS clients. Homemaker Services, Inc. of Lake and McHenry County, a local office of Child and Family Services of Chicago, provides homemaker services to up to 20 families at one time. Kankakee Community Action Program provides the same service, on a

no decline basis to Kankakee clients. Manpower Temporary Services supplies homemakers and advocates to the DuPage, Kane and Kendall field offices. In addition, 20 individual homemaker contracts have been signed.

Advocate services are purchased under contract to Homemaker Services, Inc., Child and Family Services, Guardian Angel, Manpower, Inc., and voluntary services from Youth Services Bureau.

Of the 8 regions, Aurora devotes the highest percentage of its budget (12%) to Counseling. Total In-home service dollars comprise 25% of the total purchased care budget in Aurora. The purchased care budget is the second highest in the State.

Two offices hesitate to use protective services day care. Apparently, funds ran out during FY 78 and the field offices had to cut back on its day care commitment. Office supervisors are hesitant to make that type of commitment to families once again.

The child abuse grants have been used to fund parent aid, emergency foster and shelter care, counseling, pre-natal programs and community education. \$119,793 has been awarded to 5 private agencies.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE WAUKEGAN SUPV. SOCIAL WKR. Dan Foster 57

SERVING THE COUNTIES OF Eastern Lake ADDRESS AND PHONE 4 S. Genesee
Waukegan, ILL. 60085
312-249-1550

HOTLINE NUMBERS 312-249-1550 (DAY) OFFICE Waukegan office
312-244-4640 (24 HRS) OFFICE Antioch Answering Service

STAFFING 1 supervisor, 4 caseworkers (2 vacant), 3 trainees (1 vacant), 1 court liaison and 1 aide. The Initiative will add 2 caseworkers.

RESPONSE PROCEDURE During the day, the Intake function is rotated. After hours, the answering service forwards calls to the Youth Services Bureau. YSB screens the calls and sends child abuse reports to an on-call caseworker. Waukegan & Lake Villa workers rotate being on-call.

REGISTERED REPORTS BY COUNTY

DEFINITION	Lake*				
<u>All calls are</u>	<u>FY 76 58</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>
<u>verified and sent to the</u>	<u>FY 77 147</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>
<u>Registry.</u>	<u>FY 78 269</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>

<u>TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978</u>	<u>239</u>
<u>AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)</u>	<u>59.8</u>
<u>AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)</u>	<u>39.8</u>

THE COMMUNITY North Chicago, Waukegan, Zion, Winthrop Harbor produce the most reports in that order.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS State's Attorneys & judges experience high turnover. Court liaison program maintains consistency from the Department. Relations with juvenile officers as good as can be expected.

MANDATED REPORTERS Hospitals - good, schools - could be better, private M.D.s - very little. Some reporters disappointed that DCFS declines to remove and place children.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Almost 100% of support services are contracted out. Central Baptist (CARE day care, foster care), YSB (SOAR camping program, in-home services, emergency foster care), Homemaker Services Inc. (homemaker, advocates), Allendale School for Boys

GRANT MONEY YSB child abuse grant for emergency shelter and foster care. (emergency shelter care).

HOMEMAKER SERVICES Regular, 24-hr. and emergency available. Homemaker Services Inc. of Lake and McHenry Co.

COUNSELING SERVICES YSB - short term intensive, Central Baptist - preplacement, Lake County Mental Health Center and other private agencies.

ADVOCATE SERVICES Homemaker Services Inc. of Lake and McHenry Co.

DAY CARE SERVICES Cannot pay competitive rates for day care homes. 4-5 children in day care at any time.

EMERGENCY PLACEMENT RESOURCES Emergency case - Allendale, Emergency foster homes - YSB, Central Baptist.

EMERGENCY CARETAKER PROGRAM None, emergency homemakers can provide those services.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE LAKE VILLA SUPV. SOCIAL WKR. Diane Breski

SERVING THE COUNTIES OF Western Lake ADDRESS AND PHONE P.O. Box 269
McHenry Lake VITTA, ILL. 60046
312-356-1011

HOTLINE NUMBERS 312-356-1011 (DAY) OFFICE Lake Villa Office
312-244-4640 (24 HRS) OFFICE Antioch Answering Service

STAFFING 1 supervisor, 5 caseworkers, 1 trainee (vacant), 2 clerical,
1 caseworker

SW II handles community education. The Initiative will add 1 caseworker and 1 trainee.
RESPONSE PROCEDURE During the day: Intake is rotated. Intake workers go out if
necessary. 2 intake caseworkers, 1 for Lake and 1 for McHenry. After hours, the
Youth Services Bureau handles calls on open cases. If abuse - YSB calls caseworker
for abuse intake (rotating).

REGISTERED REPORTS BY COUNTY	Lake*	McHenry			
DEFINITION <u>No report is made</u>	FY 76 <u>58*</u>	<u>15</u>			
<u>if not substantiated. Trend</u>	FY 77 <u>147*</u>	<u>14</u>			
<u>toward registering more cases.</u>	FY 78 <u>269*</u>	<u>23</u>			

*Total for entire county.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>443</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>98.3</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>65.5</u>

THE COMMUNITY Most reports are coming in from Roundlake, Roundlake Beach,
Roundlake Park, Fox Lake, McHenry, Harvard.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS State's Attorney, Judges & Juvenile Officers experience a high turnover.
Special committee meets twice monthly to staff and handle open cases. This commit-
tee including YSB, DMH, DCFS and the Juvenile Probation Office.

MANDATED REPORTERS Private M.D.s - seldom report. Little cooperation from reported
from Public Aid.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Central Baptist Home (foster care), Youth Service Bureau (emerg.
foster care), Lake Bluff Children's Home (volunteer parent aides), Arden Shore
and Jewish Children's Bureau (residential).

GRF GRANT MONEY \$26,136 grant to Lake County Youth Service Bureau (Report screening,
24 crisis counseling, emer shelter and foster care).

HOMEMAKER SERVICES Child & Family Services Inc. contract - 5 or 6 available.
2 emergency people on call 24 hr./day.

COUNSELING SERVICES Contract with YSB for counseling. Referrals also made to
Catholic Charities, Central Baptist or community mental health.

ADVOCATE SERVICES 6 or 7 advocates available from Child & Family Services Inc.

DAY CARE SERVICES Funding problems, unable to pay competitive rate. 15 children
in day care.

EMERGENCY PLACEMENT RESOURCES No shelters. Emergency foster homes - 3-4 with
YSB.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE AURORA SUPV. SOCIAL WKR. Phil Brown

SERVING THE COUNTIES OF Southern Kane ADDRESS AND PHONE 184 S. River
Kendall Aurora, ILL. 60506
312-896-6090

HOTLINE NUMBERS 312-896-6090 (DAY) OFFICE Aurora Office
312-898-7800 (24 HRS) OFFICE Bates Answering Service

STAFFING 1 supervisor, 8 caseworkers (2 vacant), 1 aide, 1 clerical. The Initiative will add 3 caseworkers and 1 clerical position.

RESPONSE PROCEDURE Day: Intake unit with 3 workers handle all investigations.
Night: Answering service forwards calls to Larkin Home. Larkin will call Office supervisor.

REGISTERED REPORTS BY COUNTY DEFINITION		Kane*	Kendall			
Abuse & severe neglect always reported	FY 76	52	3			
whether or not mandated source.	FY 77	68	3			
"Marginal" neglect are not reported.	FY 78	87	4			

* Total for entire county.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 340
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 48.6
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 37.9

THE COMMUNITY Mostly from Aurora.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS State's Attorneys & Courts - good but usually inexperienced, with high turnover. Fair to good relations with the police. Good relations with State's Attorney and Court offices, although.

MANDATED REPORTERS Schools and hospitals are good reporters. Department of Public Aid only reports chronic neglect cases. Not much contact with private physicians.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Family Support Center (counseling for abusive parents), Kane-Kendall Mental Health Clinic (counseling), Mercy Center Psychiatric Hospital (in-patient counseling), Family Counseling Service (marital), Catholic Social Service
 GRF GRANT MONEY \$56,300 to Family Support Center. / (counseling).

HOMEMAKER SERVICES Frequent use of contract with Manpower Inc. Use 3-4 homemakers from contract. Emergency homemakers can be found, but not easily.

COUNSELING SERVICES Contracts with private psycho therapists (Use of 6).

ADVOCATE SERVICES Minimal use of Manpower Inc. contract.

DAY CARE SERVICES 4 protective service day care cases.

EMERGENCY PLACEMENT RESOURCES Fox Home, Larkin Home and New Life House group homes will take kids in emergencies. Several emergency foster homes available.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE ELGIN SUPV. SOCIAL WKR. Mal Williams 60

SERVING THE COUNTIES OF Northern Kane ADDRESS AND PHONE 310 E. Chicago
Elgin, ILL. 60120
312-697-8211

HOTLINE NUMBERS 312-697-8211 (DAY) OFFICE Elgin office
312-898-7800 (24 HRS) OFFICE Bates Answering Service

STAFFING 1 Supervisor, 5 caseworkers (1 vacant) and 1 clerical. The Initiative will add 1 caseworker, who will do all abuse intake and investigations.

RESPONSE PROCEDURE Day: Rotating intake worker assignments - worker who takes call goes out if necessary, immediately if serious, next day if not. Evening: Answering service forwards to Larkin Home. Larkin will send out worker or call Regional Office for worker.

REGISTERED REPORTS BY COUNTY					
DEFINITION <u>All cases reported to Registry.</u>		<u>Kane*</u>			
	<u>FY 76</u>	<u>52</u>	<u>---</u>	<u>---</u>	<u>---</u>
	<u>FY 77</u>	<u>68</u>	<u>---</u>	<u>---</u>	<u>---</u>
	<u>FY 78</u>	<u>87</u>	<u>---</u>	<u>---</u>	<u>---</u>

*Total for entire county.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>175</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>43.8</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>37.5</u>

THE COMMUNITY Elgin, Carpentersville report most cases.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Elgin police are excellent, States Attorneys experience a yearly turnover, leading to inconsistency, but stability and consistency exists in the Court.

MANDATED REPORTERS Good relation with emergency room physicians. Little contact with Public Aid services workers.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities (foster care, unwed mothers), Dundee Family Services (counseling), Elgin Family Services (counseling), Larkin Home (residential), Tri-City Family Project (counseling), Community Crisis Center (emergency housing for GRF GRANT MONEY None. /abused wives), Crossroads.

HOMEMAKER SERVICES Access to Child and Family Services and Manpower, Inc.

COUNSELING SERVICES 6 or 7 individuals on contract. Also, referrals to Dundee Family Services, Elgin Family Services, Tri-County Family and Community Crisis Center.

ADVOCATE SERVICES None. Access to Manpower, Inc. contract.

DAY CARE SERVICES None right now. Money ran out last year in mid year and office is hesitant to get back in.

EMERGENCY PLACEMENT RESOURCES 15-20 emergency foster homes and emergency residential slots at Larkin and Foxhill.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE VILLA PARK SUPV. SOCIAL WKR. Dale Rowell
SERVING THE COUNTIES OF Eastern DuPage (3 eastern townships) ADDRESS AND PHONE 152 E. St. Charles Rd. Villa Park, ILL. 60181 312-832-8577

HOTLINE NUMBERS 312-832-8577 (DAY) OFFICE Villa Park Office
312-838-7800 (24 HRS) OFFICE Bates Answering Service

STAFFING 1 Supervisor, 6 caseworkers and 1 clerical. The Initiative will add 1 caseworker.

RESPONSE PROCEDURE

During the day, Intake is rotated. The supervisor reviews cases and assigns to caseworkers for investigation. After hours, Bates Answering Service transfers calls to Larkin Home, who screens the calls and contacts on-call Villa Park staff in emergencies.

REGISTERED REPORTS BY COUNTY

DEFINITION	DuPage*				
<u>242 form filled-out only where investigation has revealed actual evidence, previous to November 1, 1978.</u>	<u>FY 76 34</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>
	<u>FY 77 59</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>
	<u>FY 78 86</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>

After that date, 242's filled out on all calls. *Total for entire county.

<u>TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978</u>	<u>212</u>
<u>AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)</u>	<u>35.3</u>
<u>AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)</u>	<u>30.3</u>

THE COMMUNITY Addison, Westmont, unincorporated areas of apartments in Hinsdale produce many lack of supervision, inconsistent or excessive discipline cases.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS State's Attorneys and courts are cooperative, Police are more difficult.

The police sometimes become disappointed when DCFS is reluctant to place a child.

MANDATED REPORTERS Problems reported with policy department and private physicians.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES T.A.G. (The Attention Group), Lutherbrook in Addison (residential and out-patient counseling), Insearch (counseling), Interpersonal Communication Asso. (counseling), Larkin Home, Fox Hill (residential).

GRF GRANT MONEY Some access to Family Support Center counseling grant.

HOMEMAKER SERVICES 2 individual homemakers, Manpower Inc. services available.

COUNSELING SERVICES 3 private individual psychological contracts. Contracts with T.A.G., Insearch & Interpersonal Communication.

ADVOCATE SERVICES None. Access to Manpower if needed.

DAY CARE SERVICES Protective services day care - 4 children.

EMERGENCY PLACEMENT RESOURCES Institutions - Larkin Home, New Life House, Sunnyside, Fox Hill. Emergency foster homes from DuPage or Kane 10 for boys,

EMERGENCY CARETAKER PROGRAM None. /10 for girls.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

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FIELD OFFICE WHEATON SUPV. SOCIAL WKR. Helen JefferySERVING THE COUNTIES OF Western DuPage ADDRESS AND PHONE 219 S. Naperville Rd. Wheaton, ILL. 60187
(6 western townships). 312-690-1700HOTLINE NUMBERS 312-690-1700 (DAY) OFFICE Wheaton Office
(24 HRS) OFFICE Bates Answering ServiceSTAFFING 312-898-7800
1 supervisor, 8 caseworkers, (2 on leave of absence, 2 vacant) and 1 clerical (vacant). The Initiative will fill 1 vacant caseworkerRESPONSE PROCEDURE Day: Rotating intake, 1 caseworker handles all initial investigations, then supervisor assigns for subsequent services.
After hours: Aurora Region refers all calls to Larkin Childrens Home, who screens for emergencies and reports to supervisor.REGISTERED REPORTS BY COUNTY DuPage*
DEFINITION Abuse & neglect FY 76 34
reports are sent in if veri- FY 77 59
fied after investigation. FY 78 86

*Total for entire county.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 180
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 45.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 36.0THE COMMUNITY Wheaton (most cases), West Chicago, Glendale Heights.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Judges - change every 6 months, State's Attorneys - try hard, but high turn-over, Juvenile Officers - good for referrals, Sheriff's Department Dissolved team of 3 juvenile officers creating some problems.MANDATED REPORTERS Public Aid - difficulties with communication. Mostly cooperative relations with private physicians.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Bensenville Home Society (unwed mothers, foster homes, counseling) T.A.G. (develops foster homes), Catholic Charities, Family Services Association of DuPage Counties (counseling).GRF GRANT MONEY None.HOMEMAKER SERVICES 4 or 5 individual contracts, plus contract with Manpower Inc. of Aurora (probably can provide emergency or night service) - usually only for conventional hours.COUNSELING SERVICES Private therapists; In Search Inc. - Elmhurst; Interpersonal Communications - Geneva; Family Service AssociationADVOCATE SERVICES Manpower Inc. provides 2 - 3 advocates.DAY CARE SERVICES List provided to people who call in, 25 children in protective services day care.EMERGENCY PLACEMENT RESOURCES Emergency foster homes list in Aurora region. More needed.EMERGENCY CARETAKER PROGRAM Difficult to find people to do the caretaker program.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE JOLIET SUPV. SOCIAL WKR. Marcie Buhr
SERVING THE COUNTIES OF Will ADDRESS AND PHONE 25 E. Van Buren
Joliet, ILL. 60431
815-727-7779

HOTLINE NUMBERS 815-727-7779 (DAY) OFFICE Joliet Office
815-727-7779 (24 HRS) OFFICE Guardian Angel Home

STAFFING 1 supervisor, 9 caseworkers (3 vacant) and 1 clerical position. The Initiative will add 3 caseworkers.

RESPONSE PROCEDURE Day: Office intake worker screens calls, and refers to field caseworker by supervisor. Emergency assignments rotate. Evening: Calls automatically forwarded to Guardian Angel. If worker must go out, Guardian Angel will call any caseworker available.

REGISTERED REPORTS BY COUNTY
DEFINITION All reports of child abuse and neglect to the Registry.
Table with columns for Will, FY 76, FY 77, FY 78 and four empty columns.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 581
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 96.8
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 64.5

THE COMMUNITY Joliet, Bollingbrook, Romeoville (rapidly growing transient areas), East Will County produce the majority of calls.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Most police departments and Juvenile Officers are cooperative. There is a high turnover in the State's Attorneys office.

MANDATED REPORTERS Minimal cooperation from Public Aid. Many reporters are disappointed by failure to remove and place children.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Guardian Angel Home - Joliet (counseling), Family Counseling Agency - Joliet; (sexual abuse), Aunt Martha's Youth Service - New Lennox (counseling), Catholic Charities (foster care).

GRF GRANT MONEY Guardian Angel (\$18,006 grant for child abuse treatment).

HOMEMAKER SERVICES 7 individuals. No emergency capability.

COUNSELING SERVICES Will County Mental Health Center, Bollingbrook Counseling Center and Romeoville Counseling Center referrals. No purchased care.

ADVOCATE SERVICES Guardian Angel provides 3 advocates.

DAY CARE SERVICES 15 to 20 children in day care.

EMERGENCY PLACEMENT RESOURCES Foster homes, Guardian Angel, Aunt Martha's all accept emergency care.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE KANKAKEE SUPV. SOCIAL WKR. Jossie Ledbetter
 SERVING THE COUNTIES OF Kankakee ADDRESS AND PHONE 139 N. Dearborn
Kankakee, ILL. 60901
815-933-8295
 HOTLINE NUMBERS 815-933-8295 (DAY) OFFICE Kankakee Office
815-933-8295 (24 HRS) OFFICE Guardian Angel Home

STAFFING 1 supervisor, 9 caseworkers, and 2 clerical (1 vacant). The Initiative will fill the 1 vacancy.

RESPONSE PROCEDURE Day: 3 intake workers, 2 assigned to investigate. If substantiated, supervisor assigns case to a caseworker. With hospital cases, if the child is to be sent home - same day investigation. If child is to stay - next day. Evening: Calls automatically forwarded to Guardian Angel Home. If worker must go out, Guardian Angel will call from list of caseworkers who rotate on-call duty.

REGISTERED REPORTS BY COUNTY DEFINITION	Kankakee				
Registry sent in	FY 76	22	---	---	---
on all abuse and severe	FY 77	36	---	---	---
neglect reports.	FY 78	68	---	---	---

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	437
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	60.3
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	60.3

THE COMMUNITY Kankakee, Pembroke, Bradley, and Momence generate most of the reports.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Cooperative relations with law enforcement and courts. High turnover exists in the State's Attorney's office, with some conflict over prosecution of sexual abuse cases.

MANDATED REPORTERS Good, although many reporters seem disappointed when DCFS declines to remove child and make a placement.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities (foster care, counseling), Community Action Program (homemakers), Youth Service Bureau, Parents Anonymous, Drug Abuse Threshold (counseling).

GRF GRANT MONEY \$9,360 grant to Kankakee - Will County Citizen's Council (workshops, hotline, "drop-off center").

HOMEMAKER SERVICES Community Action Program contract... Emergency homemakers available.

COUNSELING SERVICES Kankakee County Mental Health Center, The Depot - Chicago, Midwest Family Resources, Riverside, Private psychiatrists & psychologists.

ADVOCATE SERVICES Youth Services Bureau (voluntary services).

DAY CARE SERVICES About 5 in protective services day care.

EMERGENCY PLACEMENT RESOURCES Foster homes have emergency capability. Transitional Center group home - emergency slots for boys.

EMERGENCY CARETAKER PROGRAM Emergency homemakers use for this purpose.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE MORRIS SUPV. SOCIAL WKR. Donna Walsh 65
(located in Joliet)
SERVING THE COUNTIES OF Grundy ADDRESS AND PHONE 120½ Liberty
Morris 60450
815-942-4065

HOTLINE NUMBERS 815-942-4065 (DAY) OFFICE Morris office
815-727-7779 (24 HRS) OFFICE Guardian Angel

STAFFING 1 caseworker.

RESPONSE PROCEDURE During the day, the caseworker will handle all aspects of intake. After, Guardian Angel screens the calls and contacts one of the Joliet Sub-Region supervising social workers in abuse emergency.

REGISTERED REPORTS BY COUNTY DEFINITION	Grundy				
All reports of child abuse and neglect sent to the Registry.	FY 76 <u>3</u>	—	—	—	—
	FY 77 <u>7</u>	—	—	—	—
	FY 78 <u>25</u>	—	—	—	—

TOTAL CHILD AND FAMILY CASES IN MARCH, 1978 18
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 18.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 18.0

THE COMMUNITY Clients in small towns around Morris and in the City of Morris.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Extremely positive relations with the Juvenile court services and State's Attorney. Good relations with law enforcement.

MANDATED REPORTERS Twice monthly meetings with social workers, educators, nurses, police and psychologists open discussion resolves questions.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None.

GRF GRANT MONEY None.

HOMEMAKER SERVICES 2 individual homemakers.

COUNSELING SERVICES Referrals to community mental health. No purchased care.

ADVOCATE SERVICES None.

DAY CARE SERVICES None.

EMERGENCY PLACEMENT RESOURCES None.

EMERGENCY CARETAKER PROGRAM None.

Region 2B

Chicago

Chicago Region -- Howard Peters III (Regional Director)

Under the new DCFS organization, the Chicago Region covers Cook County and is served by 13 area offices and outposts in addition to the Regional office. The Region is the consolidation of 4 Area offices and the Child Protective Service. The Region is still awaiting official reorganization plans to be announced. When those plans are announced, deployment of teams, resource development, intake, and contract letting and monitoring will be restructured.

The survey forms reflect the child abuse and neglect response system prior to reorganization. It is expected that the Child Protective Service (CPS) will remain the central child abuse and neglect response unit, and field offices will pick up those serious cases of abuse and neglect which require long term foster care or institutional placement.

The CPS unit was centralized in 1976 after the American Human Association studied the response system in Cook County and recommended a more centralized structure. Under the previous system, each area office investigated reports after the Emergency Protective Service (EPS) received and referred calls for their investigation. However, the new centralized CPS does not mean that the field offices do not service child abuse and neglect cases. Nearly half of the Area Offices' caseload in Cook County was attributed to abuse, neglect or dependency in September of 1978. These are the severe abuse and neglect cases which require the long term institutional placement. These offices "should" still be serving the natural families or preparing the cases for termination proceedings and adoption.

The Child Protective Service is sub-divided according to the following functional units: Intake; 9 geographic teams (12 with the Initiative); a Contracts and Grants Monitoring Unit; and supportive administrative and liaison staff. CPS Intake receives all calls in Cook County (phone: 783-2100), 24 hours per day. Staff at 1026 South Damen will investigate child abuse and neglect reports as soon as possible. In one period last year, CPS was able to respond within 24 hours in only 23% of the calls. Reports are, therefore, assigned a priority and serious abuse cases are responded to first, especially when the abused child or siblings remain in the presence of the abusive parent or caretaker.

A new police-DCFS program consisting of law enforcement personnel and social worker investigative teams has begun on the west side of Chicago and will be expanded into several northwest suburbs, as well as the south side of Chicago. Eventually, the team approach will be available throughout the county. The team approach is aimed primarily at avoiding the immediate decision by policemen to remove children from the home in non-life endangering situations. A University of Illinois-Chicago Circle study in 1978 indicated that in abuse cases in juvenile court, responded to first by the police, 92.9% of the children were immediately taken into protective custody outside the home. This compares to 50% protective custody rate when social workers are first on the scene. The team approach should go a long way toward elimination of any disparity and enhance cooperation and respect between the two community service providers.

The emergency caretaker program has been field tested in Illinois with the CPS response system. Under a contract with Child and Family Services, a private agency, 16 full-time caretakers are ready 24 hours per day to be placed in a home where police-social worker teams discover abandoned children. By law, the caretaker may remain in the home for 12 hours, awaiting the return of the natural family. Immediate assessment is necessary to determine if the neglecting caretaker is fit to resume care. This 12-hour care avoids immediate trauma to the child and family due to placements into foster homes. The family unit may be preserved with in-home services with emergency caretaker service.

To date, 34 families have been served in 7 months. The program needs to be expanded and more community education should be provided to make the program more cost effective.

As mandated by law, CPS does the initial screening and verification of all child abuse and neglect reports. However, CPS has contracted with several private agencies to do the initial investigation and assessment. This arrangement may not be in compliance with basic DCFS policy, but this is not clear as of yet and does not speak to the increased or decreased effectiveness of contracting out this responsibility.

The Chicago Region has experienced a 56.7% increase in reported cases of child abuse and neglect, from 3,748 cases reported in fiscal year 1976 to 5,874 cases reported in fiscal year 1978. The largest percentage of this increase occurred in fiscal year 1977, when the response system was centralized and reporting to the Registry was made uniform. The percentage increase from FY 77 to FY 78 was only 14%, the lowest in the State. It should be noted, however, that all other regions were changing the definition of what was to be reported to the Registry creating the appearance of great increases in the occurrence of abuse and neglect. Cook County had already changed its definition in FY 77.

The number of suburban Cook County reports increased 68% in the 3-year period from 1976 to 1979, compared with a 48% increase in the City of Chicago. Wide differences in attitudes toward reporting child abuse and neglect exist in the suburbs. Some suburban communities do not want to acknowledge that any problems might exist. They tend to ignore signs of abuse. Non-cooperation by some suburban school districts was reported to the study. Other suburban areas are active and concerned about child abuse in their communities and work to obtain all the services available through DCFS for their residents.

At the time of this survey, there were 126 positions at CPS, with 17 vacant and 4 on leave of absence. The Governor's Initiative will add 40 positions to this number and will absorb 10 caseworkers previously funded under a federal formula grant for child abuse. Of these 40, 3 positions would be in contract and grant monitoring and 20 caseworkers in the new geographic teams. The other 17 positions include 6 in Intake and 11 in other clerical and supportive positions. The average family case-load for the geographic teams will drop from about 55.1 cases per caseworkers to 35.5 cases after the Initiative.

At the time of the survey, there were 465 positions in the 4 Area Offices and 8 outposts, with 61 vacancies and 14 on leave of absence. The Initiative will add 18 adoption caseworkers and 59 multi-service units' case staff. Using September, 1978 data on open child cases as a reasonable number of open cases at one time, the caseload for non-CPS Chicago Region should drop from the current 67.1 cases per caseworker to a projected 44.2 after the Initiative.

The concentration of cases in Cook County is heaviest in the west and south sides of Chicago, with Uptown also showing a heavy reporting area. One factor has been the cooperative agreements reached with hospitals, police, Public Health and Public Aid departments in these areas. Teamwork and formal communication lines make reporting easier for the reporting source, especially if there is some feedback to the reporter after the case is investigated.

CPS relationships with the State's Attorney's child abuse unit and the Juvenile Court is also formalized, with daily meetings to discuss pending cases and periodic meetings to iron out problems. The introduction of criminal hearings into the Juvenile Court building allows the criminal and juvenile justice teams to work together on family cases of abuse and neglect.

There are over 50 private agencies involved in the child abuse and neglect system in Cook County. They provide casework coordination, counseling, homemaker, foster care and residential services to DCFS clients. The Chicago Region uses the highest percentage of its budget on foster care and institutional care services. Half the clients in the State reside in Cook County, but the Region only uses 26% of the homemaker and 38% of the protective services day care dollars. Counseling is an important service in the Chicago Region. It is the policy in the Region to use counseling dollars to transfer case responsibility to the private agencies, with basic intensive family or individual counseling being an important part of the service.

Day care resources are not a problem in Cook County, except in isolated communities. Two specialized day care providers, Marillac House and St. Vincent de Paul have developed comprehensive services to families, with day care being the central focus. Other services provided by these agencies include, tutoring family counseling, health care, transportation, clothing, furniture and case coordination.

Emergency foster homes are being used inappropriately by the Department and the private agencies because of the shortage of regular foster homes. Two hundred fifty of the 300 emergency slots are often filled with long term foster placements. In emergencies, they are not available.

\$446,600 in child abuse grants have funded 11 projects in FY 79. Three of the grants contain research components. The initial investigation and assessment function is funded in 4 of the grants. Four hospitals receive grant money to provide services to families who come into the hospital emergency rooms or pediatric departments. The Grant Administrator is attempting to assure that child abuse grants in Cook County fund services accessible to the whole county, and not target all the grants on the most troubled communities.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE CHILD PROTECTIVE SERVICEADMINISTRATOR Jeanine SmithSERVING THE COUNTY OF COOKADDRESS AND PHONE 1026 South DamenChicago, IL 60612312/793-4652HOTLINE NUMBERS 312/793-2100 (Day) OFFICE C.P.S.312/793-2100 (24 Hrs) OFFICE C.P.S.

STAFFING: (September, 1978 - 126) 1 Administrator, 1 Assistant Administrator, 2 Administrative Assistants, 2 Administrative Secretaries, 1 Policy and Procedures Coordinator, 1 Court Coordinator, 1 Community Projects Coordinator, 1 Homemaker Service Supervisor, 5 Contract/Grants Monitors (1 vacant), 28 Intake Staff (7 vacant), 2 Supervisors of Teams, 9 Team Leaders, 2 Nurses, 53 Caseworkers (7 vacant, 2 LOA), 4 Case Aides and 13 Clerical Staff (2 vacant, 2 LOA). The staff positions were decreased to 116 when a federal formula grant on child abuse was withdrawn from C.P.S. funding. The Initiative will add 50 staff in an expanded and slightly reorganized structure - only 40 additional to the September, 1978 staffing. There will be 23 additional caseworkers and contract monitors and 17 support service workers, including Intake staff.

RESPONSE SYSTEM: The Cook County Child Protective Service (CPS) response system is patterned after a 1976 American Humane Association study. C.P.S. is divided into a CPS Intake Department and 9 geographic teams covering all of Cook County. During the day, calls into the information and referral office (under Cook County Program Services) are screened for abuse and neglect reports. Calls are transferred across the hallway to CPS Intake. CPS Intake verifies the legitimacy of reports by checking the reporting source and significant collateral sources. Child abuse and neglect reports (CFS 242) are then sent to one of the nine geographic teams upstairs. The team leader assigns the case to a caseworker, depending on workload, for investigation and assessment for credible evidence. If no credible evidence is discovered, the protective service intervention is terminated, although referral may be made for other child welfare service. If credible evidence is discovered, the caseworker may a) carry that case and develop a treatment plan, b) transfer that case to a private agency for in-home protective services (under Counseling) or c) prepare placement for the children by going to Court and transferring the cases to either an Area Office or private agency.

Intake shifts cover 7 a.m. to 4 p.m. (14 workers) and 3 p.m. to 11 p.m. (7 workers, plus 8 workers under an HEW grant for intensive, inner city after hours response). During the second shift, emergencies are investigated by Intake.

After 11 p.m., the information and referral and CPS Intake are collapsed into one and this staff handles all emergency child welfare and child abuse reports (12 workers).

With the volume of intakes received daily by CPS, it is not usual for 200-300 cases to not be assigned for investigation at any time. The Intake Unit must prioritize cases when receiving telephone reports, and respond first to infant cases and those where they can determine that a child's life is in imminent danger.

In addition to this set process, several private agencies are contracted to do the initial investigation and assessment for CPS after CPS Intake verifies the report. Catholic Charities handles 30 cases per month under a "Placement Reduction Team" contract. Charities provides immediate intervention, initial assessment and the preparation of treatment plans or Court reports within 48 hours after a report is received.

Under a child abuse grant, Child and Family Advocates of Evanston (CAFAE) investigates child abuse reports initiated by Evanston schools and day care services only. Reports come through the community or CPS Team 8.

Marillac House provides the same services to mild neglect cases for CPS Teams 4 and 5, as do Pilsen Little Village for CPS Team 3 and The Woodlawn Organization (TWO) for CPS Teams 1, 2 and 11.

The Initiative will allow CPS to divide several team areas, creating 3 new teams. 3 new team leaders and 1 new supervisor of teams will be added.

REGISTERED REPORTS BY CITY/COUNTY:		Chicago	Suburban Cook	Total*
DEFINITION: <u>Verified cases of</u>	FY76	<u>3,147</u>	<u>597</u>	<u>3,748</u>
<u>abuse and neglect are sent to the</u>	FY77	<u>4,240</u>	<u>834</u>	<u>5,163</u>
<u>Registry.</u>	FY78	<u>4,668</u>	<u>1,003</u>	<u>5,874</u>

*Includes several hundred location unknown reports.

TOTAL FAMILY CASES IN SEPTEMBER, 1978	<u>2,654</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>55.1</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>35.5</u>

THE COMMUNITY: Highest concentration of reports from Robert Taylor, Cabrini Green and Altgeld housing project, and the communities of Lawndale, Uptown, Englewood, Bridgeport, Back of the Yards, Austin, Humboldt Park, Pilsen, South Shore and South Chicago. There is a reported lack of private agency resources in northwest Chicago communities, Englewood and Bridgeport. Also, there is a lack of enough spanish-speaking staff to deal with the number of reports from spanish-speaking neighborhoods.

Differences in suburban community police agencies, schools and community groups create a range of policies from non-reporting and non-cooperation with investigations to being overwhelmed with reports from some areas.

The Hospital Coalition is a strong factor in the reporting of abuse in the high concentration areas. Since private physicians are not reporting as frequently as would be expected, this may be one factor in explaining why more affluent communities appear to have few, if any, troubled families.

RELATIONS WITH LAW ENFORCEMENT AGENCIES: Working understandings exist with the Chicago Police Department's Youth Division in regard to cooperation. A joint DCFS-Police Investigation Team concept was introduced in CPS Area 4 last July. 3 C.P.S. Intake staff are available 3 p.m. to 11 p.m. to accompany Chicago police officers in 4 police districts on police-initiated child abuse reports. It is hoped that cooperation and better initial decision-making will result. A new H.E.W. grant will now fund 8 additional Intake staff to work in police teams in CPS Areas 1, 11 and Palatine, Arlington Heights, Elk Grove Village and Schaumburg in addition to Area 4. Eventually, it is hoped that police-CPS worker teams will operate and be available throughout the County. Training of the 8 new staff begins the first week of March.

The Community Projects Coordinator serves as liaison with police departments and works on joint training programs on abuse and neglect. The Coordinator has meetings with area commanders in regard to the child abuse programs.

It was reported that suburban police departments rarely communicate with CPS, since there are not that many cases originating in those communities. The HEW funded program is the first step in creating innovative and cooperative programs with suburban police agencies.

The Illinois Department of Law Enforcement will be holding child abuse training seminars in April for Cook County area state troopers. Few reports of abuse are initiated in the unincorporated areas from the state police or Cook County Sheriff's office.

RELATIONSHIPS WITH STATE'S ATTORNEY'S OFFICE: CPS caseworkers present cases to a State's Attorney case screening committee each day. Present at those meetings are representatives of the Assistant State's Attorney's Office in charge of child abuse and neglect, the Guardian Ad Litem, the Chicago Police Department, Public Aid and DCFS. The Assistant State's Attorney makes the final decision as to filing of petitions in Court.

RELATIONSHIPS WITH JUVENILE COURT: An Inter-Agency Council exists to work out any problems which may exist between government agencies and the Court. Under the chairmanship of Fred Brown, a University of Illinois professor, the Council consists of the top administrators of C.P.S., the Guardian Ad Litem, the Child Abuse/Neglect Court, the Public Defender's office, the Chicago Police and the Hospital Council.

A Calendar 21 has been introduced in Cook County Juvenile Court to hear criminal cases dealing with abusive parents. In this manner, child abuse and neglect cases, both criminal and adjudications under the Abused and Neglected Child Reporting Act, may be heard under the same roof.

MANDATED REPORTS: A Hospital Child Protection Coalition was formed in August of 1976 with the catalyst being the Junior League of Chicago. CPS and 14 major reporting hospitals have met monthly to communicate and cooperate in child protective service. 2 full-time nurses at CPS are liaison with the hospitals of Cook County, and participate in hospital evaluation teams and in training efforts.

There are no formal agreements with any school boards, but IOE training and DCFS' involvement in annual teacher workshops have educated school personnel.

A formal agreement with the Department of Public Aid lays out the framework for cooperation in child protection cases.

Law enforcement agencies are the greatest source of reports and have had considerable in-service training.

Regular meetings with the County Medical Examiner's office have resulted in seemingly more reports of dead-on-arrival cases, but the improved training and cooperation is credited for identifying the child abuse cases that were passed over previously.

Day care operators have received training on child abuse from CPS staff and programs by the City and the Day Care Crisis Council.

C.P.S. also participates with the Chicago and Cook County Boards of Health child protection teams. Public health nurses are credited for their role in outreach into homes where abuse and neglect exists.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES: In addition to access to regional contracts with private agencies, C.P.S. has contact with many private agencies for contracted and volunteer services. The contracted agencies are listed below under the services they provide.

COMMUNITY AND SERVICE RESOURCES PRIVATE AGENCIES: In addition to contact with regionally contracted private agencies, C.P.S. has contact with many private agencies for contracted and volunteer services. The contracted agencies are listed below under the services they provide.

GRF GRANT MONEY: \$446,500 in Fiscal Year 1979 child abuse grants have been awarded for research and treatment of child abuse. Below is a listing of County child abuse grants administered by C.P.S.

<u>Agency</u>	<u>Service</u>	<u>Service Area</u>	<u>Families Served</u>	<u>Grant</u>
- Leadership Training Foundation-PAR	Counseling of parents in Board of Health clinics and training of homemakers	Board of Health Clinics	488 contacts	\$10,000
- Citizens Committee for Children & Families Under Stress	Volunteer outreach, advocacy & network services	Teams 1, 8 & 11 (Elk Grove Village)	Open Ended	33,947

<u>Agency</u>	<u>Service</u>	<u>Service Area</u>	<u>Families Served</u>	<u>Grant</u>
- Pilsen Little Village	Initial assessment, & psychiatric treatment for spanish-speaking clients	Team 3	5/month	\$30,000
- Univ. of Ill., Dept. of Medical Social Work	Protective service counseling	Emergency Room and Pediatric Dept.	40 cases	38,423
- Childrens Memorial Hospital	Services to sexually abused children & emotionally disturbed parents	Hospital Clients	100 families	52,033
- Child & Family Advocates of Evanston (CAFAE)	Initial investigation, assessment and provision of in-home services	Evanston Community Team 8	Open Ended	39,811
- C.A.U.S.E.S.	Research and treatment for cases with sexual abuse	Teams 6 & 8	50/year	47,370
- V.I.A.-MAPS	Research in evaluation of MAPS program			53,787
- The Woodlawn Organization	Initial investigation & assessment and prot. serv. counseling to neglect cases	Teams 1, 2 and 11	75/year	59,638
- Mavillac House	Initial investigation & assessment for neglect cases	Teams 4 & 5	10/month	60,879
- Michael Reese/Mercy Hospital	Home visits & medical services to families with high risk of severe neglect and abuse	Hospital Clients of Reese and Mercy	150/year	26,500

HOMEMAKER SERVICES: CPS contracts with up to 22 individual homemakers. In addition, 14 homemakers are available to CPS in contract with Child and Family Services for 53,354 hours of regular homemaker, 6,668 hours of 24 hour homemaker standby and 5,323 hours of emergency homemaker services. An estimated 100 families are to receive C&FS homemaker service this year up to \$393,760.

Also, CPS contracts with Salvation Army for 11,943 hours of homemaker and 1,327 hours of homemaker and casework services. Approximately 50 families will receive 8 hour per day and limited night and weekend service up to \$82,800.

COUNSELING: CPS utilize counseling dollars to purchase total in-home protective services from private agencies, including individual and group counseling, crisis intervention, family advocacy, recreation and other social services. Family cases are transferred to the private agencies and monitored by the contract and grant managers. The private agencies with counseling contracts are:

1) CAUSES	24 full time 32 evaluation and placement planning	\$66,420
2) Family Guidance	30 families	32,500
3) Traveler's Aid	32 families	32,500
4) West Quad	50 families	50,600
5) Chicago & Family Services	80 families	89,000
6) J.P.A.	44 families	50,600
7) Catholic Charities	360 families	<u>312,000</u>
Total, Counseling		\$633,620

ADVOCATE SERVICES: No purchased advocacy services, exclusive of advocacy components of the child abuse grant to the Citizens Committee for Children and Families Under Stress. This agency serves referrals from CPS areas 1, 8 and 11. Reliance is made on volunteer advocate services from Big Brother-Big Sisters of Cook County.

DAY CARE SERVICES: \$425,000 is allocated to the Chicago Region for protective service day care, but occasionally, OCD slots can be made available. CPS caseworkers may arrange for day care center or home care. Individual contracts are made with day care operators for the care of abused or neglected children. There are about 50 protective service day care arrangements.

There are 2 specialized day care contracts. Marillac House serves up to 15 children. St. Vincent de Paul serves up to 20 children. Once a family is referred to one of these programs, the private agency staff takes full control of the case. They provide counseling, tutoring, health care, transportation, clothing, furniture and case coordination.

CPS monitors these programs, but does not provide day-to-day casework to the families involved.

EMERGENCY PLACEMENT RESOURCES: There are approximately 300 emergency foster home slots; however, only 30-40 slots are available at any time. This problem exists because DCFS and private agencies are inappropriately using emergency homes rather than regular foster homes. There is concern that there are not enough regular foster home resources; however, disagreement exists over the adequacy of foster home recruiting efforts.

Catholic Charities has been contracted by CPS for 18 emergency foster home slots up to \$115,829.

EMERGENCY CARETAKER PROGRAM: The emergency caretaker program is under contract with Child and Family Services of Chicago. 16 full-time caretakers provide 24 hour coverage. The current contract covers CPS Areas 1, 2, 3, 4, 5, 6 and 11 within Chicago. 34 families and 132 children have been served in the first 7 months of FY79. Placement has been avoided in most situations, and where placement must be made, more time is available to CPS workers to plan an appropriate placement.

More community education on the availability of this service is needed to expand the program and make emergency caretakers cost effective.

REGIONAL CONTRACTS

The following is a list of regional contracts with private agencies for service to DCFS clients, including families with abuse or neglect situations. Two or more of the Area Offices can use these private agency services. Where only one Area uses a service, that Area contracts separately for that service. Separate contracts are listed on each Area Office's survey form.

Private Agency	Service	Slots	Maximum \$
Afro Youth-Masai	Group Homes	16	\$ 421,908
	Supervised Indep. Living	20	171,473
Camelot	Group Homes	8	91,875
	Institution	24	488,050
ICH & A-Brewer House	Group Home	10	191,176
Chapin Hall	Institution	70	948,942
	Spec. Foster Care	6	36,464
Edison Park	Institution	40	757,139
House of the Good Shepherd	Institution	46	221,246
Programs Positive	Institution	16	329,011
Lutherbrook	Institution	28	718,485
ICHA-Evanston Home	Institution	29	489,499
Lawrence Hall	Group Homes	16	213,489
	Institution	48	647,955
Maryville	Institution	155	2,038,463
	Group Homes	16	183,933
Mercy Mission	Institution	8	80,868
St. Joseph Carondelet	Institution	45	576,419
Uhlich Child's Home	Institution	75	801,320
Elim Christian School	Institution	6	53,305
Little City	Institution	27	302,542
Lt. Joseph P. Kennedy	Institution	10	119,174
Salvation Army- Booth Hospital	Institution	70	100,000
Misericordia North	Institution	8	73,250
St. Mary of Providence	Institution	11	63,880
Marillac House	Day Care	15	67,750
St. Vincent de Paul	Day Care	20	84,244
ICH & A - McCormick House	Group Homes	9	191,176
Jewish Children's Bureau	Spec. Foster Care	16	196,641
	Group Homes	27	354,693
Kaleidoscope	Group Homes	28	524,436
	Spec. Foster Care	33	574,185
	Supervised Indep. Living	17	158,655

Private Agency	Service	Slots	Maximum \$
Lydia House-----	Group Home-----	40-----	\$ 117,138
Mary Bartelme-----	Group Homes-----	69-----	1,224,793
	Supervised Indep. Living-----	100-----	411,124
Salvation Army-----	Group Home-----	23-----	136,987
Southside Christ Church-----	Group Home-----	16-----	65,990
Sullivan House-----	Group Home-----	9-----	113,135
	Spec. Foster Care-- Supervised Indep. Living-----	26----- 15-----	293,550 143,476
Methodist Youth Services-----	Supervised Indep. Living-----	92-----	865,336
YMCA-Transitional Center-----	Supervised Indep. Living-----	49-----	115,594
The Depot-----	Counseling-----	5039 Hours----	164,698
Ebony Management-----	Counseling-----	3285 Hours----	117,110
Kaleidoscope-----	Counseling-----	35-----	341,603
Midwest Family Resource Assoc.-----	Counseling-----	2770 Hours----	102,800
Kaleidoscope-----	Educational Serv.--	30-----	48,722
Central Baptist Childrens' Home-----	Spec. Foster Care--	53-----	914,072
Central Baptist Professional Foster Homes-----	Spec. Foster Care--	22-----	257,147

Total, Institution/Group Home.....	\$ 12,640,147
Specialized Foster Care.....	2,272,059
Supervised Indep. Living....	1,865,658
Counseling.....	726,211
Educational Services.....	48,722
Day Care.....	151,994

FIELD OFFICE SOUTH AREA - COOK SUPV. SOCIAL WKR. Charles JohnsonSERVING THE COUNTIES OF Cook, generally south of 71st Street to Will County line. ADDRESS AND PHONE 950 E. 61st Street Chicago 312-684-8820HOTLINE NUMBERS See C.P.S. (DAY) OFFICE See C.P.S.
(24 HRS) OFFICE See C.P.S.STAFFING (149 Staff). 1 Area Administrator, 1 Assistant Administrator, 1 Administrative Assistant, 3 Administrative Secretaries, 2 Program Service Coordinators, 2 Personnel Staff, 6 Business Management Staff (4 vacant), 1 Staff Development Coordinator (vacant), 10 Resource Development Staff (1 vacant - 1 LOA), 7 Licensing Staff (1 vacant - 1 LOA), 6 Data Input Staff (3 vacant), 15 Purchase of Service Staff (1 vacant - 1 LOA), 10 Team Leaders, 6 Adoptions Staff (1 vacant), 10 Assistant Team Leaders (3 vacant), 48 caseworkers (3 vacant) and 20 Clerical Staff (2 vacant - 1 LOA).RESPONSE PROCEDURE See C.P.S.REGISTERED REPORTS BY COUNTY See C.P.S.DEFINITION See C.P.S.
FY 76
FY 77
FY 78 TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 4,377
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 61.9
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) *THE COMMUNITY See C.P.S.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS See C.P.S.MANDATED REPORTERS See C.P.S.COMMUNITY AND SERVICE RESOURCESPRIVATE AGENCIES In addition to regional contracts, South Area Office has the following contracts for Counseling (\$356,581): 1) Aunt Martha's Youth Service Center Inc.; 2) Commonwealth Community Center; 3) The Institute for Applied Behavioral and Psychiatric Research; 4) GAMZO (advocacy); 5) Family Link and 6) Ebony management. All but GAMZO are for intensive psychological counseling as a part of casework services. Additional foster care services (\$599,596) purchased from 1) Aunt Martha's; 2) Human Enrichment Development Association; 3) Ada S. McKinley Community Services Inc.; 4) T.W.O. and 5) 23 individual specialized contracts. Additional group home care (\$110,902) from Aunt Martha's Adoption Services (\$15,000) purchased from T.W.O. Also individual contracts with Salvation Army and Child and Family Services for homemaker services.OTHER RESOURCES See Regional Contracts.

* The entire Chicago region will soon undergo reorganization. The Initiative will add 78 staff to the "Area Offices" multi-service units.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE WEST AREA - COOK SUPV. SOCIAL WKR. Ron Jennings

SERVING THE COUNTIES OF Cook, generally from Western Ave. to the DuPage border and from Addison on the north to 65th Street. ADDRESS AND PHONE 3636 S. Western Chicago 312-254-8728

HOTLINE NUMBERS See C.P.S. (DAY) OFFICE _____ (24 HRS) OFFICE _____

STAFFING (109 Positions). 1 Area Administrator, 2 Administrative Assistants, 4 Business Management Staff, 1 Area Coordinator (vacant), 9 Intake Staff, 3 Administrative Secretaries, 9 Resource Development Staff, 6 Adoptions Staff (1 LOA), 11 Data Control Staff (3 vacancies), 1 Personnel Clerk, 5 Licensing Staff, 8 Purchase of Services Staff (1 vacancy), 5 Team Leaders, 29 caseworkers (6 vacant - 1 LOA), 6 Trainees, 2 Aides and 7 Clerical Positions (1 vacant).

RESPONSE SYSTEM See C.P.S.

REGISTERED REPORTS BY COUNTY DEFINITION	See C.P.S.	FY 76	FY 77	FY 78
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TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	2,719
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	103.2
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	*

THE COMMUNITY See C.P.S.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS See C.P.S.

MANDATED REPORTERS See C.P.S.,

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES In addition to regional contracts, West Area Office contracts for the following Counseling Services. 1) Proviso Family Service and Mental Health Center; 2) Family Service and Mental Health Center of Oak Park and River Forest; 3) Volunteers of America Youth Self Help Group; 4) LaGrange Community Family Service and Mental Health Center; 5) Berwyn Family Service and Mental Health Center and 6) Youth in Crisis. Additional Institution and Group Home slots are purchased from 1) Habilitative System Inc. (Drake House Group Home); 2) CASA Central and 3) St. Leonard's House. Additional Foster Care Services are purchased from 1) CASA Central; 2) Association House Westtown Youth Services and 3) Youth in Crisis, Inc. Total Counseling is \$149,106. Total Institution/Group Home is \$254,924. Total Foster Care is \$368,793.

OTHER RESOURCES See Regional Contracts.

* The entire Chicago region will soon undergo reorganization. The Initiative will add 78 staff to the "Area Offices" multi-service units.

FIELD OFFICE NORTH AREA - COOK SUPV. SOCIAL WKR. Tom KmetkoSERVING THE COUNTIES OF Cook, generally ADDRESS AND PHONE 4320 W Montrose
north of Addison and I-294 to the Chicago
Lake County border. 312-282-9470HOTLINE NUMBERS See C.P.S. (DAY) OFFICE _____
See C.P.S. (24 HRS) OFFICE _____

STAFFING (98 Positions). 1 Area Administrator, 1 Assistant Administrator, 1 Staff Development Coordinator, 1 DMH Liaison, 1 Personnel Clerk, 2 Administrative Secretaries, 2 Intake Staff, 1 Contract Writer, 6 Licensing Staff (1 vacant), 4 Business Management Staff (1 LOA), 6 Adoptions Staff (1 LOA), 13 Purchase of Service Staff (1 vacant), 6 Team Leaders, 43 caseworkers (12 vacant - 1 LOA), 1 Trainee and 9 Clerical Positions.

REGISTERED REPORTS BY COUNTY See C.P.S.
DEFINITION See C.P.S. FY 76 _____
FY 77 _____
FY 78 _____TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 2,165
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 50.8
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) *THE COMMUNITY See C.P.S.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS See C.P.S.MANDATED REPORTERS See C.P.S.COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES In addition to the regional contracts with private agencies, North Area Office contracts with the following agencies for counseling services: 1) Associates in Crisis Therapy (extended intake and A.C.T. program); 2) George Busiel (individual therapy); 3) Multi-Family Impact Team (COMFIT Program); 4) Consultants in Developmental and Behavioral Disfunction; 5) Kenneth Deal (individual counseling); 6) Tom Leo and Associates (Family Counseling); 7) Near North Family Guidance Center (Family Counseling/advocacy); 8) Omega Youth Services; 9) Gertrude Pollitt (individual therapy); 10) J.S. Steffeus and Associates, Inc. (Family Counseling); and 11) Hans Frietaq. Total Counseling is \$483,159. North Area also has approximately 40 contracts for foster care advocacy, specialized foster care, foster care recruitment, and other special foster care resources. In addition, North Area contracts with Sheller Inc. (emergency group home care), 4 school contracts, 2 tutor contracts, 28 therapeutic day care agencies or individuals, 2 individual homemakers and 2 homemaker agency contracts (Child & Family Services and Salvation Army). Total Foster Care resource: \$613,118. Total Day Care resources: \$78,889. Total Homemaker resources: \$99,520.

OTHER RESOURCES See Regional Contracts.

* The entire Chicago region will soon undergo reorganization. The Initiative will add 78 staff to the "Area Offices" multi-service units.

FIELD OFFICE EAST AREA - COOK SUPV. SOCIAL WKR. Sarah Trice

SERVING THE COUNTIES OF Cook, generally east of Western Ave. from Addison on the north to 71st on the south. ADDRESS AND PHONE 1439 S. Michigan Chicago 60605 312-996-1942

HOTLINE NUMBERS See C.P.S. (DAY) OFFICE (24 HRS) OFFICE

STAFFING (109 Positions). 1 Area Administrator, 1 Assistant Area Administrator (vacant), 1 Administrative Assistant (LOA), 1 Business Manager, 2 Data Input Staff, 10 Resource Development Staff (1 vacant - 1 LOA), 1 Program Specialist, 6 Licensing Staff (1 vacant), 9 Intake Staff (1 vacant), 1 Area Coordinator, 1 Interagency Liaison, 9 Purchase of Service Staff (2 vacant - 1 LOA), 7 Team Leaders, 38 caseworkers (8 vacant), 6 Trainees, 1 Aide, and 21 Clerical positions (1 vacant - 2 LOA).

RESPONSE PROCEDURE See C.P.S.

REGISTERED REPORTS BY COUNTY DEFINITION See C.P.S. Table with columns for FY 76, FY 77, FY 78 and several empty columns.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 3,714
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 110.5
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) *

THE COMMUNITY See C.P.S.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS See C.P.S.

MANDATED REPORTERS See C.P.S.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES In addition to regional contracts with private agencies, East Area Office contracts with Central Baptist Childrens Home (15 residential slots), Chicago Youth Centers, Sadie Waterford (14 group home slots) and Wabash YMCA (26 casework slots).

OTHER RESOURCES See Regional Contracts.

* The entire Chicago region will soon undergo reorganization. The Initiative will add 78 staff to the "Area Offices" multi-service units.

Region 3A
Springfield

Springfield Region -- Ralph Hanebutt (Regional Director)

Under the new DCFS organization, the Springfield Region encompasses 18 counties and is served by 9 field offices in addition to the Regional office. The Region is the consolidation of the old Quincy and Springfield Areas. The existing child abuse response systems in the 2 areas have not been altered significantly by the reorganization.

There is basically 2 after-hour systems for reporting child abuse and neglect. Springfield, Lincoln, Carlinville and Taylorville are served by the ABC Answering Service. The Service contacts the Youth Service Bureau in Springfield, and supervisors in Lincoln, Carlinville and Taylorville; however, the Taylorville area reporters have been trained to call reports into the mental health clinic or Taylorville Hospital.

In Springfield, the YSB was contracted when the expense of 24-hour-on call intake workers was determined to be too high.

Beardstown, Quincy, Jerseyville, Jacksonville, and Carthage are served by the Quincy Physician's Exchange. The Exchange contacts the supervisors after hours. It is rare for calls from Hancock, Calhoun, Greene or Jersey county to go to the Physician's Exchange in Quincy. Mandated reporters call the supervisor at home rather than calling Quincy. In the case of Jerseyville, the exchange is in a separate area code.

The Springfield Region has experienced a 58% increase in reported child abuse cases, from 172 cases reported in fiscal year 1976 to 272 cases reported in fiscal year 1978. Revised guidelines concerning the types of cases to be sent to the Registry were implemented in September, October and November of 1978. This change should nearly triple the number of reports this year, without really changing the basic reporting of abuse and neglect.

At the time of this survey, there were 60 positions in the 9 field offices, with 4 vacant and 2 on leave of absence. With the Governor's Initiative, 13 positions will be added to the field offices. Using September, 1978 open cases as a reasonable number of open cases at one time, the caseload for Springfield Region should drop from the current 78.8 cases to 58.3 under the Initiative.

Aside from some relationship problems in Sangamon and Calhoun County with State's Attorney policies, excellent cooperation reported throughout the Region with the community. An innovative policy of feedback to law enforcement agencies and mandated reporters in Quincy helps build strong, cooperative relations.

Catholic Charities (Social Services) in Springfield, Alton and Peoria provide foster care and services to unmarried mothers. Other providers of child welfare are Illinois Children's Home and Aid and Central Baptist Children's Home. Youth Service Bureaus in Carlinville and Springfield do counseling, along with the Springfield Family Service Center

and Lutheran Welfare Services. Other private agencies provide employment, legal aid, health, and emergency food services.

Purchased care field office allocations are prospectively set by the Region. Homemakers are contracted individually, except in Taylorville and Carlinville, where Homemakers, Inc. is contracted for 20,000 hours of homemaker services. Advocates are also contracted individually. Springfield uses the volunteer advocate services of Big Brother-Big Sister of Sangamon County for their clients. Only 25% of the Region's counseling dollars purchase intensive psychological counseling. The remainder of the funds go to the advocate program. Reliance is placed, outside of Springfield and Quincy, solely on the community mental health system.

The Springfield Region utilizes above average allotments of counseling and subsidized adoption funds and nearly 4 times the average homemaker and protective service day care allotment. This heavy emphasis on in-home services has resulted in the lowest institutional budget in the State. Only 10.05% of the Springfield budget goes to institutions, with 40.6% being the Statewide average for all regions.

Child abuse grants go to the Committee for Children, Inc. of Springfield (\$11,429) and the the Statewide and 2 local Parents Anonymous groups (\$31,737). The Committee for Children provides multi-disciplinary consultants for the Springfield field staff and operates a speaker's bureau for the eastern part of the Region. Parents Anonymous is a coalition of self-help parent groups that have formed in communities throughout the State.

FIELD OFFICE SPRINGFIELD SUPV. SOCIAL WKR. Patti Lynch, Dennis McCue,
Al Darter
SERVING THE COUNTIES OF Sangamon ADDRESS AND PHONE 317 N. 2nd
Springfield 62703
217-782-4000

HOTLINE NUMBERS 217-782-4000 (DAY) OFFICE Springfield office
217-782-2367 (24 HRS) OFFICE ABC Answering Service

STAFFING 7 person intake unit; 6 person family maintenance unit and 5 person interim care unit. 3 vacancies exist, including a typist and 1 social worker in intake. The \$5.1 initiative will add 1 caseworker to each team, plus 1 receptionist.

RESPONSE PROCEDURE During the day, cases are screened by supervisor and assigned to an intake worker for investigation. The intake worker carries a case for several months before it is transferred for permanent planning to one of the other units. At night, the ABC Answering Service refers calls to the Youth Service Bureau (YSB), who is contracted to screen and prioritize reports. This process was created to save the money it took to have an intake worker on call and receiving compensation time.

REGISTERED REPORTS BY COUNTY	Sangamon					
DEFINITION <u>waited until July 14, 1978 to begin reporting</u>	FY 76	<u>93</u>	—	—	—	—
<u>non-mandated sources of abuse and neglect.</u>	FY 77	<u>97</u>	—	—	—	—
	FY 78	<u>116</u>	—	—	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>526</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>60.9</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>44.6</u>

THE COMMUNITY Most reports from lower economic communities in Springfield and from outlying school districts.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Team approach with law enforcement agencies fell through. Asst. State's Attorneys change every 30 days and help DCFS workers to prepare cases for court appearances. Juvenile Court uses a team of 3 attorneys as advocates for the kids. The appropriateness of these lawyers is questioned.

MANDATED REPORTERS Good relationships reported with all mandated sources.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities (foster care, UM Services); Family Service Center (counseling); Y.S.B. (counseling); Community Action (WIC program, clinic, employment services); Land of Lincoln Legal Assistance (legal aid); Lutheran Welfare (counseling); Salvation Army (food service); Big Brother organization.

GRF GRANT MONEY \$17,429 grant to the Committee for Children, Inc. Supports a speakers' bureau and family stress consultants for the Springfield staff.

HOMEMAKER SERVICES \$101,295 allocated for 11 full-time homemakers.

COUNSELING SERVICES \$6,500 contract with Rachel Anderson for 260 hours of intensive counseling. Parents Anonymous serves 35 cases for \$30,000. YSB cares for 70 children per year for \$17,225. Referrals also made to community mental health clinics.

ADVOCATE SERVICES No paid advocates. Reliance on existing Big Brother-Big Sisters of Sangamon County and court-supported COPE program.

DAY CARE SERVICES \$48,716 obligated as of October 1, 1978. Fear expressed that employment related Title XX day care would seriously cut into protective services day care.

EMERGENCY PLACEMENT RESOURCES Approximately 6 emergency foster care slot.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE LINCOLN SUPV. SOCIAL WKR. Harley Petri

SERVING THE COUNTIES OF Mason, Menard ADDRESS AND PHONE 150 Stringer Ave.
Logan. Lincoln 62656
217-735-2615

HOTLINE NUMBERS 217-735-2615 (DAY) OFFICE Lincoln office
217-782-2367 (24 HRS) OFFICE ABC Answering Service

STAFFING Supervisor, 2 caseworkers (1 on leave until 6/79), 1 child development aide and 1 clerical. The Initiative will add 1 caseworker.

RESPONSE PROCEDURE Supervisor handles intake and assigns cases for investigation to caseworkers. Beardstown office supervisor had been helping cover part of Mason County. After hours, the Answering Service in Springfield will get in touch with supervisor, who screens emergencies and contacts the appropriate staff.

REGISTERED REPORTS BY COUNTY	Mason	Menard	Logan		
DEFINITION <u>Until Sept., 1978,</u>	<u>FY 76 10</u>	<u>5</u>	<u>6</u>	<u>—</u>	<u>—</u>
<u>neglect had not been included</u>	<u>FY 77 3</u>	<u>3</u>	<u>9</u>	<u>—</u>	<u>—</u>
<u>in Registered reports.</u>	<u>FY 78 9</u>	<u>10</u>	<u>7</u>	<u>—</u>	<u>—</u>

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 144

AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 72.0

AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 48.0

THE COMMUNITY Northwestern parts of Mason County exhibit high number of severe neglect and sexual abuse cases.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Reported as good.

MANDATED REPORTERS Reported problem with schools being punitive toward troublesome youngsters.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services in Peoria (foster care); Catholic Charities of Springfield (foster care).

GRF GRANT MONEY Springfield Parents Anonymous group visits Lincoln area.

HOMEMAKER SERVICES \$29,041 supports 3 homemakers who cover Lincoln, Menard, and Mason County.

COUNSELING SERVICES Clients transported to Springfield to participate in Parents Anonymous and counseling as provided in the Rachel Anderson contract.

ADVOCATE SERVICES \$9,200 allocated to Lincoln College program to provide advocate services to 24 children. The current program is full.

DAY CARE SERVICES \$2,217 obligated as of Oct. 1. Reported lack of day care resources.

EMERGENCY PLACEMENT RESOURCES 2 emergency homes in Lincoln; 1 home in Havana.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE TAYLORVILLE SUPV. SOCIAL WKR. Jerry Muncy
 SERVING THE COUNTIES OF Christian, Montgomery ADDRESS AND PHONE 1011 N. Webster
Taylorville 62568
217-824-9649
 HOTLINE NUMBERS 217-824-9649 (DAY) OFFICE Taylorville office
217-782-2367 (24 HRS) OFFICE ABC Answering Service

STAFFING Supervisor, 4 caseworkers (1 vacant) and 1 clerical. The Initiative will add 2 caseworkers.

RESPONSE PROCEDURE Social Workers split the counties geographically. 1 worker has Montgomery and has Christian. Many calls are received into the mental health clinic (824-4905) and Taylorville Hospital (824-3331) rather than the answering service.

REGISTERED REPORTS BY COUNTY DEFINITION		Christian	Montgomery
<u>Only if the case had been confirmed as abuse by a hospital or doctor is the case reported to the Registry.</u>	FY 76	<u>8</u>	<u>3</u>
	FY 77	<u>4</u>	<u>4</u>
	FY 78	<u>4</u>	<u>7</u>
TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978			<u>245</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)			<u>81.7</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)			<u>61.3</u>

THE COMMUNITY The federal housing units in Pana "could take full time" for all staff. Highest percentage of referrals from there.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Reported as excellent.

MANDATED REPORTERS Reported as excellent.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities of Springfield (foster care); Central Baptist Children's Home (foster care).

GRF GRANT MONEY None

HOMEMAKER SERVICES Use nearly 1000 homemaker hours per month as part of Homemaker, Inc. of Carlinville contract. 54 families served at any 1 time.

COUNSELING SERVICES Reliance on mental health center. No purchased service.

ADVOCATE SERVICES None

DAY CARE SERVICES \$8,114 obligated as of Oct. 1, 1978. Reported shortage of day care centers and homes.

EMERGENCY PLACEMENT RESOURCES 2 emergency foster care homes.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE CARLINVILLE SUPV. SOCIAL WKR. Tony GarrisonSERVING THE COUNTIES OF Macoupin ADDRESS AND PHONE 130 N. Broad
Carlinville
217-854-2566HOTLINE NUMBERS 217-854-2566 (DAY) OFFICE Carlinville office
217-782-2367 (24 HRS) OFFICE ABC Answering ServiceSTAFFING 1 supervisor, 3 caseworkers (of which 1 is vacant) and a clerical.
The initiative will add no one.RESPONSE PROCEDURE Reports handled primarily by Social Worker II. Answering
Service in Springfield contacts supervisor or caseworkers at night.REGISTERED REPORTS BY COUNTY Macoupin
DEFINITION Until the CFS242, FY 76 5
only calls from mandated FY 77 12
sources reported to the FY 78 29
Registry.TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 133
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 66.5
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 66.5THE COMMUNITY Highest percentage of reports from towns in southern Macoupin County.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Reported as good.MANDATED REPORTERS More work needs to be done with private physicians and hospitals.COMMUNITY AND SERVICE RESOURCESPRIVATE AGENCIES Catholic Charities (Alton or Springfield) for foster care ser-
vices. Central Baptist Children's Home (foster homes) being developed. Youth
Services Bureau (MINS services).
GRF GRANT MONEY NoneHOMEMAKER SERVICES Services purchased by contract with Homemakers, Inc. of Carlin-
ville. Estimated use of \$600-800/mo.COUNSELING SERVICES No purchase of service. Reliance on community mental health
services.ADVOCATE SERVICES No formal program, but some volunteers available.DAY CARE SERVICES \$2,079 obligated for 6 protective service cases. Reported as
"Very low" allocation.EMERGENCY PLACEMENT RESOURCES 1 emergency home available.EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE QUINCY SUPV. SOCIAL WKR. Timothy Morrell
 SERVING THE COUNTIES OF Adams, ADDRESS AND PHONE 410 N. 9th
Pike (effective 10/13/78) Quincy 62301
217-223-7187
 HOTLINE NUMBERS 217-223-7187 (DAY) OFFICE Quincy office
217-222-6522 (24 HRS) OFFICE Physician's Exchange

STAFFING Supervisor, 5 caseworkers, 1 trainee, 3 clericals (All positions filled).
 The Initiative will add 1 supervisor, 3 caseworkers and 1 clerical position

RESPONSE PROCEDURE Human Services Generalist (clerical position) handles intake,
gathers information and turns reports over to caseworkers who are scheduled 1 day
each week for intake investigations. Calls into the Quincy Physician's Exchange are
referred to Tim Morrell who assigns investigation to an on-call worker. Police can
call on-call worker directly.

REGISTERED REPORTS BY COUNTY		Adams	Pike			
DEFINITION <u>Until CFS 242,</u>	FY 76	<u>12</u>	<u>4</u>			
<u>only proven cases of abuse</u>	FY 77	<u>8</u>	<u>5</u>			
<u>reported. The office began to</u>	FY 78	<u>11</u>	<u>10</u>			
<u>report neglect early in 1978</u>						

further expanded policy in October, 1978.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>414</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>69.0</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>46.0</u>

THE COMMUNITY No specific area of Adams reported as having special programs. South-
 ern Pike County towns identified as troubled areas.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
 COURTS Policy of feedback by HSG has helped maintain a cooperative relationship with
 law enforcement agencies. Turnover of Asst. State's Attorneys and juvenile judges has
 reportedly created problems. New judge holds promise of greater consistency. Low
 priority to juvenile cases by Adams County State's Attorney has forced DCFS to contract
 MANDATED REPORTERS Policy of feedback to reporters /// outside for private attorney.
 and contact with Adams County School helpful. Problems
 reported with physicians, Adams County Public Aid and Pike County Schools.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Family Service of Adams County (adoptions, unwed mothers);
Catholic Charities (adoption, unwed mothers).

GRF GRANT MONEY Parents Anonymous receives \$1,000 , but needs additional private
sponsors. 6-8 persons served regularly and P.A. aids in community education.

HOMEMAKER SERVICES \$58,350 allocated for 15 full time and 3 part time homemakers.
Could use better training for homemakers.

COUNSELING SERVICES Contract for \$12,028 with the "Joint Project between DCFS & Quincy
school system for Youth Coop". Referrals also made to community mental health.

ADVOCATE SERVICES \$32,115 allocated for 17 paid advocates in addition to volunteer
big brother organization at Family Services of Adams County, which has waiting list.

DAY CARE SERVICES 39 children in Adams County in protective service day care, but
office must cut back: Pike County hurt by low rates & lack of transportation. \$19,305
obligation in Adams Co.; None in Pike County, as of October, 1978.

EMERGENCY PLACEMENT RESOURCES 6 emergency foster home slots.
 EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE BEARDSTOWN SUPV. SOCIAL WKR. Kirstin Olmstead

SERVING THE COUNTIES OF Cass, Schuyler, Brown ADDRESS AND PHONE 710 E. 4th
Beardstown 62618
217-323-2286

HOTLINE NUMBERS 217-323-2286 (DAY) OFFICE Beardstown office
217-222-6522 (24 HRS) OFFICE Physicians Exchange

STAFFING Supervisor, 2 caseworkers and 1 clerical (No vacancies). The Initiative will add no one.

RESPONSE PROCEDURE Supervisor performs intake function and assigns cases to case-workers by geographic assignment. Quincy Physicians Exchange contacts supervisor for after hours emergencies.

REGISTERED REPORTS BY COUNTY	Cass	Brown	Schuyler
DEFINITION <u>Until CFS 242,</u>	<u>FY 76</u>	<u>2</u>	<u>2</u>
<u>only verified abuse cases re-</u>	<u>FY 77</u>	<u>6</u>	<u>0</u>
<u>ported to the Registry.</u>	<u>FY 78</u>	<u>17</u>	<u>1</u>

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 123
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 61.5
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 61.5

THE COMMUNITY Most reports come from Beardstown.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Very good relations reported with law enforcement agencies. Concern over Cass County court's reluctance on termination of parental rights. New State's Attorney reported as giving higher priority to juvenile work than previous office holder.

MANDATED REPORTERS New round of workshops ongoing with mandated reporters.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities (2 foster care cases).

GRF GRANT MONEY None.

HOMEMAKER SERVICES \$23,280 allocated for 5 homemakers - a reduction over last year.

COUNSELING SERVICES Most cases referred to community mental health.

ADVOCATE SERVICES \$10,821 allotted for 11 advocates.

DAY CARE SERVICES \$3,464 obligated as of Oct. 1. Lack of day care resources, especially centers, reported.

EMERGENCY PLACEMENT RESOURCES Regular homes take emergencies.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE CARTHAGE SUPV. SOCIAL WKR. Lulu White
 SERVING THE COUNTIES OF Hancock ADDRESS AND PHONE 620 B Wabash
Carthage 62321
217-357-3480
 HOTLINE NUMBERS 217-357-3480 (DAY) OFFICE Carthage Office
217-222-6522 (24 HRS) OFFICE Physicians Exchange

STAFFING Supervisor, 1 trainee, 1 clerical. The Initiative will add 1 caseworker.

RESPONSE PROCEDURE Caseworker handles all intake. Supervisor investigates most serious cases. Many mandated sources call supervisor at home directly rather than through Quincy Physicians Exchange.

REGISTERED REPORTS BY COUNTY		Hancock			
DEFINITION <u>Only opened</u>	FY 76	<u>6</u>			
<u>cases had been reported to</u>	FY 77	<u>5</u>			
<u>Registry. Policy changed in</u>	FY 78	<u>1</u>			
<u>November, 1978</u>					

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 142
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 142.0
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 71.0

THE COMMUNITY Reported heaviest concentration of cases in northern towns of Hancock County.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Reported as good.

MANDATED REPORTERS Physicians and Public Aid reported as poor sources. Schools overreporting truancy as abuse or neglect.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None.

GRF GRANT MONEY None.

HOMEMAKER SERVICES \$29,260 allotted for 5 homemakers.

COUNSELING SERVICES No purchased care. Alcoholism problems sent to community mental health.

ADVOCATE SERVICES \$17,945 support 8 advocates. Working with ministers in area to get volunteer advocates.

DAY CARE SERVICES 1st Center opening; 3 more on their way. No money obligated as of Oct. 1.

EMERGENCY PLACEMENT RESOURCES County foster home and approximately 15 Dept. foster homes willing to take emergencies.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE JACKSONVILLE SUPV. SOCIAL WKR. Merall Franklin
 SERVING THE COUNTIES OF Morgan, Scott ADDRESS AND PHONE 303½ W. State
Jacksonville 62650
217-245-9689
 HOTLINE NUMBERS 217-245-9689 (DAY) OFFICE Jacksonville office
217-222-6522 (24 HRS) OFFICE Physicians Exchange

STAFFING Supervisor, 3 caseworkers and 2 clericals. The Initiative will add no one.

RESPONSE PROCEDURE Supervisor handles intakes and assigns cases to caseworkers by geographical areas. Calls into Quincy Physicians Exchange are relayed to supervisor who reassigns. Police and hospitals have supervisors home phone and call home directly at night.

REGISTERED REPORTS BY COUNTY	<u>Morgan</u>	<u>Scott</u>			
DEFINITION <u>Only proven abuse reported to Registry. Neglect had not reported until November, 1978.</u>	FY 76 <u>9</u>	<u>1</u>	---	---	---
	FY 77 <u>13</u>	<u>0</u>	---	---	---
	FY 78 <u>21</u>	<u>6</u>	---	---	---

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>142</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>47.3</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>47.3</u>

THE COMMUNITY Majority of reports from Jacksonville

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Courts rely heavily on probation department which tries to assert control in abuse cases. Excellent relations reported with States Attorneys and law enforcement agencies.

MANDATED REPORTERS Better relationship with schools and hospitals over past few months.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities (UM Services).

GRF GRANT MONEY Local Parents Anonymous group receives grant, but participation is low at this point.

HOMEMAKER SERVICES \$20,000 supports 9 full time homemakers working 4000 hours with clients in FY 79.

COUNSELING SERVICES No purchased service. Referral to community mental health.

ADVOCATE SERVICES \$16,600 supports 12 paid advocates and 4000 hours.

DAY CARE SERVICES \$38,600 quarter year obligation is heaviest use of day care for protective service.

EMERGENCY PLACEMENT RESOURCES 2 emergency foster homes slots.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE JERSEYVILLE SUPV. SOCIAL WKR. Carol Schaffner

SERVING THE COUNTIES OF Calhoun, ADDRESS AND PHONE 706 Poplar
Greene, Jersey Jerseyville 62052
618-498-4122

HOTLINE NUMBERS 618-498-4122 (DAY) OFFICE Jerseyville office
217-222-6522 (24 HRS) OFFICE Physicians Exchange

STAFFING Supervisor, 2 caseworkers and 1 clerical. The Initiative will add no one.

RESPONSE PROCEDURE Supervisor handles intake and assigns to caseworkers by work-load. Use of Quincy Physicians Exchange rare (for investigation). Mandated reporters call supervisor at home.

REGISTERED REPORTS BY COUNTY		Calhoun	Greene	Jersey		
DEFINITION <u>Only credible</u>	FY 76	<u>0</u>	<u>2</u>	<u>5</u>		
abuse cases reported to	FY 77	<u>1</u>	<u>2</u>	<u>13</u>		
Registry until <u>November, 1978.</u>	FY 78	<u>8</u>	<u>3</u>	<u>12</u>		

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>122</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>61.0</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>61.0</u>

THE COMMUNITY No especially troublesome areas. "Too few reports come in from Calhoun County."

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Calhoun County sheriff and States Attorneys "cutting down" on contact with DCFS. Other counties fine. Stability on court benches a positive factor.

MANDATED REPORTERS Greene County schools failing to report suspected abuse to DCFS.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities of Alton (foster care); ICH & A (foster care, UM); Central Baptist (foster care).

GRF GRANT MONEY None.

HOMEMAKER SERVICES \$22,950 allocated for 7 full time homemakers. Additional resources could be used immediately.

COUNSELING SERVICES No purchased service. Referral to community mental health of Alton area psychologists who accept MANG cards.

ADVOCATE SERVICES \$4,650 supports 2 advocates. No voluntary resources. Need for more advocates reported. New allocation made later in the year.

DAY CARE SERVICES \$14,630 obligated in quarter of the year, including 1 non-protective service case.

EMERGENCY PLACEMENT RESOURCES 1 emergency foster care slot.

EMERGENCY CARETAKER PROGRAM None.

Region 3B

Champaign

Champaign Region -- Bill Hartman (Regional Director)

Under the new DCFS organization, the Champaign Region encompasses 16 counties and is served by 13 field offices and outposts in addition to the Regional office. The Region is a consolidation of the old Champaign and Decatur Area offices.

There are 6 distinct after-hour answering service systems. Decatur and Monticello offices use the Decatur Air Call Answering Service for their hotline; however, few Monticello area reporters use the answering service. They would rather contact a worker at home, or call the Sheriff's office.

Mattoon and Paris offices cooperate, using the Ross Answering Service. Workers in the 2 offices rotate after-hour duty, being on-call for the 5 county region covered by them.

Champaign and Danville contract with answering services for their initial screening of calls. Calls are then referred to the on-call workers in Champaign (for Champaign and Ford counties), Danville or Watseka.

McLean County reporters call the Illinois Soldiers' and Sailors' Children's School in Normal after hours. The Normal office moved to ISSCS just recently, and now fears the imminent closure will force them to move once again. The ISSCS switchboard screens calls for the Normal office and contacts the on-call worker. Livingston County calls go to the Sheriff's office. The Sheriff's staff will inform the Livingston County worker if there is an emergency.

The Champaign Region has experienced a 42% increase in reported cases of child abuse and neglect, from 552 cases reported in fiscal year 1976 to 784 cases reported in fiscal year 1978. Midway through fiscal year 1979, the policy on reporting neglect cases to the Registry was revised and we can, therefore, expect a substantial increase in the Champaign Region's statistics at the end of the year.

At the time of this survey, there were 62 positions in the 13 field offices, with only 2 vacancies. The Initiative will add 17 positions, all of whom are direct care workers. Using September, 1978 open cases as a reasonable number of open cases at one time, the caseload for Champaign Region should drop from the current 73.3 cases to 53.4 with the Initiative.

Several private agencies provide foster care case supervision for Champaign Region offices. Catholic Social Services in Peoria, Joliet and Springfield, Illinois Children's Home and Aid, Baby Fold, Cunningham Children's Home, Webster-Cantrall Hall and Salem Children's Home have foster care contracts. Baby Fold also provides services to unmarried parents and adoption services. In Decatur, the Youth Advocate Program and Family Services of Decatur supplement the community mental health center counseling resource.

The Champaign Region allocated advocate and homemaker dollars to its field offices at the beginning of the year, but not protective service day care funds. The Regional allocation of services runs very closely to the Statewide average. Slightly higher uses of in-home service dollars allows Champaign to need 6% less than the average proportion of Institutional resources. Homemakers are contracted individually, but several private agencies provide advocate service coordination. These include the Youth Advocate Program in Decatur, Project Oz in Bloomington, Danville Jr. College and volunteers from the University of Illinois and Eastern Illinois University.

The child abuse grant program has funded 9 projects in this Region. Parents Anonymous groups in Bloomington, Champaign and Decatur have received a combined \$6,934 for operating expenses. Family counseling through the Decatur Mental Health Center is granted \$35,000. The Institute for Human Resources in Pontiac receives \$2,838 for child abuse/neglect counseling. The Center for Children's Services, which provides counseling to abusive parents in Vermilion County, receives \$9,962. In Iroquois County, the County Health Department receives a \$10,000 grant for nurse consultants on abuse cases. Finally, in-home services are funded in Champaign through a \$25,734 grant to the Illinois Children's Home and Aid Society.

FIELD OFFICE CHAMPAIGN SUPV. SOCIAL WRK. Denise Schaffer, Wanda Simmons
 SERVING THE COUNTIES OF Champaign ADDRESS AND PHONE 908 N. Prospect
Ford Champaign 61820
217-379-4206 217-333-1034 Paxton outpost
 HOTLINE NUMBERS 217-333-1034 (DAY) OFFICE Champaign office
217-333-1034 (24 HRS) OFFICE Telephone Answering Service

STAFFING Supervisor, 3 caseworkers, and 1 clerical position for Team 1 (Services to younger children); Supervisor, 4 caseworkers, 1 aide and 2 clerical positions for Team 2 (adolescents); 1 caseworker in Paxton; 1 caseworker and 1 aide (intake team). The Initiative will add 2 caseworkers to Team 1 and 2 caseworkers to Team 2.
 RESPONSE PROCEDURE Daytime calls screened by the Intake Team and transferred to the appropriate service team for investigation. Casework staff is on-call, after hours, and takes calls from Telephone Answering Service.

REGISTERED REPORTS BY COUNTY		Champaign	Ford			
DEFINITION All reports from	FY 76	156	10			
mandated sources registered.	FY 77	244	36			
Non-mandated reports verified	FY 78	222	29			
before they are sent to the Registry.						

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	608
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	72.9
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	48.6

THE COMMUNITY A study done some time ago identified Rantoul as having high incidence per population of abuse and neglect in the area.
 RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Report highly complimentary of individuals in State's Attorney and Judicial offices and cooperative relations with Champaign County law enforcement agencies and several Ford County law enforcement agencies reported.

MANDATED REPORTERS Schools now reporting more cases after Juvenile Judge spoke out against prior procedures. Very few doctors report.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Service (foster care); ICH & A (foster care).

GRF GRANT MONEY \$3,004 grant to Parents Anonymous of Champaign. Ill. Children's Home and Aid Society (ICHAS) granted \$25,734 for intensive counseling program.

HOMEMAKER SERVICES \$48,605 allocated for 11,712 hours from 15 homemakers coordinated by a Human Service Generalist, who trains and assigns homemakers.

COUNSELING SERVICES ICHAS provides intensive counseling to families. Parents Anonymous and community mental health used also. Community Outreach, Youth Services Clearinghouse also referred to for services along with several others.

ADVOCATE SERVICES \$18,000 allocated for 10 advocates. Also, "Partners Programs", run by the University of Illinois, supplements these contracts.

DAY CARE SERVICES

EMERGENCY PLACEMENT RESOURCES 5 specialized foster homes available, 3 for emergency purposes and 2 for disabled children.

EMERGENCY CARETAKER PROGRAM Homemaker available to be used in caretaker situation.

FIELD OFFICE DANVILLE SUPV. SOCIAL WKR. Carl Koerner
 SERVING THE COUNTIES OF Vermilion ADDRESS AND PHONE 702 N. Logan
Iroquois Danville 61832
815-432-5218 217-443-3200 Watseka Outpost
 HOTLINE NUMBERS 217-443-3200 (DAY) OFFICE Danville Office
217-443-3200 (24 HRS) OFFICE Ready Page Answering Ser-
vice

STAFFING Supervisor, 6 caseworkers, 3 trainees and 3 clerical positions. The initiative will add 2 caseworkers.

RESPONSE PROCEDURE During the day 2 social workers designated to handle all intake for Vermilion County. Another caseworker works full time in Iroquois County. After hours, calls from both counties are received by Ready Page Answering Service. Ready Page screens the calls for emergencies and contacts either one of the 5 Vermilion County caseworkers, who rotate on stand-by, (they receive 4 stand-by pay) or the Iroquois County worker. Many mandated reporters have the stand-by workers' names and call REGISTERED REPORTS BY COUNTY Vermilion Iroquois direct at home.

DEFINITION	FY 76	63	8	—	—	—
<u>All abuse but only serious neglect reported to Registry. Over last 5 months, policy on neglect has loosened.</u>	FY 77	61	1	—	—	—
	FY 78	68	14	—	—	—

<u>TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978</u>	<u>525</u>
<u>AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)</u>	<u>67.9</u>
<u>AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)</u>	<u>52.8</u>

THE COMMUNITY Many reports from Danville's East End community or from Watseka and Onarga in Iroquois County.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Very good relations with juvenile officers. Turnover of States' Attorneys and rotation of judges produces inconsistency in the courtroom.

MANDATED REPORTERS Inconsistent reporting from hospitals and schools. Teachers are reluctant to report and private physicians "never will".

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Center for Children's Services; Catholic Social Services (foster care); ICH&A (adoptions); Court Services (U.M. Service)
 GRF GRANT MONEY \$9,962 to the Center for Children's Services which provides counseling to abusive parents. CCS also began a Parents Anonymous group which received \$401 this year. Iroquois County Health Dept. receives \$10,000 for a nurse consultant for DCFS staffing on abuse cases.

HOMEMAKER SERVICES \$40,130 allocated for 9,670 hours for 5 homemakers. Training for these homemakers done by a Danville Jr. College 8 week class in home health.

COUNSELING SERVICES Center for Children's Services, Parents Anonymous and community mental health available.

ADVOCATE SERVICES Danville Jr. College contracted for a \$14,100 advocacy program serving 45-60 youth per year.

DAY CARE SERVICES 7-8 families have protective services day care. Great need for additional day care for the very young child.

EMERGENCY PLACEMENT RESOURCES Regular homes are willing, if space is available.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE MATTOON SUPV. SOCIAL WKR. Margaret Floyd
 SERVING THE COUNTIES OF Douglas, Coles, Cumberland ADDRESS AND PHONE 1000 Broadway
Mattoon 61938
217-234-8871
 HOTLINE NUMBERS 217-253-4242 (DAY) OFFICE Tuscola outpost
217-234-8871 Mattoon office
217-234-8871 (24 HRS) OFFICE Ross Answering Service

STAFFING Supervisor, 5 caseworkers and 3 clerical positions in Mattoon and 1 caseworker in Tuscola outpost (in Douglas Co. courthouse). The Initiative will add 1 caseworker in Mattoon.

RESPONSE PROCEDURE After hours, Ross Answering Service contacts 1 of the caseworkers for investigation. Caseworkers rotate each night being on call. Each receives 4 hours stand-by pay for night stand-by. Weekends are rotated.

REGISTERED REPORTS BY COUNTY	Douglas	Coles	Cumberland
DEFINITION <u>Douglas County</u>	FY 76 <u>12</u>	<u>9</u>	<u>12</u>
<u>sending in all abuse. Coles,</u>	FY 77 <u>8</u>	<u>18</u>	<u>8</u>
<u>Cumberland cases had been</u>	FY 78 <u>15</u>	<u>26</u>	<u>1</u>

verified and only neglect resulting in placement sent into Registry until December of 1978. Since then, all reports sent to Registry.

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>335</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>55.8</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>47.9</u>

THE COMMUNITY Most of the referrals from the city of Mattoon. Scattered reports in other counties.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Problems reported in Coles County with law enforcement agencies, States Attorneys and Judges keeping abusive families together. Excellent relations in Douglas County. Cumberland County Sheriff "turned off by DCFS." Overly careful States Attorney office results in few court cases.

MANDATED REPORTERS Public Aid reported very cooperative. Coles school systems excellent, Douglas schools hesitant and Cumberland schools "take care of own problems".

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Baby Fold (services to UM's and adoptions); Catholic Charities in Decatur (foster care).

GRF GRANT MONEY None

HOMEMAKER SERVICES \$23,430 allocated for 5,646 hours for 11 homemakers. Reduction of 1000 hours from last year.

COUNSELING SERVICES No purchased service. Referral to community mental health.

ADVOCATE SERVICES \$9,000 allocated for 1 full time and 2 part time advocates.

Volunteers from Eastern IL University have been inconsistent.

DAY CARE SERVICES About 6 children in day care.

EMERGENCY PLACEMENT RESOURCES \$300/year emergency protection fund provided by the Illinois Children's Home and Aid Society.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE PARIS SUPV. SOCIAL WKR. Dennis Stuckey
 SERVING THE COUNTIES OF _____ ADDRESS AND PHONE 149 East Court
Clark Paris 61944
Edgar 217-465-5302
 HOTLINE NUMBERS 217-465-5302 (DAY) OFFICE Paris office
217-234-8871 (24 HRS) OFFICE Ross Answering Service

STAFFING Supervisor, 1 caseworker, 1 trainee and 1 clerical. The initiative will add 1 caseworker.

RESPONSE PROCEDURE Intake handled by supervisor or caseworker. Calls after hours into the Ross Answering Service in Mattoon referred to a Mattoon or Paris office staff worker on rotation. Calls are reported to supervisor or caseworker for investigation. If they cannot be reached, the Mattoon worker will investigate.

REGISTERED REPORTS BY COUNTY	Clark	Edgar			
DEFINITION <u>Only serious cases</u> FY 76	<u>1</u>	<u>70</u>			
<u>had been referred to the Reg-</u> FY 77	<u>3</u>	<u>6</u>			
<u>istry, providing the referral</u> FY 78	<u>5</u>	<u>9</u>			
<u>source documents the report or if</u>					
<u>staff feel they can prove a case. Policy was changed in January of 1979.</u>					
TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978		<u>160</u>			
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)		<u>80.0</u>			
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)		<u>53.3</u>			

THE COMMUNITY No specific area reporting more than any other.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good, cooperative relations in Clark County. Weakness in Edgar State's Attorney's office reportedly compensated by excellent juvenile judge.

MANDATED REPORTERS Schools vary, with 1 principal hesitant to report child abuse. Little reporting by physicians or Public Aid. Terre Haute, Ind. hospital is excellent reporter.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None

GRF GRANT MONEY None

HOMEMAKER SERVICES \$12,463 allocated for 3,003 hours for 2 homemakers.

COUNSELING SERVICES No purchased service. Referral to community mental health.

ADVOCATE SERVICES \$7,500 allocated for 1 full-time advocate.

DAY CARE SERVICES 4-8 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES 1 foster home available for emergency.

EMERGENCY CARETAKER PROGRAM None

FIELD OFFICE DECATUR SUPV. SOCIAL WKR. Judy BoringSERVING THE COUNTIES OF Macon ADDRESS AND PHONE 119 W. Williams
Decatur 62523
217-429-5441HOTLINE NUMBERS 217-429-5441 (DAY) OFFICE Decatur office
217-429-5441 (24 HRS) OFFICE Decatur Air Call Answering ServiceSTAFFING Supervisor, 4 caseworkers, (2 vacant) 1 aide & 1 clerical position in Intake. Supervisor, 5 caseworkers and 1 clerical position for Substitute Care Unit.The initiative will add 2 new caseworkers and fill the 2 vacant positions.RESPONSE PROCEDURE After hours, Answering service will contact the Youth Advocate Program, Inc., who is contracted to screen all after-hour calls. Y.A.P. will then contact an intake worker (by rotation) or call supervisor. Supervisor assigns cases for investigation based upon workload.

REGISTERED REPORTS BY COUNTY	Macon				
DEFINITION Until January, 1978, FY 76	185				
only certified abuse reported FY 77	110				
to Registry FY 78	254				

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	735
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	91.9
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	68.5

THE COMMUNITY Large majority of cases from city of Decatur, particularly the north-east section.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good relations with law enforcement. Decatur juvenile police officers and juvenile court judges rely heavily on DCFS to handle status offenders, M.I.N.S. and other cases which takes up time the Decatur DCFS staff feels needs to be devoted to abuse cases.MANDATED REPORTERS Schools reportedly cannot make all the necessary referrals because of a short supply of school counselors. Good relations with other mandated reporters.COMMUNITY AND SERVICE RESOURCESPRIVATE AGENCIES Decatur Mental Health Center (counseling); Youth Advocate Program (counseling); Family Service of Decatur (counseling); Webster Cantrall (foster care.)GRF GRANT MONEY \$2,267 grant to Parents Anonymous of Macon County. \$33,500 grant to Decatur Mental Health Center, which provides group counseling services.HOMEMAKER SERVICES \$40,979 allocated for 10,500 hours from 14-15 contracted homemakers.COUNSELING SERVICES Youth Advocate Program accepts up to 20 children per month for intensive services up to a \$45,479 maximum for the year.ADVOCATE SERVICES \$46,213 contract with Youth Advocate Program for advocate services to between 23 to 50 children at all times.DAY CARE SERVICES About 20-30 protective services day care cases per month.EMERGENCY PLACEMENT RESOURCES Only 1 or 2 foster care homes available
Webster-Cantrall Hall will take children for 36 hour period in abandonment cases.EMERGENCY CARETAKER PROGRAM None

FIELD OFFICE MONTICELLO SUPV. SOCIAL WKR. Shirley Lux
 SERVING THE COUNTIES OF DeWitt, Moultrie, Piatt, Shelby ADDRESS AND PHONE 101 N. State
Monticello 61856
217-762-2148
 HOTLINE NUMBERS 217-728-7419 Sullivan outpost
217-774-3213 Shelbyville outpost
217-762-2148 Monticello office
 (DAY) OFFICE Decatur Air Call Answering
 (24 HRS) OFFICE Service *

STAFFING Supervisor and 1 clerical in Monticello. 1 caseworker in Sullivan, 1 caseworker in Shelbyville and 1 caseworker in Clinton. The initiative will add 2 additional caseworkers, one in Monticello and one in Shelbyville.
 RESPONSE PROCEDURE Workers handle cases by geographical division of 4 counties. In the after hours period, although the hot-line number is the Decatur Air Call Answering Service, most mandated reporters call individual workers at their homes. Many calls also go to the Sheriff's office.

REGISTERED REPORTS BY COUNTY		DeWitt	Moultrie	Piatt	Shelby
DEFINITION Office verified	FY 76	5	15	10	7
abuse and neglect reports	FY 77	4	7	13	7
prior to last November. Since that time all reports are sent to the Registry.	FY 78	10	12	9	6

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 219
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 73.0
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 56.3

THE COMMUNITY Serious problems reported in Mansfield, Towerhill, Cowden, Sullivan, Clinton, Livingston, Bement and Shelbyville. Most reports come from these towns.
 RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Improving relations with Shelby County law enforcement agencies. Excellent relations with other agencies, State's Attorneys and juvenile courts.

MANDATED REPORTERS Hospitals in Piatt County and private physicians, with 2 or 3 exceptions, throughout area not reporting abuse. Schools, other mandated reporters called excellent.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities in Bloomington (foster care); Catholic charities in Champaign & Peoria (foster care); ICH&A (foster care); Baby fold (foster care) Webster-Cantrall Home (foster care).
 GRF GRANT MONEY No

HOMEMAKER SERVICES \$20,600 allocated for 5,000 hours for 11 part-time homemaker contracts. Great need for larger allocation reported.
 COUNSELING SERVICES Referrals to community mental health. New contract with DeWitt Mental Health for counseling services.
 ADVOCATE SERVICES 3-6 advocates are provided out of Decatur office's contract with the Youth Advocate Program. Strong desire to have individual advocates.
 DAY CARE SERVICES Usually 4-5 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES Webster-Cantrall takes emergency placements. Danville "Crisis Youth Center Group Home" takes emergency placements.
 EMERGENCY CARETAKER PROGRAM None

* The office is developing a new answering service.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE	<u>NORMAL</u>	SUPV. SOCIAL WKR.	<u>Jim Kniery</u>	111
SERVING THE COUNTIES OF	<u>Livingston</u> <u>McLean</u>	ADDRESS AND PHONE	<u>IL. Sold. & Sailors Children's</u> <u>600 E. Lincoln</u> <u>Normal 61761</u> <u>309-352-7531</u>	<u>School</u>
HOTLINE NUMBERS	<u>309-452-7531</u> <u>815-844-3195</u> <u>309-452-7531</u> <u>815-844-5774</u>	(DAY) OFFICE	<u>Normal Office</u> <u>Pontiac Outpost</u>	
		(24 HRS) OFFICE	<u>ISSCS</u> <u>Livingston Co. Sheriff</u>	

STAFFING Supervisor, 6 caseworkers, and 2 clericals in Bloomington. 1 caseworker and 1 clerical in the Pontiac Outpost. The initiative 1 caseworker in Bloomington and 1 caseworker in Pontiac.

RESPONSE PROCEDURE In McLean, Co., day time calls handled by intake worker who does the initial screening for abuse calls. Cases are referred to a "crisis team" of 3 caseworkers. At night, the ISSCS switchboard screens the calls and refers calls to one of the social workers who rotate being on-call. In Livingston, 1 caseworker handles all facets of there response system. Off hour calls to the Sheriff's Dept. are referred to the County Juvenile Protection Office where calls are screened and then referred to DCFS worker. Under the initiative, the new Social Worker II will investigate all abuse/neglect calls and shares cases with other workers.

REGISTERED REPORTS BY COUNTY		<u>Livingston</u>	<u>McLean</u>
DEFINITION	<u>All reports sent</u>	<u>24</u>	<u>30</u>
	<u>to Registry at one point.</u>	<u>17</u>	<u>27</u>
	<u>Policy became more restrictive,</u>	<u>25</u>	<u>60</u>
	<u>but has again reverted to old</u>		
	<u>policy.</u>		

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>426</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>65.5</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>57.8</u>

THE COMMUNITY Major cities are heaviest reporters.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Excellent relations in Livingston & most of McLean, especially the Bloomington Juvenile officers. New Sheriff of McLean County has reversed a policy of non-cooperation in custody procedures. Turnover of Assistant State's Attorneys and daily rotation of McLean judges which was consistency a problem. New stability in State's Attorney and McLean judges has reversed.

MANDATED REPORTERS Cooperation with all of mandated reporters except private physicians.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services of Peoria (foster care); Baby Fold (foster care); Salem Childrens Homes contract in under negotiation.

GRF GRANT MONEY \$1,663 grant to Parents Anonymous. This is 1st year of this grant to the 4 year old group.

HOMEMAKER SERVICES \$26,780 allocated for 6,500 hours and 7 full-time homemakers.

COUNSELING SERVICES No purchased care. Referral to community mental health and other private agencies such as Family Services of McLean County.

ADVOCATE SERVICES Contract with Project OZ provides 19 advocates, averaging 9 months per child, 50-60 hours per month. Volunteers and students also available

DAY CARE SERVICES 15 children in protective services day care. Plenty of resources developed by former licensing representative.

EMERGENCY PLACEMENT RESOURCES 4 emergency foster care slots in one home.

EMERGENCY CARETAKER PROGRAM None

Region 4

East St. Louis

East St. Louis -- Tony Jenkins (Regional Director)

Under the new DCFS organization, the East St. Louis Region encompasses 7 counties and is served by 7 field offices and the central child abuse unit, in addition to the Region office. The Region is a consolidation of the old East St. Louis Area and 3 counties from the previous Salem Area. Those 3 counties, Bond, Clinton and Washington are served by the Carlyle office.

The Maryville Child Abuse Unit, located in Maryville, Illinois in Madison County, serves the intake function for child abuse and neglect reports after hours. Reporters of neglect must call one of the 7 field offices during regular hours for investigation. The Child Abuse unit has 2 shifts daily and a rotation of caseworkers to cover midnight to 8:30 AM periods and weekends and holidays. In this period, a tape recorder informs reporters to call a Belleville answering service, which contacts the on-call caseworker.

Child abuse cases are given a priority in the Maryville office in terms of severity. Priority #1 cases involve hospitalization and cases requiring placement of children. Field offices must initiate contact with the family within 5 days, visit the family 3 times per month and have a written individual plan for the children. Priority #2 cases involve substantial chronic, but not severe neglect. These cases do not involve life endangering situations. Field offices must initiate a contact within 10 days and visit at least twice a month. Priority #3 cases involve one-time abuses which are not severe in nature. Field offices have 15 days to initiate contact and visit at least once a month for 3 months.

The East St. Louis Region has experienced a 110% increase in reported cases of abuse and neglect, from 939 cases reported in fiscal year 1976 to 1,968 reported cases in fiscal year 1978. This is not due generally to change of definition in the reporting policy as in other regions; however, a couple of field offices have increased reporting by solving clerical problems.

At the time of this survey, there were 69 positions in these 8 offices, with 5 vacancies and 1 leave of absence. The Initiative will add 42 workers into these offices, with 1 additional staff for the adoptions unit in the Region. Using September, 1978 open cases as a reasonable number of open cases at one time, the caseload for East St. Louis should drop from the current 102.6 cases to 54.8 with the Initiative.

Several private agencies provide service to East St. Louis field offices. Hoyleton Children's Home provides 11,639 days of counseling services in addition to 2,470 institutional days and 15,501 days of specialized foster care services. Catholic Social Services, Volunteers of America and Illinois Children's Home and Aid Society (ICH & A) and Lutheran Welfare Services provide foster care and case management services. ICH & A also is involved in adoptions and services to unmarried mothers.

Other private agency services include Child & Family Advocacy Council, Visiting Nurses' Association and Family Services, Catholic Urban Program, Youth Development Program, Metro East Health Services Council, Catholic Children's Home, Family Counseling Center-Council House, Coordinated Youth Services and Youth Service Bureaus and Parents Anonymous groups also service DCFS clients in various ways.

The community served by this Region is primarily urban, with large areas of poverty. East St. Louis, Cahokia, Granite City, the racetrack area and other transient communities produce a substantial number of reports of child abuse and neglect.

The East St. Louis Region uses twice the average regional allotment of subsidized adoptions and more than twice the average amount of protective service day care treatment. A regional pool of 46 homemakers is available to the Madison and St. Clair County offices. Several offices purchase counseling services from private psychiatrists or private agencies in addition to referral to mental health clinics. The highest percentage internal allocation of foster care dollars is offset by the second lowest percentage of institutional funds.

The single child abuse grant in the East St. Louis Region (\$55,668) goes to the Child, Family and Youth Advocacy Council. The Council has run training sessions on sexual abuse for mental health clinics and does public education with citizen groups. Council also coordinates advocacy services for several of the field offices.

FIELD OFFICE MARYVILLE CHILD ABUSE UNIT SUPV. SOCIAL WKR. William Wasko, Jr.

SERVING THE COUNTIES OF Madison, Bond ADDRESS AND PHONE PO. Box 447
St. Clair, Monroe, Randolph, Washington Maryville 62062
Clinton. 618-345-6810

HOTLINE NUMBERS 618-345-6810 (DAY) OFFICE Maryville office
618-345-6810 (24 HRS) OFFICE Maryville office

STAFFING 2 Supervisors, 8 caseworkers, 2 court liaisons, and 3 clerical positions.
The Initiative will add 4 caseworkers and 1 clerical position.

RESPONSE PROCEDURE Supervisor does as much of the child abuse intake during the day
as possible, with a social worker as back up. (All neglect calls go to field offices).
Cases are assigned on the basis of caseload and severity. After hours (4-12 pm shift),
Social Worker II does intake. Another SW II works 3 nights with the primary SW II. All
social workers take turns being available during the 12-8:30 am period, and weekends
and holidays. During these times a tape recorder informs callers that in an emergency,
they can call the Belleville answering service who will then contact the on-call worker.
The investigation results in a priority case rating that determined the speed and fre-
quency of follow-up services.

REGISTERED REPORTS BY COUNTY

DEFINITION	FY 76	FY 77	FY 78
All abuse cases with a clear description of injuries are reported to the Registry.	See In-	dividual	Field
	Offices.		

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	305
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	38.1
AVERAGE CAESE PER CASEWORKER (POST-INITIATIVE)	25.4

THE COMMUNITY East St. Louis, including Washington Park, Fairmount, Centerville, and
Allerton are troubled communities. Also poorer areas in Granite City, Cahokia and
Alton produce considerable numbers of reports.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS There are 59 law enforcement agencies in St. Clair and Madison Counties.
There is a particular problem with East St. Louis police who refuse to share past and
concurrent investigation information with DCFS. 8 St. Clair assistant State's Attorneys
and 4 judges have served in 2 years, creating inconsistency and instability. Madison
County is much more stable, but slow in severing parental rights.

MANDATED REPORTERS Poor performance by Public Aid services workers reported and
spotty reporting by police. Others, besides private physicians, are working well
within the reporting law, especially teachers.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Child & Family Advocacy Council (no direct use as treatment source);
Catholic Social Services, Hoyleton, Visiting Nurses Assn. and Family Services of
Fairview Hgts.

GRF GRANT MONEY Child & Family Council has run successful training sessions on sexual
abuse for mental health clinics and does public relations with Citizens groups. At-
tempts at Parents Anonymous group not as successful.

HOMEMAKER SERVICES Use of regional pool of 46 homemakers, including emergency home-
maker service.

COUNSELING SERVICES Referrals to community mental health or Family Services of Alton
or Fairview Heights, which are United Way funded organizations. New local initiative
with VNFS of Alton underway.

ADVOCATE SERVICES None at this office.

DAY CARE SERVICES Use of day care slots from field offices in the geographic loca-
tion of family. Never turned down for service.

EMERGENCY PLACEMENT RESOURCES 6-7 emergency foster homes available. 1 residential 118
slot at Hoyleton and quasi group-home in Alton.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE ALTON SUPV. SOCIAL WKR. Ruth Anne Scott
 SERVING THE COUNTIES OF Madison, ADDRESS AND PHONE 1826 E. Broadway
north of U.S. 270. Alton 62002
618-462-2841
 HOTLINE NUMBERS 618-462-2841 (DAY) OFFICE Alton office (neglect only)
618-345-6810 (24 HRS) OFFICE Maryville office

STAFFING Supervisor, 7 caseworkers (1 vacant), 1 trainee and 2 clerical positions.
The Initiative will add 3 caseworkers, 1 supervisor and 1 clerical position.

RESPONSE PROCEDURE During the day, neglect intake handled by either supervisor or
Social Worker III. The SW III is the primary investigator. All abuse and after
hours neglect reports handled by the Maryville Abuse Team. A "young child team"
of 3 workers (1 vacant) has responsibility for follow up care for abuse and neglect
cases.

REGISTERED REPORTS BY COUNTY	Madison*				
DEFINITION <u>While there have</u>	FY 76	<u>457</u>			
<u>been times when laxity has</u>	FY 77	<u>757</u>			
<u>delayed, submission of CFS 242</u>	FY 78	<u>890</u>			
<u>registries, all allegations</u>					
<u>of neglect are reported eventually.</u>					

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>532</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>76.0</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>59.1</u>

THE COMMUNITY Visible pockets of abuse in unincorporated areas of Cottage Hills and
Forest Park and trailer courts in Edwardsville.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
 COURTS Courts reported as changing MINS cases to neglect cases in order to get DCFS
to serve the child. Court liaison helping to smooth contact between judges and
social workers. Workable relations with law enforcement and State's Attorney.
Juvenile law does receive lowest priority!

MANDATED REPORTERS Schools are not the best reporters. Public Aid is not providing the
level of service which would detect suspected neglect in home of welfare clients.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Family Service & Visiting Nurses of Alton (counseling, nursing care);
Catholic Charities (case management); Catholic Children's Home of Alton (no placements
now); Hoyleton (15 residential slots); IL Children's Home & Aid (adoptions, U.M. services,
 GRF GRANT MONEY Substantial use of Child & Family Advocacy & 1 foster home).
Council grant for advocates.

HOMEMAKER SERVICES Accessibility to regional pool of 46 homemakers, of which 20 live
in Madison County.

COUNSELING SERVICES Child & Family Advocacy Council attempting to form Parents Anonymous
group. Referrals made to Family Service center or community mental health.

ADVOCATE SERVICES Around 20 hours per month used from child abuse grant program.

DAY CARE SERVICES 15 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES 8 emergency foster home slots available in this field.

EMERGENCY CARETAKER PROGRAM None.

* Entire County includes this office, Granite City office and the Maryville Team cases.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE GRANITE CITY SUPV. SOCIAL WKR. Don Szymula

SERVING THE COUNTIES OF Madison, south of US. 270 ADDRESS AND PHONE 1506 Johnson Rd.
Granite City 62040
618-876-8985

HOTLINE NUMBERS 618-876-8985 (DAY) OFFICE Granite City Office (neglect only)
618-345-6810 (24 HRS) OFFICE Maryville Office

STAFFING Supervisor, 5 caseworkers, 1 trainee, and 3 clerical (1 WIN employee).
The Initiative will add 1 supervisor, 6 caseworkers, 1 trainee, and 1 clerical.

RESPONSE PROCEDURE Supervisor does intake and initial investigations of neglect reports. 1 caseworker is the designated "child abuse specialist", taking most priority #1 cases from Maryville Abuse and after hours neglect calls.

REGISTERED REPORTS BY COUNTY		Madison*				
DEFINITION <u>All neglect cases sent into the Registry.</u>	FY 76	<u>457</u>	—	—	—	—
	FY 77	<u>757</u>	—	—	—	—
	FY 78	<u>890</u>	—	—	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>558</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>93.0</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>42.9</u>

THE COMMUNITY Many cases from race track area and in Granite City, Madison, Collinsville, State Park (transient area) and Venice.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good cooperation with DCFS and police going out together on investigations, especially in Granite City. Good working arrangements with State's Attorney's office. Court does not like to terminate parental rights (DCFS won on 1 of 13 cases in 1 year). Court also tends to change MINS petitions into neglect.

MANDATED REPORTERS Schools reporting is spotty. St. Elizabeth Hospital's social service staff has grown to 9 people and the cooperation is excellent.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Charities is slow in accepting foster care transfer. Coordinated Youth Council does counseling and alternate schools. Alton Parents Anonymous never got off ground and the Youth Service Bureau has recently folded.

GRF GRANT MONEY Use some of Child & Family Advocacy Council's advocate services.

HOMEMAKER SERVICES Use of regional pool of 46 homemakers; however, since few of the homemakers are caucasian, Granite City homes are not adequately served.

COUNSELING SERVICES Referrals to Family Counseling Center in Fairview Heights or community mental health. No direct purchased care.

ADVOCATE SERVICES 2 full time advocates in addition to C & FAC grant.

DAY CARE SERVICES 40 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES 1 emergency foster home available. 1 residential slot.

EMERGENCY CARETAKER PROGRAM None.

* Entire County includes this office, Alton office and Maryville Team cases.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE EAST ST. LOUIS SUPV. SOCIAL WKR. Helen Cox 121

SERVING THE COUNTIES OF St. Clair ADDRESS AND PHONE 1000 Missouri Ave.
[southern E. St. Louis, southern St. Clair East St. Louis 62201
(east of 157) and all of Allerton & Centerville] 618-875-2400

HOTLINE NUMBERS 618-875-2400 (DAY) OFFICE E. St. Louis office (neglect)
618-345-6810 (24 HRS) OFFICE Maryville office.

STAFFING Supervisor, 5 caseworkers (1 vacant), 2 trainees (1 vacant) and
2 clerical positions. The Initiative will add 1 supervisor, 6 caseworkers and 1
clerical position.

RESPONSE PROCEDURE Intake, screening and assignment done by supervisor. Supervisor
assigns serious cases to any of the 4 caseworkers. Maryville reports referred after
hours to supervisor.

REGISTERED REPORTS BY COUNTY	St. Clair*				
DEFINITION <u>All neglect calls</u>	<u>FY 76 422</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>—</u>
<u>sent to Central Registry.</u>	<u>FY 77 629</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>—</u>
	<u>FY 78 834</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>—</u>

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>723</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>180.8</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>72.3</u>

THE COMMUNITY Second largest number of child abuse care transfers from Maryville
and largest open caseload downstate.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Varied relations with different police departments. Good rapport with
State's Attorneys office.

MANDATED REPORTERS No problems reported.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Urban Program (food, emergency assistance), Hoyleton
(counseling), Youth Development Program, Metro East Health Services Council.

GRF GRANT MONEY None.

HOMEMAKER SERVICES Regional pool of 46 homemakers, 35 available to St. Clair residents.

COUNSELING SERVICES Purchase for 3 or 4 families with private psychiatrists. Referrals
to Family Service Agency and community mental health.

ADVOCATE SERVICES 76 advocates available to E. St. Louis office.

DAY CARE SERVICES 15 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES 4 emergency foster homes and slot in Swansee Group Home.

EMERGENCY CARETAKER PROGRAM Office uses homemakers occasionally for emergency
caretaker function.

* Includes cases in 4 offices.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE WASHINGTON PARK SUPV. SOCIAL WKR. Allan Garlson

SERVING THE COUNTIES OF St. Clair ADDRESS AND PHONE 934 Kingshighway
 [City of East St. Louis (North of St. Clair Ave.) & Northern St. Clair (West of 157) & whole of Caseyville] East St. Louis 62203
618-398-5910

HOTLINE NUMBERS 618-398-5910 (DAY) OFFICE Washington Park office (neglect)
618-345-6810 (24 HRS) OFFICE Maryville office

STAFFING Supervisor, 5 caseworkers (2 vacant), 1 trainee, 2 aides (1 on medical leave), and 2 clerical positions (1 WIN paid). The Initiative add 1 supervisor, 3 caseworkers and 1 clerical position.

RESPONSE PROCEDURE Supervisor handles 75% of all intake. Caseworkers rotate as his backup. Initial investigations of neglect assigned by rotation or workload. Priority #1 cases from Maryville handled by 2 veteran caseworkers.

REGISTERED REPORTS BY COUNTY	St. Clair*				
DEFINITION Because of a secretarial problem, most registries have been sent in. Beginning Oct. 27, workers were instructed to begin reporting once again.	FY 76 422				
	FY 77 629				
	FY 78 834				

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	465
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	155.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	77.5

THE COMMUNITY Many from Roosevelt homes; not much being reported in Brooklyn; beginning to get calls from Nat'l City (7-8 cases); many from Washington Park because of proximity of RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Washington Park law enforcement is best. Several E. St. Louis police reported as uncooperative, although one E. St. Louis youth officer is super. "Lack of relationship" with State's Attorneys office because of high turnover & variable quality juvenile assistants. Change in juvenile judge a positive step away from insensitive & inconsistent MANDATED REPORTERS Problems with Brooklyn police or schools reporting. judicial rulings.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Urban Program (food, emergency assistance); Hoyleton (counseling for 16 slots) Catholic Social Services (casework).

GRF GRANT MONEY Office has used 12 parent aides in last 3 years from Child & Family Advocacy Council.

HOMEMAKER SERVICES Greater use of regional pool of homemakers than other offices, because of high percentage of "dirty homes."

COUNSELING SERVICES 16 counseling slots at Hoyleton. Other referrals to community mental health.

ADVOCATE SERVICES 3 advocates working 100-110 hours per week.

DAY CARE SERVICES Up to 18 kids in protective service day care. Lack of infant care resources.

EMERGENCY PLACEMENT RESOURCES Use of 3 emergency homes in E. St. Louis & Cahokia.

EMERGENCY CARETAKER PROGRAM None.

* Includes cases in 4 offices.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE BELLEVILLE SUPV. SOCIAL WKR. Marilyn Moseley

SERVING THE COUNTIES OF St. Clair ADDRESS AND PHONE 200 N. Illinois
(eastern St. Clair, east of HWY. 157 and
Cahokia, Souget, Dupo, East Carondolet,
and rural Caseyville). 618-277-2900 or
Belleville 62221
681-277-2900

HOTLINE NUMBERS 618-274-1125 (DAY) OFFICE Belleville office (neglect)
618-345-6810 (24 HRS) OFFICE Maryville office.

STAFFING Supervisor, 6 caseworkers, 1 aide and 2 clerical positions. The Initia-
tive will add 1 supervisor, 3 caseworkers and 1 clerical.

RESPONSE PROCEDURE Supervisor performs intake, screening and assignment function.
After hours, Maryville will contact supervisor if they cannot investigate and she,
or a backup caseworker designated by rotation, will investigate. Follow up work
divided predominantly by type of case with 1 worker handling abuse, 1 for severe
neglect, 2 for adolescents and 2 workers with mixed loads.

REGISTERED REPORTS BY COUNTY	St. Clair*				
DEFINITION <u>Cases are often</u>	<u>FY 76 421</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>
<u>coded non-neglect when initial</u>	<u>FY 77 629</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>
<u>allegations are questionable.</u>	<u>FY 78 834</u>	<u>---</u>	<u>---</u>	<u>---</u>	<u>---</u>

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>430</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>71.7</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>47.8</u>

THE COMMUNITY Cahokia generates the most reports, but good number of cases from
rural St. Clair and Belleville.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Good relations with police. Problem with the low priority given to
juvenile cases by the State's Attorney and courts.

MANDATED REPORTERS Very few reports from any of the mandated sources.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Catholic Social Services, Lutheran Welfare Service (both providing
family counseling and foster care service). Family Counseling of southwestern Illinois,
Family Counseling Center Council House (short residential placement), ICH & A (foster care).
GRF GRANT MONEY Use of Child & Family Advocacy Council advocates.

HOMEMAKER SERVICES Use of central pool of 46 homemakers.

COUNSELING SERVICES Hoyleton has 20 cases now. Referrals also made to community
mental health.

ADVOCATE SERVICES Use of advocacy services from Child & Family Advocacy Council.

DAY CARE SERVICES 18 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES Several emergency foster homes and slots at Council House.

EMERGENCY CARETAKER PROGRAM None.

* Includes cases in 4 offices.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

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FIELD OFFICE SPARTA SUPV. SOCIAL WKR. Ben Pace
 SERVING THE COUNTIES OF Monroe ADDRESS AND PHONE 121½ W. Broadway
Randolph Sparta 62286
618-443-4317
 HOTLINE NUMBERS 618-443-4317 (DAY) OFFICE Sparta office (neglect)
618-345-6810 (24 HRS) OFFICE Maryville Abuse Office

STAFFING Supervisor, 2 caseworkers and 1 clerical worker. The Initiative will add 3 caseworkers.

RESPONSE PROCEDURE Supervisor screens calls and assigns to caseworkers. Each case-worker handle geographic area. After hours, Maryville office either does investigation or holds reports until supervisor arrives in the morning the next day.

REGISTERED REPORTS BY COUNTY	Monroe	Randolph			
DEFINITION <u>All neglect calls</u>	<u>9</u>	<u>22</u>	<u>—</u>	<u>—</u>	<u>—</u>
<u>are referred to Registry on</u>	<u>13</u>	<u>39</u>	<u>—</u>	<u>—</u>	<u>—</u>
<u>CFS 242. The CFS 242 is used</u>	<u>36</u>	<u>105</u>	<u>—</u>	<u>—</u>	<u>—</u>
<u>as a case control in the office.</u>					

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>269</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>134.5</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>53.8</u>

THE COMMUNITY Steady number of intakes from Columbia and Red Bud. Heavy reporting from Waterloo, Chester and Sparta.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS No problems with law enforcement agencies. Positive shift of policy in the Monroe County State's Attorneys office to an open door to DCFS workers. High regard for courts in both counties reported by office.

MANDATED REPORTERS Mutual training program with schools underway. Hospital reporting is slow, but public relations effect to begin.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Western Egyptian Community Action Agency in Steeleville (some case coordination) New Hope Living Center (residential DD facility).

GRF GRANT MONEY Child & Family Advocacy Council (advocacy services).

HOMEMAKER SERVICES Problem with homemaker recruitment. Only 2 contracted, with 1 of them part-time. These homemakers are part of the regional pool of homemakers.

COUNSELING SERVICES 708 Board agency has worked to develop youth drop-in counseling. Referrals made to community mental health.

ADVOCATE SERVICES 3 full-time advocates coordinated by resource development staff in E. St. Louis.

DAY CARE SERVICES 8-12 children in protective services day care.

EMERGENCY PLACEMENT RESOURCES 1 emergency home in Waterloo with 2 emergency slots.

EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE CARLYLE SUPV. SOCIAL WKR. Kay Grant

SERVING THE COUNTIES OF Clinton, Bond, Washington ADDRESS AND PHONE 501A 9th St.
Carlyle 62231
618-594-4541

HOTLINE NUMBERS 618-594-4541 (DAY) OFFICE Carlyle office (neglect
618-345-6810 (24 HRS) OFFICE Maryville office

STAFFING Supervisor, caseworker, aide and 1 clerical worker. The Initiative will add 2 caseworkers.

RESPONSE PROCEDURE Supervisor handles intake, screening and assignment to case-worker for investigation. Movements toward geographic distribution of caseload.

REGISTERED REPORTS BY COUNTY DEFINITION		Clinton	Bond	Washington		
<u>All neglect re-ported to Registry; however, some family stress cases not sent in.</u>	FY 76	5	12	7	—	—
	FY 77	9	5	0	—	—
	FY 78	36	13	25	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 203
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 203.0
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 67.7

THE COMMUNITY Isolated and impoverished area in Bond County. Military base in Clinton County, along with miners and migrants in that county, produces many reports.
 RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS County assignments helps to communicate with these participants in the juvenile justice systems.

MANDATED REPORTERS Public Aid doing an excellent job. Many of the mandated re- porters fail to follow up with DCFS in the courts or future casework.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None.

GRF GRANT MONEY None.

HOMEMAKER SERVICES 2 homemakers aiding in prevention and education efforts. These are part of the regional pool of homemakers.

COUNSELING SERVICES Referrals to community mental health. No purchases services.

ADVOCATE SERVICES 1 advocate contracted.

DAY CARE SERVICES 3 day care homes available, but state rate is inadequate to recruit new homes.

EMERGENCY PLACEMENT RESOURCES 4 foster home slots in Washington County.

EMERGENCY CARETAKER PROGRAM None.

Region 5

Marion

Marion Region -- Gene Ruehmkorff (Regional Director)

Under the new DCFS organization, the Marion Region encompasses 27 counties and is served by 10 field offices in addition to the Regional office. The Region is the consolidation of most of the old Salem and Marion Areas. Much of the existent child abuse response system remains. Under the child abuse Initiative, 5 persons will answer all child abuse and neglect reports for the Region. In emergencies, this staff will contact field office caseworkers working after-hour shifts. The survey forms contained herein reflect the current system, and not the proposed new system.

Currently, there are 5 district after-hour systems -- those in the Salem, Murphysboro, Cairo, Metropolis and Harrisburg areas.

Cairo, Metropolis and Harrisburg have their own response systems, having contracted locally for 24 hour answering services.

Murphysboro* and Marion offices use the Jackson County Network to screen after-hour reports of abuse and neglect.

Salem, Mt. Vernon, Effingham and Olney comprise a system, after-hours, consisting of 5 contracted employees called the Salem Answering Service. They contact supervisors in the evenings on emergencies and contact on-call caseworkers on weekends. A weekend rotation of 2 supervisors and 1 caseworker at a time provides on-call response.

The Marion Region has experienced a 406% increase in reported cases of abuse and neglect, from 165 cases in fiscal year 1976 to 835 cases in fiscal year 1978. A good deal of this increase resulted from the change in definition of a report with the introduction of the DVS 242 form. However, public awareness and improved systems have also been a significant factor.

At the time of this survey, there were 61 positions in the 10 field offices, with 5 vacancies and 1 leave of absence. With the Initiative, 25 new positions in the field and 5 new regional positions handling child abuse intake will be added. Using September, 1978 open cases as a reasonable number of open cases at one time, the caseload for Marion Region should drop from the current 70.1 cases to 39.7 with the Initiative.

Few private agencies exist to aid in casework and provide intensive counseling services. Hoyleton provides this service for 20 cases for Franklin and Perry Counties. Youth Service Bureaus and counseling centers exist as non-purchased sources, along with community mental health centers.

A legal counseling concept for DCFS caseworkers exists to represent DCFS with the courts and provide review and technical assistance to case-

* Perry County is handled separately from the Network System.

workers. Two legal interns are provided by Southern Illinois University under contract to DCFS.

An extremely high (19.5%) percentage of the regional budget is devoted to homemaker services. The use of homemakers has allowed Marion Region to need only half of the Statewide average share of institutional dollars.

Day care is also heavily used for protective services, but further resource development, especially in terms of school age parents and infant care, is needed.

The child abuse grants have been used in FY 79 primarily to fund 24 hour response systems with the private sector. If a reorganization of the response system is put into effect, the grant dollars in this Region will be freed up for research or other component areas of child abuse treatment. Special emphasis will be placed on treatment of sexual abuse.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

FIELD OFFICE MARION SUPV. SOCIAL WKR. Don Campbell
 SERVING THE COUNTIES OF Williamson ADDRESS AND PHONE State Regional Office
Franklin 2209 W. Main, Marion 62959
618-997-4371
 HOTLINE NUMBERS 618-997-4371 (DAY) OFFICE Marion Office
618-549-3351 (24 HRS) OFFICE Jackson County Network

STAFFING 1 supervisor, 5 caseworkers (1 on educational leave) 1 trainee and 2 clerical positions. The Initiative will add 3 caseworkers and 1 clerical position.

RESPONSE PROCEDURE A special 3 person intake staff is designated. During the day, each caseworker rotates handling incoming reports. The worker handles all abuse immediately. Neglect reports are held specifically for a member of the intake team. After hours, the Jackson County Network of Carbondale refers abuse and neglect calls to an intake worker at home for investigation. Most police and hospitals have intake staff's home numbers and call direct.

REGISTERED REPORTS BY COUNTY DEFINITION	Williamson	Franklin			
Until FY 77, only abuse situations reports. All abuse and neglect calls are now sent to the Registry.	FY 76 <u>8</u>	<u>4</u>			
	FY 77 <u>21</u>	<u>22</u>			
	FY 78 <u>52</u>	<u>41</u>			

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>290</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>48.3</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>32.2</u>

THE COMMUNITY Franklin County produces most severe abuse and neglect cases. Unemployment and alcoholism problems greatest factor in these cases.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Franklin county law enforcement agencies failed to cooperate with State law enforcement training project. Hostility exists with most law enforcement agencies, excluding the W. Frankfort juvenile officer. Negative comments in regard to assistant State's Attorney, but courts were cooperative with DCFS. Williamson's State's Attorney gives juvenile cases low priority. Courts are good and law enforcement agencies are "terrific".

MANDATED REPORTERS Problem with failure of private physicians to report.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Use of Hoyleton group homes and counseling. Mt. Vernon Methodist provides emergency foster care. Carmi Baptist serves unmarried mothers. New Youth Service Bureau (YSB) counseling contract for unmarried mothers.
 GRF GRANT MONEY None

HOMEMAKER SERVICES 5 homemakers contracted and performing every sort of work short of case management.

COUNSELING SERVICES Hoyleton counsels 10-20 cases between Franklin and Perry Counties. Project Cope and Youth Service Bureau works in affiliation with the mental

ADVOCATE SERVICES Franklin-Williamson Y.S.B. contracted to approximately 3,460 hours of advocacy service. health clinic.

DAY CARE SERVICES 5-8 children in protection service day care at any time. Low availability, but high quality day care reported.

EMERGENCY PLACEMENT RESOURCES Hoyleton Group Homes have 2 emergency slots for boys and 2 for girls. Mt. Vernon Children's Home has emergency slots. 5 emergency foster homes

EMERGENCY CARETAKER PROGRAM None

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

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FIELD OFFICE MURPHYSBORO SUPV. SOCIAL WKR. John Allen (acting)SERVING THE COUNTIES OF Jackson, Perry ADDRESS AND PHONE 1107 Locust St.
Murphysboro 62966
618-687-1733HOTLINE NUMBERS 618-687-1733 (DAY) OFFICE Murphysboro
618-549-3351 (Jackson) (24 HRS) OFFICE Jackson County Network
618-542-4357 (Perry) Perry Co. Counseling CenterSTAFFING 1 acting Supervisor, 5 caseworkers (1 vacant) 1 trainee (vacant) and 2 clerical positions. The Initiative will add supervisor and 2 caseworkers (1 for rural Jackson County and 1 for Perry).RESPONSE PROCEDURE Caseworkers are assigned geographic regions. Day time reports in Jackson County are given to geographic worker for investigation. Everyone rotates on back-up intake. After hours, the Network contacts the supervisor who assigns cases to geographic worker for investigation. In Perry County, 1 worker handles all calls--day and night (referred from Counseling Center).

REGISTERED REPORTS BY COUNTY	Jackson	Perry			
DEFINITION Until CFS 242, FY 76	7	0	—	—	—
only physical abuse had FY 77	6	8	—	—	—
been reported to the Registry. FY 78	69	30	—	—	—

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	245
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	62.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	40.8

THE COMMUNITY Very serious cases of abuse have surfaced in rural Jackson and all of Perry County. DCFS has helped organize community services in Elkhaville, Ava and other small towns.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Excellent relations with Murphysboro and Carbondale police. Sheriff in Jackson County has good, comfortable relations, but small town police very angry at social worker approach. Excellent assistant States Attorney. Judge at odds periodically with DCFS and States Attorney's office. In Perry County, moderate to poor relations with law enforcement, especially with teachers. Family Practice doctors are excellent, but private doctors don't report. In Perry Co., only the public health nurses and Public Aid workers cooperate-no schools or hospital.

MANDATED REPORTERS Pretty good reporting from schools, States Attorney and courts.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Hoyleton serves 10 families in Perry County. The Y.S.B. provides advocate services.GRF GRANT MONEY \$6,000 granted to Jackson Co. Network and Perry Co. Counseling Center for 24-hour hot-line service.HOMEMAKER SERVICES 1 full-time and 3 part-time homemakers.COUNSELING SERVICES Hoyleton serves 10 families. SIU Counseling Center available for student families. Family Practice staff provides counseling. Community mental healthADVOCATE SERVICES YSB serves 16-24 children in Jackson Co. in other areas only. None in Perry Co.DAY CARE SERVICES 6 youngsters in protective service day care. Major problem with student housing not providing day care, resulting in several lack of supervision cases.EMERGENCY PLACEMENT RESOURCES No emergency home, but there are families who would take an emergency. Hoyleton group homes have slots.EMERGENCY CARETAKER PROGRAM None. No willingness shown by homemakers as of yet.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

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FIELD OFFICE CAIRO SUPV. SOCIAL WKR. Ed WojnarowskiSERVING THE COUNTIES OF Pulaski ADDRESS AND PHONE 309 8th St.
Alexander, Union Cairo 62914
618-734-0858HOTLINE NUMBERS 618-833-6813(Union) (DAY) OFFICE Anna outpost/Cairo office
618-734-0858(Alexander & Pulaski) (24 HRS) OFFICE P.A.M.H.A.
618-734-2665STAFFING Supervisor, 2 caseworkers, 1 trainee (vacant) 1 clerical in Cairo. 1 case-
worker & 1 clerical in Anna. The Initiative has added 1 caseworker in Cairo.

An additional caseworker is to be added.

RESPONSE PROCEDURE In Cairo, 3 caseworkers rotate intake responsibility. After hours,
call into the Pulaski-Alexander Mental Health Assn. is referred to supervisor.PAMHA has been given a contract to investigate. The investigation function of PAMHA
has been placed on hold until policy on delegation of authority is clarified.

REGISTERED REPORTS BY COUNTY		Pulaski	Alexander	Union		
DEFINITION Until CFS 242,	FY 76	4	11	5		
only physical abuse had been	FY 77	4	13	4		
reported. The Office has cor-	FY 78	17	40	16		
rected instances of sending in						
only "verified" reports in Union County.						

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 186AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 93.0AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 46.5THE COMMUNITY Poverty areas in Alexander, Pulaski and Union counties produce most
of the abuse and neglect reports.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE
COURTS Alexander Co. relations positive, except with Cairo Police Dept., Pulaski Co.
relations difficult with powerful State's Attorney whose procedures have produced
reversible and invalid court cases. Union Co. relations, especially with Sheriff, are
positive. Court changes MINS petitions to neglect to make sure DCFS provides services.MANDATED REPORTERS Physicians do report here because of rural public health grant
work. Serious problems with Pulaski County and part of Alexander County School officials.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES NoneGRF GRANT MONEY \$3,600 grant to PAMHA for hot line service.HOMEMAKER SERVICES 8-9 homemakersCOUNSELING SERVICES Excellent counseling in Pulaski-Alexander mental health centers.
Incident with DCFS has hurt relations with Union Co. mental Health Center.ADVOCATE SERVICES None on contract. This office uses 1 or 2 homemakers as
advocates, along with 1 VISTA worker.DAY CARE SERVICES 8-10 children in protection service day care.
foster homes.EMERGENCY PLACEMENT RESOURCES 2 foster homes and 7 slots reserved. Shortage of
white emergency foster homes.EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE METROPOLIS SUPV. SOCIAL WKR. Patricia Kidd
 SERVING THE COUNTIES OF Massac ADDRESS AND PHONE 415 Ferry St.
Johnson Metropolis 62960
Pope 618-524-2428
 HOTLINE NUMBERS 618-524-9428 (DAY) OFFICE Metropolis Office
 Home Phone Numbers of Staff (24 HRS) OFFICE _____

STAFFING Supervisor, caseworker, trainee and clerical. The initiative will add 1 caseworker.

RESPONSE PROCEDURE Caseworker, supervisor and trainee each have responsibility for 1 county. All do intake and investigation. After hours, calls are usually made to supervisor. Weekends are covered with a rotation of staff being available to mandated sources.

REGISTERED REPORTS BY COUNTY		Massac	Johnson	Pope		
DEFINITION <u>Only opened cases of abuse and severe neglect filed with Registry.</u>	FY 76	<u>0</u>	<u>2</u>	<u>2</u>	_____	_____
	FY 77	<u>2</u>	<u>5</u>	<u>0</u>	_____	_____
	FY 78	<u>13</u>	<u>4</u>	<u>9</u>	_____	_____

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 67
 AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 33.5
 AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 22.3

THE COMMUNITY Scattered reports through forest and rural areas.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Problem with shortage of 3 judges. Department of Law Enforcement seminar aided local law enforcement communication.

MANDATED REPORTERS Prior problems, reported with Massac Memorial Hospital have been rectified.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None

GRF GRANT MONEY New grant with Massac Dept. of Mental Health & Family Counseling for 24 response system.

HOMEMAKER SERVICES 2 homemakers on board, usually have 4 or 5.

COUNSELING SERVICES No purchased care, referrals to community mental health.

ADVOCATE SERVICES 4 advocates in Johnson County. 5 or 6 advocates available through Big Brother-Big Sister of Johnson County. Organizing Massac organization.

DAY CARE SERVICES 10 children in Public Aid funded protective services day care.

EMERGENCY PLACEMENT RESOURCES 3 foster homes willing to take in emergencies. Emergency shelter available with Illinois Law Enforcement Agency (YES Program).

EMERGENCY CARETAKER PROGRAM Waiting to see results of Chicago experience.

FIELD OFFICE HARRISBURG SUPV. SOCIAL WKR. Lindel StacySERVING THE COUNTIES OF Hamilton, White, Saline, Gallatin, Hardin. ADDRESS AND PHONE 219 S. Main
Harrisburg 62946
618-253-7604HOTLINE NUMBERS 618-253-7604 (DAY) OFFICE Harrisburg Office
618-273-3326 (4 counties) (24 HRS) OFFICE Egyptian Health Dept.
618-658-8108 (Hardin) Tri-County Health Dept.STAFFING 1 supervisor, 4 caseworkers and 2 clerical positions. The Initiative will add 3 new caseworkers.RESPONSE PROCEDURE The staff is divided into geographical regions. Intake is handled by the worker assigned to the county where the report is initiated. After hours, the health departments have caseworker numbers. Most calls come either direct to staff at home, or to the police who contact staff.

REGISTERED REPORTS BY COUNTY		Hamilton	Hardin	Gallatin	Saline	White
DEFINITION Prior to FY 78,	FY 76	<u>7</u>	<u>9</u>	<u>4</u>	<u>8</u>	<u>6</u>
most abuse was reported.	FY 77	<u>14</u>	<u>2</u>	<u>0</u>	<u>7</u>	<u>6</u>
Since the CFS 242, all abuse and all neglect sent to the Registry.	FY 78	<u>28</u>	<u>9</u>	<u>9</u>	<u>68</u>	<u>34</u>

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>191</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>47.8</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>27.3</u>

THE COMMUNITY Many reports from housing projects in Saline, White and Hamilton Counties and the community schools.RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS No cooperation problems with law enforcement agencies reported. Good States Attorney work in Hamilton and White. Problems with termination of parental rights in Gallatin and Saline.MANDATED REPORTERS Private physicians are hesitant. Schools are best reporters.COMMUNITY AND SERVICE RESOURCESPRIVATE AGENCIES Catholic Charities group has not involved itself with DCFS.GRF GRANT MONEY None.HOMEMAKER SERVICES 2 homemaker on board. Hope to hire 1 more this year.COUNSELING SERVICES Negotiations under way with Wabash Special Education, but no purchased care now. Referrals to community mental health.ADVOCATE SERVICES None.DAY CARE SERVICES 8-10 children normally in protective services day care. "This is money well spent", especially in Shawneetown.EMERGENCY PLACEMENT RESOURCES 2 or 3 homes would accept emergency foster placements.EMERGENCY CARETAKER PROGRAM None.

CHILD ABUSE/NEGLECT SYSTEMS SURVEY

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FIELD OFFICE SALEM SUPV. SOCIAL WKR. Louis H. Moore
 SERVING THE COUNTIES OF Marion & Clay ADDRESS AND PHONE 206 E. Locust
Salem 62881
618-548-1692
 HOTLINE NUMBERS 618-548-1692 (DAY) OFFICE Salem Office
618-548-1692 (24 HRS) OFFICE Salem Office Answering Service
 STAFFING Supervisor, 2 caseworkers, 3 aides, 1 trainee and 1 clerical.
The Initiative will add 3 caseworkers and 1 clerical position.

RESPONSE PROCEDURE During the day, Supervisor currently does all intake. (1 of the new caseworkers will assume intake function.) 1 caseworker does only investigations. Other caseworker carries all cases with help from aides. This separation of function based upon 1976 American Humane Study in Cook County. After hours, 5 women are contracted to handle the "Salem Answering Service" for all offices in the old Salem area. They refer emergencies to investigators.

REGISTERED REPORTS BY COUNTY		Marion	Clay			
DEFINITION Until CFS 242,	FY 76	27	2			
only abuse was reported to	FY 77	29	1			
the Registry.	FY 78	96	16			

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	318
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	58.6
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	39.8

THE COMMUNITY Many referrals from "Frisco" district of Salem. Also, trailer courts, motel-turned-apartments in Centralia.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Excellent relationships with frequent team meetings.

MANDATED REPORTERS Monthly community meetings, chaired by the Supervisor, enhances communication with mandated reporters. (Inter-agency Council meets 2nd Tuesday of each month). Also twice monthly meetings with Public Aid.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None

GRF GRANT MONEY None

HOMEMAKER SERVICES 15 homemakers, plus 3 advocates carried as homemakers

COUNSELING SERVICES No purchased care. Referrals to Community Mental Health Centers.

ADVOCATE SERVICES 3 advocates

DAY CARE SERVICES 16 children in protective service day care homes. Discussion in progress with Huddleson about turning facility into a day care especially for abused kids.

EMERGENCY PLACEMENT RESOURCES 2 emergency foster homes.

EMERGENCY CARETAKER PROGRAM 2 homemakers have agreed to serve as emergency caretakers. Patterned after AHA study. Modified to 4 or 5 hours currently.

FIELD OFFICE MT. VERNON SUPV. SOCIAL WKR. Dale Spitler
 SERVING THE COUNTIES OF Jefferson ADDRESS AND PHONE 601 N. 18th
Wayne Mt. Vernon 62864
618-242-6556
 HOTLINE NUMBERS 618-242-6556 (DAY) OFFICE Mt. Vernon Office
618-548-1692 (24 HRS) OFFICE Salem Answering Service

STAFFING Supervisor, 3 caseworkers and 1 clerical position. The Initiative will add 4 caseworkers and 1 additional clerical.

RESPONSE PROCEDURE Intake handled by supervisor and assigned by workload. The Salem Answering Services contacts supervisor, who makes initial investigation or authorizes another staff person to do the investigation.

REGISTERED REPORTS BY COUNTY	Jefferson	Wayne			
DEFINITION <u>Until CFS 242,</u>	FY 76 <u>24</u>	<u>8</u>			
<u>only abuse sent to Registry.</u>	FY 77 <u>30</u>	<u>11</u>			
	FY 78 <u>114</u>	<u>61</u>			

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978	<u>314</u>
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)	<u>104.7</u>
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)	<u>44.9</u>

THE COMMUNITY Most cases from the Southeast quarter of Mt. Vernon.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Good accessibility in both counties with law enforcement, States Attorneys and juvenile courts. Special mention made of 2 juvenile officers in Jefferson County.

MANDATED REPORTERS Good emergency room staff relations. Not a lot from private physicians.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES United Methodist Childrens Home provides residential treatment. None for in-home services.

GRF GRANT MONEY \$9,344 granted to mental health center, which had lost its staff and is once again operating.

HOMEMAKER SERVICES 10 homemakers.

COUNSELING SERVICES Mental health contract serves 15 families and operates Parents Anonymous and consulting nurses.

ADVOCATE SERVICES None

DAY CARE SERVICES 23 children in protective services day care. 3 centers available, but expensive. Few homes and little transportation exists, unless DCFS pays.

EMERGENCY PLACEMENT RESOURCES 2 foster homes for older kids. United Methodist Home also takes older kids. No resources for infants.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE OLNEY SUPV. SOCIAL WKR. Neva King

SERVING THE COUNTIES OF Richland, Crawford, Lawrence, Wabash, Edwards ADDRESS AND PHONE 1108 S. West St. Olney 62450 618-393-2979

HOTLINE NUMBERS 618-393-2979 (DAY) OFFICE Olney Office
618-548-1692 (24 HRS) OFFICE Salem Answering Service

STAFFING Supervisor, 4 caseworkers, 1 trainee (vacant) and 2 clerical positions. The Initiative will add 2 caseworkers.

RESPONSE PROCEDURE Caseworkers are assigned by county. Each does intake and investigation in their county. Supervisor is back up even though she carries 30-50 cases. Although the Salem number is advertised, after hours calls come almost exclusively to the home of the county worker.

REGISTERED REPORTS BY COUNTY DEFINITION		Richland	Crawford	Lawrence	Wabash	Edwards
Office reports	FY 76	0	2	3	1	0
"classic" abuse cases to the Registry.	FY 77	2	1	2	1	1
	FY 78	3	8	2	9	2

TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978 248
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE) 62.0
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE) 41.3

THE COMMUNITY Highest caseload from poverty areas of river towns in Crawford, Lawrence and Wabash counties.

RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS Excellent relationships due to the fact that the DCF's staff are residents of long standing in their communities.

MANDATED REPORTERS On going battle with special education districts. Strong ministerial alliance cooperation, along with schools and public agencies. Private physicians are reluctant, but pediatricians and weber clinic staff in Olney are good reporters.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES None

GRF GRANT MONEY None

HOMEMAKER SERVICES 4 homemakers serving 10 families at this time.

COUNSELING SERVICES Supervisor is trained counselor in sexual abuse cases. Referrals mostly to community mental health. No purchased care.

ADVOCATE SERVICES no advocates, but 2 or 3 volunteers are accessible.

DAY CARE SERVICES 25 children in protective services day care. Plenty of centers and homes available.

EMERGENCY PLACEMENT RESOURCES Many foster homes are willing to take emergencies.

EMERGENCY CARETAKER PROGRAM None.

FIELD OFFICE EFFINGHAM SUPV. SOCIAL WKR. Sam Buzzard
 SERVING THE COUNTIES OF Effingham ADDRESS AND PHONE 112 E. Washington St.
Fayette Effingham 62401
Jasper 217-347-7913

HOTLINE NUMBERS 217-347-7913 (DAY) OFFICE Effingham
618-548-1692 (24 HRS) OFFICE Salem Answering Service

STAFFING Supervisor, 1 caseworker, 1 trainee and 1 clerical position (vacant).
The Initiative will add 1 clerical and 3 caseworkers.

RESPONSE PROCEDURE During the day, intake is handled either by supervisor or caseworker. After hours calls, usually come to supervisor at home. The after hours system is the Salem system, where 2 supervisors in the Salem area and 1 caseworker are on-call for the Answering Service.

REGISTERED REPORTS BY COUNTY	Effingham	Fayette	Jasper		
DEFINITION Until CFS 242, only FY 76	<u>11</u>	<u>6</u>	<u>5</u>		
opened abuse cases reported. FY 77	<u>12</u>	<u>2</u>	<u>2</u>		
Now, paperwork still prevents FY 78	<u>50</u>	<u>9</u>	<u>6</u>		
the speedy report of cases to the Registry.					
TOTAL CHILD AND FAMILY CASES IN SEPTEMBER, 1978			<u>243</u>		
AVERAGE CASES PER CASEWORKER (PRE-INITIATIVE)			<u>121.5</u>		
AVERAGE CASES PER CASEWORKER (POST-INITIATIVE)			<u>54.5</u>		

THE COMMUNITY Most cases come from either Effingham or Fayette Counties.
Increased community contact with Jasper Co. citizens could result in more reporting.
 RELATIONSHIPS WITH LAW ENFORCEMENT AGENCIES, STATE'S ATTORNEYS AND JUVENILE COURTS No problems reported, except for a backlog of court work.

MANDATED REPORTERS Vandalia hospital slow to report, as are private physicians
Emergency room doctors knowledgeable and cooperative.

COMMUNITY AND SERVICE RESOURCES

PRIVATE AGENCIES Lutheran Charities provides some counseling services.

GRF GRANT MONEY None.

HOMEMAKER SERVICES 3 of 5 contracted homemakers can be counted upon.
Homemakers assigned various duties.

COUNSELING SERVICES Lutheran Charities serve 2-3 families. DCFS did pay a private psychiatrist in one case. Referrals to community mental health.

ADVOCATE SERVICES None.

DAY CARE SERVICES Heavy use of day care for protective services.

EMERGENCY PLACEMENT RESOURCES One specialized foster home in own area. In addition, this office uses Huddleston or Cisne specialized home.

EMERGENCY CARETAKER PROGRAM Have done similar things on several occasions, but there is no formal emergency caretaker program.

END