

Illinois DCFS Guardian Consent Unit FAQ

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General Consent Unit FAQ

General Inquiries

1. I submitted a consent request two days ago, when can I call for status?

Please allow 5-7 business days for the consent to be processed before calling for status. If the youth has an upcoming appointment, and needs consent sooner please call the hotline at 1 (800) 828-2179.

2. It has been more than 5-7 business days, and I have not received my consents back. Should I submit the consent request again?

Please do not re-submit/send duplicate requests. Call the hotline for status of your request at 1 (800) 828-2179. If your request was submitted through the portal, please have your confirmation number.

3. What is the contact information for the assigned case worker and/or supervisor?

To find the assigned caseworker or investigator, call Case Tracking at (773) 371-6161. Contact Information can be obtained from the internal DCFS staff directory via DNET. If you do not have access to DNET, please contact the Consent Unit Hotline at 800-828-2179 to request the contact information of the assigned case worker and/or supervisor.

4. Can I report an abuse and neglect allegation?

The Guardian's office does not take these types of reports. Please visit [State of Illinois | Online Child Abuse Neglect Reporting: Home](#) or call 800 -25 Abuse (800-252-2873) to report an abuse and neglect allegation.

5. I have questions about my open DCFS investigation or DCFS case, can you help me?

Please contact your assigned caseworker or investigator for any question pertaining to your open DCFS Case or pending DCFS investigation. To find the assigned caseworker or investigator, call Case Tracking at (773) 371-6161.

6. Can I get consent for a youth that is under Custody of another state?

The Guardian's office is only legally authorized to provide consent for youth in care for the State of Illinois.

7. The youth is NOT in DCFS care, but I have a question about...

We are not able to assist with questions for youth NOT in DCFS care. The Guardian's office only has legal responsibility, authority, and delegation for youth in care.

8. Youth is now 18, can they consent for themselves?

Youth 18 and over can consent for themselves, unless there is a court order that states that the DCFS Guardianship Administrator shall continue to consent on their behalf until their 21st birthday. This court order is typically requested if the youth is unable to make decisions for themselves.

Verbal Consent Inquiries

1. Can I get verbal consent in advance for the youth's appointment tomorrow?

We cannot give verbal consent in advance. The youth needs to be at the office/clinic at the time of verbal consent.

2. Can I get verbal consent for a youth who was treated yesterday at the Emergency Department?

Consent will not be given after treatment has already occurred.

3. I have a CFS 415 consent for ordinary routine for the youth to be seen at the Emergency room/ express care/ urgent care is this sufficient?

The CFS 415 is not valid for the emergency room/express care/urgent care. Please call the Consent Hotline at the time of the visit to obtain verbal consent.

4. Can I get verbal consent for a procedure requiring anesthetics or a blood transfusion?

Verbal consent is not given for major medical procedures. A medical professional must complete/submit the [CFS 431 Medical/Surgical Treatment](#) form for review/approval.

5. Can I get verbal consent for a treatment or procedure that requires the use of contrast?

Verbal consent is not given to major medical procedures or Magnetic Resonance Imaging (MRI). A medical professional must complete/submit the [CFS 431 Medical/Surgical Treatment](#) form for review/approval.

6. Am I able to get a verbal consent for a psychotropic medication to be administered to a youth in care?

Verbal consent is not given for psychotropic medications. A prescriber or medical professional must complete/submit the [CFS 431-A Psychotropic Medication](#) form for review/approval.

7. Can I get verbal consent to release medical information or records to the caregiver, foster parent, or biological parent?

Verbal consent is not given for release of information. Please complete/submit the [CFS 600-3 Release of Information](#) form.

Documentation Inquiries

1. Can you provide paperwork stating that the youth is currently placed with the foster parent?

The DCFS Guardian's Office does not provide copies of placement paperwork. Please contact the Youth's assigned caseworker. To find the assigned caseworker or investigator, call Case Tracking at (773) 371-6161.

2. Can you provide the court order that states that DCFS is the guardian of the youth?

The DCFS Guardian's Office does not have copies of court orders. Please contact the Youth's assigned caseworker. To find the assigned caseworker or investigator, call Case Tracking at (773) 371-6161.

3. Can you provide documentation that reflects that the youth is no longer in DCFS care?

The Guardian's office does not have documentation to show youth is no longer in care. Please contact/check with the caregiver.

4. Can you provide the youth's medical card RIN number?

The Guardian's office does not have insurance information. Please call YouthCare at 844-289-2264 or the Medical card hotline at 800-228-6533.

Consent Specific Inquiries**1. Can the caseworker/ foster parent/ caregiver provide consent for medical treatment?**

Only DCFS authorized agents may provide consent to medical treatment on behalf of the DCFS Guardian, David L. Fox, for children under the care of DCFS.

2. A psychotropic medication is being denied by the pharmacy, but there is a current consent on file. Who do I contact?

Call YouthCare at 1-844-289-2264 or email ILYouthCare@centene.com

3. Can a youth who is pregnant consent to their own treatment?

A pregnant minor can consent to any medical or surgical care or treatment while she is pregnant, including, but not limited to, prenatal care or an abortion. After her baby is born, the minor mother can consent to any treatment for her baby. However, when the minor is no longer pregnant, she can no longer consent to her own treatment. Medical personnel must obtain the consent of a parent or guardian to provide treatment to the minor.

4. Do I need consent for out of state travel for 1 day?

The decision for the youth to travel out of state not exceeding 48 hours is made by the caregiver with notice to the DCFS or CWCA agency.

5. Do I need consent for out of state Travel under 30 days?

The Guardianship Administrator has delegated Authority to DCFS and CWCA caseworker/supervisor staff (follow the procedures in your region/field office).

6. Do I need consent for out of country travel?

Consent is always needed for out of country travel by the DCFS Guardian or an Authorized Agent from the Consent Unit.

7. Do I need consent for out of country travel by cruise ship?

Consent is needed out of country travel by cruise ship, even if a passport is not required. Please complete/submit the [CFS 432 Out of State Travel / Out of Country Travel / Extended Trips](#) form for review/approval.

Guardian Consent Portal FAQ

General Inquiries

1. What is the DCFS Guardian Consent Portal?

The DCFS Guardian Consent Portal is a user-friendly website for the electronic submission of consent requests for youth in care. The portal provides clear instructions on the type of consent form and information you need to be able to submit a consent request. When you submit a consent request through the portal, you will receive a submission confirmation with a copy of the CFS consent form. The consent request will be sent to the DCFS Guardian Consent Unit for processing, and the completed consent will be returned to you via email or fax.

2. What is the purpose of the portal?

The portal is designed to streamline the submission and processing of consent requests, expediting and enhancing support for Illinois youth in care.

3. What are the benefits of using the portal?

There are many benefits of using the portal such as:

- **Time Savings:** Faster completion with dropdown menus, help text and more efficient processing.
- **Accessibility/Convenience:** No need for printed, faxed or handwritten forms; submit from any device with internet access.
- **Clear Instructions:** Helpful guidance to assist in accurately completing the form, reducing follow-ups needed for additional information.
- **Accuracy:** Reduced risk of errors with automated data validation, required fields and spellcheck.
- **Confirmation of Receipt:** Submission confirmation sent to the requestor with a confirmation number for better tracking.
- **Increased Security:** Enhanced data protection with secure online systems and reduced risk of lost or misplaced documents.

4. What types of consents can be submitted using the portal?

The following consent types can be submitted through the portal:

- CFS 415: Ordinary and Routine Medical and Dental Care
- CFS 431: Medical/Surgical Treatment
- CFS 431-A: Psychotropic Medication
- CFS 431-1: Mental Health Treatment
- CFS 432: Out of State Travel / Out of Country / Extended Trips
- CFS 600-3: Release of Information
- Other Ordinary & Routine Consents

5. Who can submit consent requests?

Requests for consent can be submitted by:

- Medical providers
- DCFS caseworkers
- Child Welfare Contributing Agencies (CWCAs)
- Other designated service providers

Foster parents / caregivers should not submit consent requests. However, they can use the portal to understand the consent request process and what information they may need to provide requestors.

6. How does this change the consent request submission process?

Requests no longer need to be faxed or emailed. Simply fill out the electronic form, and your request will be sent to the DCFS Guardian Consent Unit for processing.

7. Will I be able to save my information or create a profile?

The portal will not include user profiles or access management at this time. Depending on your browser settings, information you have previously submitted may be retained for easy population of form fields.

8. Will I receive a submission confirmation for my consent request?

Upon submission you will receive a submission confirmation message, with a confirmation number, on the portal and through email. Please keep the confirmation number for your records. You will receive a copy of the CFS form with the confirmation email.

9. Will I be able to see historical consent requests I have submitted?

You will not be able to see your historical submissions through the portal.

10. Will the portal auto-populate youth information?

The portal will not auto-populate youth information. However, depending on your browser settings, information you have previously submitted may be retained for easy population of form fields. You will also be able to paste information into the portal form fields.

11. Can I access the portal from a mobile device?

The portal will be accessible from any web or mobile device with an internet connection.

Using the Portal Inquiries

1. How do I submit a consent request?

From the Request for Consent page, choose which consent request you need to submit, read the instructions, fill out the form fields through the portal and click submit. We take care of the rest!

2. What happens after I submit the request?

Upon submission of your request, you will receive a submission confirmation with a copy of the CFS form populated with the information you entered. The request will be automatically sent to the DCFS Guardian Consent Unit for processing.

3. Will I receive a copy of the CFS consent form I submitted?

Yes, you will receive a copy of the CFS form, populated with the information you entered, with the confirmation email.

4. Do I need to fill out the CFS form prior to filling out the information on the portal?

Simply fill out the online form and the information you entered will be used to automatically generate the CFS form. You will receive a copy of the CFS form with the confirmation email.

5. Will I be able to see the status of my consent request?

You will not be able to see the status of your request through the portal. Please allow 5-7 business days for the consent to be processed before contacting the DCFS Guardian Consent Unit for the status of your request. Please have your confirmation number when inquiring about your request.

6. Where will I receive the completed consent?

The completed consent will be returned to the requestor email provided (or fax, if applicable).

7. Can I submit additional information/files to accompany my consent request?

Yes, forms will have a file upload field(s) for you to upload attachments (if applicable)

8. Do I need to fax or email the consent request after submitting through the portal?

Do not fax or email consent requests after submitting through the portal. Your submission will go directly to the Guardian Consent Unit for Processing.

9. Am I required to use the portal / can I still submit request via fax or email?

At this time, it is not required that you use the portal, however we *strongly encourage* you to use it as there are many benefits and it allows for the most efficient processing. In the future, requests will no longer be accepted via fax or email.

10. Who do I contact if I have additional questions or encounter issues using the portal?

Please contact us at DCFS.ILGuardianConsentPortalSupport@Illinois.gov