

## Navigating the Guardian Consent Portal (Page 1 of 2)

This guide helps requestors understand the purpose of and how to navigate the Guardian Consent Portal.



## Step 1: Access the Guardian Consent Portal Home Page

- Navigate to Guardian Consent Portal home page using the URL: <u>https://quardianconsent.dcfs.illinois.gov/</u>
- There are three navigation tabs in the menu located at the top right corner of the home page. These are: *Home, Requests for Consent,* and *Contact Us*
- There is a *"Submit a Request for Consent"* button that will navigate the user to the *Requests for Consent* page when clicked

#### About Us

The DCFS Guardian is appointed by the Director of DCFS and serves as the:

<u>acting custodian</u> for children in DCFS protective custody
 <u>temporary custodian</u> of each child or youth placed in the care of the Department through an order of temporary custody by a

juvenile court

 <u>Isea guardian</u> of the person of each child or youth adjudicated to be an abused, neglected or dependent minor and placed in
the guardianship of the Department by a juvenile court

legal guardian and custodian with power to consent to adoption of a child for whom one or both parents have executed a written surrender for adoption

legal guardian of youth in care over 18 years of age who are unable to consent on behalf of themselves, with court authority

The Guardianship Administrator is charged with making important decisions affecting the general welfare of children served by the department and protecting their legal rights. Specific duties include, but are not limited to: consent to the adoption of a youth under the care of the department; making other important decisions in conjunction with youth and parents when possible, such as consents to marriage, enlistment in the armed forces, major medical, surgical and psychiatric treatment, travel; removal from life support and/or Do Not Resuscitate Orders; and representing and arranging for legal representation of youth in litigation.

## Step 2: View the "About Us" Section

 The About Us section on the home page includes a high-level description of the role of the DCFS Guardian, who is responsible for making key decisions affecting the welfare and legal rights of children in the care of the Illinois Department of Children & Family Services

3

### **Consent Request Process**

With a few exceptions, the DCFS Guardian is authorized to consent to important decisions affecting the child or youth while the child/youth is under 18 years of age and in the Department's care.

The DCFS Guardian has authority to deny consent when appropriate. The Guardian will rely heavily on information and recommendations from the child's permanency or adoption worker and supervisor in this decision making process. In order to make medical, dental and psychiatric decisions on behalf of youth in care, the DCFS guardian works closely with medical experts.





Consent Unit Staff. Psych

Medication and Medical/ Surgical

Requests will also be reviewed by a

medical professional.

 Submit Request
 Review Request

 Fill out the appropriate form based on
 Submissions will be reviewed by the

the type of consent being requested. Requests must be completely and accurately filled out to be processed.



Provide Consent Outcome Each request will be approved or denied

and returned to the contact method provided in the request. It typically takes 5-7 business days to review and provide the consent outcome.

# Step 3: View the "Consent Request Process" Section

 The Consent Request Process section on the home page provides a high-level overview of the process from submitting a request to receiving the consent outcome



# Navigating the Guardian Consent Portal (Page 2 of 2)

This guide helps requestors understand the purpose of and how to navigate the Guardian Consent Portal.

5

Welcome to the DCFS Guardian Consent Portal Submit a Request for Consent	Requests for Consent CTS 415 Ordinary and Routine Medical and Dental Care CTS 415 Ordinary and Routine Medical and Dental Care CTS 431 Aeglehotropic Medicalism CTS 431 Aeglehotropic Medicalism CTS 432 Out of State Travel Out of Country Extended Trips CTS 603 3 Relaxes of Information Other Requests
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# Step 4: Navigate to the "Requests for Consent" Page

There are two ways to navigate to the Requests for Consent Page:

- 1. Requests for Consent navigation tab
  - When selected, click "Requests for Consent" from the drop-down menu
  - Clicking a form will take you directly to the submission page for that specific form
- 2. Click the "Submit a Request for Consent" button

#### **Requests For Consent**

Please complete the appropriate form based on the type of request. If you have your own internal form for a consent type that has a standard DCFS form, submit it as an attachment with the DCFS form submission. If you do not receive a consent within 5-7 business days, please call the Consent Unit Hotline. Do not re-submit a request within that timeframe. Do not use acromyma anywhere in the request. Requests are processed Monday - Friday 8:30am - 5:00pm CST.

#### For emergency requests listed below, including same day routine or primary care, please call the consent unit hotline Monday-Friday from 8:30am - 4:30pm at (800) 828-2179. For after hours / state holidays, call (866) 503-0184.

Psychiatric or medical hospital admissions
 Emergency room, urgent care, convenient care, prompt care, express care, immediat

Emergency room,
 Same day routine
 Transport child

For a step-by-step guide of how to submit a request for consent, click here.

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 Requests



## Step 5: View the "Requests for Consent" Page

- This page includes important instructions related all consent requests and a button for each request type
- There are seven consent request form options you may submit through the Portal
- To access a consent request form, click the button for the desired consent type
- "Other Requests" are for consents that don't have an official CFS form
- You **do not** need to fill out the CFS form prior to submitting your request through the Portal

## Step 6: Navigate to the "Contact Us" Page

- Click Contact Us to find contact details for where you can get additional support
- For consent-related needs, reference the instructions on each CFS form page and the FAQ document
- The Consent Unit Hotline is available Monday-Friday, 8:30 am-4:30pm CST at: 1 (800) 828-2179
- After-hour emergency requests can be submitted via the CIRU Hotline at: (866) 503-0184 or fax (312) 328-2124

Note: Requestors with visual impairments are recommended to use tabbing functionality to navigate the Guardian Consent Portal



# Submitting a request via the Guardian Consent Portal (Page 1 of 2)

This guide illustrates how to submit a consent request through the Guardian Consent Portal.

600-3 Release of Information

### Step 1: Navigate to the Form Submission

There are two ways to navigate to the form submission page to submit a request:

- 1. Click the *Requests for Consent* navigation tab and select the appropriate consent type from the drop-down menu
- 2. Click the *Submit a Request for Consent* button beneath the welcome message. This will take you to the request for consent page. From there, select the button for the consent type you would like to submit

## 3

### CFS 415: Ordinary and Routine Medical and Dental Care

#### Please read the instructions below prior to completing the request. Failure to follow instructions may result in a processing delay.

#### Instruction

Only submit a request for consent for a current provider(s). Do not submit a request for emergency rooms, or urgent, immediate or convenient care providers. Do not use acronyms anywhere in the request. If you are submitting a request for HIV testing, please read the DCFS risk factors for HIV testing by clicking <u>HERE</u>.

Ordinary and Routine medical and dental care includes, but is not limited to:

- 1. Physical and dental examinations
- Remedial treatment for minor illnesses
   Immunizations and related diagnostics laboratory tests, including HIV testing when risk factors are present

This type of request for consent is NOT valid for the following items. Please call the consent unit hotline Monday - Friday from 8:30am-4:30pm at (800) 828-2179. For after hours / state holidays, call (866) 503-0184:

1. Emergency room

2. Urgent care, prompt care, express care, immediate care 3. Walk in clinic

This type of request for consent is NOT valid for the following items. Please complete a CFS 431 request for these categories: 1. Surgery/Procedure 2. Anosthosia

Anesthesia
 Blood transfusions
 Tooth extractions

5. DNA Testing 6. Sleep Study

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Form Submission	
Requestor Information	
First Name *	
Last Name *	
Email *	
rease ase an nimoragev chain in possible. The compreted conserve will be retained to this chain.	
Phone Number * Please provide a direct phone number, and phone extension if applicable, where the requestor can be reached in case additional information is needed to process the req	uest
Provide a telephone number	
Phone Extension	
Fax	
Next	

# Step 2: Read the Form Instructions Prior to Submitting the Consent Request

- Each consent request form has specific instructions at the top of the page
- Please read all instructions before starting to ensure you are completing the correct form and have all the information needed to submit the request, as your data will not be saved if you leave the page
- You do not need to fill out the CFS form prior to submitting your request through the Portal
- After 15 minutes of inactivity, the page will timeout and progress will be lost

## **Step 3: Begin Populating Form Details**

- Each form starts with *Requestor Information*, which captures details about the person completing the request
- The *Email* field on this page is where the submission confirmation will be sent, along with a copy of the CFS form; please use an Illinois.gov email if available
- Forms includes various field types, including free text, date fields, fields with character limits, upload buttons, multiselect and single-select dropdown fields
- Some fields have additional help text that instruct the requestor what to input



## Submitting a request via the Guardian Consent Portal (Page 2 of 2)

This guide illustrates how to submit a consent request through the Guardian Consent Portal.

Youth Information First Name *		<ul> <li>Step 4: Navigate Between Form Steps</li> <li>The Next button will advance the users to</li> </ul>
Last Name *  Date of Birth *  M/D/YYYY  DCFS/CYCIS ID If available, please include the youth's DCFS ID. ID must be 8 characters and cannot end in 00.  Previous Next		<ul> <li>the next form step, once all required fields have been filled with appropriately formatted data</li> <li>The <i>Next</i> button behaves like "save &amp; continue"; refreshing the page will clear the data entered in form fields on the current page, but all data entered on previous steps will remain</li> <li>The <i>Previous</i> button will return the user to the previous page; any data previously entered on a prior page will still be visible in the form fields</li> </ul>
The form could not be submitted for the following reasons: Last Name is a required field. Date of filth must have a valid date format. Example: 325/2025 The DCFSC/CISID entered is not in the correct format. Youth Information		Step 5: Validate Form Inputs <ul> <li>Fields that are required will have a red</li> </ul>
Previous Next		<ul> <li>asterisk; optional fields will not</li> <li>An error message will appear above the form if there is invalid or missing data when the <i>Next</i> button is clicked</li> </ul>
Senerate a new image   Play the audio code   Enter the code from the image     Frevious Submit  Form Submission Your request, confirmation #11365559W3, has been successfully submitted. Please check the email provided for a record of your request.		<ul> <li>Step 6: Complete CAPTCHA Verification and Confirm the Submission</li> <li>Prior to submitting a request form, the user will be prompted to enter a code from the displayed image</li> <li>This prevents the submission of false requests by verifying human users</li> <li>After clicking <i>Submit</i>, a unique confirmation number will be displayed</li> <li>Save this confirmation number! A confirmation email containing a copy of the CFS form will be sent to the email address that the Requestor provided at</li> </ul>
,	Set of Birth*   MVDVVVV   Dise of Birth*   MVDVVVV   D'F provide   T' provide   T' provide   T' provide   Next     * The form could not be submitted for the following reasons:   Lattice   Lattice   Lattice   Birth**   (* The form could not be submitted for the following reasons:   Lattice   Lattice   Lattice   Lattice   Difference   Lattice   L	In the second secon

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# **Getting Help with the Guardian Consent Portal (Page 1 of 1)**

This guide outlines the different contacts that can provide with consent-related support, and who to reach out to with questions about the Guardian Consent Portal.



# For general questions about the Guardian Consent Portal, or the process of requesting consent from the DCFS Guardian Consent Unit:

Refer to the Illinois DCFS Guardian Consent Unit – Frequently Asked Questions (FAQ) guide Resource: IL DCFS Guardian Consent Unit FAQ

# For questions related to obtaining consent for a youth in care, or the status of a consent request you submitted:

Call the Consent Unit Hotline

• Phone: 1 (800) 828-2179

Hours: Monday – Friday, 8:30am - 4:30pm CST

\*Helpful Tip: make sure to have your confirmation number ready to check the status of a request submitted through the Guardian Consent Portal

## Sor obtaining consent for an after-hours emergency:

Call the Child Intake Recovery Unit (CIRU)

- Phone: 1 (866) 503-0184
- Fax: 1 (312) 328-2124

## Hours:

Monday – Friday, 4:30pm - 8:30am CST Saturday, Sunday & Holidays - 24 hours

# For questions about the way the Guardian Consent Portal is functioning, or about a submission confirmation email:

Contact the DCFS Guardian Consent Portal Support Inbox

• Email: dcfs.ilcguardianconsentportalsupport@illinois.gov