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**STATE OF ILLINOIS**

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**OFFICE OF THE AUDITOR GENERAL**

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**MANAGEMENT AUDIT**

**DEPARTMENT OF CHILDREN AND FAMILY SERVICES'  
SEARCH FOR MISSING CHILDREN**

**COMPLIANCE WITH RULES AND PROCEDURES**

**DECEMBER 2014**

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**WILLIAM G. HOLLAND**

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**AUDITOR GENERAL**

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OFFICE OF THE AUDITOR GENERAL  
WILLIAM G. HOLLAND

*To the Legislative Audit Commission, the Speaker  
and Minority Leader of the House of  
Representatives, the President and Minority Leader  
of the Senate, the members of the General  
Assembly, and the Governor:*

This is our report of the Management Audit of the Department of Children and Family Services' Search for Missing Children. The audit was conducted pursuant to House Resolution Number 120, which was adopted on May 22, 2013.

The audit was conducted in accordance with generally accepted government auditing standards and the audit standards promulgated by the Office of the Auditor General at 74 Ill. Adm. Code 420.310.

The report for this audit is transmitted in conformance with Section 3-14 of the Illinois State Auditing Act.

A handwritten signature in blue ink, appearing to read "William G. Holland". The signature is stylized and includes a large, sweeping flourish on the right side.

WILLIAM G. HOLLAND  
Auditor General

Springfield, Illinois  
December 2014





STATE OF ILLINOIS  
OFFICE OF THE  
**AUDITOR GENERAL**

William G. Holland, Auditor General

**SUMMARY REPORT DIGEST**

**Department of Children and Family Services'  
SEARCH FOR MISSING CHILDREN**

**MANAGEMENT AUDIT**

**Release Date: December 2014**

**SYNOPSIS**

House Resolution Number 120 directed the Office of the Auditor General to conduct a management audit of the Department of Children and Family Services' (DCFS) search for missing children. The Resolution asked the audit to determine the following for calendar years 2011–2012: (1) the number of children reported missing; (2) whether timely reports of missing children were made to required parties; and (3) the steps followed to locate and recover missing children, including compliance with procedures.

DCFS' goal is to provide for the well-being of children (State wards) in foster or substitute care who cannot return home safely and also to support child-abuse prevention. DCFS procedures state that missing wards are at great risk of victimization and exploitation and emphasizes timely action to reduce risks to missing wards. This audit found that compliance with procedures was not always documented, there was a lack of dates to determine if reporting was performed in a timely manner, data on missing wards was not always reliable, and the Department had not evaluated the program to search for missing wards.

- 1. Number of Missing Children:** DCFS did not report the number of wards missing in a given year. DCFS used daily lists of missing wards which showed about 230 wards were missing each day. These missing wards were *not all runaways* but included wards whose caregivers did not know their whereabouts.
  - DCFS estimated that over the two year audit period, there were approximately 26,500 to 29,200 run incidents involving about 2,800 to 3,100 State wards. However, these data sources had limitations.
  - Some wards may be missing for less than a day, while other wards may be missing for weeks or months.
- 2. Timeliness of Reports to Required Parties:** When a ward goes missing, caseworkers need to report to required parties (such as police, National Center for Missing and Exploited Children (NCMEC), guardian, courts) within the time stated in DCFS procedures, typically "*immediately*" or "*within two working days.*"
  - To determine if wards were reported to required parties in a timely manner, the date when the caseworker *learned* that a ward was reported missing is required. However, this date was not documented by DCFS.
  - Without this date, it is not possible to determine whether caseworkers are meeting established time requirements for reporting missing wards to required parties (such as police, NCMEC, guardian, courts).
- 3. Compliance:** In 47 of 100 cases sampled, caseworkers did not complete the DCFS missing child report within two working days, as required by procedure, but averaged six work days (longest took 98 work days).
  - In 96 of 100 cases sampled, we did not find evidence of supervisors' confirmation that the initial required reports (such as to police, NCMEC, guardian, courts) by caseworkers had been made.
  - When DCFS determines that a ward is high risk (such as age 13 or younger, medical condition, abducted), supervisors are required to receive daily progress reports from caseworkers. In all 20 high-risk cases sampled, we found insufficient documentation for these daily progress reports being made.

Agency management is responsible for planning, organizing, directing, and controlling its programs. Given the noncompliance with procedures, management controls and monitoring need to be strengthened.



**INTRODUCTION**

The House of Representatives adopted Resolution Number 120 directing the Office of the Auditor General to conduct a management audit of the Department of Children and Family Services' (DCFS) search for missing children. The Resolution directed the audit to determine the following for calendar years 2011–2012: number of children reported missing; whether timely reports of missing children were made to required parties; and the steps followed to locate the missing children, including compliance with rules and procedures.

- DCFS does not distinguish between a runaway ward and a ward whose whereabouts are unknown. The missing wards were *not all runaways* but included wards whose caregivers did not know their whereabouts.
- DCFS did not have reports for agency management on wards missing during a given year.
- Such reports could indicate whether caseworkers were completing missing children reports in a timely manner, along with statistics on missing children/wards which show how long they are typically missing, where they run to, the reasons they run away, etc. (see inset).
- Agency management is responsible for planning, organizing, directing, and controlling its programs. Given the noncompliance with DCFS procedures and a lack of reliable data to determine whether missing child procedures are being followed, management controls need to be strengthened with an increased emphasis on compliance.
- Digest Exhibit 1 summarizes the overall search process for locating missing wards, along with the results of the audit. (Report pages 1 – 6)

Summary AUDIT RESULTS
<ul style="list-style-type: none"> <li>• DCFS did not have reports for management on the total number of missing wards during the year and the location from where they went missing.</li> </ul>
<ul style="list-style-type: none"> <li>• DCFS estimated 2,800 to 3,100 wards went missing 26,500 to 29,200 times during CY 2011-2012 (combined) but the data had limitations and was not complete.</li> </ul>
<ul style="list-style-type: none"> <li>• Procedures establish specific time requirements for caseworkers to report to specific parties, such as "<i>immediately</i>" or "<i>within two working days</i>," but a key date for determining timeliness of search procedures was not recorded – i.e., the <u>date</u> when the caseworker <u>learned</u> that a ward was missing.</li> </ul>
<ul style="list-style-type: none"> <li>• Caseworkers sometimes learned about a missing ward first but did not inform the DCFS Child Location and Support Unit for Missing Children (CLSU).</li> </ul>
<ul style="list-style-type: none"> <li>• There was a lack of documentation to indicate if supervisory review of missing child cases had been performed.</li> </ul>

**These wards were *not all runaways* but included wards whose caregivers did not know their whereabouts.**

**DCFS did not have reports on missing wards for management, such as the total number that went missing during the year and the location from where they went missing.**

<b>Digest Exhibit 1</b>	
<b>OVERALL SUMMARY OF SEARCH PROCESS AND RESULTS OF AUDIT</b>	
<b>SEARCH PROCESS</b>	A missing ward is one who is missing from placement.
Procedure 329.10:	<i>"Children who are missing are at <u>great risk of victimization and exploitation.</u>" [emphasis added]</i>
Procedure 329.30:	<i>"Supervisors and workers are expected to work <u>very aggressively</u> to locate a missing child and return the child to an approved placement." [emphasis added]</i>
A. Caregivers:	Caregivers are required to immediately report any missing ward.
B. Caseworkers:	Caseworkers need to do the following immediately (except as noted): <ol style="list-style-type: none"> <li>1. Check/file missing person report; provide police a photo of ward.</li> <li>2. Contact CLSU (Child Location &amp; Support Unit for Missing Children).</li> <li>3. Contact NCMEC (National Center for Missing and Exploited Children).</li> <li>4. Notify child's legal parents/guardian.</li> <li>5. Complete DCFS UIR (Unusual Incident Report) in 2 working days.</li> <li>6. After 24 hours, stop payment for ward's room and board.</li> <li>7. Request juvenile court for a child protection warrant in 2 work days.</li> </ol>
C. Supervisors:	<ol style="list-style-type: none"> <li>1. Supervisors are required to immediately confirm that caseworker completed all required reports and contacts (shown above).</li> <li>2. Supervisors are to meet with worker <u>weekly</u> to assist search.</li> <li>3. Supervisors must document all meetings with workers in case file.</li> <li>4. If ward is high risk (under age 13, health issues), caseworker must provide <u>daily</u> progress reports on the search to supervisor.</li> </ol>
D. Child Location and Support Unit (CLSU):	<ul style="list-style-type: none"> <li>• When notified of missing ward, CLSU will send to caseworker the main search form, CFS 1014 missing child report, to complete within 2 working days and will monitor search efforts.</li> <li>• If a ward is missing after a week CLSU will send CFS 1014 Part II.</li> </ul>
<b>NUMBER MISSING</b>	DCFS did not count the total number of missing wards in a year.
Audit period was CY 2011-2012	<ul style="list-style-type: none"> <li>• 26,500 to 29,200 <b>run incidents</b> reported based on different data.</li> <li>• 2,800 to 3,100 <b>wards</b> reported missing during the audit period.</li> <li>• DCFS uses 2 daily reports; a May 14, 2014 report showed a total of 240 wards were missing: 41 for 100 to 365 days, 7 for 1 to 6 years.</li> </ul>
<b>AUDIT RESULTS</b>	The audit sampled 100 cases (run incidents).
The audit showed the following:	<ul style="list-style-type: none"> <li>• No date was recorded when caseworker first learned that a ward had gone missing, preventing us from determining timeliness.</li> <li>• Procedures require caseworkers to inform the CLSU immediately upon learning about a missing ward but they did not always do so. <ul style="list-style-type: none"> <li>– Date CLSU was notified was not recorded in 39% of cases.</li> <li>– One worker did not notify CLSU for 17 working days.</li> </ul> </li> <li>• 76% of cases lacked evidence that photos were provided to police.</li> <li>• 76% of cases had case notes that did not appear under the correct run incident (called the "Report ID Number").</li> <li>• 47% of missing child reports not completed within 2 work days per procedure but averaged 6 work days; longest was 98 work days.</li> <li>• 28% of cases had more than 1 date for when ward went missing.</li> <li>• 70% of cases did not show a required medical exam scheduled.</li> <li>• Over 90% of cases lacked sufficient documentation of supervisors: (1) confirming that caseworkers completed required initial reports; (2) receiving daily reports on high risk wards (under age 13); and (3) having weekly meetings with workers for wards still missing.</li> <li>• 78% of cases did not have evidence of debriefing ward after run.</li> </ul>
Source: Summary of audit results.	

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## BACKGROUND

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The Illinois Administrative Code establishes the procedures to follow when a child for whom DCFS is legally responsible (called a State ward) goes missing. DCFS procedures require that when a ward goes missing, caregivers contact the police, caseworker, and its Child Location and Support Unit for Missing Children (CLSU). If the intent to run has been established, the child/ward is considered a runaway.

**Caregivers are required to contact the Child Location and Support Unit for Missing Children (CLSU) to report a missing ward.**

DCFS Procedure 329 titled “Locating and Returning Missing, Runaway, and Abducted Children” states “*The purpose of these procedures is to establish requirements and provide instructions for Department and Purchase of Service (POS) staff when children for whom the Department is legally responsible are reported or believed to be missing, runaway, or abducted.*” [emphasis added]

These procedures include the steps to follow when searching for a missing child, such as who to contact, amount of time to complete the contacts, and supervisory reviews that must be performed and documented. (p. 7)

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## NUMBER OF MISSING WARDS

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House Resolution Number 120 asked for “*The number of children who were reported as missing, runaway, or abducted . . .*” in calendar years 2011 and 2012. DCFS did not have a report on the total number of wards missing during a week, month, or year. Consequently, DCFS was unable to provide an accurate number of wards who were missing. Depending on the DCFS data source, approximately 2,773 to 3,126 wards were reported to be missing about 26,491 to 29,201 times over the two years (combined).

**DCFS data sources indicated that about 2,800 to 3,100 wards went missing 26,500 to 29,200 times over the two year (2011-2012) audit period.**

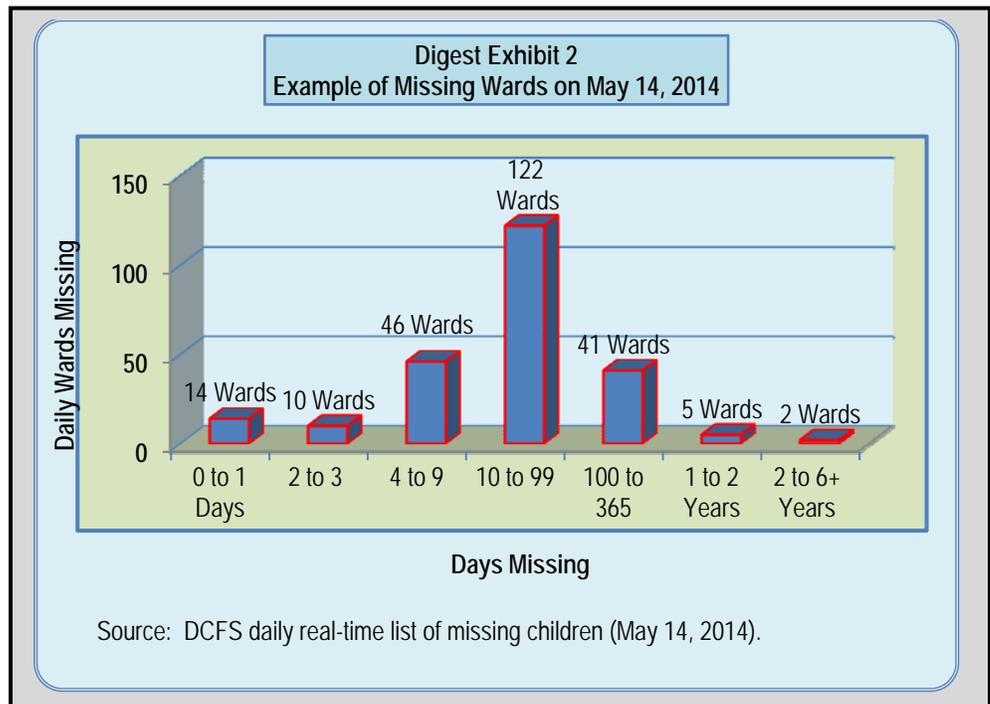
We reviewed four sources of data to identify the number of wards that were reported missing. However, each of the four sources had limitations which prevented us from making the determination required by House Resolution Number 120 on the number who went missing in 2011 and 2012:

1. **CFS 906 List.** DCFS had a list of CFS 906 forms completed to stop payments for room and board of wards that were missing. There were over 10,000 CFS 906 forms completed for wards that had gone missing during our audit period. We did not use this list as it excluded run incidents because the CFS 906 forms are required to be completed for wards missing over 24 hours.

2. **Daily Lists.** DCFS generates two real-time lists of missing wards which contain: (1) wards for whom a CFS 906 has not yet been completed, and (2) wards that are generally missing longer and DCFS has **completed** a CFS 906 form (to stop paying for their room and board). After a CFS 906 form is completed to stop payment, the ward would be moved from the first list to the second list.

Approximately 230 wards were missing on any day with about 40 new wards reported missing each day.

- These active lists were not retained from which an annual figure could be derived. The CLSU administrator indicated there were approximately 230 wards missing on any day and about 40 new wards were reported missing each day.
- Some wards may be missing for less than a day (e.g., was with a friend without informing the caregiver), while other wards may be missing for weeks. Digest Exhibit 2 summarizes the length of time wards were missing on May 14, 2014.



3. **Missing Child Database (MCD).** The MCD was used by the CLSU during the audit period. However, in April 2013, data in the MCD was transferred to the Statewide Automated Child Welfare Information System (SACWIS) and the MCD is no longer used.

- The MCD was a stand-alone database which did not have required fields as does SACWIS. It had long notes/text strings which made it difficult to match all the information for a run when data was transferred to SACWIS.

- The MCD contained almost 26,500 incidents of missing wards during our two-year audit period.
  - A DCFS official acknowledged that the MCD database had data integrity issues.
4. **SACWIS.** SACWIS is the agency’s current information system which shows over 29,000 incidents of wards reported missing in 2011 and 2012.
- When the MCD data was transferred into SACWIS in April 2013, the data did not transfer properly.
  - Multiple runs in MCD could have been combined into one report number in SACWIS or could have appeared under two Report ID numbers.
  - Our review found that 92 wards that had a CFS 906 form completed to stop their room and board payments were not included in the SACWIS missing children list.

While daily lists may serve the CLSU’s needs to monitor and track missing wards on a given day, capturing this information on annual basis would provide useful information to DCFS management. The CLSU does not prepare routine reports for management regarding missing wards which could identify:

- If the total number of missing wards is increasing or decreasing annually;
- If the agency has allocated sufficient resources to handle missing wards;
- If there are facilities from which wards run away more or less often;
- If some facilities need additional monitoring or corrective action; and
- If DCFS needs to make any policy changes regarding missing wards. (pp. 28 – 31)

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#### RECOMMENDATION

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***DCFS should report the number of missing wards annually to its management, as well as other information which may be needed to effectively carry out its responsibilities regarding missing children.***

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## DATA ACCURACY

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The audit identified issues which impacted the accuracy of data on missing wards. Some case files showed different dates for when the ward was reported missing, such as in the CFS 1014 Missing Children Recovery Report, in the CFS 906 form completed to stop payment, or in SACWIS case notes. DCFS stated the reason for the differences could be typos, or dates entered by different workers, or involve a ward who ran away multiple times but only some of the incidents were recorded (i.e., ward went missing, was brought back but went missing again, such as within hours).

- **Multiple Dates.** In our random sample of 100 cases, there was more than one date for when 28 wards went missing in different DCFS documents. For 4 of these 28 cases, the missing date varied by at least 10 days in agency documents, including a 43-day difference between dates for one missing ward.
- **Data Organization.** The audit found 76 of 100 cases sampled (76%) contained case notes in SACWIS which did not appear to be grouped with the correct report. The case notes in MCD were not always separated for each individual run incident. The MCD had notes in one long string and SACWIS put these notes in “containers” within different Report ID’s so information about a particular run would be under a particular number.
- **Abductions.** During 2011-2012, DCFS classified 61 of the more than 29,000 total cases as abductions. This audit found that DCFS misclassified 40 of these 61 cases as abductions.
  - DCFS documents, such as the CFS 906 form used to stop room and board payments and/or SACWIS case notes, showed that 40 of these 61 cases were wards who were missing, not abducted.
  - Agency officials noted that no ward had been abducted by a stranger either during the audit period or in recent memory but were taken by parents or family members lacking custody.
- **Multiple CFS 1014 Forms.** There were other issues which showed that the data had errors. Each Report ID number should contain only one CFS 1014 missing child report; however, auditors identified 64 of 10,012 Report ID numbers that contained multiple CFS 1014 reports.

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**RECOMMENDATION**

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*DCFS should emphasize to those involved in reporting and locating missing children to accurately record all information.*

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For reports to be useful and effective, the data contained in them must be accurate. DCFS needs to emphasize to employees the importance of entering data correctly and require supervisors to check that the data is in fact entered accurately. (pp. 34 – 37)

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**DCFS NOTIFICATION**

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DCFS Procedure 329.30(a) requires caregivers to notify the police, the caseworker, and the Child Location and Support Unit if the whereabouts of a ward become unknown (the CLSU is now renamed CIRU). However, we did not find that the CLSU was always notified when a ward went missing.

The CLSU was the agency's support unit when searching for missing wards and sent caseworkers the CFS 1014 missing child report to complete as they began searching for missing wards. Caseworkers record the dates they contact/notify/report the missing wards to police, NCMEC, parents/guardian, court, etc. The CLSU also sent a weekly follow up for caseworkers to complete, called the CFS 1014, Part II, Location Efforts.

DCFS procedures state that the caregiver should immediately report a missing ward to the CLSU; however, the date the CLSU was notified was not found in 39 of 100 cases sampled. A lack of notification to the CLSU can prevent or delay searching for the missing ward as the CLSU oversaw the search for missing wards.

DCFS Procedure 329.30(b)(2) states that a caseworker should immediately contact the CLSU upon learning that a ward is missing. However, caseworkers began searching for missing wards up to 17 working days before notifying the CLSU that a ward was missing. During this time the caseworkers may have submitted missing person reports, contacted parents or guardians, requested Child Protection Warrants from juvenile courts, and completed CFS 119 Unusual Incident Reports (UIR) without notifying the CLSU. (pp. 41 – 42)

#### REPORTING FOR CAREGIVERS

##### DCFS Procedure 329.30(a)

*"Caregivers, including foster parents, relative caregivers, and staff of residential facilities, shall immediately report any missing child/youth to:*

- 1) *The local law enforcement;*
- 2) *The child's case manager/worker; and*
- 3) *The Helpline of the Child Location and Support Unit for Missing Children (1-866-503-0184).*

*Caregivers shall obtain the number of the missing person report from the law enforcement officer taking the report and provide the report number to the CLSU Helpline."*

**In 39 of 100 cases sampled the date that the CLSU was notified that a child was missing was not found.**

#### RECOMMENDATION

***DCFS should improve controls to ensure that the CIRU is immediately informed when a DCFS caseworker is notified that a ward has gone missing.***

## CASEWORKER LEARNED ABOUT MISSING WARD

The date when the caseworker first learned about a ward being missing was not documented. Knowing the date/time when the caseworker learned is needed to determine if caseworkers contacted the required parties (e.g., police, NCMEC, parent/guardian, courts) in a timely manner.

As noted in DCFS Procedure 329.10, "*Children who are missing are at great risk of victimization and exploitation. This is especially true for children who are identified as "high risk". Because of the potential dangers to the child, the child's worker is to consider a missing or abducted child as a major event that requires intensive intervention.*" [emphasis added]

**The date when the caseworker first learned about a ward being missing was not documented. This date is needed to determine if required parties were contacted (i.e., reports were made) in a timely manner.**

Auditors asked where we could find the date when the worker learned about the missing ward; DCFS said that “All of this information should be recorded in the SACWIS case notes, there is not a specific area in the notes for the documentation, but it should be documented.” However, in our sample, auditors did not find a date recorded in the applicable SACWIS reports or in the case notes for when the caseworker first learned the ward was missing.

**Recording the date that the caseworker learned is necessary because supervisors and management need this information to determine if procedures were being followed in a timely manner.**

Recording the date that the caseworker learned is necessary because supervisors and management need this information to determine if procedures were being followed in a **timely** manner. Although all the required parties were contacted in our sample by caseworkers, we could not assess the timeliness of reporting missing wards to the required parties.

One respondent in our survey noted that some workers have a very high caseload and are constantly in the field, or court, or visiting clients. These other assignments may delay beginning the search immediately, as required by procedures.

DCFS Procedure 329 states that all those involved need to work aggressively to find a missing child: “Supervisors and workers are expected to work very aggressively to locate a missing child and return the child to an approved placement” as children who are missing are at great risk of victimization and exploitation. A step needs to be added for the caseworker or his/her supervisor to reply to the CLSU to indicate if they anticipate any delays (such as due to scheduled days off or other assignments), so the CLSU is informed and can pursue alternatives if necessary. (pp. 42 – 44)

<b>WHEN CASEWORKER “LEARNS”</b>
<b>DCFS Procedure 329.30(b)</b>
<i>“When a worker . . . learns that a child/youth for whom the Department is legally responsible . . . is missing, the worker shall <u>immediately</u>:</i>
1) <i>Contact law enforcement . . . to verify that a missing person report has been filed [or file one if needed]. . . .</i>
2) <i>Contact the CLSU Helpline . . . .</i>
3) <i>Contact the National Center for Missing and Exploited Children (NCMEC) . . . .</i>
4) <i>Notify the child’s legal parents, guardian . . . .</i>
5) <i>Complete the CFS 119 Unusual Incident Report (UIR). . . . [in two working days]</i>
6) <i>Once the child has been missing for 24 hours, complete the CFS 906 . . . .</i>
7) <i>Request the Juvenile Court of Jurisdiction to issue a Child Protection Warrant within two working days.”</i> [emphasis added]

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## AUDIT SAMPLE OF MISSING WARDS

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Audit Determination Number Two asked whether reporting requirements were completed in a timely manner. We randomly sampled 100 cases with a completed missing child report (CFS 1014) during the audit period and the average age of the wards in our sample was 17. The sample included 20 wards that DCFS marked as high risk, including wards that had several risk factors, such as mental health issues, pregnant, and parenting.

Having accurate dates for missing wards is important as noted by DCFS Procedure 329 which emphasizes finding a missing ward quickly. DCFS has established timelines for reporting to required parties either “immediately” (police, NCMEC, guardian) or within two working days (juvenile court, DCFS). Accurate dates are also needed for agency management to assess if procedures are performed in a timely manner.

**Having accurate dates for missing wards is important, as noted by DCFS Procedure 329 which emphasizes finding a missing ward quickly.**

### Date CLSU Notified

In 39 of 100 cases sampled, the **date** the CLSU was notified about a missing ward was not available. Auditors found that in 34 of these 39 cases the CLSU was notified but could not determine the date when it was notified, while in the remaining 5 cases there was no evidence in the file to support that the CLSU was notified at all.

### Other Compliance Testing

The audit found other non-compliance issues in our sample. For example there was a lack of documentation to show if photographs were provided to police and if the LEADS (Law Enforcement Agency Data System) number was obtained. Likewise, for 76 of 100 cases sampled, we could not determine if the missing ward’s photograph was provided to police as it was not noted on the CFS 1014 missing child report.

Procedure 329.30(d)(1) states that the CLSU will send the CFS 1014 Missing Children Recovery Report form to the caseworker when notified that a ward is missing. Workers are required to return it within two working days. Also, in our sample, for those cases which had dates, the CLSU sent the CFS 1014 missing child report form to caseworkers within two working days after being notified that a ward was missing.

DCFS has established requirements in its procedures for caseworkers to report missing wards to specified parties within two

**RECOMMENDATION**

**DCFS should require supervisors to document their review.**

working days. The Department should remind caseworkers of the requirements, and instruct supervisors to check and sign off on the CFS 1014 missing child report to determine if compliance has been achieved in a timely manner. (pp. 44 – 47)

**INTERNAL AGENCY REPORTS**

Caseworkers are required to complete internal reports and forms on missing wards; however, the audit sample found they were not always completed within the time specified in DCFS procedures (see Digest Exhibit 3):

Digest Exhibit 3 AGENCY FORMS FOR MISSING CHILDREN SAMPLED Calendar Years 2011 and 2012							
1	2	3	4	5	6	7	
Requirement	Time to Report (Procedures)	Total	N/A	Unable to Determine	Completed Timely	Completed Late	or Not Completed
CFS 1014 Part I	2 Working Days	100	0	0	53	47	47%
CFS 1014 Part III	2 Working Days	100	4 <sup>1</sup>	0	94	2	2%
Medical Exam	Upon Return	100	4 <sup>1</sup>	0	29	67	70%
CFS 680-A	Upon Return	100	4 <sup>1</sup>	0	21	75	78%
<b>Note:</b> <sup>1</sup> Two CFS 1014 (Part III) Recovery reports were not issued, 1 was pending and 1 was marked "Entered in Error."							
Source: Sample of DCFS missing children.							

- CFS 1014 (Part I) Missing Children Recovery Report –**  
Procedures call for caseworkers to complete Part I of the CFS 1014 report to CLSU within two working days. The average time for completing the report for all sampled cases was six working days, with the longest being 98 working days. The CFS 1014 was completed:

  - Timely .....53 of 100 cases (53%)
  - Late .....47 of 100 cases (47%)
- CFS 1014 (Part III) Missing Children Recovery Report –**  
Procedures call for caseworker to complete Part III of the CFS 1014 within two working days of receipt. For the 96 applicable cases sampled, these reports were completed:

  - Timely .....94 of 96 cases (98%)
  - Late .....2 of 96 cases (2%)
- Medical Exam –** Procedures call for the caseworker to schedule a medical exam when a ward has returned. Auditors tested whether

the box associated with the exam was checked on the CFS 1014 (Part III) Recovery report and found the medical exam box was:

- Tick marked as completed .....29 of 96 cases (30%)
- Not tick marked as completed.....67 of 96 cases (70%)

- **CFS 680-A Debriefing Form** – Procedures call for the caseworker to conduct a thorough follow-up interview with the ward when the ward has returned. After a ward is located, caseworkers are required to debrief (interview) the ward using a CFS 680-A form. Auditors checked whether the box associated with the 680-A form was tick marked on the CFS 1014 (Part III) Recovery report and found:
  - Tick marked as completed .....21 of 96 cases (22%)
  - Not tick marked as completed.....75 of 96 cases (78%) (pp. 47 – 50)

**RECOMMENDATION**

***DCFS should ensure that all its internal forms are completed in a timely manner, as specified in procedures.***

**SUPERVISORY REVIEW**

DCFS procedures require that when a caseworker notifies a supervisor that a ward is missing, the supervisor will immediately confirm that the caseworker has completed all the required reports and contacts (e.g., police, parent or guardian, NCMEC, juvenile court) and assist in developing strategies to locate the ward quickly.

If the ward is still missing, supervisors should continue to meet with caseworkers each week. For high-risk wards (e.g., age 13 or younger, medical condition, abducted, pregnant, parenting) that are missing, a **daily** progress report is required: *“If the child is high-risk, the worker must provide daily progress reports to the supervisor regarding efforts to locate the child.”* (Procedure 329.40(a))

<p><b>REQUIREMENTS FOR SUPERVISORS</b></p> <p>DCFS Procedure 329.30(c)</p> <p><i>“Upon notification by the worker that a child is missing, the supervisor will immediately confirm that the worker has completed all the required reports and contacts . . . .”</i></p>
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DCFS Procedure 329.30(c)(2) requires that all the supervisory meetings with caseworkers be documented: *“All supervisory meetings must be documented in the case file and the supervisory file.”* Our random sample of 100 cases found that 95 percent of the cases had insufficient documentation of supervisory review (see Digest Exhibit 4).

**95% of the cases sampled had insufficient documentation of supervisory review.**

Digest Exhibit 4 SUPERVISORY REVIEW OF MISSING CHILDREN SAMPLED Calendar Years 2011 and 2012						
1	2	3	4	5	6	
Requirement	Time Limit to Review (Procedures)	Total Cases	Not Applicable	Sufficient Review	Not Documented	
					Cases	Percent
Initial Confirmation	Immediately <sup>1</sup>	100	0	4	96	96%
Weekly Meetings	Weekly	100	13 <sup>2</sup>	4	83	95%
High Risk	Daily	100	80 <sup>3</sup>	0	20	100%
<b>Notes:</b>						
<sup>1</sup> When procedures were required to be completed "immediately," auditors allowed one work day for the purposes of this testing.						
<sup>2</sup> Weekly meetings were not needed for wards that were found within a week.						
<sup>3</sup> 80 cases were <u>not</u> high risk.						
Source: Sample of DCFS missing children.						

Supervisors should document their review of the work of caseworkers to ensure that caseworkers have completed their reports and contacts in a timely manner and that they are complete and accurate.

**RECOMMENDATION**

***DCFS should comply with its written procedures which require that supervisory meetings with caseworkers be documented.***

DCFS employees did not follow all procedures when searching for missing wards and the agency needs to establish stronger controls to ensure that they are complying with requirements. DCFS officials indicated that some supervisors may be maintaining their own personal files on wards. (pp. 50 – 53)

**TRAINING**

The CLSU (now CIRU) supports and monitors the search for missing wards. The caseworkers contact people and places where the ward may have run to previously (“grandma’s home”), or check other places where the ward could have currently gone, such as to relatives, friends, neighbors, or even jail.

Given that searching for a missing ward is a priority per Department procedure, particularly because of the risks that missing wards face, the Department needs stronger controls and better oversight, especially given the lack of documentation and compliance that was found during this audit.

DCFS has not conducted formal training for caseworkers on how to complete its forms. Formal training has not been provided in the past 10 years and should be provided to ensure that its procedures are being followed, that the CIRU is notified immediately when a ward goes missing, and that other procedures are understood and followed

so that the search can commence immediately in compliance with procedures.

In addition, the process for searching for missing wards has not been internally reviewed in years and CIRU managers have not conducted an assessment to determine if caseworkers are complying with procedures. Work that is not reviewed by managers can appear to employees to be lower management priority, which searching for missing wards is not. Given the risks posed to wards that go missing, DCFS management needs to be informed whether those involved in the search for missing wards are complying with procedure. (p. 53 – 54)

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## CONCLUSION

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In 2011-2012, there were over 26,000 wards reported to have gone missing. Generally, these wards were missing from placement and referred to by DCFS as Whereabouts Unknown (or WUK).

DCFS procedures do not distinguish between wards that go missing chronically and those that go missing rarely or just once. The CIRU program manager said he would also like data that can show which wards are truly missing and which ones are just not where they are supposed to be.

Furthermore, some wards are older, aged 18 and older (adults), who are in independent living facilities which are not subject to daily monitoring but are checked periodically. The same procedures that apply to younger wards also apply to these older wards which may not always fit the circumstances.

Not all the search procedures were entirely clear to some caseworkers; for example, one considered the term *immediately* in DCFS procedures to mean within 24 hours, another considered it to be as soon as practical given other priorities, while others thought a month could be immediate for individuals who were in independent living. DCFS could provide clarification and training on its expectations, and procedures may be updated. (pp. 54 – 56)

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## RECOMMENDATION

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***Given the lack of documentation and noncompliance found in this audit, DCFS should:***

- ***provide training to its caseworkers and supervisors on missing children;***
- ***review its search procedures; and***
- ***have a unit report compliance to management.***

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## RECOMMENDATIONS

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House Resolution Number 120 directed the audit to determine the number of children reported missing in 2011–2012, whether reports of missing children were made in a timely manner, and

determine the steps followed to locate and recover missing children, including compliance with its rules and procedures. This audit made nine recommendations pertaining to these issues. DCFS agreed with the recommendations and stated that it would review and revise its procedures and provide training to staff.



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WILLIAM G. HOLLAND  
Auditor General

WGH:mad

This audit was conducted by the staff of the Office of the Auditor General.

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<b>GLOSSARY</b>	
<b>Terminology</b>	<b>Description</b>
Caregiver	Person responsible for the day-to-day care of children and youth for whom the Department is legally responsible. This includes foster parents, relative caregivers, and administrators of group homes, child care institutions, and child welfare agencies.
Case Assignment and Payment Unit (CAPU)	When a child comes into DCFS care, the case goes to the Case Assignment and Payment Unit (CAPU) for assignment to DCFS or POS agency.
Caseworker	Responsible for managing the child's case. If a child goes missing, caseworkers search for the missing child and contact required parties. A caseworker may be a DCFS employee or a private provider called Purchase of Service (POS) provider.
CFS 680-A	The CFS 680-A form is completed to debrief (interview) a ward when found to determine why s/he ran away.
CFS 906 form	The CFS 906 is a form used to start and stop payment for wards in substitute care. This form is required to be completed within 48 hours after the child goes missing.
CFS 1014 form Part I – Missing Children Recovery Report form	The CFS 1014 Part I is the primary form to document the initial notifications when a ward goes missing (e.g., it's like the DCFS checklist) and is called the "Initial 1014." The Child Location and Support Unit issues this form to the caseworkers upon learning that a child is missing, such as from a caregiver's call to the hotline. The caseworker has 2 working days to complete the form after receiving it from CLSU.
CFS 1014 form Part II – Location Efforts	The CFS 1014 Part II is also called the "Location Effort" by DCFS. This form is sent by the Child Location and Support Unit to the caseworker to document the search efforts made during the week (e.g., contacting police, youth shelter, friend, relative, school, etc.).
CFS 1014 form Part III – Recovery	Also called "Recovery 1014" by DCFS. This third part of the CFS 1014 form is completed when the child is recovered.
Child Location and Support Unit (CLSU)	The CLSU supports and monitors incidents of missing wards; it is now renamed Child Intake and Recovery Unit (CIRU). CLSU staff receives and documents reports of missing wards, assist efforts to locate wards, and issue paperwork for caseworkers to complete.
Child Protection Warrant (CPW)	The CPW is a form issued by a juvenile judge in the court of jurisdiction to direct law enforcement to take child into custody if located. Procedures require the caseworker to request this warrant for children under age 17, but most counties do not require it; therefore, such counties will not have the CPW.
Executive Statistical Summaries	DCFS releases a report to the public each month which contains point-in-time data about the current DCFS caseload, substitute care statistics, and licensing data.
Missing Child Database (MCD)	The MCD was the database used by Child Location and Support Unit during CY2011 and CY2012 to help search for and locate missing wards. MCD was merged into SACWIS in April 2013.
Missing Person Report (MPR)	A Missing Person Report is filed with the police for a State ward who has gone missing.
National Center for Missing and Exploited Children (NCMEC)	NCMEC was established as a private, nonprofit 501(c)(3) organization to provide services nationwide for families and professionals in the prevention of abducted, endangered, and sexually exploited children. All children missing from care, under the age of 18, must be reported to NCMEC.
Purchase of Service Provider (POS)	A POS is an agency or individual offering services to DCFS clients through a signed contract. POS workers do the same work as DCFS employees and need to follow the same procedures when searching for wards.
Statewide Automated Child Welfare Information System (SACWIS)	SACWIS is the DCFS database which is used for most case management functions. SACWIS has been incorporating many of DCFS' standalone databases (such as MCD) in an effort to fully incorporate all of their functions into a single database.
Supervisor	A supervisor meets with the caseworker to review the missing child case, plan the search, and confirm that the required tasks have been completed.
State Ward	A child who is placed under the care of DCFS by a court.

**Department of Children and Family Services  
LIVING ARRANGEMENT CODES FOR STATE WARDS**

This audit primarily covers the codes that are bolded and shaded in **yellow**.

<b>ABD</b>	<b>Abducted – The child’s whereabouts are unknown and the child is known or believed concealed, detained or removed from the jurisdiction of the court.</b>
ASD	Armed Services Duty
CIL	Community Integrated Living Arrangement – This code is to be used for developmental disabled youth, 18 years of age or older, that have been placed in a CIL approved by the Department and the Illinois Department of Human Services. The Central Office Payment Unit may only enter the CIL living arrangement code.
CUS	College/University Scholarship-DCFS Scholarship Only – This living arrangement code may only be entered by the Central Office Payment Unit.
DEC	Deceased – This code is used to report the death of a child when the Department has an open case and legal responsibility for the child.
DET	Detention Facility/Jail
DRA	Delegated Relative Authority (Do not initiate this code after January 1, 1997.)
FHA	Foster Home Adoptive
FHB	Foster Home Boarding – DCFS
FHI	Foster Home Indian – Licensed, Specified or approved by an Indian child’s tribe.
FHP	Foster Home Boarding – Private Agency
FHS	Foster Home Specialized
GDN	Guardian (Successor) – This program is only offered if they are in a cost- neutrality area described in Rules 302, Section 302.405.
GRH	Group Home
HAP	Home Adoptive Parents – This code is used to report the final living arrangement after adoption is completed. When using this code, do not make an entry for name and address.
HHF	Hospital/Health Facility
HMR	Home of Relative
HMP	Home of Parent – Used also for Adoption Assistance cases.
ICF	Institution – DCFS
IDC	Institution – Committed to the Department of Corrections
ILO	Independent Living Only
IMH	Institution – Department of Mental Health
IPA	Institution – Private Child Care Facility
JTP	Job Training Program – The child is participating in a recognized job training program.
NCF	Nursing Care Facility
OTH	Other
SGH	Subsidized Guardian Home
TLP	Transitional Living Program – Placement approved by a Regional Clinical Services Manager.
UAP	Unauthorized Placement – The child’s whereabouts are known, but the child is living in an unauthorized/ unapproved placement.
<b>WCC</b>	<b>Whereabouts Unknown, Periodic Contact with Caseworker – The child’s whereabouts is unknown, but the child periodically initiates contacts [with] his or her assigned caseworker.</b>
<b>WUK</b>	<b>Whereabouts Unknown – The child’s whereabouts are unknown and the child is not known or believed abducted.</b>
YES	Youth Emergency Shelters
YIC	Youth in College – Placement approved by the Deputy Director of the Division of Educational and Transition Services. (This living arrangement code may only be entered by the Central Office Payment Unit.)
YIE	Youth in Employment – Placement approved by the Deputy Director of the Division of Educational and Transition Services. (This living arrangement code may only be entered by the Central Office Payment Unit.)

Source: DCFS.

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# Chapter 1

## Introduction

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The House of Representatives adopted Resolution Number 120 on May 22, 2013, directing the Office of the Auditor General to conduct a management audit of the Department of Children and Family Services' (DCFS) search for missing children. The resolution directed the audit to determine the following for calendar years 2011 and 2012 (see Appendix A):

1. The number of children who were reported as missing, runaway, or abducted;
2. Whether reports of missing, runaway, or abducted children were made by DCFS to required parties in a timely manner; and
3. The steps followed by DCFS to locate and recover children reported as missing, runaway, or abducted, including complying with its rules and procedures.

MISSING CHILD
DCFS Procedure 329.20
<i>"Missing child means any child up to 21 years of age for whom the Department is legally responsible who is missing without the permission of the child's caregiver or that of the Department. The caregiver or the Department must have reason to suspect that the child has been abducted, has run away, or is considered to be otherwise missing."</i>

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## REPORT CONCLUSIONS

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The Department of Children and Family Services' (DCFS) goal is to provide for the well-being of children in foster or substitute care, provide permanent families for children who cannot return home safely, and support child-abuse prevention efforts.

DCFS' procedures place a high emphasis on timely action to reduce risks to the ward once reported missing from placement (see inset). As such, it is of critical importance that DCFS have strong controls to ensure agency management that the Department's actions pertaining to missing wards are timely and in compliance with procedures.

The audit found that compliance with procedures was not always documented, there was a lack of dates to determine if reporting was performed in a timely manner, data on missing children was not always reliable, and the Department had not evaluated the program to search for missing children.

MISSING CHILDREN ARE AT RISK
DCFS Procedure 329.10
<i>"Children who are missing are at great risk of victimization and exploitation. . . . the child's worker is to consider a missing or abducted child as a major event that requires intensive intervention. . . . [w]orkers and their supervisors are required to notify the individuals, agencies and organizations described in these procedures upon learning that a child is missing." [emphasis added]</i>

1. **Number of Missing Children.** House Resolution Number 120 asked for the number of children who were reported missing during 2011 and 2012.

- DCFS does not track or report the number of wards missing in a given year. During the audit period, DCFS estimated that the number of times that wards went missing ranged from 26,500 to 29,200 and involved approximately 2,800 to 3,100 wards, depending on its data source. However, these data sources had limitations and were not complete.
- DCFS does not distinguish between a runaway ward and a ward whose whereabouts are unknown. The missing wards were *not all runaways* but included wards whose caregivers did not know their whereabouts.
- In April 2013, DCFS transferred data from the Missing Child Database (MCD) used by its central unit, called the Child Location and Support Unit for Missing Children (CLSU), to the Statewide Automated Child Welfare Information System (SACWIS). This caused data conversion problems which affected the accuracy and usefulness of the data. A DCFS official acknowledged data integrity issues with the MCD database.
- DCFS used two real-time daily lists of missing wards which were not retained to derive an annual figure. There were approximately 230 wards missing on any day, including about 40 new wards reported missing each day. Some wards may be missing for less than a day (e.g., out with a friend without the caregiver's knowledge), while other wards may have been missing for weeks, months, or years.
- Our sample of 100 run incidents included 67 cases which showed the date when the ward went missing and the date when the ward was found. The average number of days these sampled wards were missing was one month, with a range from less than one day up to 160 days.

**Summary  
AUDIT RESULTS**

1. **AGENCY:**
  - DCFS did not have reports on missing wards for agency management, such as the total number of wards that went missing during the year and the location from where they went missing.
  - Complete and accurate data on total number of missing wards was not available.
  - DCFS data showed about 2,800 to 3,100 wards went missing 26,500 to 29,200 times during the 2-year audit period of CY 2011-2012.
2. **CASEWORKERS:**
  - Procedures establish specific time requirements for caseworkers to report to specific parties, such as "*immediately*" or "*within two working days*," but a key date for determining timeliness of search procedures was not recorded – i.e., the date when the caseworker learned that a ward was missing.
  - Caseworkers sometimes learned about a missing ward first but did not inform the DCFS Child Location and Support Unit for Missing Children (CLSU).
  - Data collected on the search for missing wards contained errors and inaccuracies, including the date when the ward went missing.
3. **SUPERVISORS:**
  - There was a lack of documentation to show if supervisory review of missing child cases had been performed.
4. **CHILD LOCATION AND SUPPORT UNIT:**
  - CLSU oversaw the search for missing children.
  - Management controls need to be strengthened to ensure compliance with search procedures.
  - CLSU could train workers and supervisors on its forms and procedures and what is expected of them.

- Daily lists may serve the CLSU’s needs to monitor and track the missing wards on a given day; however, capturing this information on an annual basis would provide useful information to DCFS management and the public. Such information could identify trends in the number of missing children from year to year, as well as identify any patterns or potential problems, such as facilities which have wards running frequently and require additional monitoring.
  - The CLSU, which was the DCFS unit responsible for monitoring and supporting the agency’s efforts at reporting and locating missing children, did not produce reports which would provide agency management with oversight information on missing children. Such reports could indicate whether caseworkers were completing missing children reports in a timely manner, along with statistics on missing children which show how long they are typically missing, where they run to, the reasons they run away, etc.
2. **Timeliness of Reports to Required Parties.** House Resolution Number 120 asked whether reports of missing children were made by DCFS to required parties in a timely manner. DCFS did not capture the date when the caseworker learned that a ward was missing. Without this date it is not possible to determine whether caseworkers are meeting established time requirements for reporting the missing ward to law enforcement, parents and guardians, etc.
3. **Compliance with DCFS Procedures.** House Resolution Number 120 asked whether the steps taken by DCFS to locate and recover missing children complied with rules and procedures.

**Overview**  
**SEARCH PROCESS FOR MISSING WARDS**

**DCFS Procedure 329**

1. When a State ward goes missing, the caregiver shall “immediately” inform: (1) police, (2) CLSU, and (3) caseworker.
2. Caseworker shall immediately confirm that the CLSU was informed about the missing ward.
3. CLSU sends/emails a CFS 1014 Missing Children Recovery Report form to the caseworker to complete.
4. Caseworker starts completing the list of tasks in the CFS 1014 missing child report.
5. Caseworker needs to *immediately* check if police were called by caregiver and inform NCMEC and parents/guardian.
6. Caseworkers need to inform the juvenile court and complete the internal Unusual Incident Report (CFS 119 UIR) in 2 work days.
7. Each week caseworkers need to search for a missing ward by contacting any of the following: police, shelters, recent caregivers, relatives, neighbors, close friends, school personnel.
8. Caseworkers need to complete DCFS forms:
  - CFS 1014 (Missing Children Recovery Report);
  - CFS 906 (Placement/Payment) to stop paying for the ward’s room and board;
  - CFS 119 (Unusual Incident Report) to notify DCFS superiors about a missing ward;
  - CFS 680-A (Debriefing) when a ward is found.
9. Supervisors need to:
  - Immediately confirm that caseworker completed all required reports and contacts for missing wards (e.g., check/notify police; prepare DCFS Unusual Incident Report; contact NCMEC, guardian, etc.).
  - Receive daily process reports for high risk wards (e.g., age 13 or under, pregnant/parenting, health issues).
  - Meet with worker on a weekly basis.
10. CLSU will support and monitor worker efforts and send caseworkers CFS 1014 missing child report forms to complete.

- DCFS procedures require caseworkers to complete a CFS 1014 (missing child report) within two working days of receiving this form from the CLSU. Our sample of 100 cases found that 47 of the CFS 1014 reports (47%) were not completed within the required two working days but took an average of six working days, with the longest being 98 working days. There were three CFS 1014 missing child reports in our sample of 100 that were started **after** the ward had been located.
- DCFS procedures require caseworkers to complete a debriefing form (CFS 680-A) once a ward has been located which asks why the ward had gone missing, where they had gone, if anyone assisted them, etc. In 75 of the 96 applicable cases reviewed (78%), this form was not marked as being completed. For the remaining 21 cases in our sample, the agency was not able to provide us a copy of any of the debriefing forms that were marked as being completed.
- Supervisors play an important role in ensuring that caseworkers comply with procedures by confirming that caseworkers have completed all required reports and contacts and developed a strategy to locate the missing ward. In 96 of 100 cases sampled, we did not find evidence of the supervisor's confirmation that the **initial required reports** had been made (such as to police, NCMEC, guardian, courts). In 95 percent of the applicable cases sampled (83 of 87), auditors found insufficient evidence of a **weekly meeting** between the caseworker and supervisor. DCFS procedures require that all supervisory meetings with caseworkers must be documented.
- When a ward is determined to be high risk (such as age 13 or younger, has a medical condition, was abducted), supervisors are required to receive daily progress reports from caseworkers. In the 20 high-risk cases reviewed, there was insufficient documentation that these **daily progress reports** were being made.

Agency management is responsible for planning, organizing, directing, and controlling its programs. Given the noncompliance with DCFS procedures and a lack of reliable data to determine whether missing child procedures are being followed, management controls need to be strengthened with an increased emphasis on compliance. There are risks to the wards that go missing, as noted in DCFS procedures which state that missing children are at great risk of victimization and exploitation and, therefore, to the Department which is legally responsible for the wards.

Given the CLSU's responsibility to support and monitor caseworkers' efforts to locate missing children, we inquired if it had performed any evaluations or assessments regarding the degree to which agency procedures were being followed. Such assessments have not been performed but a CLSU official stated that it is in communication with caseworkers and supervisors about missing wards.

We recommended that a unit such as the CIRU be assigned the responsibility to monitor and report to DCFS management the degree to which the Department is complying with procedures pertaining to missing wards – i.e., notify police, complete a missing person report, obtain the LEADS tracking number, contact the National Center for Missing and Exploited Children (NCMEC), complete a DCFS Unusual Incident

Report (UIR) form, complete an agency CFS 906 form to stop paying for their room and board, contact the juvenile courts, etc.

Given the lack of documentation and noncompliance found in this audit, DCFS should review its search procedures for missing children for possible modifications and provide training to its caseworkers and supervisors on searching for missing children. Its procedures currently do not distinguish between wards that go missing chronically and those that go missing rarely and might be more at risk. The CLSU/CIRU program manager agreed that he would also like data that can show which children are truly missing and which ones are just not where they are supposed to be.

Furthermore, some DCFS wards are older, aged 18-21, and are adults who are placed in independent living facilities, which are not subject to daily monitoring but checked periodically. The same procedures apply to all wards, including these older wards, although these same procedures may not always be applicable to them.

Also, not all the search procedures were clear to some caseworkers – e.g., one considered the term *immediately* in DCFS procedures to mean within 24 hours, another considered it to be as soon as practical given other priorities, while another thought a month could be immediate for individuals who were in independent living.

Exhibit 1-1 provides an overall summary of main DCFS procedures and processes that were applicable and shows the principal results of the audit.

Exhibit 1-1 OVERALL SUMMARY OF DCFS SEARCH PROCESS AND RESULTS OF AUDIT	
<b>SEARCH PROCESS</b>	A missing ward is one who is missing from placement (and is not necessarily a runaway).
Procedure 329.10:	<i>"... establish requirements and provide instructions . . . when children for whom the Department is legally responsible are reported or believed to be missing, runaway, or abducted. Children who are missing are at <b>great risk of victimization and exploitation.</b>" [emphasis added]</i>
Procedure 329.30:	<i>"Supervisors and workers are expected to work <b>very aggressively</b> to locate a missing child and return the child to an approved placement." [emphasis added]</i>
A. Caregivers:	Caregivers are required to immediately report a missing ward to law enforcement, caseworker, and DCFS hotline manned by the Child Location and Support Unit for Missing Children (CLSU), which was the Department's central unit for overseeing the search for missing children.
B. Caseworkers:	Caseworkers are required to do the following <b>immediately</b> , unless stated otherwise: <ol style="list-style-type: none"> <li>1. Check/file missing person report (MPR); provide police a photograph of missing ward.</li> <li>2. Contact CLSU.</li> <li>3. Contact National Center for Missing and Exploited Children (NCMEC).</li> <li>4. Notify child's legal parents/guardian; juvenile court; guardian ad litem.</li> <li>5. Complete DCFS Unusual Incident Report (CFS 119 UIR) within two working days.</li> <li>6. After 24 hours, complete the CFS 906 form to stop paying for ward's room and board.</li> <li>7. Within two working days request juvenile court to issue a Child Protection Warrant (CPW).</li> </ol>
C. Supervisors:	<ol style="list-style-type: none"> <li>1. Supervisors are required to <b>immediately</b> confirm that the caseworker has completed all of the required reports and contacts (shown above) when notified that a ward is missing.</li> <li>2. Supervisors are to meet with worker <b>weekly</b> to assist the search process.</li> <li>3. Supervisors must document all meetings with workers in case file and the supervisory file.</li> <li>4. If ward is high risk (age 13 or younger, medical condition, abducted), worker must provide <b>daily</b> progress reports on the search to supervisor.</li> </ol>
D. CLSU:	<ul style="list-style-type: none"> <li>• CLSU will send the main search form (CFS 1014 missing child report) to caseworker when notified of missing ward to complete within 2 work days and will monitor search efforts.</li> <li>• Every Monday CLSU will send a CFS 1014 Part II Location Efforts to complete by Friday.</li> </ul>
<b>NUMBER MISSING</b>	DCFS did not count the total number of missing wards in a year.
Audit period was CY 2011-2012	<ul style="list-style-type: none"> <li>• 26,500 to 29,200 <b>run incidents</b> were reported based on different DCFS databases.</li> <li>• 2,800 to 3,100 <b>wards</b> were reported missing during the audit based on DCFS databases.</li> <li>• DCFS tracks the missing using two daily reports – i.e., a May 14, 2014, report showed that a total of 240 wards were missing: 41 missing for 100 to 365 days, 7 missing for 1 to 6 years.</li> </ul>
<b>AUDIT RESULTS</b>	The audit sampled 100 cases (or run incidents).
The audit showed the following:	<ul style="list-style-type: none"> <li>• No date was recorded for when caseworker first learned that a ward had gone missing, preventing us from determining if caseworkers completed procedures in a timely manner.</li> <li>• Procedures require caseworkers to inform the CLSU immediately but did not always do so. <ul style="list-style-type: none"> <li>– The date CLSU was notified about a missing ward was not recorded in 39% of cases.</li> <li>– One caseworker knew of a missing ward 17 working days before notifying the CLSU.</li> </ul> </li> <li>• 76% of cases lacked evidence that photos of wards were provided to police per procedure.</li> <li>• 76% of cases had case notes that did not appear under the correct run incident (called the "Report ID Number").</li> <li>• 47% of DCFS CFS 1014 missing child reports were not completed within 2 working days; the average for the 100 cases sampled was 6 working days; longest was 98 working days.</li> <li>• 28% of cases had more than 1 date for when the ward went missing.</li> <li>• 70% of cases did not show a required medical exam scheduled after a ward was found.</li> <li>• Over 90% of cases lacked sufficient evidence of supervisors: <ol style="list-style-type: none"> <li>(1) confirming that caseworkers completed required initial reports/contacts;</li> <li>(2) receiving daily reports on missing high risk wards (under age 13, health issues); and</li> <li>(3) having weekly meetings with caseworkers for any wards still missing.</li> </ol> </li> <li>• 78% of cases did not have evidence that ward was debriefed (interviewed) after the run.</li> </ul>
Source: Summary of audit results.	

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## BACKGROUND

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The Illinois Administrative Code establishes the procedures to follow when a ward for which DCFS is legally responsible (State ward) goes missing. DCFS procedures require that when a ward goes missing, caregivers contact the police, caseworker, and its Child Location and Support Unit for Missing Children (CLSU). If the intent to run has been established, the ward is considered a runaway.

DCFS Procedure 329 titled “Locating and Returning Missing, Runaway, and Abducted Children” states “*The purpose of these procedures is to establish requirements and provide instructions for Department and Purchase of Service (POS) staff when children for whom the Department is legally responsible are reported or believed to be missing, runaway, or abducted.*” [emphasis added] These procedures include the steps to follow when searching for a missing child, such as who to contact, amount of time to complete these contacts, and supervisory reviews that must be performed and documented.

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## DCFS PROGRAMS

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DCFS is responsible for the children who have become wards of the State by court order. DCFS’ goal is to provide for the well-being of children in foster or substitute care, provide permanent families for children who cannot return home safely, support child-abuse prevention efforts, and license child welfare agencies and providers.

- **Substitute Care.** If a child is not safe at home, DCFS may place the child in substitute care. The child may receive health-care services and educational support and the foster parents may receive training, counseling, financial assistance, and child care for their foster children. Thousands of foster families across the State provide a temporary safe haven for children who have been placed in DCFS care by local courts. DCFS strives to reunite children with their birth families and nearly half of the foster children are reunified with their families within 12 months. When the court determines that reunification is not possible, foster families may choose to adopt the child. DCFS and the courts may place a foster child in the home of a relative that is not licensed as a foster home. Such wards can also be placed out of state, such as with a relative, and DCFS will pay for the child in another state. This audit primarily concerns children that are in substitute care.

FOSTER PARENTS
DCFS Website
<p>Foster parents must be at least 21 years old and they can be married, in a civil union, single, separated, or divorced. Prospective foster families are required to:</p> <ul style="list-style-type: none"> <li>• participate in a home inspection and social assessment;</li> <li>• complete 27 hours of training on substitute care for children;</li> <li>• complete a criminal background check of all household members; and</li> <li>• be financially stable.</li> </ul>

- **Adoption.** A child becomes a ward of the State when a court terminates parental rights and gives guardianship to the State. Adoption is only possible when the

birth parents have voluntarily given up their rights, or when the court has taken away the parental rights. DCFS offers adoption services to individuals, couples, and families. The adoption process requires a petition and investigation to determine if the applicant would be a suitable family for a child.

- **Guardianship.** Guardianship is another permanency option for children when it has been determined that return to home is not possible. Guardianship does not require termination of parental rights. If the State continues to maintain **legal** responsibility for the child, then the child’s caseworker must continue to monitor the case as there is the possibility that the child could be removed from the guardian’s home. Legal permanency (e.g., adoption) would authorize the State to close the child’s case and allow the guardian’s family to raise the children.
- **Day Care/Licensing.** DCFS also monitors children placed in other homes or group settings. The Department establishes standards and licenses foster homes, day-care centers, group homes, and day-care agencies. DCFS is required to make site visits at these places in order to insure the licensee meets standards.
- **Other DCFS Programs.** If a child cannot return home or if rehabilitation takes so long that the child’s permanency is compromised, DCFS has other programs that can assist, such as Child Welfare Services, Extended Family Support, Cash Assistance, and Housing Locator Service (to find independent housing). Assistance, such as Temporary Assistance to Needy Families (TANF), may also be provided to families whose children cannot return home due to poverty or financial hardship.

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## CASELOAD

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DCFS officials said that searching for wards is a small part of a caseworker’s job and some caseworkers do not have a missing child in their caseload.

DCFS had over 250 placement workers in 2012 who, along with private provider caseworkers (Purchase of Service or POS), handled more than 18,000 child placement cases, as shown in Exhibit 1-2. These POS workers do the same work as DCFS caseworkers and are required to follow the same procedures, as noted in DCFS Procedure 329. In addition, there were approximately 5,000 “intact” or family cases. DCFS reported that its total caseload, including both children and families, was approximately 23,000 cases in each of fiscal years 2011 and 2012.

Exhibit 1-2 DCFS CASELOAD Fiscal Years 2011 and 2012			
	Children	Families	Total
Downstate	11,171	3,368	14,539
Cook	7,617	1,770	9,387
<b>Total FY11</b>	<b>18,788</b>	<b>5,138</b>	<b>23,926</b>
Downstate	10,893	3,047	13,940
Cook	7,282	1,592	8,874
<b>Total FY12</b>	<b>18,175</b>	<b>4,639</b>	<b>22,814</b>
Source: DCFS.			

DCFS contracted with over 60 POS entities in fiscal years 2011 and 2012. At the end of December 2012, the number of wards living in various placement categories is shown in Exhibit 1-3.

## CHALLENGES RELATED TO MISSING CHILDREN

A 2005 study done by the University of Chicago (*“Youth who run away from substitute care,”* Chapin Hall Center for Children) reported that children who run most often run to family and friends. This study looked at different reports completed previously on runaway children, analyzed DCFS data from 1993 to 2003, and interviewed wards at DCFS.

The study found that children who ran away were generally between the ages of 12 and 18, with nearly one-half of first time runaways being at least age 16. The study noted that 43 percent of the DCFS youth ran away at least once.

- Approximately one-third of youth who run from DCFS case will run again, *“most within a relatively short time after they return to care.”*
- Children who ran away to family or friends were more likely to run away alone, stay away longer, return voluntarily, and less likely to commit legal offenses on the run.
- Children may run to the perceived attractiveness of another life (e.g., independent life in an environment with peers rather than adults) or to return to their family of origin.
- One person said that *“They’ve been so traumatized, so abused, so neglected . . . they think . . . That they can take better care of themselves.”* Many of the interviewed concluded that *“. . . to some degree . . . they were now on their own.”*

Exhibit 1-3 NUMBER OF DCFS WARDS December 2012		
Placement Category	Cases	Percent
1. Foster Care	6,794	38%
2. Relative Foster Care	6,199	35%
3. Institutions/Group Home	1,836	10%
4. Independent Living	1,511	8%
5. Home of Parent	1,323	7%
6. Run/Missing/Abducted*	156	1%
7. Other Placements	138	1%
<b>Total</b>	<b>17,957</b>	<b>100%</b>
* DCFS reported 156 children, who were not in placement, in this category.		
Source: DCFS Executive Statistical Summary for December 2012.		

### COMMENTS BY WARDS

- *“Foster home, group home, shelters, wherever they placed me that wasn’t around my family . . . it wasn’t no home.”*
- *“They didn’t act like they was your family . . . They’ll treat you like you an orphan . . . buy you generic cereal, and buy their real kids the real cereal.”*
- *“I went to . . . [the psychiatric hospital] and they just left me there . . . I was only supposed to be there for three days, and it turned into four months. And that’s how I got involved with DCFS, ‘cause I was left there.”*

Source: Courtney, M., Skyles, A., Miranda, G., Zinn, A., Howard, E., & Goerge, R. (2005). *Youth who run away from substitute care*. Chicago, IL: Chapin Hall Center for Children at the University of Chicago.

The study noted there were wards that left their placement repeatedly and were searched for by DCFS.

During this audit, there were some wards that were reported to be missing more than 100 times during the audit period. For example, one ward went missing more than 125 times between January 1, 2011 and April 13, 2012. He was missing nearly one-third of the time (31%) during this time period. For the remainder of 2012, the ward was placed in detention centers (therefore there were no more missing incidents). This ward had mental health problems for which he regularly refused his prescribed medication. He was also arrested a few times during 2011 and 2012. His caseworker noted that he sometimes displayed aggressive behavior. The ward had also admitted to prostituting and using illegal substances while he was missing. The ward typically did not disclose where he had gone after leaving his placement, but in a few instances told his caseworker that he was “in his usual area” or that he was with family and friends. See Appendix E for examples of the number of times that a ward was reported to DCFS by the caregiver.

#### CHALLENGES RELATED TO MISSING CHILDREN

DCFS cares for children who have been made wards of the State by court order.

- Some wards go missing repeatedly, particularly from residential facilities, group homes and/or shelters.
- Some wards were reported missing over 100 times during the audit period (CY11-12).
- A missing ward may return for a short time but leave again before the paperwork on their return is completed; they could be counted as missing once or twice.
- Some wards had substance abuse or mental health issues.
- One caseworker said that some group homes, which may have both State wards and non-State wards, have policies that if a child leaves the premises of its facility without permission, they are to be reported.

## DCFS EMPLOYEE SURVEY

The Office of the Auditor General surveyed DCFS caseworkers, supervisors, CLSU employees, and managers who were involved in the search for missing children in calendar year 2012. We asked why wards run, what techniques were used to locate wards, if additional assistance was required, what they do well, and what can be improved. The survey was emailed to 222 employees by our Office and 32 responses were received, either by mail or email. Below is a summary of the questions in bold and a summary of the responses we received in bullets that have been edited for clarity, length, typographic errors, etc. (also see Appendix C).

### **1. Main reason that children go missing for a short time (e.g., a day or two)?**

- Return to home.
- Get away from treatment facility and do what they want: defy the rules, skip school, be with friends, get high, have sex, join a gang.
- Leave because they are mad or frustrated with placement.
- Think they can manage on their own and seek to prove it.
- An immediate crisis, such as losing a privilege.

### **2. Main reason that children go missing for a longer time (more than 2 days)?**

- Finding someone to love them.

- Be with immediate family, relatives, and partner.
- Do not want to be in foster care.
- Substance use, sexual promiscuity, human trafficking.
- Desire to emancipate from the department.
- Peer pressure or mental illness.

**3. Techniques used to locate children?**

- Calling family/friends and conducting house checks/visits.
- Notifying police immediately to begin search.
- Calling ward’s cell phone and checking social media.
- Talking to teens about safety, and if they run, to call worker and let her know they are okay and not being harmed.
- Searching old neighborhoods and businesses that child frequented.
- Checking the jail system, medical claims, public aid system, NCMEC, and police.

Office of the Auditor General SURVEY OF DCFS EMPLOYEES	
Total survey respondents: 32	
✓ Successful techniques used when searching for missing wards:	
Calling family/friends .....	21
Notifying police immediately to begin search .....	20
Checking social media .....	11
Calling ward's cell phone .....	9

**4. Additional assistance that supervisors need to provide caseworkers:**

- Extra supervision is required if caseworker has extra work to do – e.g., some youth run constantly and take a lot of time from other cases.
- CLSU does not go out of their way at all.
- Should have explained what I need to do the first time instead of telling me to read policy.

**5. What does DCFS do well when searching for missing wards?**

- Making sure they are alright, such as getting them checked out by a doctor, then locating them in a new home, whether it is a relative or a traditional foster home.
- We work well with law enforcement, placement facilities, and relatives to locate youth on the run. Unfortunately, both law enforcement officials and caseworkers have difficulties balancing other demands when some youth are constantly on run and need to be searched for repeatedly. Those are some of the most difficult cases to manage.
- The casework staff is pretty diligent in attempting to locate missing minors. They make calls and visits to friends and relatives, follow up with police, visit areas the minors have been known to frequent, call cell phone numbers and check social media, follow up with NCMEC, follow up with the jail system weekly.
- Staff convey compassion toward youth who run in an effort to prevent running or encouraging youth to come back.
- Staff contacts jails, police, NCMEC, relatives, public aid, social media, etc.

**6. What does DCFS need to improve upon when searching for missing wards?**

- Improve on actually looking for the child, communicating with police, and NCMEC.
- Updating photos/fingerprints.
- The paperwork is silly. CLSU can get nasty to the caseworkers if you forget to enter in efforts for a week. It's not like we aren't looking or trying. And I have a supervisor who can tell me what to do.
- Have CLSU workers help locate the children, instead of asking us each week what we have done to locate the missing wards.
- Law enforcement needs to take these cases seriously. Law enforcement does not treat these cases as a priority.

**7. Did caseworkers and the CLSU work well when searching for missing wards?**

- I have never had any assistance from CLSU other than instructing me to complete the CFS 1014.
- Since CLSU does not have a case load they need to help search for a child.
- The CLSU should be locating the kids, keep in contact with police and DCFS worker, keep contacting family members/friends, as they are in their office waiting to ask what have we done to locate the missing children. Some of us have a very high caseload, are constantly in the field, court, visiting clients, handling last minute emergencies, etc.
- Working with CLSU has always been a very frustrating process. They often alert us to missing documents or efforts and are quick to point blame. That unit is not always knowledgeable and lacks tact. I did not find the unit to be helpful at all.

**8. Additional Comments**

- There needs to be a unit dedicated to searching for our missing youth.
- Caseworkers need access to wards' cell phones and social media accounts as this is how kids communicate now.
- Every missing child is at risk which is elevated due to certain circumstances – i.e., younger than age 12, suspected involvement in human trafficking, severe developmental impairments, and pregnant minors to name a few.
- For wards that run chronically, lots of effort is made by field staff to file reports. Each runaway requires initial and recovery reports to be completed.
- The Child Location and Support Unit used to be responsible for tracking and monitoring missing children. The staff was responsible for determining if field staff conducted weekly searches on missing kids; if not, they would follow up. CLSU staff would review UIR's, CFS 906's, CFS 1014's as part of their daily job and staff were also responsible for determining if a missing person report was completed, Child Protection Warrant was obtained, and NCMEC referral was completed, otherwise they would follow up with the caseworker. The CLSU worker utilized the database notes to determine if children actually had information that could be used in his/her return. It was important that CLSU supervisory staff assist with searches and determine if CLSU staff had actually completed the required weekly searches. Photos are one of the most crucial pieces in locating a child.

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## SCOPE AND METHODOLOGY

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This management audit was conducted in accordance with generally accepted government auditing standards and the audit standards promulgated by the Office of the Auditor General at 74 Ill. Adm. Code 420.310.

The audit standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives (see the end of Scope and Methodology regarding lack of complete and accurate data). Data that was confidential (i.e., names or other child identifiers) was omitted from the audit report.

### **Audit Objectives**

The objectives for this audit were specified by House Resolution Number 120, which called for a management audit of the Department of Children and Family Services' compliance with its rules and procedures for locating and returning missing, runaway, and abducted children. The Resolution (see Appendix A) asked for:

1. The number of children who were reported as missing, runaway, or abducted;
2. Whether reports of missing, runaway, and abducted children were made by department staff to all required parties in a timely manner; and
3. The steps followed by the department in attempting to locate and recover children and whether those steps complied with the department's rules and procedures.

### **Fieldwork**

Fieldwork for this audit was conducted from fall 2013 through the end of summer 2014 and focused on calendar years 2011 and 2012. We gathered information using the following methods:

- Reviewed statutes, administrative rules, agency policies, procedures, and forms.
- Reviewed applicable internal controls at DCFS and assessed risk related to the audit's objectives. A formal risk assessment was conducted and the significant weaknesses found are presented in this report.
- Interviewed DCFS employees with programmatic, accounting, and information technology responsibilities.
- Determined compliance with DCFS administrative rules and procedures and have reported non-compliance in this audit. Since DCFS procedures were more specific than its administrative rules, they were generally used. These procedures

titled “Locating and Returning Missing, Runaway, and Abducted Children” establish requirements when searching for missing children:

The purpose of these procedures is to establish requirements and provide instructions for Department and Purchase of Service (POS) staff when children for whom the Department is legally responsible are reported or believed to be missing, runaway, or abducted. [emphasis added]

- Our Information Systems auditors already reviewed information systems controls in a separate compliance audit of DCFS that covered fiscal years 2011 and 2012, the same timeframe as this audit.
- We surveyed DCFS employees involved in the search for children (e.g., CLSU employees, caseworkers, supervisors) and asked for the reasons that children go missing, techniques used to locate missing children, supervisory reviews performed, and things that DCFS does well or could improve upon when searching for missing children (see Appendix C).
- We randomly sampled 100 missing ward incidents that had a CFS 1014 Missing Children Recovery Report to determine compliance and to address the audit determinations. The results of this random sample can not be projected to the universe. We reviewed the case records online in SACWIS and made site visits to review 21 incidents to locate evidence of search documentation but did not find any. Therefore, we submitted a listing of all exceptions found in the 100 cases in our sample to DCFS and requested they provide any additional documentation from case files to clear the exceptions. DCFS was unable to locate documentation to address the exceptions noted.
- Our review indicated a lack of conformance with agency procedures (e.g., late completion of CFS 1014 missing child reports, late reporting to NCMEC and others, different dates that the ward was reported to be missing/found, lack of documentation for required supervisory meetings, etc.).
- The Missing Child Database (MCD) was being used during the audit period and was transferred to the Statewide Automated Child Welfare Information System (SACWIS) on April 27, 2013, before this audit resolution was adopted on May 22, 2013. Officials said that other DCFS local databases were also being merged into SACWIS.
  - We requested access to both MCD and SACWIS. The data provided to auditors from MCD showed 26,500 run incidents by wards and the data provided to auditors from SACWIS had 29,200 run incidents. These counts of missing wards may be higher or lower as the Department does not prepare an annual report of missing children which would have corrected any discrepancies.
  - Differences in the MCD and SACWIS may have occurred because each system is different. The MCD was a stand-alone computer database and was not organized by individual run incidents. SACWIS, on the other hand, is an

agency-wide system that has more required fields. A DCFS official stated that MCD captured data in a running list of notes, CFS 1014's, etc. associated with a child name while SACWIS captures data in an event-driven model. Each run event has its own notes and associated activities contained within that event. During the transfer to SACWIS, notes in MCD not associated with a missing report were converted and attached to a missing child report ID in SACWIS which may have caused the discrepancy between the two sets of data provided.

- Department officials could not assure us the data from MCD had all the missing wards. For example, the CLSU learned that some wards had gone missing after its employees saw that a caseworker had submitted a CFS 906 form to stop payments for the missing ward's room and board without notifying the CLSU. Therefore, the list of run incidents in the MCD and SACWIS is different and may not be complete. For purposes of conducting this audit, we used SACWIS for fieldwork testing.

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## **REPORT ORGANIZATION**

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This audit is organized into the following additional chapters:

- Chapter Two – Search Requirements
- Chapter Three – Number of Missing Wards
- Chapter Four – Reporting and Locating Missing Wards



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## Chapter 2

# Search Requirements

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### CHAPTER CONCLUSIONS

The Department of Children and Family Services (DCFS) has established procedures based upon its administrative rules, titled “Locating and Returning Missing, Runaway, and Abducted Children,” to search for State wards that are missing. These procedures specify the requirements for caregivers, caseworkers, supervisors, and the Child Location and Support Unit (CLSU) employees.

- **Caregivers.** Caregivers are required to inform the CLSU and the caseworker if the whereabouts of a State ward for which they are responsible becomes unknown. The caregiver should also file a missing person report (MPR) with the police.
- **Caseworkers.** The caseworker shall immediately contact police to verify that a MPR has been filed, and if it has not been filed to file one. The caseworker shall also verify that the CLSU was notified by the caregiver. The caseworker should then notify NCMEC, parents, legal guardian, and juvenile courts.
- **Supervisors.** When notified that a ward is missing, supervisors shall immediately meet with the caseworker to confirm that the caseworker has followed the search steps in DCFS procedures. In addition, the procedures state in 329.30(c) that *“The supervisor will assist the worker in developing and implementing a plan that contains specific strategies to locate the missing child and assure the child’s safety as quickly as possible.”*
- **CLSU.** The CLSU is required to send a Missing Children Recovery Report form, CFS 1014 Part I, to caseworkers to complete and document the search efforts. The CLSU sends caseworkers a CFS 1014 Part II Location Efforts each week (Monday) to report the efforts made to search for the wards. When a ward is found, the CLSU sends a caseworker a CFS 1014 Part III Recovery to complete.

#### Example MISSING WARD

At the beginning of 2011, this ward was 17 years of age and living with a licensed provider in a specialized foster home. The case file suggested this ward struggles with substance abuse and mental health issues.

- She was reported missing 85 times during the audit period. She would leave and generally return to placement within a day or two.
- Several case notes document her having been missing from placement for less than one hour.
- Case notes detail her staying with friends and family while away from placement.
- Case file also evidences aggressive and violent behavior which, along with drug abuse, required police involvement.

Source: Audit summary of DCFS case file.

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## STATUTES AND RULES ON MISSING CHILDREN

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The Children and Family Services Act calls for DCFS to establish rules for its programs, including for runaway children (20 ILCS 505/5(g)): *“The Department shall establish rules and regulations concerning its operation of programs designed to meet the goals of child safety and protection, family preservation, family reunification, and adoption, including but not limited to . . . (7) return of runaway children.”* [emphasis added]

As noted in House Resolution Number 120, the Department has established these rules at 89 Ill. Adm. Code Part 329, along with corresponding procedures for its staff to follow when a ward is missing, runaway, or abducted. The Resolution references these procedures (*“Locating and Returning Missing, Runaway, and Abducted Children April 6, 2009 – P.T. 2009.07”*) which have more details than administrative rules and have stricter requirements, such as reporting a missing ward immediately.

According to the administrative rules, if the whereabouts of a ward for which DCFS has legal responsibility are unknown, the caregiver shall report it no later than the next business day. When the caseworker learns that a ward cannot be located, the worker shall check if the police have been notified, file a missing person report (MPR), and provide any identifying information of the ward, such as a photograph.

According to the administrative rules, the caseworker shall also file an Unusual Incident Report (form CFS 119) for all missing wards to notify DCFS superiors (89 Ill. Adm. Code 331). The caseworker shall also notify the wards’ parents, guardian, legal custodian, juvenile court of jurisdiction, and the National Center for Missing and Exploited Children (NCMEC), as shown in Exhibit 2-1.

### DEFINITIONS

#### DCFS RULES:

##### 89 Ill. Adm. Code 329, Section 329.20

- **Legally Responsible.** DCFS has temporary custody or guardianship via court order of children whose parent(s) have signed an adoptive surrender or voluntary placement agreement with the Department.
- **Abducted.** A child who has been concealed, detained, or removed in violation of a court order granting custody to another.
- **Missing.** Child absent from the residence of caregiver or child care facility without consent or known whereabouts and the intent to run away has not been established.
- **Runaway.** A person under the age of 18 years of age who leaves his home or residence without the consent of his parent(s), guardian, or the agency which has been given responsibility for his care and custody.

#### DCFS PROCEDURES

Procedure 329.20 describes a missing ward as any child up to 21 years of age for whom the Department is legally responsible, whose whereabouts are unknown, and the child’s caregiver “. . . must have reason to suspect that the child has been abducted, has run away, or is considered to be otherwise missing.” Such children are categorized under the following three living arrangement codes:

- a) **Abducted (ABD)** means a child’s whereabouts are unknown but it is believed the child is being concealed, detained, or removed from jurisdiction of the court in violation of a valid court order granting custody to another person.
- b) **Whereabouts Unknown (WUK)** means that a child’s whereabouts are unknown but the child is not believed to be abducted.
- c) **Whereabouts Unknown, Periodic Contact with Caseworker (WCC)** means a child’s whereabouts are unknown but the child periodically contacts his/her caseworker.

Exhibit 2-1 TIMELINE FOR REPORTING MISSING CHILDREN Calendar Years 2011 and 2012		
Caregiver Requirements	Administrative Rules	DCFS Procedures
Report to <u>DCFS</u> .	<b>329.30(a)(1):</b> Next business day unless child is at risk due to age or other vulnerability in which case the incident should be reported <b>immediately</b> to the Department.	Procedure 329.30(a)(2): <b>Immediately</b> report any missing child/youth to Department staff.
Report to <u>law enforcement</u> .	None.	Procedure 329.30(a)(1): Report <b>immediately</b> .
Report to <u>CLSU</u> .	None.	Procedure 329.30(a)(3): Report <b>immediately</b> .
Caseworker Requirements	Administrative Rules	DCFS Procedures
Contact <u>law enforcement</u> .	<b>329.30(a)(2):</b> As soon as the child's caseworker learns that a child is missing, the worker shall <b>verbally</b> notify police.	Procedure 329.30(b)(1): Report <b>immediately</b> .
Contact <u>CLSU</u> .	None.	Procedure 329.30(b)(2): Contact <b>immediately</b> .
Notify child's legal parents, <u>guardian</u> or legal custodian; juvenile court of jurisdiction; and Guardian ad Litem.	<b>329.30(b):</b> Notify parents/guardian/court.	Procedure 329.30(b)(4): Contact <b>immediately</b> .
Contact National Center for Missing and Exploited Children ( <u>NCMEC</u> ).	<b>329.30(b)(3):</b> Notify NCMEC.	Procedure 329.30(b)(3): Contact NCMEC <b>immediately</b> if the child is 17 or younger.
Complete CFS <u>906</u> payment form.	None.	Procedure 329.30(b)(6): Once the child has been missing <b>24 hours</b> .
Request Child Protection <u>Warrant</u> from Juvenile Court of Jurisdiction.	<b>329.30(b)(2):</b> Notify court.	Procedure 329.30(b)(7): Within <b>2 working days</b> for child up to age 17
Complete <u>UIR</u> (Unusual Incident Report, CFS 119 form).	<b>331.40:</b> <b>Immediately</b> report such incidents.	Procedure 331.30(c): Complete in <b>2 working days</b> .
CLSU will send CFS <u>1014</u> Missing Children Recovery Report (Part I) to the child's caseworker to complete.	None.	Procedure 329.30(d)(1): When worker notifies CLSU that a child is missing, CLSU sends CFS 1014 to worker to complete and return within <b>2 working days</b> .
Supervisor Requirements	Administrative Rules	DCFS Procedures
Confirm that the caseworker has <u>completed</u> all of the required <u>reports</u> and contacts in procedures.	None.	Procedure 329.30(c)(1): Complete <b>immediately</b> .
Review <u>strategies</u> and efforts to determine the child's whereabouts.	None.	Procedure 329.30(c)(2a): Meet with caseworker <b>weekly</b> .
Review contact with <u>police/others</u> .	None.	Procedure 329.30(c)(2b): Meet with caseworker <b>weekly</b> .
All <u>meetings</u> must be <u>documented</u> in the case file and the supervisory file.	None.	Procedure 329.30(c)(2): All supervisory meetings must be documented.
Confirm worker has updated and submitted CFS <u>1014</u> timely to CLSU.	None.	Procedure 329.30(c)(2f): Meet with caseworker <b>weekly</b> .
Source: DCFS Procedure 329, Locating and Returning Missing, Runaway, and Abducted Children; 89 Illinois Administrative Code Part 329, Locating and Returning Missing, Runaway, and Abducted Children; 89 Illinois Administrative Code Part 331, Unusual Incidents; and DCFS Procedure 331, Unusual Incidents.		

## REPORTING REQUIREMENTS WHEN WARD IS MISSING

DCFS procedures state that their is to establish requirements and provide instructions for staff when children for whom the Department is legally responsible are missing, runaway, or abducted. These procedures (Procedure 329) were updated in 2014 with minor changes.

### Caregivers

DCFS procedures direct caregivers to immediately report State wards whose whereabouts are unknown: *“Caregivers, including foster parents, relative caregivers, and staff of residential facilities, shall immediately report any missing child/youth”* (329.30(a)). Procedures require a caregiver to report a missing ward to three different entities:

- **Caseworkers:** The caregiver shall immediately notify the child’s caseworker when a child’s whereabouts are unknown.
- **Local Law Enforcement/Police:** The caregiver shall immediately file a missing person report (MPR) with local law enforcement. Caregivers and caseworkers are instructed to report details concerning the missing child’s habits, relationships, and support network to law enforcement. Since some children run away to their biological family or friends, knowing this information can help find them.
- **CLSU:** The caregiver shall immediately notify the CLSU. The CLSU existed during the audit period of calendar years 2011 and 2012 but was renamed in January 2013 to the Child Intake and Recovery Unit (CIRU). The purpose of the CLSU is to support and monitor efforts to locate the missing ward and return him or her to an approved placement.

**Office of the Auditor General  
SURVEY OF DCFS EMPLOYEES**

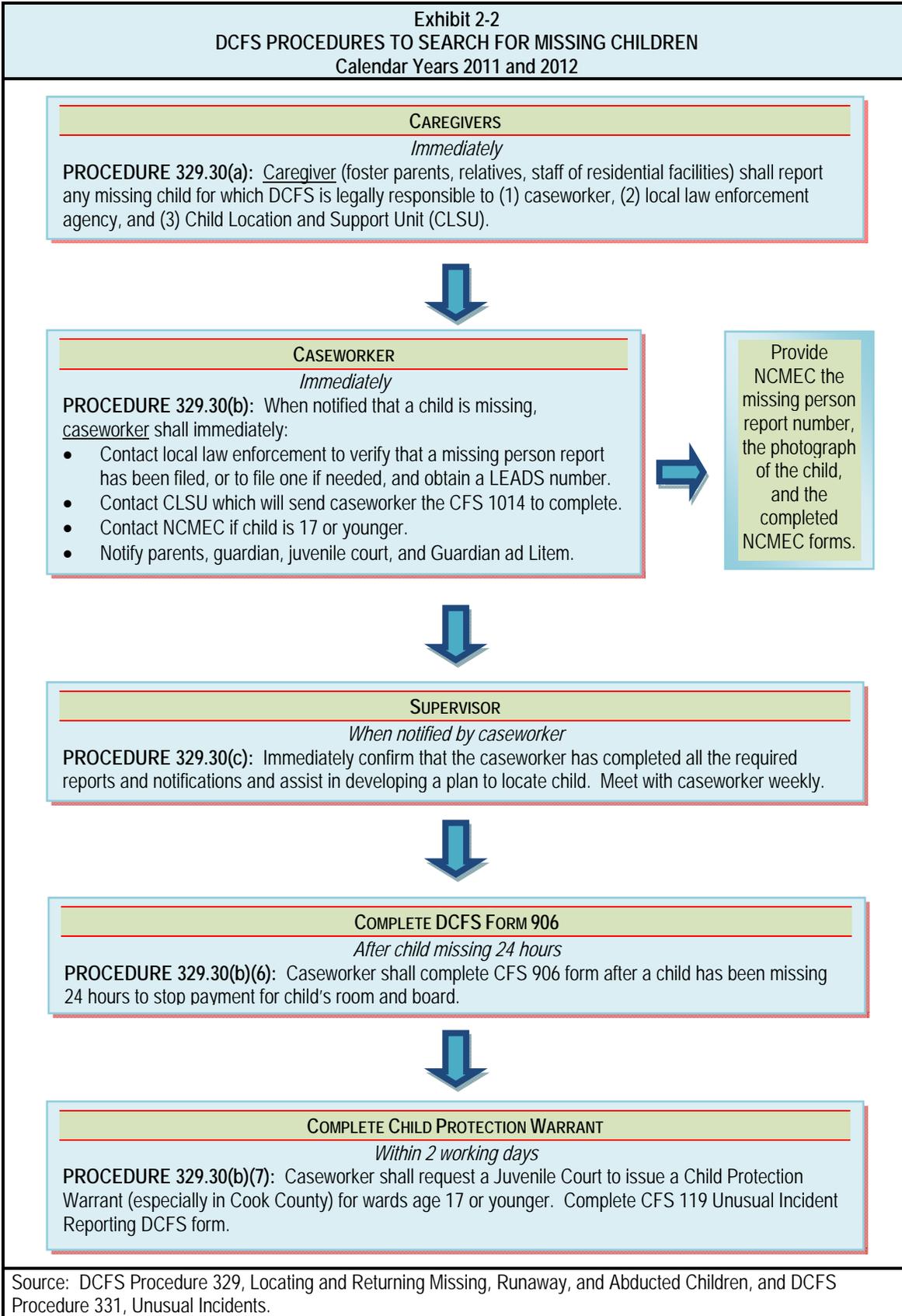
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✓ **What does DCFS do well when searching for wards:**

One survey respondent said that caseworkers are diligent in attempting to locate missing minors. They make calls and visits to friends and relatives, follow up with police, visit areas the minors have been known to frequent, call cell phone numbers and check social media, follow up with NCMEC, follow up with the jail system weekly.

✓ **What does DCFS need to improve upon when searching for wards:**

One survey respondent said that CLSU workers should help locate the missing children, instead of asking caseworkers what they have done to locate the missing wards.



### Caseworker

Upon learning that a State ward is missing, the caseworker shall check that the caregiver has filed a missing person report with police; otherwise the caseworker should file it and obtain a Law Enforcement Agency Data System (LEADS) number to track the case.

Caseworkers need to confirm that caregivers reported the missing ward to the CLSU; call the missing ward’s parents or guardian to notify them; inform NCMEC; and notify the Guardian ad Litem (GAL) appointed by the court to act on behalf of the child.

### Supervisor

Upon notification by the worker, supervisors need to confirm that the caseworker has completed the required reports, and also meet weekly to verify that caseworkers have complied with DCFS procedures. Procedures also state in 329.30(c) that *“The supervisor will assist the worker in developing and implementing a plan that contains specific strategies to locate the missing child and assure the child’s safety as quickly as possible.”* Procedures require these meetings to be documented.

- **Immediately:** When a caseworker reports a State ward is missing, supervisors should immediately confirm that the caseworker has completed all the required reports and made the required contacts.
- **High Risk:** If the ward is high-risk (abducted, age 13 or younger, health issues, pregnant, parenting, disability, substance abuse), the caseworker must provide daily progress reports to the supervisor regarding efforts to locate the child.
- **Weekly:** Caseworkers are required to meet with their supervisors each week to review strategies and efforts being made to determine the child’s whereabouts, develop a placement plan for when the ward is located, consider changes in guardianship, confirm the CFS 1014 missing child report has been submitted in a timely manner, etc.

Office of the Auditor General SURVEY OF DCFS EMPLOYEES	
Total survey respondents: 32	
✓	Did caseworkers and CLSU work well when searching for missing wards?
	Yes ..... 17
	Improvement is needed..... 5
•	Since CLSU does not have a case load they need to take a more hands on position in searching for a child.
•	The only one that searches for kids is the assigned caseworker, not the CLSU, and we do a very good job trying to locate the ward.
•	I have NEVER had any assistance from this unit [CLSU] other than instructing me to complete the CFS 1014.
•	Working with CLSU has always been a very frustrating process. They often alert us to missing documents or efforts, but most of the time it would be a data entry issue – delayed entry. I recognize the importance of timely submission especially to NCMEC; however, based on other issues, this could be delayed. CLSU are quick to point blame or fault to field staff. I found that unit to not always be knowledgeable and lacking tact during our interactions. Other than telling field staff what to do or printing out missing documents (which often weren’t missing), I did not find the unit to be helpful at all.

## DCFS Forms to Report a Missing Ward

When the CLSU learns that a ward is missing, it “. . . will send Part I of the Missing Children Recovery Report Form, CFS 1014, to the child’s worker when the worker notifies the unit that a child/youth is missing.” [Procedure 329.30(d)] Workers are also required to return Part I of the CFS 1014 missing child report to the CLSU within two working days. The CLSU will continue to support and monitor efforts to locate the missing ward and return him or her to an approved placement.

PURPOSE OF CLSU
DCFS Procedure 329.30(d)(2)
The CLSU is intended “. . . to support and monitor worker efforts to locate the missing child and return him or her to an approved placement via the CFS 1014 . . . .”

Caseworkers need to complete several DCFS forms when a State ward goes missing, namely the CFS 1014, CFS 906, CFS 680-A, and CFS 119.

- **CFS 1014 Missing Children Recovery Report Form**

The CFS 1014 is the main (electronic) reporting form that is completed by caseworkers to document the initial reporting for wards. It is called the Missing Children Recovery Report Form in DCFS Procedure 329.30(d). The CFS 1014 contains cells to document the initial reporting of a missing ward (see Appendix D):

- Identification Information
- Reporting Requirements
- NCMEC Contacts
- Biological Parents Contact
- Guardian ad Litem Contact
- Risk Factors
- Recovery Plan

CFS 1014 MISSING CHILD REPORT
CLSU MANUAL, Section IV [Emphasis added]
<i>“A new missing person report should be filed each and every time a child is missing; regardless of the length of time he/she was last in care.”</i>
<i>“Timely submission of 1014 information is essential to the safety of children . . . .”</i>
<i>“Children who were <u>not reported missing to CLSU</u>, but came into the database via CFS 906 . . . will automatically be listed on the “Issue 1014” list when he/she comes into the database. It is imperative that each CLSU worker checks the “Issue 1014” list every day to identify new cases assigned to him/her.”</i>

- **CFS 906 Placement/Payment Authorization Form**

The CFS 906 is the Placement/Payment Authorization Form which is used to start and stop payment and change the placement of a ward: *“Once the child has been missing for 24 hours, complete the CFS 906 . . . to report the new living arrangement code.”* Procedure 329.30(b)(6).

- **CFS 680-A Missing Child De-Briefing Form**

After a ward is located, the caseworker shall interview the missing ward to determine the circumstances for the child’s disappearance. The CFS 680-A has questions such as why the ward left placement, did anyone encourage ward to leave, where did ward go, who did ward stay with, and has ward run away before and why. Procedures note that the caseworker also needs to determine if it is in

the child’s best interest to place him/her in the existing placement or arrange a different one. If the ward has a history of running away or will not accept the placement, the caseworker shall discuss an alternate placement with the child.

- CFS 119 Unusual Incident Report**  
 The CFS 119 is the Unusual Incident Reporting (UIR) form for DCFS superiors. The UIR is completed by employees for many different types of incidents (e.g., death of ward, abuse and neglect, medical/psychiatric issues, criminal acts, behavior issues), including missing wards.

INTERVIEW WARD
DCFS Procedure 329.50(e)
<p><i>“Once the child has been located and is in a safe placement, the child’s POS or DCFS worker (or the ERC* Intake worker) . . . shall: 1) Conduct a thorough follow-up interview with the child using a CFS 680-A Missing Child De-Briefing Form to guide and document the interview; 2) Inform the police, NCMEC, and all others who were notified of the missing child, that the child has been located. . . .”</i></p> <p>* ERC = Emergency Reception Center in Chicago which is a shelter facility.</p>

## CHILD LOCATION AND SUPPORT UNIT

During the audit period, DCFS had a unit named the Child Location and Support Unit for Missing Children (see Exhibit 2-3) which was responsible for supporting and monitoring workers’ efforts to locate the missing ward and return him or her to an approved placement. During the audit period, caseworkers worked with CLSU but were not organizationally overseen by the CLSU. According to a DCFS official, CLSU’s goal was to ensure that caseworkers kept up with paperwork and maintained efforts to locate wards.

DCFS said that the reason the CLSU was established 10 years ago was because the missing person reports (MPR) were not always being filed with police. The CLSU has a 24/7 helpline to report missing wards. The CLSU is also the place to report a missing ward who has returned to his/her placement.

The CLSU may provide child specific information to the National Center for Missing and Exploited Children (NCMEC), workers, and supervisors. The CLSU will

Example MISSING WARD
<p>At the beginning of 2011, this ward was 17 years of age and in transitional living.</p> <ul style="list-style-type: none"> <li>The case file suggested this ward struggled with anger management, substance abuse, and truancy at school during the audit period.</li> <li>Case and contact notes documented incidences of probation, detention, and time in jail.</li> <li>She reported staying at her boyfriend’s house while missing from placement.</li> <li>There were multiple reports of domestic violence.</li> <li>While in the transitional living program (TLP), she was arrested for trespassing, reported for taunting other youth in the program, and caught having unauthorized guests in her apartment.</li> <li>Supervisory notes also documented incidences of being under the influence of a controlled substance and admitting to smoking marijuana.</li> <li>Case notes reference her having a baby.</li> </ul> <p>Source: Audit summary of DCFS case files.</p>

send a CFS 1014 Missing Children Recovery Report form to caseworkers to complete, and if the ward remains missing a week later, the CLSU will send Part II of the CFS 1014 (called Location Efforts) to caseworkers to complete and return at the end of the week. When a ward is found, the CLSU will send a Part III of the CFS 1014 (called the Recovery form) to caseworkers to complete as part of its monitoring process.

Exhibit 2-3 CLSU STAFF EXPENDITURES Fiscal Years 2011 and 2012		
	Fiscal Year 2011	Fiscal Year 2012
<b>Employees</b>	<b>17</b>	<b>15</b>
Salary	\$1,272,762	\$1,210,758
Overtime	\$165,394	\$255,982
Special Pay (Shift Dif, 6th Day, Stand By, Temp Assign, Vacation)	\$23,399	\$25,352
<b>Personal Services</b>	<b>\$1,461,556</b>	<b>\$1,492,092</b>
Social Security	\$111,809	\$114,145
Overhead 19.5% <sup>1</sup>	\$306,806	\$313,216
Travel	\$426	\$1,204
<b>Sub-Total</b>	<b>\$1,880,597</b>	<b>\$1,920,657</b>
Medical Insurance (State Paid) <sup>2</sup>	\$246,500	\$217,500
Retirement (State Paid) <sup>3</sup>	\$409,060	\$510,146
<b>Total</b>	<b>\$2,536,157</b>	<b>\$2,648,304</b>
<i>Totals may not add due to rounding</i>		
<b>Notes:</b>		
<sup>1</sup> Includes Central Office administrative costs in support of CSLU, such as payroll, finance, computer support, etc. Does not include cost of the deputy director who was over CLSU and other units; his salary was \$104,000 in FY11 and \$113,000 in FY12.		
<sup>2</sup> Health care cost per employee was \$14,500.		
<sup>3</sup> Retirement cost was 28% in FY11 and 34% in FY12.		
Source: DCFS.		

The CLSU was renamed the Child Intake and Recovery Unit (CIRU) in January 2013.



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## Chapter 3

# Number of Missing Wards

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### CHAPTER CONCLUSIONS

House Resolution Number 120 asked for “*The number of children who were reported as missing, runaway, or abducted*” in calendar years 2011 and 2012. DCFS was unable to provide an accurate number of wards who were missing in 2011 and 2012.

- DCFS does not track or report the number of wards missing in a given year. During the audit period (2011-2012), DCFS estimated that the number of times that wards went missing ranged from 26,500 to 29,200 and involved approximately 2,800 to 3,100 wards, depending on its data source. However, these data sources had limitations and were not complete (e.g., some multiple runs were counted once). Officials indicated that not all run incidents were reported by caseworkers to the Child Location and Support Unit for Missing Children (CLSU).
- DCFS does not distinguish between a runaway ward and a ward whose whereabouts are unknown; however, a DCFS official stated that for most of the missing wards, DCFS has an idea of where they are and it is a matter of getting them back to placement.
- In April 2013, DCFS transferred data from the Missing Child Database (MCD) used by its central unit, called the CLSU, to the agency-wide SACWIS system. This caused data conversion problems which affected the accuracy and usefulness of the data. A DCFS official acknowledged data integrity issues with the MCD database.
- DCFS used two real-time daily lists of missing wards which were not retained to derive an annual figure. There were approximately 230 wards missing on any day, including about 40 new wards reported missing each day. Some wards may be missing for less than a day (e.g., was with a friend without informing the caregiver), while other wards may have been missing for weeks, months, or years.
- Daily lists may serve the CLSU’s needs to monitor and track the missing wards on a given day; however, capturing this information on an annual basis would provide useful information to DCFS management and the public. Such information could identify trends in the number of missing wards from year to year, as well as identify any patterns or potential problems, such as facilities which have wards running frequently and may require additional monitoring.

- The CLSU, which was the DCFS unit responsible for monitoring and supporting the agency's efforts at reporting and locating missing wards, did not produce reports which would provide agency management with useful oversight information on missing wards. Such reports could indicate whether caseworkers were completing missing child reports in a timely manner, along with statistics on missing children which show how long they are typically missing, where they run, the reasons they run away, etc.

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## TOTAL NUMBER OF MISSING CHILDREN

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House Resolution Number 120 asked for “*The number of children who were reported as missing, runaway, or abducted*” in calendar years 2011 and 2012. DCFS did not have a report on the total number of wards missing during a week, month, or year. Consequently, DCFS was unable to provide an accurate number of wards who were missing in calendar years 2011 and 2012. Depending on the data source used by DCFS, the number of times wards that went missing over the two years audited ranged from 26,491 to 29,201 and involved 2,773 to 3,126 wards. However, each of these data sources had limitations and was incomplete.

We reviewed four sources of data in an attempt to identify the number of wards that were reported as missing in 2011 and 2012. However, each of the four sources had limitations which prevented us from making the determination required by House Resolution Number 120. These four sources of data were:

1. List of CFS 906 payment forms, which are completed by caseworkers to stop payments to providers when a ward goes missing;
2. Daily lists of missing wards used by the CLSU;
3. The Missing Child Database (MCD) which was operational during the audit period but is no longer used; and
4. The Statewide Automated Child Welfare Information System (SACWIS) which is the Department-wide case management system, into which data from the MCD was transferred in April 2013, before this audit began.

### CFS 906 Listing

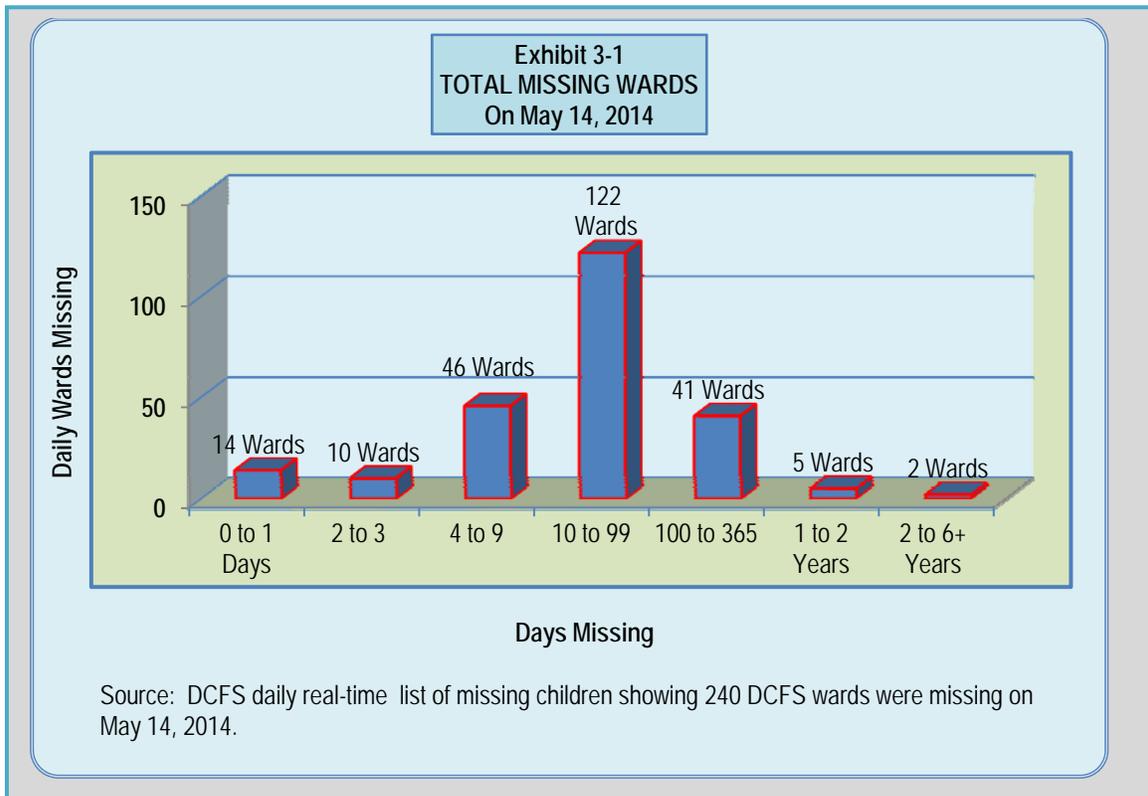
At the beginning of the audit when we requested the number of wards that went missing in 2011 and 2012, DCFS officials indicated that they did not use the total number of missing wards and suggested using the number of CFS 906 Placement/Payment Authorization Forms that were completed for missing wards. A CFS 906 form is used to stop paying for room and board to a provider when a ward was missing. There were over 10,000 CFS 906 forms completed for wards that had gone missing during our audit period of 2011-2012. However, the total number of times that wards had gone missing was 26,491 to 29,201 according to DCFS data discussed below. Therefore, we did not use this listing as it would not have included all the run incidents.

We concluded that the CFS 906 forms would not give us a complete count of missing wards as the form is not required to be completed until the ward has been missing for 24 hours (although some were completed by caseworkers before the ward had been missing for one day). Therefore, the list of 10,147 CFS 906 forms was not used as it would have excluded run incidents which totaled more than 29,000.

### Daily Lists

During the audit period, MCD generated two real-time lists of missing wards for its CLSU unit which are now generated by SACWIS: (1) wards for whom a CFS 906 has not yet been completed, as they have generally been reported missing for a short time (e.g., 1 or 2 days), and (2) wards that are generally missing longer and DCFS has completed a CFS 906 form to stop paying for their room and board. After a CFS 906 form is completed to stop payment, the ward would be moved from the first list to the second list.

These active lists are not retained from which an annual figure could be derived. The CIRU administrator indicated that approximately 230 wards were missing on any day with about 40 being new wards reported missing each day. While some wards run away and return within a day or two, other wards have been missing for more than a year (see Exhibit 3-1 which summarizes the length of time wards were missing on May 14, 2014).



Our sample of 100 run incidents included 67 cases which showed the date when the ward went missing and the date when the ward was found. The average number of days these wards were missing was nearly one month (29 days), with a range of less than 1 day to 160 days. In one-third (33) of the cases sampled, lack of specific missing and found dates prevented us from determining how long the ward had been missing. The date when the ward was found was not available for some sampled cases because when a CFS 906 payment form was added to the MCD, DCFS said all the disposition dates for previous runs automatically changed to the date of the **newest** CFS 906 form. DCFS said this system error became known when the MCD data was transferred to SACWIS on April 27, 2013, and has been corrected. Now when a ward is found the date appears in the “Disposition” tab in SACWIS.

**Audit Sample  
DISCREPANCY IN FOUND DATE**

A ward went missing on 5/8/12. A CFS 906 placement/payment form showed he was found on 11/12/12; however, SACWIS case notes indicated he had been located and contacted earlier by the caseworker to obtain his current address to mail his medical card, and arranged meeting to assess his living arrangement. (Sample #6)

### Missing Child Database

The Missing Child Database (MCD) was used by the CLSU during the audit period. However, in April 2013, the data in the MCD was transferred into the agency-wide SACWIS system and the MCD was no longer used. The MCD was a stand-alone database which did not have required fields like SACWIS.

The MCD contained 26,491 incidents of missing wards during our two year audit period. A DCFS official acknowledged that the MCD database had data integrity issues and did not provide a complete count of run incidents. For example, if there was an “active” (or completed) CFS 906 form to stop paying for a missing ward’s room and board, and the ward returned, but then ran again before another CFS 906 form was completed to restart paying for his room and board, the ward would be shown as having run only once in the MCD, rather than twice, as a new report could not be created in the MCD for this ward while he had an active CFS 906 form. DCFS officials stated that the MCD had long text strings (notes) which made it difficult to correctly match all of the information for a specific run when the data was transferred from MCD to SACWIS.

### SACWIS

SACWIS is the agency’s current information system which shows 29,201 incidents of wards reported missing in 2011 and 2012. However, this count is not accurate since the MCD did not assign each run incident a unique number, whereas SACWIS does. SACWIS assigns each run incident a unique Report ID number. For example, the MCD captured data in a running list of notes while SACWIS is event (run incident) driven and associates notes with the event. Therefore, during the conversion, multiple runs in MCD could have been combined into one Report ID number in SACWIS while other runs could have appeared under two or more Report ID numbers.

Our review also found that 64 of 10,012 Report ID numbers were assigned multiple CFS 1014's and that 92 wards, who had a CFS 906 form completed to stop their room and board payments, were not included in the SACWIS missing children list. These types of data issues also impacted the accuracy and reliability of missing ward data generated by the SACWIS system.

**Conclusion**

While daily lists may serve the Department's needs to monitor and track missing wards on a given day, capturing this information on annual basis would provide useful information to DCFS management. According to a CLSU official, the CLSU does not prepare routine reports for management regarding missing wards. Such information could identify the following:

- If the total number of missing wards is increasing or decreasing annually,
- If the agency has allocated sufficient resources to handle missing wards,
- If there are facilities from which wards run away more or less often,
- If some facilities need additional monitoring or corrective action, and
- If DCFS needs to make any policy changes regarding missing wards.

<b>TOTAL NUMBER OF MISSING WARDS</b>	
<b>RECOMMENDATION NUMBER  1</b>	<i>DCFS should report the number of missing wards annually to its management, as well as other information which may be needed for management to effectively carry out its responsibilities regarding missing children.</i>
<b>DCFS Response</b>	<p>The Department agrees that enhancement to management reports and reporting concerning missing children is necessary. By June 30, 2015, the Department intends to develop and implement an integrated set of monthly, quarterly and annual management reports on missing children. The users of the reports will include Department and Purchase of Service (POS) agencies' managers and supervisors.</p> <p>The reports will present data on missing children in various views, including but not necessarily limited to:</p> <ul style="list-style-type: none"> <li>• By the living arrangements from which children went missing;</li> <li>• By the providers with which children were placed; and</li> <li>• By the agency to which primary case management was assigned.</li> </ul> <p>It is intended the report series will also include demographic-based reports on children who went missing as well as trend reports that the Department and its POS provider partners may use to enhance child and youth safety, stability, permanency, and well-being.</p>

## CFS 906 PLACEMENT AND PAYMENT FORMS

DCFS pays for the expenses of wards that are under its care, including for their room and board, their education, along with other services. When a ward enters a new placement, or is absent from placement without authorization, caseworkers complete the CFS 906 Placement/Payment Authorization form to either pay the provider or to stop paying the provider. Some wards go missing repeatedly, including running a second time on the very same day they were found. If this occurs, a second CFS 906 form may not be completed and the original CFS 906 form may remain in effect to not pay the provider.

Once a State ward goes missing for over 24 hours, DCFS procedures require completing a CFS 906 form to stop paying for their room and board (Procedure 329.30(b)(6)). DCFS officials stated that although a CFS 906 form should be completed after a ward has been missing for 24 hours, there is nothing in its system to stop a caseworker from completing the CFS 906 form in less than 24 hours.

As discussed later in the report, sometimes the CLSU found out that a ward was missing upon seeing a CFS 906 form that was completed by a caseworker to stop payment for the ward; therefore, this form can be used by the CLSU to identify a ward that has gone missing and its timely completion can be useful to the Department.

DCFS provided data on CFS 906 forms completed for missing wards during the audit period. Approximately 98 percent of the 10,147 run incidents (9,916) were categorized as *Whereabouts Unknown* (WUK). Of the remaining two percent (231 of 10,147 incidents), 215 incidents were categorized as *Whereabouts Unknown, Periodic Contact with Caseworker* (WCC). The remaining 16 incidents (0.2%) were categorized as *Abducted* (Exhibit 3-2).

Exhibit 3-2 CFS 906 PLACEMENT/PAYMENT FORM Calendar Years 2011 and 2012		
Living Arrangement Code	Number	Percent
Whereabouts Unknown (WUK)	9,916	97.7%
Whereabouts Unknown, Periodic Contact (WCC)	215	2.1%
Abducted (ABD)	16	0.2%
<b>Total</b>	<b>10,147</b>	<b>100.0%</b>
Source: CFS 906 forms.		

DCFS uses an automated system called the Board Payment System (BPS) to pay for ward's care (room, board). The BPS calculates account balances twice a month. Each time the BPS runs, it recalculates all payments and claims for the entire fiscal year in order to collect (or pay) any over/underpayment found since the previous calculation. Overpayments are collected in future months and **uncollected** overpayments for fiscal years 2011 and 2012 totaled approximately \$33,421 for 65 wards (none of whom were in our sample) as of February 13, 2014. Overpayments could have been caused by filing a CFS 906 late for the run, or by other factors such as relocating to different homes, changing services, or changes in expenses, such as for education.

We asked DCFS to check payments to providers for 5 of the 100 cases in our sample. DCFS provided auditors with the supporting documentation for the payments

made on behalf of the five wards. In all five cases, DCFS either correctly paid the provider or recouped the overpayment. For three wards, DCFS correctly paid the providers for the number of days that the wards were in placement. For the remaining two cases, DCFS overpaid but fully recouped the overpayment in the subsequent two months. For example, one ward went missing in April 2011 but the CFS 906 form was not completed until May 2011. DCFS paid the provider a total of \$3,511.80 for the ward for all 30 days of April; however, the ward was not in placement from April 18, 2011 through the end of the month. Based on the late completion of the CFS 906 form, DCFS overpaid the provider for 13 days totaling \$1,521.78 (13 days x \$117.06 daily rate). DCFS recouped the full amount over the next two months of May and June.

Auditors identified significant differences between the CFS 906 submission date on the CFS 1014 and the date that the Case Assignment and Placement Unit (CAPU) noted as receiving the CFS 906 form. When asked about this difference, a DCFS official stated the CAPU was behind in entering CFS 906 information by approximately 5,000 to 6,000 forms late in 2012 after losing staff due to budget cuts. During this time, providers continued to be paid which may have caused additional overpayments due to the backlogged CFS 906 forms, but DCFS stated that overpayments were recouped later. DCFS officials said that CAPU has entered backlogged forms and current forms are entered timely.

DCFS should ensure that its caseworkers comply with the requirement to submit the CFS 906 form to stop payment after the ward has been missing for 24 hours. The reasons for the procedural requirement to submit the form after 24 hours should be explained to workers, such as the possibility of overpayments resulting from late submissions. Supervisors should also be monitoring the timely submission of this form which stops payment for the missing wards' room and board.

<b>CFS 906 FORM</b>	
<b>RECOMMENDATION NUMBER  2</b>	<i>DCFS should prevent overpayments by ensuring that CFS 906 forms are completed, submitted, and entered in a timely manner.</i>
<b>DCFS Response</b>	<p>The submittal and entry of CFS 906, Placement/Payment Authorization forms, has improved greatly since the time period covered by the audit. However, the revision of Procedures 329 targeted for issuance by March 15, 2015 will stress to all Department and Purchase of Service agency caseworkers, supervisors, and managers the importance of timely completion, submittal, and entry of CFS 906 forms related to children who go missing from placement and when children return to a safe placement. The revised Procedures 329 will stress child and youth safety and correct payments to providers as two primary reasons underpinning the need for correct, timely submittal and entry of CFS 906 forms.</p> <p>Additionally, staff of the Child Intake and Recovery Unit (CIRU) will monitor the submittal of CFS 906 forms for missing children reported to CIRU on a daily basis. CIRU staff will contact the assigned DCFS or POS agency caseworker and supervisor when a CFS 906 form is not submitted in a timely manner. CIRU staff will communicate with the assigned caseworker and supervisor daily until the required CFS 906 form is submitted and entered. The contact between CIRU staff and field staff will be documented by CIRU personnel completing the contact.</p>

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## **DATA ACCURACY**

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The audit identified data issues which impact the accuracy of data on missing wards. Some case files showed different dates for when the ward was reported missing, such as in the CFS 1014 Missing Children Recovery Report, the CFS 906 payment form completed to stop payment, or in the SACWIS case notes. DCFS stated the reason for the differences could be typos, or dates entered by different workers, or involve a ward who ran away multiple times but only some of the incidents were recorded (i.e., ward went missing, was brought back but went missing again, such as within hours).

- **Multiple Dates.** In our random sample of 100 cases, DCFS documents showed more than one date for when 28 wards went missing in different DCFS documents. For 4 of these 28 cases, the date that the ward went missing varied by at least 10 days in agency documents, including a 43-day difference between dates recorded for one missing ward (see Exhibit 3-3).

Exhibit 3-3 MISSING DATE DISCREPANCIES Calendar Year 2011 – 2012							
1	2	3	4	5	6	7	8
Count	Audit Sample #	Age	DCFS or Purchase of Service Provider (POS)	Source 1: Child Location Report – General	Source 2: Initial CFS 1014	Source 3: Child Location Report – Notes	Number of days difference
1.	1	19	Amy Inc. - Children Reception Center	4/2/2012	4/1/2012	4/2/2012	1
2.	5	16	Licensed Provider	1/27/2012	1/27/2012	1/31/2012	4
3.	10	19	Lakeside Community	10/3/2011	9/27/2011	10/3/2011	6
4.	11	18	Self	7/14/2012	7/14/2012	6/1/2012	43
5.	20	17	Habilitative Systems	9/30/2011	9/29/2011	9/30/2011	1
6.	33	19	Teen Parent Network	9/14/2012	8/31/2012	9/14/2012	14
7.	36	20	Aunt Martha's	5/9/2011	5/6/2011	5/9/2011	3
8.	46	18	Licensed Provider	9/24/2011	9/25/2011	9/24/2011	1
9.	48	16	Unable to Determine	2/24/2011	2/24/2011	3/2/2011	6
10.	50	18	Licensed Provider	10/1/2012	10/1/2012	10/2/2012	1
11.	52	18	Rutledge Youth Foundation Inc	4/28/2012	4/27/2012	4/28/2012	1
12.	53	19	ChildServ	6/1/2012	5/30/2012	6/1/2012	2
13.	55	16	Lawrence Hall Youth Services	9/9/2011	9/6/2011	9/9/2011	3
14.	56	18	Cunningham Children's Home	2/12/2012	2/11/2012	2/12/2012	1
15.	60	19	Thresholds	3/3/2012	3/3/2012	3/4/2012	1
16.	61	20	Thresholds	12/5/2012	12/4/2012	12/5/2012	1
17.	62	19	Teen Parent Network	2/22/2011	2/22/2011	3/8/2011	14
18.	67	19	Adapt Community Alternatives	5/13/2011	5/18/2011	5/13/2011	5
19.	68	18	Amy Inc. - Children Reception Center	3/28/2012	3/27/2012	3/28/2012	1
20.	71	17	Licensed Provider	4/9/2011	4/8/2011	4/9/2011	1
21.	78	17	One Hope United	7/5/2011	7/1/2011	7/6/2011	5
22.	81	17	Licensed Provider	10/3/2012	10/3/2012	10/16/2012	13
23.	82	20	Maryville John & Mary Madden Center	11/1/2012	11/2/2012	11/2/2012	1
24.	89	18	Licensed Provider	7/16/2012	7/15/2012	7/16/2012	1
25.	94	19	Lawrence Hall Youth Services	11/5/2011	11/4/2011	11/5/2011	1
26.	97	18	Cunningham Children's Home	8/16/2011	8/18/2011	8/16/2011	2
27.	99	18	Licensed Provider	1/15/2011	1/16/2011	1/15/2011	1
28.	100	18	Adapt Community Alternatives	10/19/2012	10/18/2012	10/19/2012	1
Average number of days difference:							5
Most number of days difference:							43
Source: Audit sample of DCFS missing children cases.							

The date a ward was last seen is recorded in multiple locations, such as the CFS 906, the CFS 1014, the SACWIS screen showing the missing child report, and the SACWIS case notes. A DCFS official stated that the dates should match but was unable to give a reason for the discrepancies except to suggest that caseworkers

- might have entered the current date when completing a form instead of the date the ward went missing. Some discrepancies may also have been typographical errors.
- **Data Organization.** The audit found 76 of 100 cases sampled (76%) contained case notes in SACWIS which did not appear to be grouped with the correct report. The case notes in MCD were not always separated for each individual run incident. The MCD had notes in one long string and SACWIS put these notes in “containers” within different Report ID’s so information about a particular run would be under a particular number.
    - Therefore, when the text data in the MCD (which was not always separated by run incidents) was transferred to the agency-wide SACWIS, it did not always transfer properly into SACWIS. Properly separated run incidents are needed to count the total number of missing incidents.
    - During the data transfer from MCD to SACWIS in April 2013, some of the data became fragmented (one run incident created multiple run reports) while the other data became compressed (several run reports were merged and placed under one Report ID number). Thus the number of runs in the MCD and SACWIS were different as there should be one report for each run to show the work that DCFS has performed to search for the missing ward, such as completing a CFS 906 to stop payment for the ward’s room and board or issuing a CFS 119 Unusual Incident Report (UIR) for superiors.
  - **Abducted.** During 2011-2012, DCFS classified 61 of the more than 29,000 total run incidents as abductions. This audit found that DCFS misclassified 40 of these 61 cases as being abductions (we also reviewed these 61 cases in addition to our random sample of 100 cases).
    - DCFS documents, such as the CFS 906 form used to stop room and board payments and/or SACWIS case notes, showed that 40 of these 61 cases were wards who were missing, not abducted.
    - Agency officials noted that no ward had been abducted by a stranger either during the audit period, or in recent memory, but were taken by parents or family members lacking custody.
    - Generally, a child who was not really abducted was found or returned quickly, for example:
      - A ward that was missing for seven minutes was recorded as abducted; case notes written later said the ward had “*left the placement with another resident.*” (Sample # 134)
      - A ward was recorded as abducted at 11:45 p.m. and returned early next morning at 4:30 a.m. and case notes said that the ward reported “*hanging out with friends while absent from placement.*” (Sample # 155)
      - A ward was recorded as abducted but when the ward returned later that day, case notes said the ward “*reported being with friend’s mother.*” (Sample # 158)

- **Multiple CFS 1014 Forms.** There were other issues which showed that the data had errors. As noted, each Report ID number should contain information on only one incident (e.g., one CFS 1014 Missing Children Recovery Report). Auditors identified 64 of 10,012 Report ID numbers that contained multiple CFS 1014 reports – 61 had two CFS 1014’s and 3 had three CFS 1014’s:
  - In 24 of 64 cases, a Report ID number (run incident number) appeared to contain multiple incidents including a CFS 1014 for each.
  - In 39 of 64 cases a Report ID number contained a single report on the missing ward but had the same CFS 1014 issued more than once (i.e., duplicate CFS 1014’s would increase the count of run incidents).
  - 1 Report ID number (incident number) contained three CFS 1014 forms. However, it was outside the audit period but was in the data provided by DCFS – i.e., DCFS listed it as part of the run incidents from 2012 but the incident was actually from 2013 (this was provided due to a typographical error in the date when the ward was reported to be missing).

For reports to be useful and effective, the data contained in them must be accurate. DCFS needs to emphasize to employees the importance of entering data correctly and require supervisors to check the data to ensure that it is in fact entered accurately.

<b>DATA ACCURACY</b>	
<b>RECOMMENDATION NUMBER 3</b>	<i>DCFS should emphasize to all involved in the reporting and locating of missing children of the need to accurately enter information into case files and to correct discrepancies when identified.</i>
<b>DCFS Response</b>	<p>The revision of Procedure 329 targeted to be issued by March 15, 2015 will re-enforce to Department and POS agency staff the importance of accurate information concerning missing children and what action needs to be taken when information discrepancies are identified.</p> <p>Further, the Department will design a continuous quality improvement (CQI) approach to periodically assess and evaluate the accuracy and integrity of data on missing children by Department staff and staff of POS agencies and providers. The CQI approach will be targeted for implementation on a quarterly basis starting during the first quarter of state fiscal year 2016.</p>



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## Chapter 4

# Reporting and Locating Missing Wards

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### CHAPTER CONCLUSIONS

House Resolution Number 120 asked “*Whether reports of missing, runaway, and abducted children were made by Department staff to all required parties in a timely manner*” and also asked the audit to determine “*The steps followed by the Department in attempting to locate and recover children reported as missing, runaway, or abducted and whether those steps complied with the Department’s rules and procedures.*”

- DCFS did not capture the date when the caseworker learned that a ward was missing. Without this date, DCFS management is unable to determine whether caseworkers are meeting established time requirements for reporting the missing wards to law enforcement, parents and guardians, etc. Caseworkers reported the missing ward to the required parties (e.g., police, NCMEC, guardian), but there was no date to determine if the reporting was done in a timely manner.
- DCFS procedures require caseworkers to complete the CFS 1014 Missing Children Recovery Report within two working days of receiving this form from the CLSU. In our random sample of 100 cases, 47 of the CFS 1014 reports were not completed within two working days but took an average of six working days, with the longest being 98 working days (14 cases took 10 working days or more).
  - Five CFS 1014 missing child reports were completed after the wards had been found by DCFS.
  - Three CFS 1014 missing child reports were issued after the wards had been found.
- DCFS procedures require caseworkers to complete a debriefing form (CFS 680-A) once a ward has been located which asks why the ward had gone missing, where he/she had gone, if anyone assisted him/her, etc. In 75 of the 96 cases reviewed (78%), this form was not marked as being completed. For the remaining 21 cases in our sampled that were marked as completed, the agency was not able to provide us a copy of any of the forms that were marked as completed.
- Supervisors play an important role in ensuring that caseworkers comply with procedures by confirming that caseworkers have completed all required reports and contacts and developed a strategy to locate the missing ward. In 96 of 100 cases sampled, we did not find evidence of the supervisor’s confirmation that the

**initial required reports** had been made (such as with police, NCMEC, guardian, courts). In 95 percent of the applicable cases sampled (83 of 87), auditors found insufficient evidence of a **weekly meeting** between the caseworker and supervisor. DCFS procedures require that all supervisory meetings with caseworkers must be documented.

- When a ward is determined to be high risk (such as age 13 or younger, has a medical condition, was abducted), supervisors are required to get daily progress reports from caseworkers. In the 20 high-risk cases we reviewed, we found insufficient documentation that these **daily progress reports** were being made.
- Procedures require the caseworker to immediately notify the CLSU when s/he learns of a missing ward; however, there was a lack of documentation to show that caseworkers were always notifying the CLSU about the missing ward in a timely manner.

Agency management is responsible for planning, organizing, directing, and controlling its programs. Given the noncompliance with DCFS procedures and a lack of reliable data to determine whether missing child procedures are being complied with, management controls need to be strengthened with an increased emphasis on compliance. There are risks to the wards that go missing, as noted in DCFS procedures which state that missing children are at great risk of victimization and exploitation and, therefore, to the Department which is legally responsible for the wards.

**SEARCH FOR MISSING WARDS NOT  
BEGUN AFTER BUSINESS HOURS**

A CLSU official stated if a ward goes missing after business hours or on a weekend, search begins on the next working day; therefore, no DCFS employee may be looking for the missing ward over the weekends (or long weekends like Thanksgiving).

Given the CLSU's responsibility to support and monitor caseworkers' efforts to locate missing children, we inquired as to whether it had performed any evaluations or assessments regarding the degree to which agency procedures were being followed. Such assessments have not been performed but a CLSU official stated that it is in communication with caseworkers and supervisors about missing wards.

We recommended that a unit such as the CIRU be assigned the responsibility to monitor and report to DCFS management the degree to which the Department is complying with procedures pertaining to missing wards – i.e., notify police, complete a missing person report, obtain the LEADS tracking number, contact the National Center for Missing and Exploited Children (NCMEC), complete a DCFS Unusual Incident Report (UIR) form, complete an agency CFS 906 form to stop paying for their room and board, contact the juvenile courts, etc. Given the lack of documentation and noncompliance found in this audit:

- DCFS should review its search procedures for missing children for possible modifications and provide training to its caseworkers and supervisors on missing

children. Its procedures do not distinguish between wards that go missing chronically and those that go missing rarely or just once.

- Furthermore, some wards are older, aged 18 and older, and are adults who are placed in independent living facilities which are not subject to daily monitoring but checked periodically. The same procedures that apply to younger wards also apply to these older wards which may not always fit the circumstances.
- Not all the search procedures were entirely clear to some caseworkers – e.g., one considered the term *immediately* in DCFS procedures to mean within 24 hours, another considered it to be as soon as practical given other priorities, while another thought a month could be immediate for individuals who were in independent living.

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## DCFS NOTIFICATION

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DCFS Procedure 329.30(a) requires caregivers to notify the police, the caseworker, and the CLSU (now renamed to CIRU) if the whereabouts of a ward become unknown. However, we did not find that the CLSU was always notified when a ward went missing.

The CLSU (CIRU) was the agency’s support unit when searching for missing wards and sent caseworkers the CFS 1014 missing child report to complete as they began searching for missing wards. Caseworkers record the dates as they initially contact/notify/report the missing wards to police, NCMEC, parents/guardian, court, etc. The CLSU was also tasked with sending a weekly follow up form for caseworkers to complete, called the CFS 1014, Part II, Location Efforts.

Although DCFS procedure states that the caregiver should immediately report a missing ward to the CLSU, the date that the CLSU was notified was not found in 39 of 100 cases sampled. A lack of notification to the CLSU can prevent or delay the search for missing children as the CLSU oversaw the search for missing children.

DCFS Procedure 329.30(b)(2) states that the caseworkers should immediately contact the CLSU upon learning that a ward is missing. However, caseworkers began searching for missing wards up to 17 working days before notifying the CLSU that a ward was missing. During this time the caseworker may have submitted missing person reports and contacted parents or guardians, requested Child Protection Warrants (CPW) from courts, completed a CFS 1014 Missing Children Recovery Report, and completed a CFS 119 Unusual Incident Report (UIR) without notifying the CLSU.

### REPORTING REQUIRED FOR CAREGIVERS

#### DCFS Procedure 329.30(a)

*“Caregivers, including foster parents, relative caregivers, and staff of residential facilities, shall immediately report any missing child/youth to:*

- 1) *The local law enforcement;*
- 2) *The child’s case manager/worker; and*
- 3) *The Helpline of the Child Location and Support Unit for Missing Children (1-866-503-0184).*

*Caregivers shall obtain the number of the missing person report from the law enforcement officer taking the report and provide the report number to the CLSU Helpline.”*

The CLSU was in a different division than the caseworkers who searched for missing wards during the audit period of 2011-2012. Some responses to our employee survey indicated a lack of coordination between caseworkers and the CLSU. In January 2013, the CLSU was placed in the same division as the caseworkers within the Division of Operations and renamed the Child Intake and Recovery Unit or CIRU.

<b>CIRU NOTIFICATION</b>	
<b>RECOMMENDATION NUMBER</b>  <b>4</b>	<i>DCFS should improve controls to ensure that the CIRU is immediately informed when a DCFS caseworker is notified that a ward has gone missing, as per Procedure 329.</i>
<b>DCFS Response</b>	<p>The Department will request the Office of Information Technology Services (OITS) to add a data field in SACWIS in which the date and time the assigned caseworker or supervisor notified CIRU of a missing child who had not previously been reported to CIRU. The target date for the new data field is March 15, 2015.</p> <p>Additionally, the CQI approach mentioned in the response to Recommendation #3 will include one or more items targeted especially to document the level of compliance with requirements governing reporting of missing children to CIRU.</p>

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### **WHEN CASEWORKER “LEARNED” ABOUT MISSING WARD**

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The date when the caseworker first **learned** about a ward being missing was not documented. Knowing the date/time when the caseworker learned is important to determining if workers contacted the required parties (e.g., police, NCMEC, parents/guardian, courts) in a timely manner. As noted in DCFS Procedure 329.10, *“Children who are missing are at great risk of victimization and exploitation. This is especially true for children who are identified as “high risk”. Because of the potential dangers to the child, the child’s worker is to consider a missing or abducted child as a major event that requires intensive intervention.”* [emphasis added]

DCFS procedures state that when a caseworker learns that a ward is missing, the caseworker shall “immediately” contact required parties. Auditors asked where they could find the date when the worker learned about the missing ward. DCFS said on April 1, 2014, that *“All of this information should be recorded in the SACWIS case notes, there is not a specific area in the notes for the documentation, but it should be documented.”* However, in our sample, auditors did not find a date recorded in the applicable SACWIS reports or in the case notes for when the caseworker first learned the ward was missing.

If the CLSU is the first to learn that a ward is missing, it notifies both the caseworker and his/her supervisor by email and sends an electronic CFS 1014 missing child report (Part I or Initial) to complete. However, there is no place on the CFS 1014 to document when the caseworker learned about the ward being missing.

Recording the date when the caseworker learned of the missing ward is important because supervisors and management need this information to determine if procedures were followed in a **timely** manner. Although all the required parties were contacted by caseworkers, we could not assess the timeliness of caseworkers reporting the missing wards in our sample to the required parties.

A CLSU official stated if wards go missing after business hours or on the weekend, the caseworker and/or supervisor begins their search the next working day; therefore, no DCFS employee may be looking for the missing wards over the weekends or long weekends, like Thanksgiving. When asked who was looking for the missing wards over the weekend, the official said it would be the police.

One respondent in our survey noted that some workers have a very high caseload and are constantly in the field, or court, or visiting clients. These other assignments may delay beginning the search immediately for missing wards, as required by procedures.

DCFS Procedure 329 states that all those involved need to work aggressively to find a missing child: *“Supervisors and workers are expected to work very aggressively to locate a missing child and return the child to an approved placement”* as children who are missing are at great risk of victimization and exploitation. A step needs to be added for the caseworker or his/her supervisor to reply to the CLSU to indicate if they anticipate any delays (such as due to scheduled days off, training, or other assignments), so the CLSU is informed and can pursue alternatives if necessary.

#### WHEN CASEWORKER “LEARNS”

##### DCFS Procedure 329.30(b)

*“When a worker . . . learns that a child/youth for whom the Department is legally responsible . . . is missing, the worker shall immediately:*

- 1) *Contact law enforcement . . . to verify that a missing person report has been filed [or file one if needed]. . . .*
- 2) *Contact the CLSU Helpline . . . .*
- 3) *Contact the National Center for Missing and Exploited Children (NCMEC) . . . .*
- 4) *Notify the child's legal parents, guardian . . . .*
- 5) *Complete the CFS 119 Unusual Incident Report (UIR). . . . [in two working days]*
- 6) *Once the child has been missing for 24 hours, complete the CFS 906 . . . .*
- 7) *Request the Juvenile Court of Jurisdiction to issue a Child Protection Warrant within two working days.” [emphasis added]*

<b>CASEWORKER NOTIFICATION</b>	
<b>RECOMMENDATION NUMBER</b>  <b>5</b>	<p><i>DCFS should establish (1) a field in SACWIS to require caseworkers to enter the date and time when they first learned about a missing ward; (2) procedures for the caseworker to acknowledge notification of the missing ward; and (3) a process to ensure that searches are conducted for missing wards in a timely manner, including after business hours or on weekends.</i></p>
<b>DCFS Response</b>	<p>Regarding Sub-Recommendation #1, the Department will request the Office of Information Technology Services (OITS) to add a data field in SACWIS in which the date and time the assigned caseworker or supervisor first learned that a child is missing may be entered. The target date for the new data field is March 15, 2015.</p> <p>Regarding Sub-Recommendation #2, the requirement for a worker to acknowledge notification of a missing ward will be included in the revision of Procedures 329 targeted for issuance by March 15, 2015. The requirement will be further explained in the mandatory training targeted to occur during the fourth quarter of state fiscal year 2015 (April 1 - June 30, 2015).</p> <p>Regarding Sub-Recommendation #3, the Department requires immediate reporting of a missing child to local law enforcement, which has responsibility and resources to search for missing children, including after hours and on non-state of Illinois work days. The Department and its POS agency partners have staff “on-call” during non-business hours who are available to assist law enforcement personnel should they locate a missing child. In addition, the Child Intake and Recovery Unit (CIRU) is available 24 hours per day seven days a week to assist law enforcement in efforts to locate a missing child.</p>

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### **AUDIT SAMPLE OF MISSING WARDS**

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Audit Determination Number Two asked whether reporting requirements were completed in a timely manner. We randomly sampled 100 cases with a completed CFS 1014 missing child report during the audit period. The average age of the wards in our sample was 17, with the youngest being age 13 and the oldest being age 20. Our sample included 20 wards that were marked as high risk, including wards that had several risk factors (e.g., mental health issues, pregnant, parenting).

Having accurate dates for missing wards is important, as noted by DCFS Procedure 329 which emphasizes trying to find a missing ward quickly. DCFS has

established reporting timelines, such as reporting to required parties immediately (e.g., police, NCMEC, guardians) or within two working days (e.g., courts, internal reporting using a UIR). Accurate dates are also needed for agency management to assess if caseworkers are performing these procedures in a timely manner. Absent the caseworker learned dates, auditors tried to use the date when the CLSU was notified to test timeliness with DCFS' procedures; however, there were also limitations using this date as it was not always documented (see below).

Audit Sample AGE OF WARDS	
Age	Number
13	5
14	6
15	6
16	11
17	21
18	27
19	13
20	11
<b>Total</b>	<b>100</b>

Source: OAG sample.

### Date CLSU Notified

We were unable to use the date the CLSU was notified to assess the timeliness of DCFS actions.

First, in 39 of 100 cases sampled, the **date** the CLSU was notified about a missing ward was not available. Auditors found that in 34 of these 39 cases the CLSU was notified but could not determine the date when it was notified, while in the remaining 5 cases there was no evidence in the file to support that the CLSU was notified at all. The inset shows how the CLSU learned of the 39 cases where the date was not available.

Audit Sample CLSU NOTIFICATION OF A MISSING WARD Date Not Available	
Call	23
CFS 906 Payment form	9
CFS 119 UIR form/Juvenile Court	2
Not documented/Unable to determine	5
<b>Total</b>	<b>39</b>

Source: Audit sample of DCFS missing cases.

Second, if a caseworker learned of the missing ward before the CLSU was notified, and auditors had used the (later) date when the CLSU was notified, our testing would not have been accurate as the caseworker could have had time to complete the initial reporting requirements before the CLSU was even notified. For example:

- One ward in our sample (sample #59) had a last seen date (i.e., missing date) of 4/18/11 in SACWIS; however, the CLSU did not learn until 5/10/11. The caseworker filed the CFS 906 form to stop payment for the ward's room and board on 5/13/11, nearly a month after the ward was last seen. If auditors had used this date when the CLSU was notified (5/10/11), it would have shown that the CFS 906 was submitted three days after CLSU/DCFS was notified of the missing child, suggesting the CFS 906 was submitted in a generally timely manner. However, the caseworker appears to have learned of the missing ward three weeks earlier (the CFS 1014 missing child report shows the caseworker contacted the ward's parents on the date that the ward was last seen) and thus had about 20 more days to complete his tasks.

- A second ward in our sample (sample #15) had a last seen date of 2/19/12. The caseworker completed initial reporting (e.g., filing a missing person report, notifying NCMEC/guardian, obtaining a child protection warrant from the court) a day later on 2/20/12. However, the CLSU was not notified for another week until 3/1/12. Had auditors used this 3/1/12 date when the CLSU was notified to test timeliness, it would have shown that initial reporting was completed before the CLSU was notified – completed on February 20, notified CLSU on March 1.

Finally, if the CLSU was notified of a missing ward before the caseworker was notified, auditors were still not able to determine *when* the caseworker learned about the missing child.

- For example, sample #79 showed that a ward had gone missing on 9/15/12 and the CLSU had issued the CFS 1014 missing child report to the caseworker the next day on 9/16/12.
- Once the caseworker received the CFS 1014 from the CLSU and opened it, s/he would have “learned” that a ward went missing and could have begun completing the initial reporting requirements in its procedures.
- However, there was no documentation in SACWIS to show when the caseworker actually received/opened the CFS 1014 and, therefore, learned the ward was missing from placement.
- Certain initial reporting requirements, such as notifying NCMEC were not completed until five days later on 9/20/12.
- A control procedure needs to be in place for the caseworker/supervisor to report back to the CLSU that he/she will begin search procedures (also see the prior audit recommendation).

### **Other Compliance Testing**

The audit found other non-compliance issues in our sample of 100 cases. For example there was a lack of documentation to show if photographs were provided to police and if the LEADS (Law Enforcement Agency Data System) number was obtained in a timely manner, although 93 of 100 cases sampled had a LEADS number in the file, as required by procedure.

Likewise, for 76 of 100 cases sampled, we could not determine if the missing ward’s photograph was provided to police as it was not noted on the CFS 1014 missing child report. For the remaining 24 cases, there was a date when the photo was provided to police but there was no date when the caseworker learned of the missing ward; however, we could not determine if the photographs were submitted to police in a timely manner (i.e., “immediately”) – the date when the caseworker learned and the date when the photograph was provided are both needed to measure if this step was completed immediately.

Procedure 329.30(d)(1) states that the CLSU will send the CFS 1014 Missing Children Recovery Report Form to the caseworker when notified that a ward is missing.

Workers are required to return it within two working days. In our sample, for those cases which had dates, the CLSU did send the CFS 1014 missing child report form to caseworkers within two working days after being notified that a ward was missing.

DCFS has established requirements in its procedures for the caseworker to report a missing ward to specific parties within two working days. The Department should remind caseworkers of the requirements, and instruct supervisors to check and sign-off on the CFS 1014 missing child report to determine if compliance has been achieved in a timely manner.

<b>REPORT MISSING WARDS</b>	
<b>RECOMMENDATION NUMBER  6</b>	<i>DCFS should report the missing wards to required parties within the time established in its procedures, including to NCMEC, juvenile courts, and parents/guardians and require supervisors to sign-off on the CFS 1014 to document their review.</i>
<b>DCFS Response</b>	<p>The revision of Procedure 329 targeted to be issued by March 15, 2015 will provide specific instructions to Department and POS agency staff (including staff of substitute care providers) concerning the requirements and importance of timely notifications concerning missing children. The revision of Procedures 329 will also clarify the specific responsibilities of supervisors to monitor, supervise, and approve all required activities concerning missing children, including requirements for documenting such supervision in one or more supervisory notes in SACWIS.</p> <p>Finally, the CQI approach discussed in the response to Recommendation #3 above will include one or more items focused on:</p> <ul style="list-style-type: none"> <li>• timely completion of all required notifications; and</li> <li>• compliance with all staff supervision requirements.</li> </ul>

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### **INTERNAL AGENCY REPORTS**

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Caseworkers are required by procedure to complete internal DCFS reports and forms on missing wards; however, the audit sample found that these reports and forms were not always completed within the time specified in DCFS procedures (Exhibit 4-1):

Exhibit 4-1 AGENCY FORMS FOR MISSING CHILDREN SAMPLED Calendar Years 2011 and 2012						
1	2	3	4	5	6	7
Requirement	Time to Report (Procedures)	Total	N/A	Unable to Determine	Completed Timely	Completed Late or Not Completed
CFS 1014 Part I	2 Working Days	100	0	0	53	47 47%
CFS 1014 Part III	2 Working Days	100	4 <sup>1</sup>	0	94	2 2%
Medical Exam	Upon Return	100	4 <sup>1</sup>	0	29	67 70%
CFS 680-A	Upon Return	100	4 <sup>1</sup>	0	21	75 78%
<b>Note:</b>						
<sup>1</sup> Two CFS 1014 (Part III) Recovery reports were not issued, 1 was pending and 1 was marked "Entered in Error."						
Source: Sample of DCFS missing children.						

- **CFS 1014 (Part I) Missing Children Recovery Report** – Procedures call for the caseworkers to complete and return Part I of the CFS 1014 missing child report to CLSU within two working days.
  - In our random sample of 100 cases, 47 of the CFS 1014 reports were not completed within two working days. The average time for completing the report for all sampled cases was six working days, with the longest being 98 working days (14 cases took 10 working days or more).
  - Five CFS 1014 missing child reports were completed after the wards had been found by DCFS.
  - Three CFS 1014 missing child reports were issued after the wards had been found.
  - The CFS 1014 Missing Children Recovery Report (Part I) was completed:
    - Timely (2 work days).....53 of 100 cases (53%)
    - Late .....47 of 100 cases (47%)
  
- **CFS 1014 (Part III) Missing Children Recovery Report** – Procedures call for the caseworker to complete and return Part III of the CFS 1014 to CLSU within two working days from the date of receipt.
  - There were 4 of 100 CFS 1014 (Part III) Recovery reports that auditors were not able to test because 2 were not issued, 1 was pending at the time of review, and 1 was marked as entered in error.
  - For the remaining 96 cases sampled, the CFS 1014 (Part III) Recovery reports were completed:
    - Timely (2 work days).....94 of 96 cases (98%)
    - Late .....2 of 96 cases (2%)
  
- **Medical Exam** – Procedures call for the caseworker to schedule a medical exam when the ward has been returned. To determine if a medical exam was scheduled, we tested whether the box associated with the exam was checked on the CFS 1014 (Part III) Recovery report.
  - We were not able to test 4 of 100 medical exam check boxes on the CFS 1014 (Part III) Recovery report as noted above (e.g., not issued, pending, entered in error).

- For the remaining 96 cases sampled, the medical exam box was:
  - Ticked as completed .....29 of 96 cases (30%)
  - Not tick marked.....67 of 96 cases (70%)

- **CFS 680-A Debriefing Form** – Procedures call for the caseworker to conduct a thorough follow-up interview with the ward when the ward has returned. After a ward is located, caseworkers are required to debrief (interview) the ward using a CFS 680-A form. To determine if this was done, auditors tested whether the box associated with the 680-A form was tick marked on the CFS 1014 (Part III) Recovery report.

- Auditors were not able to test if 4 of 100 CFS 680-A check boxes on the CFS 1014 (Part III) Recovery report were tick marked: 2 CFS 1014’s were not issued, 1 was pending, and 1 was marked as entered in error.

- For the remaining 96 cases, the CFS 680-A box on the CFS 1014 (Part III) Recovery report was:

- Tick marked as being completed ..... 21 cases (22%)  
DCFS searched the case files but could not provide any CFS 680-A forms that had been tick marked as completed on the CFS 1014.
- Not tick marked as being completed..... 75 cases (78%)  
Our site visits found one CFS 680-A debriefing form had been completed but it was not tick marked as completed on the CFS 1014 (Part III) Recovery form.

**CHILD DEBRIEFING (CFS 680-A Form)**  
DCFS Procedures 329: Appendix C

Questions included:

- Why did you leave your previous placement?
- Did anyone encourage you to leave?
- Did you tell anyone you were leaving before you left? If so, who did you tell?
- How much money did you have with you when you left?
- Where did you go?
- With whom did you stay while gone?
- How did you survive (i.e., Where did you sleep? Where did you get food?)
- Did you get sick or were you physically hurt or injured while you were gone?
- Were you sexually active while away?
- Have you ever runaway before? Why?
- What was the best thing about being away?
- What was the worst thing about being away?
- Do you think you might run away again in the future?
- Is there anything I can do right now to make you feel safe so you won't run away again?

<b>COMPLETE ALL AGENCY FORMS</b>	
<b>RECOMMENDATION NUMBER</b>  <b>7</b>	<i>DCFS should ensure that all its internal forms are completed in a timely manner as specified in DCFS procedures, including the CFS 1014 Missing Children Recovery Report. In addition, DCFS should debrief missing wards when they are found, and document the interview.</i>
<b>DCFS Response</b>	<p>The revision of Procedure 329 targeted to be issued by March 15, 2015 will include specific requirements regarding timely completion of forms required by Procedures 329, including the CFS 1014 form.</p> <p>Also, special emphasis will be placed in the revision of Procedures 329 on the importance of assigned caseworkers or supervisors de-briefing children and youth when they are located and in a safe placement, and documenting the de-briefing on the CFS 680-A, Missing Child De-Briefing Form. The Department will also ask OITS to add a data field in SACWIS where a worker could explain why a child was not de-briefed. Further, the Department will review and, if necessary, revise the CFS 680-A form as part of the revision of Procedures 329. The goal will be to make the form more efficient to complete.</p> <p>Finally, the CQI approach discussed in the response to Recommendation #3 above will include one or more items focused specifically on the timely completion of required forms and compliance with de-briefing requirements in Procedures 329.</p>

## SUPERVISORY REVIEWS

Supervisors generally did not review caseworkers' reports and contacts when wards went missing. DCFS procedures require that when a supervisor is notified by a caseworker that a ward is missing, the supervisor will immediately confirm that the caseworker has completed all the required reports and contacts (e.g., police, parent or guardian, NCMEC, juvenile court) and assist in developing strategies to locate the ward quickly.

<b>REQUIREMENTS FOR SUPERVISORS</b>
<b>DCFS Procedure 329.30(c)</b>
<i>"Upon notification by the worker that a child is missing, the supervisor will immediately confirm that the worker has completed all the required reports and contacts as described in Section 329.30 of these procedures. The supervisor will assist the worker in developing and implementing a plan that contains strategies to locate the missing child . . . This plan will include daily and weekly activities to locate the child."</i>

Supervisors should continue to meet with caseworkers each week if the ward is still missing per procedure, although for high-risk wards (e.g., age 13 or younger, have

medical condition, abducted, pregnant, parenting) that are missing, a daily progress report is required from the caseworker: *“If the child is high risk, the worker must provide daily progress reports to the supervisor regarding efforts to locate the child. In consultation with the supervisor, the worker is to review and/or revise the plan as needed to assure progress is made toward locating the child and establishing safety.”* (Procedure 329.40(a))

DCFS Procedure 329.30(c)(2) requires that all the supervisory meetings with caseworkers must be documented: *“All supervisory meetings must be documented in the case file and the supervisory file.”* Our random sample of 100 cases found that 95 percent of the cases had insufficient documentation of supervisory review (see Exhibit 4-2).

Exhibit 4-2 SUPERVISORY REVIEW OF MISSING CHILDREN SAMPLED Calendar Years 2011 and 2012						
1	2	3	4	5	6	
Requirement	Time Limit to Review (Procedures)	Total Cases	Not Applicable	Sufficient Review	Not Documented	
					Cases	Percent
Initial Confirmation	Immediately <sup>1</sup>	100	0	4	96	96%
Weekly Meetings	Weekly	100	13 <sup>2</sup>	4	83	95%
High Risk	Daily	100	80 <sup>3</sup>	0	20	100%

**Notes:**  
<sup>1</sup> When procedures were required to be completed “immediately,” auditors allowed one work day for the purposes of this testing.  
<sup>2</sup> Weekly meetings were not needed for wards that were found within a week.  
<sup>3</sup> 80 cases were not high risk.

Source: Sample of DCFS missing children.

- **Initial Meeting/Confirmation:** In 96 of 100 cases (96%) randomly sampled, there was no documentation that the supervisor confirmed the worker had completed the initial notifications required by Procedure 329.30(c).
- **Weekly Meetings:** In 83 of 87 applicable cases (95%) randomly sampled, there was insufficient documentation of weekly meetings between the caseworker and supervisor.
- **High Risk Child:** In all 20 cases randomly sampled that involved wards that were high risk (e.g., pregnant, parenting, mental health issues) there was insufficient documentation of daily progress reports between the caseworker and supervisor, as required by Procedure 329.40(a)(2).

Office of the Auditor General SURVEY OF DCFS EMPLOYEES	
Total survey respondents: 32	
✓ Do supervisors need to provide caseworkers additional <u>assistance</u> to improve the search for missing children?	
Yes .....	8
No.....	18
• It would have been nice if my supervisor would have explained what I needed to do the first time instead of telling me to read policy.	
• Extra supervision on a case is required by the supervisor; the worker has extra work to do as well. With some youth that run constantly, location efforts end up taking a lot of time away from other cases.	

Supervisors should document their review of the work of caseworkers to ensure that caseworkers have completed their reports and contacts/notifications in a timely manner and that it is complete and accurate. Supervisors should determine that caseworkers have performed the following steps specified in DCFS Procedure 329.30:

- Contacted police, NCMEC, parents or guardian, and juvenile court about the missing ward;
- Completed the CFS 1014 Missing Children Recovery Report;
- Completed a CFS 119 Unusual Incident Report;
- Completed a CFS 906 form to stop paying for the missing ward’s room and board; and
- Completed the CFS 680-A debriefing form when the ward is found.

In addition, supervisors need to be more actively involved in the search process and confirm that the worker has updated and submitted the CFS 1014 missing child report on a timely basis to the CLSU (CIRU). DCFS employees did not follow all its procedures when searching for missing wards and the agency needs to establish stronger internal controls to ensure that employees are complying with its requirements.

DCFS officials indicated that supervisors may be maintaining personal files on wards that are not in the agency’s electronic information system, SACWIS.

Office of the Auditor General SURVEY OF DCFS EMPLOYEES	
Total survey respondents: 32	
✓	Supervisors reviewed the following documentation prepared by caseworkers:
•	Notified NCMEC, court, guardian .....20
•	Began completing CFS 1014 ..... 19
•	Completed CFS 119 (UIR) ..... 19
•	Strategies/efforts to find ward..... 19
•	Contacted police..... 17
•	Completed CFS 906..... 16
•	Data was complete and accurate ..... 12
•	Completed CFS 680 when ward found ..... 11

We provided DCFS a listing of all the exceptions from our case file sample, including those pertaining to supervisory review. DCFS officials said they did not find additional documentation to clear the exceptions.

<b>SUPERVISORY REVIEW</b>	
<b>RECOMMENDATION NUMBER  8</b>	<i>DCFS should comply with its written procedures which require that supervisory meetings with caseworkers be documented when searching for missing wards. Supervisors should review the documents completed by caseworkers and sign off to demonstrate their review.</i>
<b>DCFS Response</b>	<p>The revision of Procedure 329 targeted to be issued by March 15, 2015 will clarify requirements for supervision of staff’s compliance with notification, search and de-briefing requirements, including when and where supervisors must document:</p> <ul style="list-style-type: none"> <li>• supervisory meetings with caseworkers; and</li> <li>• supervisory review and approval of required documents.</li> </ul> <p>Finally, the CQI approach discussed in the response to Recommendation #3 above will include one or more items focused specifically on compliance with supervision requirements in Procedure 329.</p>

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## **TRAINING**

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The CLSU (now CIRU) supports and monitors the search for missing wards. The caseworkers contact people and places where the ward may have run away to previously (e.g., “check grandma’s home”), or check other places where the ward could have currently gone, such as to relatives, friends, neighbors, or even jail. This work to search for missing wards is in addition to the caseworker’s regular workload, which is compounded further by some wards running away frequently.

Given that searching for a missing ward is a priority per Department procedure, particularly because of the risks that missing wards face, the Department needs stronger controls and better oversight, especially given the lack of documentation and compliance that was found during this audit. This may include strengthening the role and responsibilities of the CLSU (CIRU) to (1) ensure that the search for missing children is performed as prescribed in DCFS procedure so that the search is completed in a timely manner, (2) provide routine information to DCFS management on the Department’s efforts to search for missing children, and (3) report on both the compliance and effectiveness of search efforts.

We asked DCFS if it had conducted any internal evaluations or assessments to see if workers were complying with its procedures and meeting timelines. DCFS said that its

missing children unit, the CIRU, had been corresponding with supervisors about the missing reports:

In most cases this is difficult data to capture because of the fluidity of the population, however CIRU has correspondence with the case manager and the supervisor about what is missing on the kids that are missing or have returned. This is in the form of emails that is sent out to workers and supervisors when kids go missing or returned. CIRU has been working on developing a check list for workers when kids are missing. [emphasis added]

We requested the checklist that DCFS mentioned was being developed on April 1, 2014, and learned that as of September 24, 2014, it was still in draft form (the draft listed following up with caseworkers on the required tasks that had not been completed, such as the contacting police, NCMEC, CFS 1014 missing child report, etc.).

DCFS has not conducted formal training for caseworkers on how to complete its forms. Formal training has not been provided in the past 10 years and should be provided to ensure that its procedures are being followed, that the CIRU is notified immediately when a ward goes missing, and that other procedures are understood and followed so that the search can commence immediately in compliance with procedures.

In addition, the process for searching for missing children has not been internally reviewed in years and CIRU managers have not conducted an assessment to determine if caseworkers are complying with procedures. Work that is not reviewed by managers can appear to employees to be lower management priority, which searching for missing children is not. Given the risks posed to wards who go missing, DCFS management needs to be informed whether those involved in the reporting of and search for missing wards are complying with Departmental policies and procedures.

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## CONCLUSION

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In 2011-2012, there were over 26,000 run incidents by DCFS wards. Generally, these wards were missing from placement and referred to by DCFS as Whereabouts Unknown (WUK). When the whereabouts of a ward become unknown, DCFS has established written procedures to follow titled “Procedure 329: Locating and Returning Missing, Runaway, and Abducted Children.”

DCFS officials said that wards should be thought of as your own children and a search for them should begin immediately, i.e., notify police, complete a missing person report, obtain the LEADS tracking number, contact the National Center for Missing and Exploited Children (NCMEC), complete a DCFS Unusual Incident Report form, complete an agency CFS 906 form to stop paying for their room and board, contact the juvenile courts, etc.

- The procedures do not distinguish between wards that go missing chronically and those that go missing rarely or just once. The CIRU program manager said he

would also like data that can show which children are truly missing and which ones are just not where they are supposed to be.

- Furthermore, some wards are older, aged 18 and older (adults), who are in independent living facilities which are not subject to daily monitoring but are checked periodically. The same procedures that apply to younger wards also apply to these older wards which may not always fit the circumstances.
- Caseworkers said that procedures do not always allow adequate time for completion because some wards may be living in a facility that could be in a different city.
- Some caseworkers indicated that the CFS 680-A debriefing form is not always completed in writing although questions may be asked verbally or informally.
- Not all the search procedures were entirely clear to some caseworkers – one considered the term *immediately* in DCFS procedures to mean within 24 hours, another considered it to be as soon as practical given other priorities, while others thought a month could be immediate for individuals who were in independent living. DCFS could provide clarification and training on its expectations, and procedures may be updated to include useful input from caseworkers. For example, one caseworker noted that there should be allowances for the differences that exist based on the ward’s living arrangement, such as residential living versus independent living (e.g., in an apartment).

#### CASEWORKERS' VARYING RESPONSES

Caseworkers’ responses to our questions indicated that training and clarification in procedures may be needed. For example:

- Different caseworkers said that the definition of completing procedures “immediately” meant right away, while others said after 24 hours to 30 days.
- Some caseworkers said that certain living arrangements do not easily fit into procedures, such as wards living independently (e.g., over age 18) who are not watched 24/7 and generally do not have a curfew.
- Some caseworkers said that the agency’s central oversight unit for missing wards is helpful while others felt it mainly focuses on caseworkers completing forms.
- Caseworkers varied on how much case file information is in the DCFS electronic system, typically from about 25% to 90%.

Caseworkers noted that useful techniques include checking social media and cell phones, along with contacting family, friends, police, and NCMEC.

<b>TRAINING AND MONITORING</b>	
<p><b>RECOMMENDATION NUMBER</b></p> <p><b>9</b></p>	<p><i>Given the lack of documentation and noncompliance found in this audit, DCFS should:</i></p> <ul style="list-style-type: none"> <li>• <i>Provide training to its caseworkers and supervisors on missing children;</i></li> <li>• <i>Review its search procedures for missing children for possible modifications; and</i></li> <li>• <i>Give the CIRU (or another unit within DCFS) the responsibility to monitor actions taken by caseworkers and supervisors to report and locate missing children, and to report to management the degree to which the Department’s policies and procedures are being followed.</i></li> </ul>
<p><b>DCFS Response</b></p>	<p>The Department agrees generally that the audit findings about the level of non-compliance with required activities concerning missing children, including but not limited to non-compliance with documentation requirements, create the need for prompt and comprehensive review of the Department’s policy, procedures, and practices (caseworkers and supervisors) concerning missing children for whom the Department is legally responsible and accountable. Therefore the Department will complete a comprehensive review of all aspects for its response to missing children. The review will include, but not necessarily be limited to review of the following areas as related to missing children:</p> <ul style="list-style-type: none"> <li>• Policy and procedures, including but not limited to notification, search, and payment procedures;</li> <li>• Substitute care contract requirements and performance measures;</li> <li>• All information system functions and requirements;</li> <li>• Management reports and reporting;</li> <li>• Functions and staffing of CIRU;</li> <li>• Training for Department and POS staff, including new staff training and periodic on-going “refresher training” for all staff; and</li> <li>• Continuous quality improvement approach and activities.</li> </ul> <p>Recommendations determined to be necessary in one or more of the above areas will be submitted to the Department Director on or before March 31, 2015. Implementation of recommendations approved by the Director will be targeted for implementation during the first 6 months of state fiscal year 2016, subject to the availability of budgetary resources that may be required.</p>

**Appendix A**  
**AUDIT RESOLUTION**  
**House Resolution No. 120**



STATE OF ILLINOIS  
HOUSE OF REPRESENTATIVES  
98TH GENERAL ASSEMBLY

HOUSE RESOLUTION NO. 120  
OFFERED BY REPRESENTATIVES MARY E. FLOWERS-MONIQUE D. DAVIS

**WHEREAS**, Under the Children and Family Services Act, the Department of Children and Family Services is required to "establish rules and regulations concerning its operation of programs designed to meet the goals of child safety and protection"; and

**WHEREAS**, The Department of Children and Family Services has adopted rules, entitled "Locating and Returning Missing, Runaway, and Abducted Children" [89 Ill. Adm. Code Part 329]; and

**WHEREAS**, The Department of Children and Family Services has adopted procedures, entitled "Locating and Returning Missing, Runaway, and Abducted Children April 6, 2009 - P.T. 2009.07"; therefore, be it

**RESOLVED, BY THE HOUSE OF REPRESENTATIVES OF THE NINETY-EIGHTH GENERAL ASSEMBLY OF THE STATE OF ILLINOIS**, that the Auditor General is directed to conduct a management audit of the Department of Children and Family Services' compliance with its rules and procedures for locating and returning missing, runaway, and abducted children; and be it further

**RESOLVED**, That the audit include, but not be limited to, the following determinations as they pertain to missing, runaway, and abducted children for which the Department of Children and Family Services (the Department) was responsible in calendar years 2011 and 2012:

- (1) the number of children who were reported as missing, runaway or abducted;
- (2) whether reports of missing, runaway and abducted children were made by Department staff to all required parties in a timely manner; and
- (3) the steps followed by the Department in attempting to locate and recover children reported as missing, runaway or abducted and whether those steps complied with the Department's rules and procedures; and be it further

**RESOLVED**, That the Department of Children and Family Services and any other entity or person that may have information relevant to this audit cooperate fully and promptly with the Auditor General's Office in conducting this audit; and be it further

**RESOLVED**, That the Auditor General commence this audit as soon as possible and distribute the report upon completion in accordance with Section 3-14 of the Illinois State Auditing Act.

Adopted by the House of Representatives on May 22, 2013.

*Timothy D. Mapes*  
TIMOTHY D. MAPES  
CLERK OF THE HOUSE



*Michael J. Madigan*  
MICHAEL J. MADIGAN  
SPEAKER OF THE HOUSE



**Appendix B**  
**AUDIT METHODOLOGY**



## Appendix B AUDIT METHODOLOGY

The Office of the Auditor General conducted an audit of the Department of Children and Family Services (DCFS) pursuant to House Resolution Number 120 concerning missing children. The audit covered calendar years 2011 and 2012. This appendix mainly covers how we selected our samples and conducted our survey questionnaire. The other audit procedures (e.g., reviewing rules and procedures, determining compliance, testing controls, etc.) are in the Scope and Methodology section which is near the end of the report's Chapter 1.

The main instrument that DCFS used to document its search for missing children is called the CFS 1014 Missing Children Recovery Report form. This form has three parts – Part I is the Initial form, Part II is the Location Efforts, and Part III is the Recovery form. These forms were sent to caseworkers by the Child Location and Support Unit (CLSU), later renamed as the Child Intake and Recovery Unit (CIRU).

### Audit Sample

We sampled 100 run incidents that were reported to be missing (whereabouts unknown or WUK) during calendar years 2011 and 2012 to address Determination Number 2 on whether DCFS complied with reporting missing wards to appropriate parties in a timely manner, along with Determination Number 3 on whether DCFS complied with other procedures to locate and recover missing children.

DCFS provided us a list of 29,201 incidents which were issued a CFS 1014 Part I Missing Children Recovery Report form. Most often the missing wards returned or were found before the CLSU could issue the CFS 1014 form because the CLSU has two working days to issue the form to caseworkers. Only about 10,000 of these forms were issued but most (7,741) were deactivated (stopped) because the ward returned or was found before the caseworker completed the form (see inset).

1. **Completed CFS 1014 Missing Children Recovery Report.** Auditors received data from DCFS which showed 10,079 CFS 1014s were issued.

- We removed reports occurring outside the audit period (18 records), along with “deactivated” reports (7,741 records). The remaining 2,320 records had a completed CFS 1014 missing child report form.

SAMPLE SELECTION	
Calendar Years 2011 – 2012	
• SACWIS Cases .....	29,201
• CFS 1014 <sup>1</sup> Not Issued (deducted) .	<u>(19,122)</u>
• CFS 1014 Issued.....	10,079
• CFS 1014 Deactivated (removed).....	<u>(7,741)</u>
• CFS 1014 Completed.....	2,338
– Incorrect Time Period .....	(18)
– Abducted <sup>2</sup> .....	<u>(7)</u>
• Sample Population .....	<u>2,313</u>

<sup>1</sup> The CFS 1014s that were sampled were the completed Part I Missing Children Recovery Report forms.

<sup>2</sup> We removed the abducted cases as all were reviewed in this audit.

- We identified 61 reports of wards being abducted and reviewed them separately (see below).
  - We randomly sampled 100 run incidents of missing wards whose whereabouts were unknown during calendar years 2011 and 2012 and had a CFS 1014 missing child report completed and determined compliance with DCFS Procedure 329 on the search and recovery efforts by the Department; the results of our review are presented in the audit report.
2. **Abducted Cases.** We reviewed all 61 DCFS reports of wards that were reported as being abducted during calendar years 2011 and 2012. We determined compliance with DCFS Procedure 329 on the search and recovery efforts and found that 40 of 61 (66%) were not abductions but were wards who were missing (or WUK).
3. **Multiple CFS 1014 Missing Children Recovery Reports.** We also identified 64 CFS 1014 missing child reports that had a duplicate Report ID number:
- 61 Report ID numbers had two CFS 1014 missing child reports each – i.e., there were a total of 122 reports that used 61 Report ID numbers when each Report ID number should be used for only one report.
  - 3 Report ID numbers had three CFS 1014 missing child reports each – i.e., there were a total of 9 reports that used three Report ID numbers.
  - For each Report ID number, we reviewed all reports to try to determine why there were multiple CFS 1014s.

There were issues with the data that are detailed after the section below on the Employee Survey.

### **Employee Survey**

We also surveyed DCFS employees to obtain feedback from caseworkers, supervisors, and management about locating and returning missing wards. On February 5, 2014, an announcement was posted on DCFS' intranet alerting DCFS employees that auditors would be requesting them to complete and return a questionnaire as part of House Resolution #120. On February 6, 2014, auditors emailed 222 DCFS employees using an email distribution list created from information provided by DCFS. A total of 32 employees responded via email or by post.

### **Data Available**

Auditors requested DCFS to provide a total count of missing children reports for 2011 and 2012. DCFS provided several sets of data, each with limitations that did not capture the total number of run incidents.

1. **CFS 906 Placement/Payment Authorization forms.** The CFS 906 forms do not include all the DCFS run incidents; they only include those incidents where a ward was gone long enough to stop payment. Accordingly, DCFS Procedure 329.30(b)(6)

directs caseworkers to complete the CFS 906 form “*Once the child has been missing for 24 hours . . .*”

- On August 26, 2013, auditors received the list of CFS 906 payments forms that had been completed to stop paying for the missing ward’s room and board; this list showed there were 10,147 CFS 906 forms completed during the audit period (2011-2012).
- The **total** number of run incidents during the audit period was much higher, probably above 20,000 incidents.

2. **Missing Child Database (MCD).** The Child Location and Support Unit for Missing Children (CLSU) used the MCD to keep information on wards that went missing during the audit period, including the searches that caseworkers made.

- On October 30, 2013, DCFS provided auditors with the list of run incidents in the MCD which totaled 20,321 in 2011-2012.
- This list showed the wards that were reported to be missing and not just the wards that ran long enough to have a CFS 906 form completed to stop paying for their room and board, typically after 24 hours.
- During the audit period, information on missing wards was kept in the Missing Child Database. The MCD had 10 tabs (or sections) for organizing data and we were primarily interested in four sections/tabs that are detailed below – i.e., Notes, Placement, CFS 1014, and Reports:
  - i. Case
  - ii. Vitals
  - iii. AKA’s
  - iv. Medical
  - v. Claims
  - vi. **Notes.** The Notes section/tab contained a long string of case notes pertaining to a ward, along with his/her missing/run history. They were kept in chronological order but were not directly linked to any particular missing incident, such as in another tab or section.
  - vii. **Placement.** The Placement section/tab contained where the ward had been placed (e.g., group home, temporary shelter), along with the date when the placement began. When a ward went missing, the Placement tab would show one of the missing codes: Whereabouts Unknown (WUK), Whereabouts Unknown but periodic contact with caseworker (WCC), or abducted (ABD).
  - viii. Family
  - ix. **CFS 1014.** The CFS 1014 section/tab contained three types of CFS 1014 reports:
    - Part I called the Initial CFS 1014 Missing Children Recovery Report, should be completed in two working days upon receipt from the CLSU;
    - Part II called Location Efforts, which is sent by the CLSU at the beginning of the week (Monday) to document the search efforts made by the caseworker and needs to be completed at the end of the week (Friday); and

- Part III called Recovery, which is sent by the CLSU to the caseworker to complete when the ward is found; it needs to be completed in two working days.
- x. **Reports.** The Reports section/tab contained information on when a ward was reported missing, such as the time the ward went missing and the name of the person who reported the ward missing. These different parts (sections/tabs) of the Missing Child Database were not linked together to connect the various elements of a run incident, such as with a unique identifier like as a Report ID number that is used by SACWIS. DCFS provided this list which showed nearly 26,500 incidents of wards going missing during the audit period (2011-2012).
3. **Statewide Automated Child Welfare Information System (SACWIS).** SACWIS is the database that is used agency-wide. DCFS has been using SACWIS for missing children since 2013 when the MCD data was transferred to SACWIS on April 27, 2013.
- On December 12, 2013, DCFS provided auditors with the list of run incidents which totaled approximately 29,200 in 2011-2012.
  - Although most of the data on incidents seem to have been transferred properly between the MCD and SACWIS, there were some run incidents which SACWIS grouped or combined under one Report ID number (which decreased total incidents) while some other run incidents fragmented under two Report ID numbers (which increased total incidents).
  - Auditors also found that 64 incidents were given the same Report ID number which created duplicate Report ID numbers and decreased the number of total incidents.
  - Also, auditors found 92 wards that had a CFS 906 form completed but were not listed in the SACWIS list provided to us and thus decreased the total number of run incidents.
4. **Daily Lists of Missing Children.** During the audit period, DCFS used two lists to search for missing wards: the Reported Missing list and the Missing Placement list.
- The Reported Missing list consists of the wards that have **just** been reported missing and do not yet have a CFS 906 form completed to stop paying for their room and board.
  - A ward remains on this Reported Missing list until a CFS 906 form is completed to stop paying; then the ward is moved to the second list which is called the Missing Placement list (e.g., ward is missing from where he has been placed). The Missing Placement list shows wards that are missing from their placement and have a CFS 906 completed.
  - There is an exception to the above: if the CFS 906 had a time when the ward went missing that was earlier than the time shown on the computer system, the ward will remain in the Reported Missing list because of a computer issue.

When the CLSU received a call about a missing ward, it was manually logged on a call sheet. This information was then reviewed and entered into the Missing Child

Database. Wards that are reported to be missing were added in the MCD under its *Reports* section/tab.

All data in the Missing Child Database was transferred to SACWIS in April 2013. Since the MCD did not contain all incidents of missing children (as discussed above) and the agency told us that it could not assure us that the MCD was complete, auditors requested data from SACWIS.



**Appendix C**  
**SURVEY OF DCFS EMPLOYEES**  
**Missing Children**  
**Calendar Years 2011-2012**



**TO:** DCFS caseworkers, supervisors, and others who search for missing wards  
**FROM:** Office of the Auditor General, State of Illinois  
**SUBJECT:** Search for Missing Wards

February 5, 2014

The House of Representatives adopted Resolution Number 120 directing the Auditor General to review DCFS' efforts to search for missing children in 2011 and 2012 ("missing" includes runaways/abductees). Therefore, we are reviewing case files and asking individuals like you who are knowledgeable about the subject to tell us the reasons that wards go missing and the techniques that you used to search for the missing wards.

- Please take a few minutes to complete the questions below regarding the search for missing wards during calendar years 2011 and 2012.
- Your survey response will become part of our public audit documentation and may be used in the report for House Resolution Number 120.
- After completion, either email this survey questionnaire to us or mail it to us at the following address by **February 19, 2014**:

Email address: [survey@auditor.illinois.gov](mailto:survey@auditor.illinois.gov)  
Mailing address: Office of the Auditor General  
740 E. Ash Street, Iles Park Plaza,  
Springfield, Illinois 62703-3154  
Attn: Ameen Dada

If you should have any questions about this survey, you may contact Ameen Dada or Brian Metzger at our email address above or by calling 217\782-6046.

Thank you for completing this questionnaire; we look forward to your response.

QUESTION	RESPONSE
1. What was your position on December 31, 2012:	<input type="checkbox"/> Caseworker <input type="checkbox"/> CLSU Employee <input type="checkbox"/> Other – <i>specify</i> : <input type="checkbox"/> Supervisor <input type="checkbox"/> Management
2. What portion of your responsibilities (e.g., 10%, 20%) involved searching for missing children in calendar years 2011 and 2012?	_____ % (if 0% please stop and return this survey)
3. How many missing wards were in your caseload during calendar year 2012?	
4. What are the main reasons that children go missing: . . . for a short time (e.g., a day or two)?  . . . for a longer time (more than 2 days)?	
5. What techniques have you used that were particularly useful in locating children? <input checked="" type="checkbox"/> <i>Check the items that applied.</i>	<input type="checkbox"/> Calling family/friends <input type="checkbox"/> Notifying police immediately to begin search <input type="checkbox"/> Calling ward's cell phone <input type="checkbox"/> Checking social media <input type="checkbox"/> Specify other useful techniques:
6. Did caseworker's supervisors review the following: <input checked="" type="checkbox"/> <i>Check the items that applied.</i>	<input type="checkbox"/> Caseworker contacted police <input type="checkbox"/> Caseworker notified NCMEC, court, guardian <input type="checkbox"/> Caseworker began completing CFS 1014 form <input type="checkbox"/> Caseworker completed CFS 119 (UIR) form <input type="checkbox"/> Caseworker's strategies/efforts to find ward <input type="checkbox"/> Caseworker completed CFS 906 form <input type="checkbox"/> Caseworker completed CFS 680-A form when ward found <input type="checkbox"/> Caseworker data in forms is complete and accurate <input type="checkbox"/> N/A or don't know <input type="checkbox"/> Other – <i>specify</i> :
7. Do supervisors need to provide caseworkers additional assistance to improve the search for missing children?	<input type="checkbox"/> Yes – <i>please specify</i> : <input type="checkbox"/> No
8. When looking for missing wards, what does DCFS do well?	
9. When looking for missing wards, what does DCFS need to improve upon?	
10. Did caseworkers and the CLSU work well when searching for missing wards?	<input type="checkbox"/> Yes <input type="checkbox"/> No – Improvement is needed – <i>specify</i> :
Additional Comments ( <i>continue on the next page</i> ):	

*Thank you for completing this questionnaire*

## RESULTS OF THE DCFS EMPLOYEE SURVEY

We surveyed DCFS caseworkers, supervisors, CLSU employees, and/or managers who were involved in the search for missing children in calendar year 2012. The survey was emailed to 222 employees by our Office and 32 employees completed and submitted the questionnaire either by mail or email. Below is a summary of the responses which indicated the following (edited for clarity):

### **1. What are the main reasons that children go missing for a short time (e.g., a day or two)?**

- 95% of the time I have found that the youth return to their home of origin as they do not want to be in the care of DCFS.
- They want to get away from treatment facility and do what they want to do (often they are struggling with placement rules), and often they leave to consume alcohol or drugs, or have sex and then return to a safe, warm bed and meal.
- To defy the rules, skip school, get high, have sex.
- Did not like her residential setting... was involved with a pimp.
- They say “freedom.”
- Join a gang and get back on the street.
- The one last year was because we allowed him to have a visit with his family in his hometown. He had been doing so well and was getting ready to transition to a TLP. Once he was home he disappeared. He was gone for a lengthy time.
- To have free time to drink, party with others, or to have sex.
- To hang out with friends or family.
- To party with friends.
- Be with friends; go to an activity, go out to eat.
- To hang out with friends (peer pressure); to express themselves; defiance.
- Leave because they are mad.
- Mad at caregiver, use drugs, have sex.
- Frustration with placement.
- They do not want to be in foster care or residential facilities. They think they can manage on their own and seek to prove it. They usually have what they think are friends, outside of the facility, that will aid them in their run by providing a place to stay and/or food. In my experience, the kids that came into DCFS care were already fending for themselves. Their parents had not been supportive and/or nurturing in any aspect of their upbringing. Sometimes the youth connect with other individuals that use them – i.e., human trafficking, prostitution, and/or gang related individuals.
- Minors missing for a day or less usually report visiting friends, this includes girlfriends and boyfriends, or just hanging out.
- Older population, between 17 and 20, would go for 1 or 2 days because they were with their girlfriends/boyfriends.
- An immediate crisis, such as losing a privilege; impulsivity, anger, want to do something they otherwise wouldn't be allowed to do.

**2. What are the main reasons that children go missing for a longer time (more than 2 days)?**

- Finding someone to love them.
- Sometimes to be with family.
- Children normally run when they can. They do not want to be in foster care or they do not follow directions, rules of the foster home, residential etc. Some children want to be with their parents, regardless of the many situations that they have faced.
- To see their mother or relative.
- Return to parents/family, involved in drugs or prostitution, be with partner.
- Majority of the minors who are missing 2 or more days usually report visiting family during their absence, some report not liking the placement they left, and some report a desire to emancipate from the department.
- Typically to be with biological family members or to no longer be in restrictive placements, such as residential centers, legal issues.
- Anger at parents, foster parents or agency; peer pressure; history of substance or mental illness.
- To be with boyfriend or accompanying another youth.
- Substance use, sexual promiscuity, human trafficking.
- Frustration with placement and not being able to take direction from authority.
- This year I have two wards on run. One is due to lack of supervision at the group home and the second is because she is 18 and doesn't feel that she needs DCFS assistance.
- When a child was gone for more than 2 days they were somewhere with relatives either out of state, or in the state. Now when the younger ones, ages between 1yr to 10 or 11 years old for the most part chances are they were abducted.
- On longer runs, youth usually are trying to succeed on their own and don't want to be in the system (sometimes rebelling), and they usually don't want to be found until they discover that they can't succeed on their own.
- Some wards (approximately 2) were missing for months as they stated that they did not want to live in a residential facility.

**3. What techniques were particularly useful in locating children?**

- Calling family/friends .....21
- Notifying police immediately to begin search .....20
- Calling ward's cell phone .....9
- Checking social media .....11
- Other useful techniques:
  - Talking with my teens about safety, and if they run, to call worker and let her know they are okay and not being harmed.
  - House checks/visits.
  - Driving around in the areas that the ward may be in.
  - Searched old neighborhoods and businesses that child frequented.
  - Looked for minor at last known address. Requested a youth warrant for missing ward.

- Following up with adults that a youth has had known correspondence with; boyfriends and girlfriends.
- Contacting outside resources.
- Checking the jail system, checking medical claims, checking the public aid system, checking with NCMEC, and checking with police. Reviewing information entered by other entities of the Department who may have contact with the minor, i.e., ACR data, Pysch. Hospital Admissions, SACWIS notes, Unusual Incident Reports and placement history.
- National Center for Missing and Exploited Children, Medicaid use at pharmacy.
- Chicago Mexican Consulate and the NCMEC.

**4. Did supervisors review that the caseworker did the following:**

- Caseworker contacted police .....17
- Caseworker notified NCMEC, court, guardian.....20
- Caseworker began completing CFS 1014.....19
- Caseworker completed CFS 119 (UIR) form .....19
- Caseworker’s strategies/efforts to find ward .....19
- Caseworker completed CFS 906 form.....16
- Caseworker completed CFS 680-A when ward found .....11
- Caseworker data in forms is complete and accurate .....12
- N/A or don’t know .....7
- Other:
  - Our function here at the Child Location and Support Unit (CLSU) was to follow up with the field staff and supervisors to insure that all of the above was done. We monitored the cases of minors who ran from placement and provided assistance and support to field staff to locate minors and insured adherence to Procedure 329.
  - Contact relatives in Florida.

**5. Do supervisors need to provide caseworkers additional assistance to improve the search for missing children?**

- No.....18
- Yes – specify:.....8
  - This should be part of the CLSU duties, as they do not go out of their way at all.
  - Caseworkers need access to social media to search for youth.
  - Yes, when pasting posters in the community and when needed.
  - Supervisors need to advocate for case aides to help find missing wards.
  - Any assistance is appreciated.
  - Some supervisors will ride around in the area that the ward might frequent, and make some calls to relatives.
  - My ward was from another part of the state. It was very difficult to assist in the search. Contacting the family was most useful.
  - It would have been nice if my supervisor would have explained to me what I needed to do the first time instead of telling me to read policy.

- Extra supervision on a case is required by the supervisor, and the worker has extra work to do as well. With some youth that run constantly, location efforts end up taking a lot of time away from other cases and other workers where safety issues might arise on other cases.

#### **6. When looking for missing wards, what does DCFS do well?**

- Locating the ward, and making sure they are alright, such as getting them checked out by the doctor, then locating them in a new home, whether it is a relative or a traditional foster home. Put more service in place to help make their placement stable.
- Supervisor, case manager, and the ward sit down and talk about the issues and their feeling.
- The Child Location and Support Unit makes sure that missing person reports are made on missing kids and tracking cases being referred to NCMEC.
- We are good at getting our paperwork in on time and we genuinely do care about our wards. It is difficult to find the teens that are on run and really, sadly, it is a waiting game.
- We work well with law enforcement, placement facilities, and relatives to locate youth on the run. Unfortunately, both law enforcement officials and caseworkers do have difficulties balancing other demands when some youth are constantly on run and need to be searched for repeatedly. Those are some of the most difficult cases to manage.
- The casework staff is pretty diligent in attempting to locate our missing minors. They make calls and visits to friends and relatives, follow up with police, visit areas the minors have been known to frequent, call cell phone numbers and check social media, follow up with NCMEC, follow up with the jail system weekly.
- Ongoing weekly efforts are made to locate wards – most staff demonstrate concern for missing youth, so extra measures are taken to help recover them. Staff conveys compassion toward youth who run in an effort to prevent running or encouraging youth to come back.
- Staff would utilize all resources available, such as doing jail searches, contacting police, NCMEC, relatives, weekly location efforts public aid, social media etc.
- Stay in contact with family. Notify police. Let ward know that we are available to help.
- Contacting previous placements and family.
- Communication with outside individuals.
- We have community contracts with providing agencies that sometimes have additional information about where wards go when on run. They rarely go alone so outsiders sources usually have some information we don't.
- Following the protocol. Not all workers have had kids on run; therefore, when it happens, everyone helps out to make sure all bases are covered.
- Ensure that the child is reported missing to police and to NCMEC.
- Pictures are generated around the local areas.
- Contacting NCMEC, contacting the GAL and court system.

- DCFS caseworker assigned to case is the only one that does the Diligent Search and reports to the DCFS Runaway Unit of what we have done to locate the children.
- Having weekly contact with the police and some family members.
- Finding creative ways to locate the child.
- Providing instruction on necessary steps to attempt to locate missing ward.
- Notifying the court and obtain a juvenile warrant/child protection.
- Contacting police.
- Working with other agencies to locate children.
- Almost nothing well. The CLSU doesn't help at all.

#### **7. When looking for missing wards, what does DCFS need to improve upon?**

- The Department needs to improve on actually looking for the child, communicating with police, and NCMEC.
- Ways for youth to contact their worker so at least contact can be maintained.
- Updating photos/fingerprints.
- Availability to utilize social media as today's youth are prevalent with this outlet.
- Spend more time outside of the office actually going to residences to look for the child.
- DCFS needs to be able to connect to social media network (i.e., Facebook).
- Notify all parties that youth has been found.
- DCFS does well in locating the children; however, when a worker goes to the police station to get a missing person report, the officer makes the worker wait. It appears that they do not want to be bothered with completing the report.
- Amount of paperwork/redundancy each time child runs.
- The redundancy in some of the forms that require completion. Simplify forms.
- The paperwork is silly. The CFS 1014 Location Efforts is just another human monitoring me and I already have a supervisor. They can get nasty to the caseworkers too if you forget to enter in efforts for a week. It's not like we aren't looking or trying. And I have a supervisor who can tell me what to do.
- For the DCFS CLSU to help workers to locate the children, instead of asking us in a weekly basis what we have done to locate the missing wards.
- Every case is different and not all aspects of the CFS 1014 can always be filled in.
- Resources.
- If caseload sizes were smaller I believe that would offer the case work staff a better opportunity to be more creative in their search efforts and to spend more time searching.
- Lower case loads in order for the workers out in the field to do a better job in locating these children. Their case loads are too high.
- Actual support in located efforts, not just someone who e-mails the worker and supervisor every week asking for the CFS 1014 Location Efforts form.
- What needs to be improved on is law enforcement needs to take these cases seriously. I realize many are teens that are on run with parole/probation warrants. Law enforcement does not treat these cases as a priority.

- Coordinated efforts with police departments. Some agencies (police departments) work well with DCFS, others not so much.
- Being able to work at night (with pay) to look for ward when they are out and about.

**8. Did caseworkers and the CLSU work well when searching for missing wards?**

- Yes .....17
- Improvement is needed – specify: .....5
  - At times internal and external staff worked well together; however, at times there could be improvements.
  - I have NEVER had any assistance from this unit other than instructing me to complete the CFS 1014.
  - Since CLSU does not have a case load they need to take a more hands on position in searching for a child.
  - The only one that searches for kids is the assigned caseworker, not the CLSU, and we do a very good job trying to locate the missing ward. The CLSU should be primarily locating the kids, keep in contact with police and DCFS worker, keep contacting family members/friends, as they are in their office waiting to ask what have we done to locate the missing children, as this is the only task assigned to them. Some of us have a very high caseload, are constantly in the field, court, visiting clients, handling last minute emergencies, etc.
  - Working with CLSU has always been a very frustrating process. They often alert us to missing documents or efforts, but most of the time it would be a data entry issue – delayed entry. I recognize the importance of timely submission especially to NCMEC; however, based on other issues, this could be delayed. CLSU are quick to point blame or fault to field staff. I found that unit to not always be knowledgeable and lacking tact during our interactions. Other than telling field staff what to do or printing out missing documents (which often weren't missing), I did not find the unit to be helpful at all.
  - It took too long to get missing posters out. I always found my wards without assistance. It was additional paperwork that took up valuable time.

**9. Additional Comments**

- Caseworkers need access to wards cell phones and social media accounts as this is how kids communicate now!
- Every missing child is at risk but there are some whose risk is elevated due to certain circumstances or conditions – i.e., minors younger than age 12, minors with severe health risk, minors suspected of involvement in human trafficking, minors with severe developmental impairments, and pregnant minors to name a few. I am not sure what if anything can be done to improve our efforts to stop these most vulnerable minors from running or what if anything can be done to locate them more rapidly if they do run. I do believe, however, that it is something that should continue to be on our minds and we should make every effort to come up with some solutions.
- There needs to be a unit dedicated to searching for our missing youth.

- One area to be considered is the youth who chronically run. Lots of effort is made by field staff to file necessary reports and documents, for some youth to come and go frequently. Each run requires initial and recovery reports to be completed.
- My job title was child welfare specialist but my position as an intact worker was eliminated due to a reorganization in the Department.
- The Child Location and Support Unit were responsible for the actual tracking and monitoring of children being reported missing from care. A portion of this responsibility included conducting searches that included Public Aid, SACWIS notes, jails, medical card usage, etc. The staff were responsible for checking the system to determine if field staff have conducted weekly searches on missing kids; if not, then they would send follow up emails/phone calls requesting that case is brought into compliance. CLSU staff would review UIR's, CFS 906's, and CFS 1014's as part of their daily job. The CLSU staff were also responsible for checking to determine if a missing person report was completed, Child Protection Warrant was obtained, and NCMEC referral (age appropriate) was completed on each missing child; if not, then they would look into the matter and follow-up with the worker. The CLSU worker utilized the database notes to determine if children actually had information that could possibly be utilized in his/her return. These correspondences would often include emails and telephone calls.

The CLSU staff received weekly supervision on missing kids which required follow-up on all areas needing to be addressed as identified in supervision.

Children go missing from their assigned placement for various reasons; such as: returning to the parents without DCFS/court approval, going back to their old neighborhood, engaging in high risk activities (gang involvement, prostitution, make illegal money, get high), leaving the state, leaving the facility, girlfriend/boyfriends, relatives, etc. All of the aforementioned areas can be for a short or longer length of stay from their assigned placement.

It was important that supervisory staff within CLSU assist with searches as well as conducting periodic checks and balances to determine if staff within the unit has actually completed the required weekly searches. The supervisors should attempt to help bring cases into compliance whenever the CLSU staff runs into situations of lack of response, etc. The supervisors and staff within the unit were able to review missing children reports daily via the database. The cases were assigned to each worker by POS agency/DCFS covering the entire state.

Besides meeting with the CLSU supervisory staff, the manager met with POS agencies, residential facilities, law enforcement, DCFS supervisor/managers, foster parents, etc. to discuss Procedure 329. The manager met with supervisory staff within the unit to address issues pertaining to missing kids, sent correspondences internally and externally. Reports were generated on missing kids to capture missing kids information. At times it was recommended that staff should check the County Morgue to determine if a child matches their child.

An additional part of the unit was that of monitoring to determine if children had fingerprints and photos. As you may know, photos are the initial and one of the most crucial pieces in locating a child.

**Appendix D**  
**EXAMPLE OF CFS 1014**  
**MISSING CHILDREN RECOVERY REPORT**



<b>Initial CFS1014</b>	ID:
------------------------	-----

Person ID:	Person Name:	Gender:	Race:
Case ID:	Person CYCIS ID:	Report ID:	Age:

Date Last Seen:	<input type="text"/>	Date UIR Submitted:	<input type="text"/>	Date CPW Issued:	<input type="text"/>
Date 906 Submitted:	<input type="text"/>	LEADS Number:	<input type="text"/>	Date Photo Submitted to Police:	<input type="text"/>
Date MPR Filed:	<input type="text"/>	MPR Number:	<input type="text"/>	MPR Location:	<input type="text"/>

<b>Identification Information</b>			
Height:	<input type="text" value="0"/> <input type="text" value="0"/> ..	Hair:	<input type="text"/>
Weight (in Pounds):	<input type="text"/>	Eyes:	<input type="text"/>
Identifying Marks:	<input type="text"/>		
Date of Photo in File:	<input type="text"/>		

<b>National Center for Missing and Exploited Children</b>			
Date Contacted with NCMEC:	<input type="text"/>	Date Forms Sent to NCMEC:	<input type="text"/>
		NCMEC Case ID:	<input type="text"/>

Date Photo Sent to NCMEC:

NCMEC Case Manager:

**Biological Parents**

Termination of Parental Rights

Date Notified:

Method:

Parent(s) Name(s):  
Phone Number:  
Address:

**Guardian ad Litem**

Date Guardian ad Litem Notified:

Method:

**Risk Factors**

- The child has been or is believed to have been abducted
- The child is age 13 or younger
- The child has one or more health conditions that may place the child at severe risk
- The child is pregnant
- The child is parenting and their child(ren) is/are believed to be with them

Child Name(s) and Age(s):

- The child has severe mental health problems that may place the child at severe risk
- The child has a developmental disability that impairs the child's ability to care for her/himself
- The child has a serious alcohol and/or substance abuse problem

Human Trafficking/Prostitution

**Recovery Plan**

Where will the child be placed when recovered:

Who is the contact person if the child is located after hours:

Phone Number(s):





**Appendix E**  
**EXAMPLES OF MISSING WARDS**



## Appendix E EXAMPLES OF MISSING WARDS

This appendix shows examples of wards that went missing during the two-year audit period of calendar years 2011 – 2012. When the whereabouts of a ward was not known to the caregivers, they reported the missing ward to DCFS as per procedure. Below are examples that show a range of the number of times that some wards were reported to be missing (from 7 times in 2011–2012 to 129 times during this same time period).

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
Age at beginning of 2011:	19			
Provider at beginning of 2011:	Lakeside Community			
First Date When Ward Went Missing:	9/27/11 8:00 AM			
Last Date When Ward Went Missing:	6/4/12 1:00 PM			
Total Time:	251 days 4 hours			
Total Time Missing:	135 days 1 hour	53.8%		
Total Time in Placement:	116 days 3 hours	46.2%		
	<b>Total</b>	<b>100%</b>		
Average Time Missing:	19 days 7 hours			
Average Time in Placement:	19 days 8 hours			
Number of Missing Reports in 2011-2012:	8			
Number of Times Missing:	7			
Missing Count	Date Missing	Date Returned	Length of Run	Time Between Runs
1	9/27/11 8:00 AM	2/2/12 4:00 PM	128 days 7 hours	36 days 7 hours
2	3/9/12 11:00 PM	3/11/12 5:30 PM	1 day 18 hours	56 days 4 hours
3	5/6/12 10:00 PM	5/8/12 6:30 PM	1 day 20 hours	0 days 2 hours
4	5/8/12 9:00 PM	5/9/12 12:30 AM	0 days 3 hours	3 days 22 hours
5	5/12/12 11:00 PM	5/13/12 10:30 PM	0 days 23 hours	17 days 21 hours
6	5/31/12 7:45 PM	5/31/12 9:20 PM	0 days 1 hour	1 day 17 hours
7	6/2/12 3:00 PM	6/4/12 1:00 PM	1 day 21 hours	N/A
Source: DCFS data for missing ward (Sample No. 10).				

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
Age at beginning of 2011:	15			
Provider at beginning of 2011:	E.R.I.C Group Home One			
First Date When Ward Went Missing:	2/4/11 6:30 PM			
Last Date When Ward Went Missing:	6/29/12 8:00 AM			
Total Time:	510 days 13 hours			
Total Time Missing:	308 days 15 hours	60.5%		
Total Time in Placement:	201 days 21 hours	39.5%		
	<b>Total</b>	<b>100%</b>		
Average Time Missing:	10 days 15 hours			
Average Time in Placement:	7 days 5 hours			
Number of Missing Reports in 2011-2012:	26			
Number of Times Missing:	29			

Missing Count	Date Missing	Date Returned	Length of Run	Time Between Runs
1	2/4/11 6:30 PM	2/6/11 2:00 AM	1 day 7 hours	2 days 15 hours
2	2/8/11 5:00 PM	2/9/11 8:50 PM	1 day 3 hours	0 days 20 hours
3	2/10/11 5:30 PM	2/14/11 2:00 PM	3 days 20 hours	4 days 6 hours
4	2/18/11 8:00 PM	2/22/11 4:15 PM	3 days 20 hours	8 days 23 hours
5	3/3/11 4:14 PM	3/4/11 10:34 AM	0 days 18 hours	5 days 8 hours
6	3/9/11 7:00 PM	3/9/11 10:40 PM	0 days 3 hours	2 days 18 hours
7	3/12/11 4:50 PM	3/12/11 11:50 PM	0 days 6 hours	7 days 16 hours
8	3/20/11 4:30 PM	3/20/11 6:11 PM	0 days 1 hour	3 days 0 hours
9	3/23/11 6:30 PM	3/25/11 4:22 PM	1 day 21 hours	0 days 4 hours
10	3/25/11 8:33 PM	3/29/11 11:30 AM	3 days 14 hours	0 days 6 hours
11	3/29/11 6:00 PM	3/31/11 6:09 PM	2 days 0 hours	1 day 7 hours
12	4/2/11 1:28 AM	4/5/11 1:33 AM	3 days 0 hours	4 days 17 hours
13	4/9/11 7:02 PM	4/9/11 11:58 PM	0 days 4 hours	2 days 17 hours
14	4/12/11 5:00 PM	4/18/11 7:00 PM	6 days 1 hour	1 day 4 hours
15	4/19/11 11:15 PM	4/20/11 12:30 AM	0 days 1 hour	0 days 15 hours
16	4/20/11 4:05 PM	4/21/11 1:50 PM	0 days 21 hours	0 days 1 hour
17	4/21/11 3:30 PM	4/22/11 12:10 AM	0 days 8 hours	4 days 16 hours
18	4/26/11 4:30 PM	5/2/11 7:30 PM	6 days 3 hours	9 days 0 hours
19	5/11/11 8:10 PM	5/12/11 11:15 PM	1 day 3 hours	0 days 21 hours
20	5/13/11 8:55 PM	5/14/11 12:15 PM	0 days 15 hours	2 days 5 hours
21	5/16/11 5:30 PM	5/17/11 10:00 PM	1 day 4 hours	8 days 19 hours
22	5/26/11 5:30 PM	5/27/11 3:00 PM	0 days 21 hours	5 days 2 hours
23	6/1/11 5:30 PM	6/3/11 1:30 PM	1 day 20 hours	3 days 3 hours
24	6/6/11 5:30 PM	6/7/11 1:02 PM	0 days 19 hours	0 days 4 hours
25	6/7/11 5:35 PM	6/11/11 1:36 PM	3 days 20 hours	0 days 3 hours
26	6/11/11 5:30 PM	6/17/11 11:04 AM	5 days 17 hours	73 days 9 hours
27	8/29/11 9:00 PM	9/14/11 8:30 AM	15 days 11 hours	2 days 0 hours
28	9/16/11 9:00 AM	10/27/11 6:30 PM	41 days 9 hours	45 days 13 hours
29	12/12/11 8:00 AM	6/29/12 8:00 AM	200 days 0 hours	N/A

Source: DCFS data for missing ward (Sample No. 22).

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
Age at beginning of 2011:	17			
Provider at beginning of 2011:	Shady Oaks Group Home			
First Date When Ward Went Missing:	1/7/11 10:00 PM			
Last Date When Ward Went Missing:	8/16/12 9:00 AM			
Total Time:	586 days 11 hours			
Total Time Missing:	56 days 22 hours	9.7%		
Total Time in Placement:	529 days 12 hours	90.3%		
		<b>Total</b>	100%	
Average Time Missing:	0 days 19 hours			
Average Time in Placement:	7 days 16 hours			
Number of Missing Reports in 2011-2012:	51			
Number of Times Missing:	70			
Missing Count	Date Missing	Date Returned	Length of Run	Time Between Runs
1	1/7/11 10:00 PM	1/8/11 3:30 AM	0 days 5 hours	13 days 13 hours
2	1/21/11 5:15 PM	1/22/11 9:30 AM	0 days 16 hours	17 days 10 hours
3	2/8/11 8:10 PM	2/8/11 10:15 PM	0 days 2 hours	4 days 0 hours
4	2/12/11 10:30 PM	2/13/11 12:30 AM	0 days 2 hours	1 day 17 hours
5	2/14/11 6:20 PM	2/15/11 2:15 AM	0 days 7 hours	1 day 18 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
6	2/16/11 8:18 PM	2/16/11 9:00 PM	0 days 0 hours	1 day 17 hours
7	2/18/11 2:30 PM	2/18/11 9:30 PM	0 days 7 hours	0 days 13 hours
8	2/19/11 11:20 AM	2/19/11 11:20 AM <sup>1</sup>	0 days 0 hours	13 days 10 hours
9	3/4/11 9:40 PM	3/4/11 10:55 PM	0 days 1 hour	2 days 0 hours
10	3/6/11 11:30 PM	3/7/11 12:45 AM	0 days 1 hour	2 days 21 hours
11	3/9/11 10:00 PM	3/9/11 11:30 PM	0 days 1 hour	46 days 17 hours
12	4/25/11 5:00 PM	4/25/11 6:20 PM	0 days 1 hour	0 days 0 hours
13	4/25/11 6:40 PM	4/25/11 6:52 PM	0 days 0 hours	35 days 2 hours
14	5/30/11 9:50 PM	5/30/11 11:20 PM	0 days 1 hour	0 days 18 hours
15	5/31/11 5:20 PM	6/1/11 12:00 AM	0 days 6 hours	0 days 21 hours
16	6/1/11 10:00 PM	6/3/11 3:40 PM	1 day 17 hours	30 days 23 hours
17	7/4/11 3:20 PM	7/4/11 5:30 PM	0 days 2 hours	10 days 4 hours
18	7/14/11 9:40 PM	7/14/11 11:05 PM	0 days 1 hour	0 days 21 hours
19	7/15/11 8:30 PM	7/15/11 11:05 PM	0 days 2 hours	28 days 23 hours
20	8/13/11 10:30 PM	8/14/11 12:02 AM	0 days 1 hour	1 day 20 hours
21	8/15/11 8:30 PM	8/15/11 9:55 PM	0 days 1 hour	25 days 0 hours
22	9/9/11 10:30 PM	9/10/11 10:30 PM	1 day 0 hours	26 days 23 hours
23	10/7/11 9:30 PM	10/8/11 8:50 AM	0 days 11 hours	0 days 7 hours
24	10/8/11 4:30 PM	10/11/11 12:45 PM	2 days 20 hours	12 days 5 hours
25	10/23/11 6:00 PM	10/25/11 3:30 PM	1 day 21 hours	0 days 0 hours
26	10/25/11 3:40 PM	11/3/11 11:25 PM	9 days 7 hours	2 days 21 hours
27	11/6/11 8:33 PM	11/7/11 9:00 AM	0 days 12 hours	1 day 11 hours
28	11/8/11 8:00 PM	11/8/11 11:28 PM	0 days 3 hours	0 days 14 hours
29	11/9/11 1:50 PM	11/10/11 1:00 AM	0 days 11 hours	0 days 21 hours
30	11/10/11 10:30 PM	11/10/11 11:20 PM	0 days 0 hours	0 days 22 hours
31	11/11/11 10:10 PM	11/13/11 10:35 AM	1 day 12 hours	2 days 11 hours
32	11/15/11 10:30 PM	11/16/11 6:48 AM	0 days 8 hours	9 days 16 hours
33	11/25/11 11:00 PM	11/26/11 12:15 AM	0 days 1 hour	0 days 13 hours
34	11/26/11 2:00 PM	11/26/11 11:10 PM	0 days 9 hours	1 day 0 hours
35	11/27/11 11:33 PM <sup>1</sup>	11/27/11 11:33 PM	0 days 0 hours	0 days 22 hours
36	11/28/11 10:30 PM	11/28/11 11:29 PM	0 days 0 hours	0 days 11 hours
37	11/29/11 10:38 AM	11/29/11 9:55 PM	0 days 11 hours	0 days 14 hours
38	11/30/11 12:15 PM	11/30/11 1:45 PM	0 days 1 hour	0 days 7 hours
39	11/30/11 8:49 PM	11/30/11 10:47 PM	0 days 1 hour	4 days 23 hours
40	12/5/11 10:30 PM	12/6/11 12:10 AM	0 days 1 hour	3 days 14 hours
41	12/9/11 3:00 PM	12/10/11 12:05 AM	0 days 9 hours	0 days 18 hours
42	12/10/11 6:30 PM	12/11/11 12:50 AM	0 days 6 hours	0 days 21 hours
43	12/11/11 10:30 PM	12/12/11 12:21 AM	0 days 1 hour	0 days 22 hours
44	12/12/11 10:28 PM	12/13/11 1:18 AM	0 days 2 hours	0 days 21 hours
45	12/13/11 10:30 PM	12/15/11 12:20 AM	1 day 1 hour	0 days 12 hours
46	12/15/11 1:05 PM	12/16/11 12:30 AM	0 days 11 hours	0 days 12 hours
47	12/16/11 1:00 PM	12/17/11 12:40 AM	0 days 11 hours	8 days 20 hours
48	12/25/11 9:30 PM	12/26/11 12:02 AM	0 days 2 hours	4 days 22 hours
49	12/30/11 10:40 PM	12/31/11 10:55 AM	0 days 12 hours	0 days 9 hours
50	12/31/11 8:00 PM	1/1/12 10:50 AM	0 days 14 hours	0 days 0 hours
51	1/1/12 11:15 AM	1/3/12 10:15 PM	2 days 11 hours	3 days 0 hours
52	1/6/12 10:30 PM	1/7/12 7:30 PM	0 days 21 hours	14 days 3 hours
53	1/21/12 10:30 PM	1/21/12 11:45 PM	0 days 1 hour	1 day 13 hours
54	1/23/12 1:00 PM	1/23/12 11:20 PM	0 days 10 hours	7 days 12 hours
55	1/31/12 12:00 PM	1/31/12 8:28 PM	0 days 8 hours	0 days 17 hours
56	2/1/12 2:15 PM	2/1/12 10:30 PM	0 days 8 hours	1 day 23 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
57	2/3/12 9:30 PM	2/8/12 6:21 PM	4 days 20 hours	0 days 0 hours
58	2/8/12 6:31 PM	2/9/12 10:50 PM	1 day 4 hours	1 day 22 hours
59	2/11/12 9:30 PM	2/11/12 11:30 PM	0 days 1 hour	7 days 11 hours
60	2/19/12 11:00 AM	2/19/12 9:05 PM	0 days 10 hours	6 days 1 hour
61	2/25/12 10:30 PM	2/25/12 11:20 PM	0 days 0 hours	0 days 22 hours
62	2/26/12 9:30 PM	2/26/12 9:30 PM	0 days 0 hours	5 days 0 hours
63	3/2/12 10:30 PM	3/3/12 12:50 AM	0 days 2 hours	0 days 21 hours
64	3/3/12 10:11 PM	3/4/12 12:00 AM	0 days 1 hour	0 days 21 hours
65	3/4/12 9:30 PM	3/4/12 10:40 PM	0 days 1 hour	9 days 21 hours
66	3/14/12 8:40 PM	3/14/12 9:20 PM	0 days 0 hours	4 days 0 hours
67	3/18/12 9:30 PM	3/19/12 1:39 AM	0 days 4 hours	0 days 7 hours
68	3/19/12 9:25 AM	3/20/12 12:15 AM	0 days 14 hours	0 days 9 hours
69	3/20/12 9:15 AM	3/20/12 10:07 PM	0 days 12 hours	132 days 10 hours
70	7/31/12 9:00 AM	8/16/12 9:00 AM	16 days 0 hours	N/A
Notes: <sup>1</sup> When date and time was unavailable, auditors used the same date for missing and return.				
Source: DCFS data for missing ward (Sample No. 83).				

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
Age at beginning of 2011:	16			
Provider at beginning of 2011:	Rosecrance Inc			
First Date When Ward Went Missing:	6/26/11 9:15 PM			
Last Date When Ward Went Missing:	1/7/13 3:00 PM			
Total Time:	560 days 17 hours			
Total Time Missing:	390 days 14 hours	69.7%		
Total Time in Placement:	170 days 3 hours	30.3%		
			<b>Total</b>	100%
Average Time Missing:	4 days 13 hours			
Average Time in Placement:	2 days 0 hours			
Number of Missing Reports in 2011-2012:	74			
Number of Times Missing:	86			
Missing Count	Date Missing	Date Returned	Length of Run	Time Between Runs
1	6/26/11 9:15 PM	6/27/11 5:00 AM	0 days 7 hours	2 days 9 hours
2	6/29/11 2:00 PM	6/30/11 1:26 AM	0 days 11 hours	4 days 14 hours
3	7/4/11 4:00 PM	7/4/11 4:15 PM	0 days 0 hours	2 days 4 hours
4	7/6/11 9:15 PM	7/7/11 6:00 AM	0 days 8 hours	0 days 15 hours
5	7/7/11 9:45 PM	7/8/11 12:25 AM	0 days 2 hours	0 days 0 hours
6	7/8/11 12:35 AM	7/8/11 5:40 AM	0 days 5 hours	1 day 16 hours
7	7/9/11 10:17 PM	7/10/11 6:05 AM	0 days 7 hours	0 days 8 hours
8	7/10/11 2:35 PM	7/11/11 7:26 AM	0 days 16 hours	1 day 21 hours
9	7/13/11 4:35 AM <sup>1</sup>	7/13/11 4:35 AM	0 days 0 hours	0 days 17 hours
10	7/13/11 10:16 PM	7/14/11 2:18 AM	0 days 4 hours	1 day 12 hours
11	7/15/11 2:45 PM	7/16/11 3:53 AM	0 days 13 hours	0 days 15 hours
12	7/16/11 7:50 PM	7/17/11 2:46 AM	0 days 6 hours	0 days 13 hours
13	7/17/11 4:45 PM	7/19/11 1:20 AM	1 day 8 hours	1 day 21 hours
14	7/20/11 10:45 PM	7/21/11 11:55 AM	0 days 13 hours	9 days 10 hours
15	7/30/11 10:00 PM	7/31/11 2:25 AM	0 days 4 hours	0 days 8 hours
16	7/31/11 11:00 AM	8/1/11 6:30 AM	0 days 19 hours	0 days 13 hours
17	8/1/11 8:20 PM	8/2/11 12:05 AM	0 days 3 hours	0 days 21 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
18	8/2/11 9:15 PM	8/3/11 12:05 AM	0 days 2 hours	2 days 19 hours
19	8/5/11 8:00 PM	8/6/11 6:40 AM	0 days 10 hours	0 days 15 hours
20	8/6/11 10:35 PM	8/9/11 12:38 AM	2 days 2 hours	0 days 12 hours
21	8/9/11 12:38 PM	8/10/11 1:30 AM	0 days 12 hours	1 day 21 hours
22	8/11/11 11:30 PM	8/12/11 4:28 AM	0 days 4 hours	0 days 9 hours
23	8/12/11 2:20 PM	8/13/11 7:10 AM	0 days 16 hours	0 days 10 hours
24	8/13/11 5:40 PM	8/15/11 1:20 AM	1 day 7 hours	0 days 20 hours
25	8/15/11 9:37 PM	8/16/11 6:38 AM	0 days 9 hours	0 days 13 hours
26	8/16/11 8:00 PM	8/17/11 1:18 AM	0 days 5 hours	0 days 15 hours
27	8/17/11 5:10 PM	8/21/11 2:30 AM	3 days 9 hours	0 days 11 hours
28	8/21/11 2:00 PM	8/26/11 4:45 PM	5 days 2 hours	0 days 3 hours
29	8/26/11 8:07 PM	9/1/11 5:00 PM	5 days 20 hours	0 days 3 hours
30	9/1/11 8:45 PM	9/2/11 7:10 AM	0 days 10 hours	0 days 14 hours
31	9/2/11 10:00 PM	9/3/11 2:50 AM	0 days 4 hours	0 days 19 hours
32	9/3/11 10:27 PM	9/4/11 2:20 AM	0 days 3 hours	0 days 21 hours
33	9/4/11 11:45 PM	9/5/11 7:10 AM	0 days 7 hours	0 days 4 hours
34	9/5/11 12:00 PM	9/6/11 4:37 PM	1 day 4 hours	0 days 6 hours
35	9/6/11 11:20 PM	9/7/11 12:15 AM	0 days 0 hours	0 days 17 hours
36	9/7/11 5:30 PM	9/8/11 6:30 AM	0 days 13 hours	0 days 11 hours
37	9/8/11 5:50 PM	9/9/11 2:50 AM	0 days 9 hours	0 days 12 hours
38	9/9/11 3:10 PM	9/16/11 7:59 AM	6 days 16 hours	0 days 5 hours
39	9/16/11 1:00 PM	9/17/11 6:47 AM	0 days 17 hours	0 days 9 hours
40	9/17/11 4:30 PM	9/18/11 6:20 AM	0 days 13 hours	0 days 8 hours
41	9/18/11 2:45 PM	9/19/11 5:23 AM	0 days 14 hours	0 days 12 hours
42	9/19/11 5:25 PM	9/20/11 2:25 AM	0 days 9 hours	0 days 19 hours
43	9/20/11 9:30 PM	9/21/11 3:35 PM	0 days 18 hours	0 days 2 hours
44	9/21/11 5:56 PM	9/22/11 5:30 PM	0 days 23 hours	0 days 3 hours
45	9/22/11 8:30 PM	9/23/11 2:10 AM	0 days 5 hours	0 days 13 hours
46	9/23/11 3:52 PM	9/26/11 7:15 AM	2 days 15 hours	0 days 10 hours
47	9/26/11 5:20 PM	9/28/11 4:00 PM	1 day 22 hours	2 days 4 hours
48	9/30/11 8:39 PM	10/1/11 5:36 AM	0 days 8 hours	0 days 14 hours
49	10/1/11 7:45 PM	10/2/11 4:20 AM	0 days 8 hours	0 days 14 hours
50	10/2/11 6:30 PM	10/3/11 1:00 AM	0 days 6 hours	0 days 20 hours
51	10/3/11 9:30 PM	10/4/11 4:22 AM	0 days 6 hours	0 days 9 hours
52	10/4/11 2:20 PM	10/5/11 4:00 PM	1 day 1 hour	0 days 1 hour
53	10/5/11 5:45 PM	10/8/11 10:30 AM	2 days 16 hours	0 days 8 hours
54	10/8/11 6:38 PM	10/9/11 5:10 AM	0 days 10 hours	0 days 13 hours
55	10/9/11 7:06 PM	10/11/11 8:37 AM	1 day 13 hours	0 days 10 hours
56	10/11/11 7:30 PM	10/12/11 6:00 AM	0 days 10 hours	0 days 12 hours
57	10/12/11 7:00 PM	10/15/11 5:55 AM	2 days 10 hours	0 days 13 hours
58	10/15/11 7:00 PM	10/16/11 12:30 PM	0 days 17 hours	0 days 9 hours
59	10/16/11 10:30 PM	10/17/11 2:15 AM	0 days 3 hours	0 days 3 hours
60	10/17/11 5:45 AM	10/20/11 2:00 PM	3 days 8 hours	0 days 5 hours
61	10/20/11 7:50 PM	10/21/11 1:00 AM	0 days 5 hours	1 day 6 hours
62	10/22/11 7:17 AM	10/25/11 1:25 AM	2 days 18 hours	0 days 12 hours
63	10/25/11 1:30 PM	10/26/11 12:45 AM	0 days 11 hours	0 days 18 hours
64	10/26/11 7:25 PM	10/27/11 1:25 AM	0 days 6 hours	0 days 9 hours
65	10/27/11 10:40 AM	10/28/11 3:17 AM	0 days 16 hours	0 days 10 hours
66	10/28/11 2:05 PM	10/28/11 5:05 PM	0 days 3 hours	0 days 3 hours
67	10/28/11 8:10 PM	10/29/11 5:36 AM	0 days 9 hours	0 days 9 hours
68	10/29/11 3:00 PM	10/30/11 5:20 AM	0 days 14 hours	0 days 10 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
69	10/30/11 3:45 PM	11/2/11 5:00 PM	3 days 1 hour	0 days 0 hours
70	11/2/11 5:30 PM	11/3/11 11:45 AM	0 days 18 hours	0 days 0 hours
71	11/3/11 11:56 AM	11/6/11 2:55 AM	2 days 14 hours	0 days 11 hours
72	11/6/11 2:45 PM	11/6/11 4:00 PM	0 days 1 hour	0 days 2 hours
73	11/6/11 6:11 PM	11/7/11 3:15 PM	0 days 21 hours	0 days 3 hours
74	11/7/11 6:45 PM	11/8/11 2:05 AM	0 days 7 hours	0 days 14 hours
75	11/8/11 5:00 PM	11/16/11 2:55 AM	7 days 9 hours	0 days 16 hours
76	11/16/11 7:40 PM	11/16/11 11:30 PM	0 days 3 hours	0 days 18 hours
77	11/17/11 6:15 PM	11/20/11 4:15 PM	2 days 22 hours	0 days 0 hours
78	11/20/11 4:15 PM	11/20/11 4:15 PM	0 days 0 hours	0 days 0 hours
79	11/20/11 4:45 PM	11/23/11 11:00 PM <sup>1</sup>	3 days 6 hours	0 days 13 hours
80	11/24/11 12:15 PM	11/29/11 10:15 AM	4 days 22 hours	0 days 7 hours
81	11/29/11 6:00 PM	12/12/11 4:00 AM	12 days 9 hours	0 days 6 hours
82	12/12/11 10:00 AM	1/5/12 4:18 AM	23 days 18 hours	0 days 9 hours
83	1/5/12 1:30 PM	1/28/12 6:40 AM	22 days 17 hours	0 days 10 hours
84	1/28/12 5:11 PM	4/4/12 9:00 PM	67 days 3 hours	82 days 0 hours
85	6/25/12 9:00 PM	9/1/12 12:00 AM <sup>2</sup>	67 days 3 hours	23 days 0 hours
86	9/24/12 12:00 AM <sup>2</sup>	1/7/13 3:00 PM	105 days 15 hours	N/A
<b>Notes:</b>				
<sup>1</sup> Missing date determined using CFS 906 form.				
<sup>2</sup> When time was not documented, auditors used 12:00 AM.				
Source: DCFS data for missing ward (Sample No. 55).				

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
<b>Age at beginning of 2011:</b>		18		
<b>Provider at beginning of 2011:</b>		Home of Relative		
<b>First Date When Ward Went Missing:</b>		4/5/11 1:00 AM		
<b>Last Date When Ward Went Missing:</b>		8/24/12 12:07 AM		
<b>Total Time:</b>		506 days 23 hours		
<b>Total Time Missing:</b>		248 days 22 hours	49.1%	
<b>Total Time in Placement:</b>		258 days 0 hours	50.9%	
		<b>Total</b>	100%	
<b>Average Time Missing:</b>		2 days 12 hours		
<b>Average Time in Placement:</b>		2 days 15 hours		
<b>Number of Missing Reports in 2011-2012:</b>		79		
<b>Number of Times Missing:</b>		99		
Missing Count	Date Missing	Date Returned	Length of Run	Time Between Runs
1	4/5/11 1:00 am	4/5/11 2:17 am	0 days 1 hour	0 days 4 hours
2	4/5/11 7:10 am	4/7/11 3:53 pm	2 days 8 hours	0 days 16 hours
3	4/8/11 8:25 am	4/9/11 9:30 am	1 day 1 hour	2 days 3 hours
4	4/11/11 1:00 pm	4/20/11 12:15 am	8 days 11 hours	0 days 9 hours
5	4/20/11 9:30 am	4/22/11 2:35 pm	2 days 5 hours	1 day 21 hours
6	4/24/11 12:26 pm	4/24/11 9:19 pm	0 days 8 hours	2 days 2 hours
7	4/27/11 12:13 am	4/28/11 9:01 pm	1 day 20 hours	2 days 14 hours
8	5/1/11 11:25 am	5/2/11 12:12 pm	1 day 0 hours	9 days 3 hours
9	5/11/11 4:00 pm	5/17/11 4:42 pm	6 days 0 hours	1 day 0 hours
10	5/18/11 5:30 pm	5/31/11 5:30 pm	13 days 0 hours	1 day 21 hours
11	6/2/11 2:40 pm	6/2/11 4:31 pm	0 days 1 hour	1 day 0 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
12	6/3/11 4:31 pm	6/4/11 7:45 pm	1 day 3 hours	4 days 22 hours
13	6/9/11 6:20 pm	6/9/11 6:33 pm	0 days 0 hours	1 day 16 hours
14	6/11/11 11:02 am	6/12/11 10:52 am	0 days 23 hours	2 days 0 hours
15	6/14/11 11:10 am	6/16/11 1:00 pm	2 days 1 hour	0 days 2 hours
16	6/16/11 3:00 pm	6/22/11 11:00 am	5 days 20 hours	0 days 0 hours
17	6/22/11 11:30 am	6/30/11 12:10 pm	8 days 0 hours	4 days 21 hours
18	7/5/11 9:10 am	7/8/11 12:30 am	2 days 15 hours	0 days 12 hours
19	7/8/11 12:50 pm	7/16/11 12:53 am	7 days 12 hours	1 day 0 hours
20	7/17/11 1:03 am	7/22/11 4:10 pm	5 days 15 hours	2 days 0 hours
21	7/24/11 4:17 pm	7/25/11 10:53 am	0 days 18 hours	0 days 0 hours
22	7/25/11 11:30 am	8/2/11 1:17 am	7 days 13 hours	4 days 21 hours
23	8/6/11 11:00 pm	8/8/11 10:40 am	1 day 11 hours	2 days 6 hours
24	8/10/11 5:30 pm	8/12/11 5:24 pm	1 day 23 hours	0 days 12 hours
25	8/13/11 5:24 am	8/14/11 11:37 pm	1 day 18 hours	1 day 12 hours
26	8/16/11 12:36 pm	8/17/11 10:15 pm	1 day 9 hours	0 days 12 hours
27	8/18/11 10:30 am	8/28/11 5:25 pm	10 days 6 hours	1 day 2 hours
28	8/29/11 8:09 pm	9/2/11 4:15 pm <sup>1</sup>	3 days 20 hours	1 day 1 hour
29	9/3/11 5:55 pm	9/17/11 5:30 am	13 days 11 hours	1 day 8 hours
30	9/18/11 1:30 pm	9/30/11 12:15 pm	11 days 22 hours	1 day 3 hours
31	10/1/11 3:38 pm	10/3/11 11:45 am	1 day 20 hours	3 days 3 hours
32	10/6/11 3:05 pm	10/7/11 11:10 pm	1 day 8 hours	0 days 14 hours
33	10/8/11 1:20 pm	10/10/11 2:20 pm	2 days 0 hours	0 days 0 hours
34	10/10/11 2:35 pm	10/13/11 11:55 pm	3 days 9 hours	1 day 12 hours
35	10/15/11 12:40 pm	10/16/11 10:45 pm	1 day 10 hours	0 days 10 hours
36	10/17/11 8:45 am	10/19/11 2:30 am	1 day 17 hours	2 days 6 hours
37	10/21/11 9:00 am	10/22/11 4:45 pm	1 day 7 hours	0 days 4 hours
38	10/22/11 9:05 pm	10/24/11 7:56 pm	1 day 22 hours	1 day 17 hours
39	10/26/11 1:30 pm	10/28/11 3:19 am	1 day 13 hours	2 days 11 hours
40	10/30/11 3:05 pm	11/1/11 10:00 am	1 day 18 hours	5 days 3 hours
41	11/6/11 1:25 pm	11/9/11 1:10 am	2 days 11 hours	0 days 8 hours
42	11/9/11 9:55 am	11/13/11 9:30 pm	4 days 11 hours	3 days 0 hours
43	11/16/11 9:30 pm	11/20/11 4:00 pm	3 days 18 hours	2 days 0 hours
44	11/22/11 4:09 pm	11/23/11 1:17 am	0 days 9 hours	2 days 12 hours
45	11/25/11 1:55 pm	11/27/11 2:00 pm <sup>2</sup>	2 days 0 hours	4 days 21 hours
46	12/2/11 11:00 am	12/4/11 12:05 am	1 day 13 hours	1 day 0 hours
47	12/5/11 12:18 am	12/7/11 3:15 pm	2 days 14 hours	9 days 8 hours
48	12/16/11 11:45 pm	12/18/11 10:15 pm	1 day 22 hours	0 days 14 hours
49	12/19/11 12:50 pm	12/20/11 3:00 pm	1 day 2 hours	0 days 3 hours
50	12/20/11 6:30 pm	12/22/11 10:00 pm	2 days 3 hours	1 day 0 hours
51	12/23/11 10:25 pm	1/3/12 2:30 am	10 days 4 hours	2 days 10 hours
52	1/5/12 1:20 pm	1/6/12 11:10 pm	1 day 9 hours	1 day 15 hours
53	1/8/12 2:25 pm	1/10/12 12:22 pm	1 day 21 hours	0 days 1 hour
54	1/10/12 2:13 pm	1/13/12 10:15 am	2 days 20 hours	0 days 6 hours
55	1/13/12 4:30 pm	1/17/12 10:27 am	3 days 17 hours	3 days 0 hours
56	1/20/12 10:31 am	1/21/12 5:10 pm	1 day 6 hours	10 days 15 hours
57	2/1/12 8:50 am	2/2/12 12:24 pm	1 day 3 hours	4 days 0 hours
58	2/6/12 12:30 pm	2/7/12 11:05 pm	1 day 10 hours	2 days 17 hours
59	2/10/12 4:30 pm	2/12/12 12:23 pm	1 day 19 hours	2 days 5 hours
60	2/14/12 5:40 pm	2/14/12 10:35 pm	0 days 4 hours	2 days 18 hours
61	2/17/12 5:00 pm	2/18/12 8:20 pm	1 day 3 hours	1 day 1 hour
62	2/19/12 10:14 pm	2/20/12 4:00 pm	0 days 17 hours	1 day 0 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
63	2/21/12 4:15 pm	2/22/12 12:38 am	0 days 8 hours	0 days 9 hours
64	2/22/12 9:55 am	2/24/12 3:25 pm	2 days 5 hours	0 days 0 hours
65	2/24/12 4:15 pm	2/25/12 4:30 pm	1 day 0 hours	0 days 4 hours
66	2/25/12 9:10 pm	2/28/12 3:00 pm	2 days 17 hours	1 day 0 hours
67	2/29/12 3:18 pm	2/29/12 4:50 pm	0 days 1 hour	1 day 2 hours
68	3/1/12 7:40 pm	3/7/12 9:20 am	5 days 13 hours	0 days 0 hours
69	3/7/12 10:00 am	3/9/12 10:00 am	2 days 0 hours	0 days 0 hours
70	3/9/12 10:55 am	3/10/12 12:20 pm	1 day 1 hour	5 days 7 hours
71	3/15/12 7:30 pm	3/16/12 8:35 pm	1 day 1 hour	5 days 0 hours
72	3/21/12 8:55 pm	3/22/12 1:52 pm	0 days 16 hours	0 days 1 hour
73	3/22/12 3:05 pm	3/24/12 12:55 am	1 day 9 hours	0 days 12 hours
74	3/24/12 1:45 pm	3/26/12 10:45 am	1 day 21 hours	3 days 12 hours
75	3/29/12 11:15 pm	3/31/12 10:25 pm	1 day 23 hours	5 days 21 hours
76	4/6/12 8:00 pm	4/8/12 9:03 pm	2 days 1 hour	23 days 13 hours
77	5/2/12 10:20 am	5/3/12 2:15 pm	1 day 3 hours	0 days 20 hours
78	5/4/12 11:00 am	5/5/12 11:50 am	1 day 0 hours	1 day 1 hour
79	5/6/12 1:30 pm	5/6/12 2:40 pm	0 days 1 hour	14 days 5 hours
80	5/20/12 7:40 pm	5/21/12 10:14 am	0 days 14 hours	2 days 9 hours
81	5/23/12 7:40 pm	5/24/12 7:30 am <sup>3</sup>	0 days 11 hours	0 days 1 hour
82	5/24/12 8:40 am	5/25/12 10:05 am	1 day 1 hour	11 days 1 hour
83	6/5/12 11:23 am	6/6/12 1:40 pm	1 day 2 hours	3 days 7 hours
84	6/9/12 8:50 pm	6/11/12 11:45 am	1 day 14 hours	2 days 10 hours
85	6/13/12 10:12 pm	6/15/12 12:00 pm	1 day 13 hours	0 days 2 hours
86	6/15/12 2:00 pm	6/18/12 8:09 pm	3 days 6 hours	2 days 15 hours
87	6/21/12 11:40 am	6/21/12 1:15 pm	0 days 1 hour	7 days 22 hours
88	6/29/12 11:55 am	6/30/12 5:00 am	0 days 17 hours	0 days 9 hours
89	6/30/12 2:00 pm	7/2/12 12:15 pm	1 day 22 hours	0 days 0 hours
90	7/2/12 1:00 pm	7/5/12 12:25 pm	2 days 23 hours	0 days 0 hours
91	7/5/12 1:15 pm	7/6/12 4:47 pm	1 day 3 hours	1 day 0 hours
92	7/7/12 4:53 pm	7/9/12 9:46 am	1 day 16 hours	4 days 4 hours
93	7/13/12 2:30 pm	7/16/12 10:10 am	2 days 19 hours	3 days 11 hours
94	7/19/12 9:53 pm	7/21/12 4:30 pm	1 day 18 hours	6 days 20 hours
95	7/28/12 12:30 pm	7/30/12 1:50 pm	2 days 1 hour	19 days 8 hours
96	8/18/12 10:45 pm	8/21/12 11:45 am <sup>4</sup>	2 days 13 hours	0 days 10 hours
97	8/21/12 10:00 pm	8/22/12 3:30 pm	0 days 17 hours	0 days 8 hours
98	8/23/12 12:00 am	8/23/12 5:15 pm	0 days 17 hours	0 days 4 hours
99	8/23/12 10:00 pm	8/24/12 12:07 am	0 days 2 hours	N/A
<b>Notes:</b>				
<sup>1</sup> Typographical error found by auditor: Case notes incorrectly state ward returned on 8/2/11 at 4:15 pm (before the date the ward went missing). Auditor used CFS 906 placement data for the correct information.				
<sup>2</sup> Typographical error found by auditor: Case notes incorrectly state ward returned on 11/13/11 at 9:30 pm (before the date the ward went missing). Auditor used CFS 906 placement data for the correct information.				
<sup>3</sup> Typographical error found by auditor: Case notes incorrectly state the ward returned on 5/24/12 at <u>7:30 pm</u> and not 7:30 am (after the date/time the information was entered into the system). Auditor used CFS 906 placement data for the correct information.				
<sup>4</sup> Typographical error found by auditor: Case notes incorrectly state the ward returned on 8/21/12 <u>11:45 pm</u> and not 11:45 am (after the date/time the information was entered into the system). Auditor used CFS 906 placement data for the correct information.				
Source: DCFS data for missing ward (Sample No. 97).				

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
Age at beginning of 2011:	17			
Provider at beginning of 2011:	Lawrence Hall Youth Services			
First Date When Ward Went Missing:	12/31/10 3:35 pm			
Last Date When Ward Went Missing:	4/13/12 10:30 pm			
Total Time:	469 days 6 hours			
Total Time Missing:	143 days 20 hours	30.7%		
Total Time in Placement:	321 days 18 hours	68.6%		
<b>Total</b>				100% (rounded)
Average Time Missing:	1 day 2 hours			
Average Time in Placement:	2 days 12 hours			
Number of Missing Reports in 2011-2012:	111			
Number of Times Missing:	129			
Missing Count	Date Missing	Date Returned	Length of Run	Time Between Runs
1	12/31/2010 3:35 pm	1/1/2011 6:45 am	0 days 15 hours	2 days 6 hours
2	1/3/2011 1:25 pm	1/3/2011 11:24 pm	0 days 9 hours	0 days 13 hours
3	1/4/2011 1:15 pm <sup>1</sup>	1/5/2011 6:20 am	0 days 17 hours	1 day 7 hours
4	1/6/2011 1:25 pm	1/7/2011 9:00 am	0 days 19 hours	0 days 4 hours
5	1/7/2011 1:15 pm	1/9/2011 9:35 am	1 day 20 hours	0 days 2 hours
6	1/9/2011 11:41 am	1/12/2011 8:00 am	2 days 20 hours	0 days 5 hours
7	1/12/2011 1:22 pm	1/13/2011 5:48 pm	1 day 4 hours	0 days 0 hours
8	1/13/2011 6:23 pm	1/24/2011 3:10 pm	10 days 20 hours	0 days 0 hours
9	1/24/2011 3:32 pm	1/30/2011 5:08 pm	6 days 1 hour	0 days 0 hours
10	1/30/2011 5:53 pm	1/31/2011 2:15 pm	0 days 20 hours	0 days 2 hours
11	1/31/2011 4:27 pm	2/5/2011 4:00 pm	4 days 23 hours	0 days 1 hour
12	2/5/2011 5:40 pm	2/7/2011 10:30 pm	2 days 4 hours	0 days 10 hours
13	2/8/2011 9:25 am	2/14/2011 2:14 pm	6 days 4 hours	2 days 4 hours
14	2/16/2011 7:08 pm	2/18/2011 3:20 am	1 day 8 hours	0 days 10 hours
15	2/18/2011 2:20 pm	2/20/2011 6:50 pm	2 days 4 hours	3 days 15 hours
16	2/24/2011 10:22 am	2/25/2011 11:44 pm	1 day 13 hours	0 days 12 hours
17	2/26/2011 12:12 pm	2/27/2011 12:30 am	0 days 12 hours	1 day 10 hours
18	2/28/2011 11:30 am	3/1/2011 9:15 pm	1 day 9 hours	1 day 20 hours
19	3/3/2011 5:43 pm	3/3/2011 9:30 pm	0 days 3 hours	4 days 22 hours
20	3/8/2011 8:19 pm	3/9/2011 11:46 pm	1 day 3 hours	2 days 9 hours
21	3/12/2011 9:34 am	3/12/2011 4:50 pm	0 days 7 hours	2 days 2 hours
22	3/14/2011 7:42 pm	3/14/2011 11:10 pm	0 days 3 hours	0 days 18 hours
23	3/15/2011 6:06 pm	3/16/2011 11:15 pm	1 day 5 hours	0 days 10 hours
24	3/17/2011 10:00 am	3/17/2011 5:30 pm	0 days 7 hours	0 days 20 hours
25	3/18/2011 2:15 pm	3/19/2011 5:03 pm	1 day 2 hours	0 days 19 hours
26	3/20/2011 12:20 pm	3/20/2011 9:57 pm	0 days 9 hours	7 days 13 hours
27	3/28/2011 11:40 am	3/28/2011 11:30 pm	0 days 11 hours	0 days 12 hours
28	3/29/2011 11:56 am	3/30/2011 3:00 am	0 days 15 hours	19 days 20 hours
29	4/18/2011 11:45 pm	4/18/2011 11:45 pm	0 days 0 hours	1 day 22 hours
30	4/20/2011 10:20 pm	4/21/2011 12:55 am	0 days 2 hours	0 days 8 hours
31	4/21/2011 9:49 am	4/21/2011 12:26 pm	0 days 2 hours	1 day 21 hours
32	4/23/2011 10:05 am	4/23/2011 12:36 pm	0 days 2 hours	0 days 5 hours
33	4/23/2011 5:55 pm	4/25/2011 12:51 am	1 day 6 hours	0 days 8 hours
34	4/25/2011 9:20 am	4/25/2011 6:00 pm	0 days 8 hours	7 days 5 hours
35	5/2/2011 11:45 pm	5/3/2011 6:15 am	0 days 6 hours	0 days 6 hours
36	5/3/2011 12:55 pm	5/3/2011 2:00 pm	0 days 1 hour	0 days 1 hour
37	5/3/2011 4:00 pm	5/3/2011 10:05 pm	0 days 6 hours	2 days 19 hours
38	5/6/2011 6:00 pm	5/7/2011 1:20 am	0 days 7 hours	0 days 16 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
39	5/7/2011 6:11 pm	5/8/2011 6:45 pm	1 day 0 hours	0 days 1 hour
40	5/8/2011 8:39 pm	5/9/2011 5:05 am	0 days 8 hours	0 days 16 hours
41	5/9/2011 10:00 pm	5/10/2011 1:34 am	0 days 3 hours	0 days 21 hours
42	5/10/2011 10:55 pm	5/11/2011 5:34 am	0 days 6 hours	1 day 18 hours
43	5/13/2011 12:15 am	5/13/2011 7:30 am	0 days 7 hours	2 days 14 hours
44	5/15/2011 9:42 pm	5/16/2011 12:45 am	0 days 3 hours	5 days 19 hours
45	5/21/2011 8:40 pm	5/22/2011 6:09 am	0 days 9 hours	1 day 14 hours
46	5/23/2011 8:45 pm	5/24/2011 1:00 am	0 days 4 hours	0 days 18 hours
47	5/24/2011 7:30 pm	5/24/2011 9:42 pm	0 days 2 hours	2 days 1 hour
48	5/26/2011 11:00 pm	5/26/2011 11:38 pm	0 days 0 hours	1 day 21 hours
49	5/28/2011 8:39 pm	5/28/2011 11:40 pm	0 days 3 hours	0 days 21 hours
50	5/29/2011 8:50 pm	5/30/2011 6:20 am	0 days 9 hours	0 days 13 hours
51	5/30/2011 7:45 pm	5/31/2011 5:23 am	0 days 9 hours	0 days 13 hours
52	5/31/2011 6:25 pm	6/1/2011 1:20 am	0 days 6 hours	0 days 18 hours
53	6/1/2011 7:45 pm	6/2/2011 7:29 am	0 days 11 hours	0 days 13 hours
54	6/2/2011 8:54 pm	6/2/2011 11:00 pm	0 days 2 hours	0 days 20 hours
55	6/3/2011 7:40 pm	6/4/2011 5:35 am	0 days 9 hours	1 day 13 hours
56	6/5/2011 7:05 pm	6/5/2011 11:50 pm	0 days 4 hours	1 day 17 hours
57	6/7/2011 5:35 pm	6/8/2011 5:45 am	0 days 12 hours	13 days 11 hours
58	6/21/2011 5:00 pm	6/22/2011 6:10 am	0 days 13 hours	0 days 3 hours
59	6/22/2011 9:50 am	6/22/2011 12:37 pm	0 days 2 hours	0 days 7 hours
60	6/22/2011 8:19 pm	6/23/2011 2:05 am	0 days 5 hours	3 days 18 hours
61	6/26/2011 9:02 pm	6/27/2011 1:03 am	0 days 4 hours	0 days 14 hours
62	6/27/2011 3:34 pm	6/27/2011 4:00 pm	0 days 0 hours	0 days 3 hours
63	6/27/2011 7:48 pm	6/27/2011 11:23 pm	0 days 3 hours	2 days 6 hours
64	6/30/2011 6:02 am	6/30/2011 7:34 am	0 days 1 hour	0 days 1 hour
65	6/30/2011 9:11 am	6/30/2011 9:34 am	0 days 0 hours	0 days 7 hours
66	6/30/2011 5:10 pm	6/30/2011 6:25 pm	0 days 1 hour	1 day 4 hours
67	7/1/2011 10:54 pm	7/2/2011 2:01 am	0 days 3 hours	0 days 19 hours
68	7/2/2011 9:30 pm	7/3/2011 2:30 am <sup>2</sup>	0 days 4 hours	2 days 16 hours
69	7/5/2011 7:10 pm	7/6/2011 1:20 am	0 days 6 hours	0 days 21 hours
70	7/6/2011 10:20 pm	7/7/2011 4:37 am	0 days 6 hours	0 days 18 hours
71	7/7/2011 11:00 pm	7/8/2011 5:26 am	0 days 6 hours	1 day 17 hours
72	7/9/2011 10:40 pm	7/10/2011 6:22 am	0 days 7 hours	0 days 11 hours
73	7/10/2011 5:45 pm	7/11/2011 7:25 am	0 days 13 hours	6 days 13 hours
74	7/17/2011 9:20 pm	7/18/2011 6:06 am	0 days 8 hours	0 days 7 hours
75	7/18/2011 1:47 pm	7/18/2011 3:40 pm	0 days 1 hour	1 day 4 hours
76	7/19/2011 8:30 pm	7/20/2011 12:19 am	0 days 3 hours	0 days 22 hours
77	7/20/2011 10:42 pm	7/21/2011 11:53 am	0 days 13 hours	9 days 10 hours
78	7/30/2011 10:00 pm	7/31/2011 2:25 am	0 days 4 hours	1 day 17 hours
79	8/1/2011 7:41 pm	8/2/2011 2:00 am	0 days 6 hours	3 days 18 hours
80	8/5/2011 8:00 pm	8/6/2011 6:39 am	0 days 10 hours	2 days 14 hours
81	8/8/2011 9:08 pm	8/9/2011 12:35 am	0 days 3 hours	0 days 8 hours
82	8/9/2011 9:30 am	8/9/2011 6:00 pm	0 days 8 hours	6 days 3 hours
83	8/15/2011 9:15 pm	8/16/2011 6:30 am	0 days 9 hours	0 days 13 hours
84	8/16/2011 7:55 pm	8/17/2011 1:10 am	0 days 5 hours	0 days 17 hours
85	8/17/2011 6:55 pm	8/17/2011 9:41 pm	0 days 2 hours	2 days 22 hours
86	8/20/2011 8:00 pm	8/22/2011 12:52 am	1 day 4 hours	4 days 10 hours
87	8/26/2011 11:25 am	8/26/2011 10:00 pm	0 days 10 hours	9 days 22 hours
88	9/5/2011 8:40 pm	9/6/2011 1:15 am	0 days 4 hours	3 days 12 hours
89	9/9/2011 1:43 pm	9/11/2011 12:25 am	1 day 10 hours	0 days 14 hours

MISSING WARD				
<i>Example of the number of, and length of, times that one DCFS ward went missing during calendar years 2011-2012</i>				
90	9/11/2011 2:43 pm	9/12/2011 6:01 am	0 days 15 hours	0 days 11 hours
91	9/12/2011 6:00 pm	9/13/2011 1:29 am	0 days 7 hours	0 days 16 hours
92	9/13/2011 6:15 pm	9/13/2011 11:53 pm	0 days 5 hours	0 days 13 hours
93	9/14/2011 1:25 pm	9/14/2011 10:06 pm	0 days 8 hours	0 days 16 hours
94	9/15/2011 2:15 pm	9/17/2011 11:15 pm	2 days 9 hours	1 day 13 hours
95	9/19/2011 1:10 pm	9/20/2011 2:40 am	0 days 13 hours	0 days 19 hours
96	9/20/2011 10:00 pm	9/21/2011 2:40 am	0 days 4 hours	0 days 0 hours
97	9/21/2011 2:40 am	9/22/2011 4:48 am	1 day 2 hours	0 days 10 hours
98	9/22/2011 2:55 pm	9/22/2011 4:20 pm	0 days 1 hour	11 days 4 hours
99	10/3/2011 8:40 pm	10/4/2011 12:55 am	0 days 4 hours	1 day 20 hours
100	10/5/2011 9:13 pm	10/6/2011 2:20 am	0 days 5 hours	1 day 9 hours
101	10/7/2011 11:35 am	10/7/2011 4:34 pm <sup>3</sup>	0 days 4 hours	0 days 2 hours
102	10/7/2011 6:40 pm	10/8/2011 5:42 am	0 days 11 hours	0 days 10 hours
103	10/8/2011 4:00 pm	10/9/2011 11:25 am	0 days 19 hours	74 days 2 hours
104	12/22/2011 2:00 pm	12/22/2011 8:00 pm	0 days 6 hours	6 days 3 hours
105	12/28/2011 11:00 pm	12/29/2011 8:15 pm	0 days 21 hours	0 days 19 hours
106	12/30/2011 4:00 pm	12/31/2011 12:00 am	0 days 8 hours	1 day 23 hours
107	1/1/2012 11:00 pm	1/2/2012 6:35 pm	0 days 19 hours	9 days 4 hours
108	1/11/2012 11:00 pm	1/12/2012 12:00 pm	0 days 12 hours	1 day 11 hours
109	1/13/2012 11:00 pm	1/14/2012 8:30 pm	0 days 21 hours	1 day 1 hour
110	1/15/2012 10:00 pm	1/17/2012 1:45 am	1 day 3 hours	1 day 21 hours
111	1/18/2012 11:00 pm	1/23/2012 1:00 pm	4 days 13 hours	1 day 10 hours
112	1/24/2012 11:00 pm	1/25/2012 8:15 am	0 days 9 hours	0 days 14 hours
113	1/25/2012 11:00 pm	1/27/2012 2:45 pm	1 day 15 hours	4 days 8 hours
114	1/31/2012 11:00 pm	1/31/2012 11:50 pm	0 days 0 hours	0 days 23 hours
115	2/1/2012 11:00 pm	2/2/2012 8:05 pm	0 days 21 hours	1 day 2 hours
116	2/3/2012 11:00 pm	2/6/2012 4:00 pm	2 days 16 hours	2 days 7 hours
117	2/8/2012 11:00 pm	2/15/2012 2:30 am	6 days 3 hours	1 day 10 hours
118	2/16/2012 1:20 pm	2/21/2012 12:00 am	4 days 10 hours	1 day 23 hours
119	2/22/2012 11:00 pm	2/28/2012 12:15 pm	5 days 13 hours	1 day 10 hours
120	2/29/2012 11:00 pm	3/1/2012 8:45 pm	0 days 21 hours	1 day 2 hours
121	3/2/2012 11:10 pm	3/8/2012 4:50 pm	5 days 17 hours	0 days 6 hours
122	3/8/2012 11:00 pm	3/15/2012 9:30 pm	6 days 22 hours	1 day 1 hour
123	3/16/2012 11:00 pm	3/25/2012 4:00 pm	8 days 16 hours	2 days 7 hours
124	3/27/2012 11:00 pm	3/29/2012 10:30 pm	1 day 23 hours	1 day 0 hours
125	3/30/2012 11:00 pm	4/4/2012 12:15 am	4 days 1 hour	0 days 22 hours
126	4/4/2012 11:00 pm	4/7/2012 4:50 am	2 days 5 hours	1 day 9 hours
127	4/8/2012 2:00 pm	4/9/2012 9:20 pm	1 day 7 hours	1 day 1 hour
128	4/10/2012 11:00 pm	4/11/2012 9:15 pm	0 days 22 hours	1 day 1 hour
129	4/12/2012 11:00 pm	4/13/2012 10:30 pm	0 days 23 hours	N/A
<b>Notes:</b>				
<sup>1</sup> Typographical error found by auditor: Case notes incorrectly state ward went missing on 1/4/10 at 1:15 pm (approximately 1 year before the prior run). Auditor used CFS 906 placement data for the correct information.				
<sup>2</sup> Typographical error found by auditor: Case notes incorrectly state ward returned on 7/2/11 at 2:30 am (after the date/time the information was entered into the system). Auditor used CFS 906 placement data for the correct information.				
<sup>3</sup> Typographical error found by auditor: Case notes incorrectly state ward returned on 10/6/11 at 2:20 pm (after the date/time the information was entered into the system). Auditor used CFS 906 placement data for correct information.				
Source: DCFS data for missing ward (Sample No. 70).				



**Appendix F**  
**AGENCY RESPONSE**



Illinois Department of  
**DCFS**  
Children & Family Services

Pat Quinn  
Governor

Bobbie Gregg  
Acting Director

December 1, 2014

Mr. Ameen Dada  
Auditor Manager  
Office of the Auditor General  
Iles Park Plaza  
740 East Ash Street  
Springfield, Illinois 62703-3154

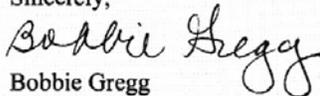
Dear Mr. Dada,

Enclosed please find the response from the Department of Children and Family Services to the recommendations made by the Office of the Auditor General in the confidential draft report of the Management Audit of DCFS' Search for Missing Children conducted by the Office of the Auditor General pursuant to House Resolution 120. The audit primarily covered calendar years 2011 and 2012.

Pursuant to your request, the Department will provide you with an electronic copy of the enclosed draft response to the recommendations so you may insert them in to the Auditor General's report.

I am designating Mr. Michael Ruppe, Chief of the Department's Bureau of Operations, as the new Department contact regarding the audit. Please contact Mr. Ruppe if you have any questions or concerns about the Department's responses to the recommendations. Mr. Ruppe's telephone number is 217-785-5277 and his e-mail address is Michael.Ruppe@illinois.gov.

Sincerely,

  
Bobbie Gregg  
Acting Director

cc: Michael Ruppe

Enclosure

100 West Randolph, 6-100 • Chicago, Illinois 60601-3249  
312-814-6800 • 312-814-8783 / TTY  
[www.DCFS.illinois.gov](http://www.DCFS.illinois.gov)



**Illinois Department of Children and Family Services' Response to  
Recommendations in the Confidential Draft Report of the  
Illinois Auditor General's  
Management Audit of DCFS' Search for Missing Children  
Submitted by: Ms. Bobbie Gregg, Acting Director  
Illinois Department of Children and Family Services**

**December 1, 2014**

**General Response**

Based on review of the findings and recommendations contained in the Management Audit of the Department's Search for Missing Children, the Department will undertake a complete review and revision of Procedure 329, Locating and Returning Missing, Runaway, and Abducted Children. The target date for issuance of the revised procedures is March 15, 2015.

Issuance of the revised procedures will be supported by mandatory training for Department and Purchase of Agency staff. Training will be targeted to occur during the fourth quarter of state fiscal year 2015 (April 1 – June 30, 2015).

The Department will also take action to ensure that all Department and Purchase of Service agency caseworkers and supervisors hired on or after July 1, 2015 receive training on the revised Procedures 329 during the first 6 months of employment.

**Response to Specific Recommendations**

**Recommendation #1: DCFS should report the number of missing wards annually to its management as well as other information which may be needed for management to effectively carry out its responsibilities regarding missing children.**

**DCFS Response**

The Department agrees that enhancement to management reports and reporting concerning missing children is necessary. By June 30, 2015, the Department intends to develop and implement an integrated set of monthly, quarterly and annual management reports on missing children. The users of the reports will include Department and Purchase of Service (POS) agencies' managers and supervisors. The reports will present data on missing children in various views, including but not necessarily limited to:

- By the living arrangements from which children went missing;
- By the providers with which children were placed; and
- By the agency to which primary case management was assigned.

It is intended the report series will also include demographic-based reports on children who went missing as well as trend reports that the Department and its POS provider partners may use to enhance child and youth safety, stability, permanency, and well-being.

**Recommendation #2: DCFS should prevent overpayments by ensuring the CFS 906 forms are completed, submitted and entered in a timely manner.**

### **DCFS Response**

The submittal and entry of CFS 906, Placement/Payment Authorization forms, has improved greatly since the time period covered by the audit. However, the revision of Procedures 329 targeted for issuance by March 15, 2015 will stress to all Department and Purchase of Service agency caseworkers, supervisors, and managers the importance of timely completion, submittal, and entry of CFS 906 forms related to children who go missing from placement and when children return to a safe placement. The revised Procedures 329 will stress child and youth safety and correct payments to providers as two primary reasons underpinning the need for correct, timely submittal and entry of CFS 906 forms.

Additionally, staff of the Child Intake and Recovery Unit (CIRU) will monitor the submittal of CFS 906 forms for missing children reported to CIRU on a daily basis. CIRU staff will contact the assigned DCFS or POS agency caseworker and supervisor when a CFS 906 form is not submitted in a timely manner. CIRU staff will communicate with the assigned caseworker and supervisor daily until the required CFS 906 form is submitted and entered. The contact between CIRU staff and field staff will be documented by CIRU personnel completing the contact.

**Recommendation #3: DCFS should emphasize to all involved in the reporting and locating of missing children of the need to accurately enter information into case files and to correct discrepancies when identified.**

### **DCFS Response**

The revision of Procedure 329 targeted to be issued by March 15, 2015 will re-enforce to Department and POS agency staff the importance of accurate information concerning missing children and what action needs to be taken when information discrepancies are identified.

Further, the Department will design a continuous quality improvement (CQI) approach to periodically assess and evaluate the accuracy and integrity of data on missing children by Department staff and staff of POS agencies and providers. The CQI approach will be

targeted for implementation on a quarterly basis starting during the first quarter of state fiscal year 2016.

**Recommendation #4: DCFS should improve controls to ensure that the CIRU is immediately informed when a DCFS caseworker is notified that a ward has gone missing as per Procedure 329.**

#### **DCFS Response**

The Department will request the Office of Information Technology Services (OITS) to add a data field in SACWIS in which the date and time the assigned caseworker or supervisor notified CIRU of a missing child who had not previously been reported to CIRU. The target date for the new data field is March 15, 2015.

Additionally, the CQI approach mentioned in the response to Recommendation #3 will include one or more items targeted especially to document the level of compliance with requirements governing reporting of missing children to CIRU.

**Recommendation #5: DCFS should establish: 1) a field in SACWIS to require caseworkers to enter the date and time when they first learned about a missing ward; 2) procedures for the caseworker to acknowledge notification of the missing ward; and 3) a process to ensure that searches are conducted for missing wards in a timely manner, including after business hours or on weekends.**

#### **DCFS Response**

Regarding Sub-Recommendation #1, the Department will request the Office of Information Technology Services (OITS) to add a data field in SACWIS in which the date and time the assigned caseworker or supervisor first learned that a child is missing may be entered. The target date for the new data field is March 15, 2015.

Regarding Sub-Recommendation #2, the requirement for a worker to acknowledge notification of a missing ward will be included in the revision of Procedures 329 targeted for issuance by March 15, 2015. The requirement will be further explained in the mandatory training targeted to occur during the fourth quarter of state fiscal year 2015 (April 1 - June 30, 2015).

Regarding Sub-Recommendation #3, the Department requires immediate reporting of a missing child to local law enforcement, which has responsibility and resources to search for missing children, including after hours and on non-state of Illinois work days. The Department and its POS agency partners have staff “on-call” during non-business hours who are available to assist law enforcement personnel should they locate a missing child. In addition, the Child Intake and Recovery Unit (CIRU) is available 24 hours per day seven days a week to assist law enforcement in efforts to locate a missing child.

**Recommendation #6: DCFS should report the missing wards to required parties within the time established in its procedures, including to NCMEC, juvenile courts, and parents/guardians, and require supervisors to sign-off on the CFS 1014 to document their review.**

**DCFS Response**

The revision of Procedure 329 targeted to be issued by March 15, 2015 will provide specific instructions to Department and POS agency staff (including staff of substitute care providers) concerning the requirements and importance of timely notifications concerning missing children. The revision of Procedures 329 will also clarify the specific responsibilities of supervisors to monitor, supervise, and approve all required activities concerning missing children, including requirements for documenting such supervision in one or more supervisory notes in SACWIS.

Finally, the CQI approach discussed in the response to Recommendation #3 above will include one or more items focused on:

- timely completion of all required notifications; and
- compliance with all staff supervision requirements.

**Recommendation #7: DCFS should ensure that all its internal forms are completed in a timely manner as specified in DCFS procedures, including the CFS 1014, Missing Child Recovery Report. In addition, DCFS should de-brief missing wards when they are found and document the interview.**

**DCFS Response**

The revision of Procedure 329 targeted to be issued by March 15, 2015 will include specific requirements regarding timely completion of forms required by Procedures 329, including the CFS 1014 form.

Also, special emphasis will be placed in the revision of Procedures 329 on the importance of assigned caseworkers or supervisors de -briefing children and youth when they are located and in a safe placement, and documenting the de-briefing on the CFS 680-A, Missing Child De-Briefing Form. The Department will also ask OITS to add a data field in SACWIS where a worker could explain why a child was not de-briefed. Further, the Department will review and, if necessary, revise the CFS 680-A form as part of the revision of Procedures 329. The goal will be to make the form more efficient to complete.

Finally, the CQI approach discussed in the response to Recommendation #3 above will include one or more items focused specifically on the timely completion of required forms and compliance with de-briefing requirements in Procedures 329.

**Recommendation #8: DCFS should comply with its written procedures which require that supervisory meetings with caseworkers be documented when searching for missing wards. Supervisors should review the documents completed by caseworkers and sign off to demonstrate their review.**

### **DCFS Response**

The revision of Procedure 329 targeted to be issued by March 15, 2015 will clarify requirements for supervision of staff's compliance with notification, search and debriefing requirements, including when and where supervisors must document:

- supervisory meetings with caseworkers; and
- supervisory review and approval of required documents.

Finally, the CQI approach discussed in the response to Recommendation #3 above will include one or more items focused specifically on compliance with supervision requirements in Procedure 329.

**Recommendation #9: Given the lack of documentation and non-compliance found in this audit, DCFS should:**

- **Provide training to its caseworkers and supervisors on missing children;**
- **Review its search procedures for missing children for possible modifications; and**
- **Give the CIRU (or another unit within DCFS) additional responsibilities to monitor and locate missing children and to report to management the degree to which the Department's policies and procedures are being followed.**

### **DCFS Response**

The Department agrees generally that the audit findings about the level of non-compliance with required activities concerning missing children, including but not limited to non-compliance with documentation requirements, create the need for prompt and comprehensive review of the Department's policy, procedures, and practices (caseworkers and supervisors) concerning missing children for whom the Department is legally responsible and accountable. Therefore the Department will complete a comprehensive review of all aspects for its response to missing children. The review will include, but not necessarily be limited to review of the following areas as related to missing children:

- Policy and procedures, including but not limited to notification, search, and payment procedures;
- Substitute care contract requirements and performance measures;
- All information system functions and requirements;
- Management reports and reporting;
- Functions and staffing of CIRU;

- Training for Department and POS staff, including new staff training and periodic on-going “refresher training” for all staff; and
- Continuous quality improvement approach and activities.

Recommendations determined to be necessary in one or more of the above areas will be submitted to the Department Director on or before March 31, 2015. Implementation of recommendations approved by the Director will be targeted for implementation during the first 6 months of state fiscal year 2016, subject to the availability of budgetary resources that may be required.