

# About the Illinois Department of Human Services' Division of Developmental Disabilities

The Illinois Department of Human Services, Division of Developmental Disabilities provides leadership for the effective management of the design and delivery of quality outcome-based, person-centered services and supports for individuals who have developmental disabilities. These services and supports will be appropriate to their needs, gifts, talents and strengths; accessible; life-spanning; based on informed choice; and monitored to ensure individual progress, quality of life, and safety.



State of Illinois  
Department of Human Services

## Understanding PUNS

A Guide to Prioritization for  
Urgency of Need for Services

### Contact the Illinois Department of Human Services' (IDHS)

#### 24 hour automated helpline:

1-800-843-6154 or  
1-800-447-6404 (TTY)

You may speak with a representative  
between:

8:00 am – 5:30 pm

Monday – Friday (except state holidays)

### The following is an automated number directing the caller to local DD service information:

1-888-337-5267 or  
1-866-376-8446 (TTY)

### Contact us via mail at:

Illinois Department of Human Services  
319 East Madison, 4N  
Springfield, IL 62701

### Visit our web site at:

[www.dhs.state.il.us](http://www.dhs.state.il.us)



Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

DHS 4313 (R-01-16) Understanding PUNS 1,250 copies  
Printed by the Authority of the State of Illinois PO #16-0892



# Enroll in PUNS to Apply for the Services You Need

## Frequently Asked Questions

### WHAT IS PUNS AND HOW IS IT USED?

- PUNS (Prioritization for Urgency of Need for Services) is a statewide database that records information about individuals who have developmental disabilities who are potentially in need of services
- The State uses the data to select individuals for services as funding becomes available, to develop proposals and materials for budgeting, and to plan for future needs

### WHY ENROLL IN PUNS?

- To assist with identifying service needs and, if necessary, to enroll on a waiting list



### WHO CAN ENROLL IN PUNS?

- Children, teens, and adults who have developmental disabilities and need services or supports

### WHAT CAN FAMILIES EXPECT DURING THE PUNS ENROLLMENT PROCESS?

- The individual, along with guardian, caregiver and family, meets face-to-face with an Independent Service Coordination Agent (ISC)
- The ISC Agent will work with the individual and their family to identify the need for services, explain services and identify the urgency of need

### WHEN DOES PUNS INFORMATION GET UPDATED?

- At least annually the ISC Agency will contact families
- Anytime a need for service changes
- When contact information changes, such as address or telephone number
- When caregiver information changes

### HOW DOES THE PUNS SELECTION WORK?

- The selection is an open and fair process using criteria such as length of time on database, urgency of need and geographic area of the state

### WHEN WILL AN INDIVIDUAL BE SELECTED?

- PUNS selections are based upon funding availability

### HOW DO PEOPLE KNOW IF THEY GET SELECTED?

- Individuals selected from the database will receive a letter directly from the Department of Human Services announcing their selection and inviting them to apply for services by contacting their ISC Agency



### WHAT DO FAMILIES DO IF A CRISIS EMERGES WHILE ENROLLED IN PUNS?

- Families should contact their ISC Agency immediately for available options in their area
- Individuals who meet the crisis criteria do not have to wait on PUNS

***Please Note: Enrolling in PUNS does not confirm that you are eligible for services nor guarantee that services will be provided. It does ensure that the IDHS' Division of Developmental Disabilities knows about an individual's need for services.***