



OFFICE OF CHILD WELFARE EMPLOYEE LICENSURE
Department of Children and Family Services

Annual Report to the General Assembly Fiscal Year 2023



Office of Child Welfare Employee Licensure

Annual Report

Purpose

The Illinois Department of Children and Family Services (DCFS) is required to submit an annual report to the General Assembly on the implementation of the Child Welfare Employee Licensure Program as required by P.A. 90-0608 and P.A. 92-0471 on or before January 1, 2000, and each year after. This Report covers July 1, 2022 through June 30, 2023.

Legislative Background

P.A. 90-0608 directed DCFS, in consultation with private child welfare agencies, to develop and implement a licensing program for direct child welfare service employees. This consultation and planning resulted in the establishment of the Child Welfare Employee Licensure (CWEL) Office. The CWEL Office is located within the DCFS Office of Learning and Professional Development. P.A. 90-0608 also authorized DCFS to promulgate such rules as necessary to implement the licensure program. 89 Ill. Adm. Code 412 (Licensure of Direct Child Welfare Service Employees and Supervisors) (DCFS Rule 412) implements the direct child welfare service program required by P.A. 90-0608.

In 2001, the Illinois Legislature passed P.A. 92-0471, which amended P.A. 90-0608. P.A. 92-0471 gave the Child Welfare Employee Licensure Board (CWEL Board) the authority to make recommendations to the DCFS Director regarding licensure rules and final determinations concerning the revocation, suspension, or reinstatement of an employee's direct child welfare service license after a hearing conducted under the Department's rules. This nine-member Board, appointed by the DCFS Director, began work in November of 2001.

Authority is reflected in a revised, promulgated Rule 412, *Direct Child Welfare Services Employee and Supervisor Licensure*, as of May 15, 2015.

Direct Child Welfare Service Employees Who Must be Licensed

A Child Welfare Employee License issued by DCFS is mandatory for all individuals who provide or supervise direct child welfare services for DCFS or any of its community-based providers, formerly referred to as purchase-of-service (POS) agencies. "Direct services" encompasses casework managers, supervisors and caseworkers who carry assigned cases and/or provide case management services for the purpose of investigation, casework, intact/family preservation, permanency, or foster care licensing.

To become licensed each applicant must:

- Complete an application for a Child Welfare Employee License on the prescribed form and not provided false information.
- Complete a prescribed DCFS pre-service course of training prior to the prescribed licensing examinations.
- Pass required licensure examinations with a score of at least 70%.
- Graduate from an accredited college or university with a minimum of a Bachelor's Degree or provide documentation of foreign equivalency as determined by the Council for Higher Education Accreditation and meet the requirements of his or her position as defined in 89 Ill. Adm. Code 401 (Licensing Standards for Child Welfare Agencies).
- Receive a DCFS background check clearance by the Federal Bureau of Investigation, Illinois State Police, the Child Abuse and Neglect Tracking System, and the sex offender registry in accordance with 89 Ill. Adm. Code 385.
- Verify compliance with laws regarding any outstanding student loans and any child support enforcement order.
- Not pose a possible danger to State resources or clients.
- Not have engaged in conduct described in DCFS Rule 412.50 (Grounds for Suspension, Revocation, or Refusal to Reinstate a License).
- Not have relinquished the applicant's license during a licensure investigation or after the commencement of a licensure hearing, or had the applicant's license revoked after the commencement of a licensure hearing. An applicant whose license has been revoked or relinquished under these circumstances must first go through the reinstatement process and file a new application and comply with other qualifications reflected in DCFS Rule 412.40 b).
- Hold a valid driver's license and has not been convicted of two or more moving traffic violations under the Illinois Motor Vehicle Code, 625 ILCS 5 et seq., and has not been convicted of driving under the influence of alcohol or other drugs within the year prior to application for licensure.

Illinois Child Welfare Pre-Service Training

The DCFS Child Welfare Employee Licensure Program Pre-Service training for new child welfare direct service employees is the Foundations Training Program. Pre-service Foundations training is mandatory and open to all new direct service staff and their supervisors, whether they work in the public or private community-based provider sector.

The goal of the Foundations Pre-Service training is to provide consistent, comprehensive foundational training to both public and private sector staff. It provides an opportunity for all child welfare direct service staff to acquire sufficient knowledge and skills in child welfare practice before they take the licensing exams.

Foundations Pre-Service training also provides staff with knowledge about the practice of child welfare required by specific state and federal mandates, the basic competencies in child welfare in Illinois, ethics and equal employment opportunity training, and work on coordination of services for children and families. Because Foundations training provides training on the required skills and knowledge for child welfare practice, its content is the basis for the Child Welfare Employee Licensure and Child Endangerment Risk Assessment Protocol (CERAP) certification exams. Additionally, Foundations Pre-Service training includes training and testing on individual areas of specialty in child welfare, e.g., child protective services, placement/permanency, foster care licensing, adoptions, or intact/ family preservation services.

Progress on Licensing of Staff

Since the beginning of the Program, 17953 Child Welfare Employee Licenses have been approved. In FY2023, 806 licenses were approved. The CWEL Office works continuously with field operations and private agencies to ensure all child welfare staff in positions requiring a CWEL complete the application, training, and testing process. Direct service child welfare employees do not receive access to the databases that allow for case assignment until after they receive their license.

The Table below shows the number of CWEL applicants who applied for and were approved for a CWEL in FY2023. The number of applicants completing Foundations classes differs from the number who received licenses for two reasons: 1) applicants may be transferring from one specialty area to another (e.g., from placement/permanency to child protection) and have already received their CWEL prior to taking the course and 2) some applicants may have gone through Foundations Training but not received a license due to other reasons, such as failing to pass the required exams, background check, invalid driver’s license, or their college degree was not conferred at the time of application. Other reasons also include some CWEL applicants no longer remaining employed in a direct services role or employed in the child welfare profession.

Class/Exam	# Completed/ Passed
CWEL Exam	1085
Child Endangerment Risk Assessment Protocol Exam	931
SCR Exam	18
Intact Exam	220
Placement/Permanency Exam	703
Child Protection Exam	205
Child Care Act Licensing Exam	143
Rule 402 Licensing Exam	116
Adoption Exam	23

The Child Welfare Employee Licensure Board

Responsibilities of the CWEL Board

The CWEL Board is responsible for making recommendations to the DCFS Director regarding licensure rules and making final determinations concerning the revocation, suspension, or reinstatement of an employee's direct child welfare services license after a hearing conducted under DCFS' rules. Additional responsibilities of the Board include:

- The Board may preliminarily suspend the license of a direct child welfare service employee without a hearing, simultaneously with the receipt of a complaint that contains sufficient indications of reliability and suggests that the licensee may pose an imminent danger to the public if allowed to continue practicing direct child welfare services pending investigation or licensure action or pursuant to Section 412.50(a) (2) (criminal charges or conviction) or (12) (being named as an alleged perpetrator in an State Central Register investigation).
- The Board may accept voluntary relinquishments.
- The Board assesses DCFS administrative law judge's recommendations, findings of fact, and conclusions of law as to whether to suspend or revoke a CWEL, allow a CWEL to continue in good standing, or take any other action regarding the license after a full administrative hearing.

CWEL Board membership is voluntary and Board members do not receive compensation.

Board members must recuse themselves from sitting on any matter involving an employee of a child welfare agency at which the Board member is an employee or contractual employee or any matter involving a person known by the Board member, or if the member has a personal or professional interest in the matter that would interfere with the Board member's ability to exercise objectivity or has any bias against the involved person.

Board membership has reasonable representation from different geographic areas of the State of Illinois. Board members are reimbursed for all authorized legitimate and necessary expenses incurred in attending Board meetings.

The CWEL Board meets a minimum of quarterly and schedules meetings as needed to address time-sensitive business between quarterly meetings. The Board had eight (8) members in good standing and serving unexpired terms and one (1) unfilled vacancy as of June 30, 2023. The vacancy was for a General Public representative and was advertised three times during the fiscal year. Each vacancy announcement was posted for 30 days. Announcements to fill the vacancy will continue until the seat is filled.

CWEL Board members must complete the mandatory DCFS ethics, harassment, and DEI discrimination prevention trainings annually. The State Officials and Employees Ethics Act, 5 ILCS 430/5-10 (c) and 5-10.5 (a-5), require that new Board members complete their initial ethics,

harassment, and discrimination prevention trainings within 30 days after appointment. The Open Meetings Act, 5 ILCS 120/1.05 (b), requires Board members to successfully complete the electronic Open Meetings Act Training developed and administered by the Illinois Office of the Attorney General Public Access Counselor no later than the 90th day after the member joins the CWEL Board.

CWEL Board Member Liability

CWEL Board members are not personally liable in any action based upon a disciplinary proceeding or otherwise for any action taken in good faith as a member of the Board.

Board members are considered "employees" for purposes of indemnification under the Illinois State Employee Indemnification Act, 5 ILCS 350 et seq., which defines an "employee" to include "individuals or organizations who perform volunteer services for the State where such volunteer relationship is reduced to writing, [and] individuals who serve on any public entity (whether created by law or administrative action)."

If a CWEL Board member is sued, the Illinois Attorney General will provide legal representation and the State will pay any claims, unless the actions of the Board member are considered willful and wanton or intentional. Neither the Indemnification Act nor any of the immunities shield a Board member from criminal liability.

CWEL Board Composition

Pursuant to the Children and Family Services Act, 20 ILCS 505/5d, and DCFS Rule 412, the CWEL Board consists of nine (9) members appointed by the DCFS Director. The Board membership is comprised of:

- Five (5) licensed professionals from the field of human services with a human services, juris doctor, medical, public administration, or other relevant human services degree and who are in good standing within their profession, at least two (2) of which must be employed in the private not-for-profit sector and at least one (1) of which is employed in the public sector.
- Two (2) faculty members of an accredited university who have child welfare experience and are in good standing within their profession.
- Two (2) members of the general public who are not licensed under the Children and Family Services Act and Rule 412 or a similar rule and will represent consumer interests.

Each Board member is appointed to serve a three-year term. No member may be reappointed if a reappointment would cause that member to serve on the Board for longer than six (6) consecutive years. The Director of DCFS may terminate the appointment of any member for good cause. The Board members in FY2023 are identified on the chart below.

Child Welfare Employee Licensure Board Members

Name	Organization	Representing	End of Term
Shea Kamp Chairperson	DCFS	Public Sector	1 st Term ends 6/30/2024
LaTasha Roberson-Guifarro Vice Chairperson	Lutheran Child and Family Services	Private Not-for-Profit Sector	1 st Term ends 3/15/2026
Alnita Myles	UCAN	Private Not-for-Profit Sector	1 st Term ends 3/15/2026
Alicia Bradley Richardson	Thresholds	Private Not-for-Profit Sector	1 st Term ends 3/15/2026
Monica Badiano	Arden Shore Child and Family Services	Private Not-for-Profit Sector	1 st Term ends 3/21/2026
Brenda Coble Lindsey	University of Illinois, Urbana-Champaign, School of Social Work	Accredited University Faculty	2 nd Term ends 10/10/2025
Anne Elizabeth Glassgow	University of Illinois, Chicago, School of Medicine	Accredited University Faculty	1 st Term ends 3/31/2026
Mariann Jordan	J & P Consulting Group, LLC	General Public	1 st Term ends 5/18/2026
Vacant		General Public	Vacancy Announcement Continues

CWEL Board Meetings in FY2023

The CWEL Board meets a minimum of quarterly. The Board also schedules meetings as needed to address time-sensitive business between quarterly meetings. A schedule of regular meetings for each calendar year is prepared and distributed annually. Meeting agendas are posted on the DCFS website at least 48 hours in advance of each Board meeting. Quarterly CWEL Board meetings in 2023 were held on March 13, 2023, June 5, 2023, September 11, 2023, and December 11, 2023.

All Board meetings were held on a virtual platform as authorized by the Children and Family Services Act, 20 ILCS 505/5d (c), which provides that, upon notification of the manner of the vote to all the members, votes on a final determination may be cast in person, by telephonic or electronic means, or by mail at the discretion of the chairperson. A simple majority of the members appointed and serving is required when Board members vote by mail or by telephonic or electronic means.

A majority of the currently appointed and serving Board members constitutes a quorum. A majority of a quorum is required when a recommendation is voted on during a Board meeting. A vacancy in the membership of the Board does not impair the right of a quorum to perform all the duties of the Board.

CWEL Board meetings are open to the public. Any member of the public can attend meetings and address the Board. The Board maintains written minutes of all Open and Closed session meetings. Minutes are approved by the Board within 30 days after a meeting or at the Board's second subsequent regular meeting, whichever is later. Minutes are approved by a majority vote.

Minutes of Open sessions are public records and made available to the public within 10 days after the Minutes have been approved by the Board and remain posted on the DCFS website for at least 60 days after their initial posting. The Board discusses confidential licensure complaints, disciplinary and other adverse personnel actions, pending or probable litigation, professional ethics or performance actions, and related information/documents pertaining to specific individuals in Closed sessions. As a result, Minutes of Closed sessions are not posted and publicly available pursuant to the Illinois Open Meetings Act, 5 ILCS 120/2, but are subject to disclosure pursuant to the requirements reflected in the Open Meetings Act, 5 ILCS 120/2.06, typically by subpoena or other legal process.

Board Decisions on CWEL Actions

DCFS Rule 412.50 a) specifies the following thirteen (13) different grounds on which the Board may suspend, revoke, or refuse to reinstate, and the Department may refuse to issue, any license issued by the Department:

- 1) violation or negligent disregard of this Part.
- 2) a charge or criminal conviction of any offenses stipulated under the Criminal Code of 2012 and listed in Section 4.2 of the Child Care Act (a pending charge may result only in suspension or temporary refusal to reinstate).
- 3) making any material misrepresentation relevant to obtaining a license, including, but not limited to, failure to certify on the form, or a false statement, that the applicant is not more than 30 days delinquent in complying with a child support order.
- 4) an egregious act that demonstrates incompetence, unfitness or blatant disregard for one's duties in providing direct child welfare services.
- 5) a pattern of deviation from a standard of child welfare practice that could result in an injury to a child or a pattern of dishonesty that places State funds or records at risk.
- 6) aiding or assisting another person in violation of any provision of this Part.
- 7) failing to provide information or documents regarding a licensure investigation or license within 30 days after a written request by the OIG or the Department.
- 8) habitual or excessive use of, or addiction to, alcohol, narcotics, stimulants, or any other chemical agent or drug that results in a worker's inability to practice with reasonable judgment, skill or safety. This shall not include any person who has sought, will seek or is receiving substance abuse treatment if it does not impact on his or her ability to practice with reasonable judgment, skill or safety.

9) discipline by another state or national licensing entity when the grounds for suspension, revocation or refusal to reinstate are substantially the same as at least one of the grounds established in this Section.

10) falsification of case records, court reports or court testimony.

11) failing to report an instance of suspected child abuse or neglect as required by the Abused and Neglected Child Reporting Act (ANCRA) [325 ILCS 5].

12) being named as an alleged perpetrator in a pending child abuse or neglect report.

13) being named as a perpetrator in an indicated report by the Department under ANCRA unless or until the indication is reversed on appeal or administrative court review in accordance with 89 Ill. Adm. Code 336 (Appeal of Child Abuse and Neglect Investigation Findings).

DCFS Rule 412.50 b) identifies four (4) additional causes for licensure action or DCFS refusing to issue a license:

1) Mental Health and Developmental Disabilities

Involuntary admission of a licensee to a mental health facility as provided in the Mental Health and Developmental Disabilities Code [405 ILCS 5] shall result in an automatic suspension of his or her license by the Board. The license may be reinstated by the Board after a court finding that the licensee is no longer subject to involuntary admission.

2) Delinquent Compliance with a Child Support Order

Upon a final finding of delinquency or failure to comply with a subpoena or warrant, the Department shall refuse to issue a license to, or the Board shall refuse to reinstate or shall suspend or revoke the license of, a person who is more than 30 days delinquent in paying a child support order as specified in Section 10-65 of the Illinois Administrative Procedure Act. The license may be reinstated by the Board after a finding that the licensee is no longer delinquent in paying a child support enforcement order.

3) Default of Educational Loan

The Department shall refuse to issue and the Board shall refuse to reinstate, or shall suspend or revoke, the license of a person who is found to be in default of an educational loan in accordance with Section 2 of the Educational Loan Default Act. The license may be reinstated by the Board after a finding that the licensee is no longer in default of the educational loan.

4) Transporting a Child without a Valid Driver's License

The Board shall immediately revoke the license of any employee who, in the course of performing his or her duties, has transported a child or children with a motor vehicle without having a valid driver's license.

DCFS Rule 412.30 b) 3) requires DCFS and community-based service providers to report licensure violations by direct child welfare service employees to the CWEL Office. The CWEL Office received 70 complaints in FY2023. Of those 70 complaints, 55 were referred to the DCFS Office of the Inspector General (OIG) for monitoring and/or investigation. Additionally, there were 22 license preliminary suspensions, 0 (zero) license suspensions, 0 (zero) license revocations, six (6) license relinquishments, and eight (8) license reinstatements.

Licensure Actions in FY2023

Licenses Issued	806
License Complaints Received	70
Cases referred to OIG for Investigation/Monitoring	55
License Preliminary Suspensions	22
License Suspensions	0
License Revocations	0
License Relinquishments	6
License Reinstatements	8

DCFS Rule 412 Revisions

There were no revisions to DCFS Rule 412 during FY2023.

Administration of the CWEL Program

The Mission of the CWEL Program is to:

- Protect children, families, and the public engaged in the Illinois child welfare system.
- Ensure that child welfare direct services staff can demonstrate sufficient knowledge and skills to obtain and maintain licensure in good standing.
- Ensure that competent child welfare professionals are licensed to provide direct child welfare services in compliance with DCFS Rule 412.
- Effectively provide the core knowledge and skills necessary for child welfare professionals to competently perform direct child welfare services to accomplish DCFS' Mission.

- Continuously reinforce core competencies, good Field practice, and ethical standards to child welfare direct services staff and providers in a safe, supportive learning environment so that they become more knowledgeable and proficient in their roles.
- Consistently implement the requirements of the Children and Family Services Act, 20 ILCS 505/5c-5d, and DCFS Rule 412 in a timely, unbiased, and professional manner.

The CWEL Office also continuously builds relationships with stakeholders and the public to promote a positive image of the CWEL Program, develops materials, and engages in systemwide education regarding DCFS Rule 412 requirements and the necessity and benefits of on-going professional development.

The CWEL Office's on-going responsibilities include, but are not limited to, the following:

- Coordination of the license application process with applicants, DCFS, and the private community-based providers which perform direct child welfare services.
- Maintenance of electronic and/or hard copy CWEL application, licensure, complaint, and professional development records.
- Determination of if and when applicants have met CWEL requirements and it is appropriate to approve the issuance of a license.
- Assurance that licensure examinations fairly test the knowledge and skill of applicants to be direct child welfare service employees.
- Review the circumstances of any current and/or previous licensure action and notify the appropriate parties in compliance with DCFS Rule 412.
- Manage and oversee the administration of the CWEL complaint process, including serve as the singular entry point for all CWEL complaints, reviews, and actions, and coordinate adverse licensure actions with the OIG, Administrative Hearings Unit, Office of Legal Services, licensees, and the CWEL Board.
- Professional support, guidance, and collaboration with the CWEL Board to effectuate its statutory decision-making authority and duties.
- Manage the day-to-day administrative operations and implementation of the CWEL Program, including responding to licensure and complaint inquiries, processing time-sensitive licensure applications and complaints, providing support to the CWEL Board, processing CWEL complaints, and ensuring that DCFS Rule 412 requirements are understood and met.

CWEL Office Administration

In FY2023, the CWEL Office was staffed by the Office of Learning and Professional Development Chief Learning Officer and Associate Deputy Director, with administrative support from two (2) temporary employees. The Chief Learning Officer manages and oversees the review, processing, and approval of all CWEL applications, as well as licensure recordkeeping.

The Associate Deputy Director serves as the Acting CWEL Administrator, managing and overseeing the daily administrative operations and implementation of the CWEL complaint process. The Associate Deputy Director also provides administrative support to the CWEL Board, manages CWEL complaint recordkeeping, schedules and facilitates Emergency Licensure Review Team (ELRT) and CWEL Board meetings, conducts research, and serves as the Board's liaison to the OIG, DCFS Office of Legal Services, Administrative Hearings Unit, and other stakeholders on all CWEL complaint-related matters.

The Office of Learning and Professional Development is in the process of expanding the CWEL Office's staff and administrative capacity, which it anticipates will be completed in FY2024.

Office of the Inspector General

The CWEL Office forwards all complaints received to the ELRT, which is comprised of the OIG, Acting CWEL Administrator, a representative from the Office of Legal Services, and the Chairperson of the CWEL Board. The ELRT reviews each formal complaint submitted to the CWEL Office involving any licensee or applicant for licensure to determine whether the complaint meets the description of one or more of the grounds for licensure action in DCFS Rule 412.50. If a majority of the ELRT determines that the complaint meets the description of one or more of the grounds for licensure action, the complaint is referred to the OIG for investigation and CWEL Board concurrently for consideration as provided in DCFS Rule 412. The OIG has the sole statutory authority to investigate CWEL complaints pursuant to DCFS Rule 412.60.

Complaints are confidential within the CWEL Office, Board, ELRT, OIG, and the DCFS Office of Legal Services, unless otherwise ordered by a court or administrative law judge of competent jurisdiction.

The OIG investigates each formal complaint. If, after an investigation, the OIG determines that licensure action is warranted, the OIG provides a Notice of Administrative Hearing to the licensee or applicant for licensure pursuant to DCFS Rule 412.60 c), provided, however, that no adverse licensure action (other than preliminary suspension in accordance with DCFS Rule 412.90) can be made before the licensee or applicant for licensure has been notified of the allegations in accordance with DCFS Rule 412.60 b) and given an opportunity to respond. After the required notice and opportunity to respond have been provided, the OIG then proceeds with the administrative hearing process.

When the OIG requests, the DCFS Administrative Hearings Unit identifies the date, time and place for an administrative hearing and assigns an administrative law judge to the case. The OIG then notifies the licensee in writing at least 30 calendar days before the scheduled hearing date of DCFS' intent to revoke or suspend his or her license and of the licensee's right to an administrative hearing. The notice is sent to the Administrative Hearings Unit and the licensee at the most recent address the licensee provided to the CWEL Office or the address the licensee provided to the OIG during the investigation. The notice to the licensee is served by personal delivery, certified mail, or registered mail.

The OIG represents DCFS in administrative hearings and carries the burden of proving, by a preponderance of the evidence, grounds for suspension, revocation or refusal to reinstate a license in an administrative hearing.

The OIG has several options available if it determines after an investigation that licensure action is not warranted or appropriate:

- If, after an investigation, the OIG determines that licensure action is inappropriate but that there is a basis for disciplinary action, it may recommend sanctions or disciplinary actions against DCFS employees or service providers under contract to the Department to the DCFS Director as provided in the Children and Family Services Act, 20 ILCS 505/35.5 et seq.
- If the investigation discloses possible criminal acts or violations of rules, the OIG may also refer the investigative findings or the investigation to the appropriate law enforcement or regulatory agency.
- If the investigation does not provide a basis for adverse licensure action, disciplinary action, or referral to law enforcement or other regulatory enforcement, the OIG will provide written notice of the investigation outcome to the CWEL Office and the licensee if the licensee was informed of the investigation. The CWEL Office will also inform any known child welfare employer of the closure of the licensure investigation if the employer had been notified of the investigation.

The ELRT met biweekly in FY2023 to review complaints and determine if the complaints met the criteria for referral to the OIG for investigation and concurrently to the CWEL Board. The Acting CWEL Administrator also provided the Board ELRT summary reports on the status of CWEL complaints at each CWEL Board meeting.

DCFS Administrative Hearings Unit

The Administrative Hearings Unit conducts all hearings related to allegations of licensure violation, as detailed in Rule 412.60. At the conclusion of the hearing, the administrative law judge prepares a written recommendation, along with findings of fact and conclusions of law, as to whether to suspend the respondent's license, revoke the respondent's license, allow the respondent's license to continue in good standing, or take any other action regarding the license. The administrative law judge is required to submit the hearing record and recommendation to the CWEL Board and all parties.

Confidentiality is preserved throughout the administrative hearing process, the transmittal of the administrative law judge's recommendation to the CWEL Board and the release of the final administrative decision. None of the documents, including the administrative law judge's recommendation to the CWEL Board, is subject to the Freedom of Information Act, 5 ILCS 140. The final administrative action, however, is public information.

Virtual Training Center

In 2009, the Office of Learning and Professional Development implemented the CWEL database in the Virtual Training Center (VTC), a web-based training and information center that tracks all required components of a CWEL application, the status of that application, CWEL complaints, and the outcomes of CWEL actions. The creation and implementation of the CWEL database in the VTC provided a reliable means for the CWEL Office to efficiently track complaints on license holders, license status, and create contact notes related to the license.

Each CWEL holder has an account in the VTC, which they can access from their office or home computers. CWEL holders can also access their individual licensure information, including license status and completion of the required components of their licensure application. A “Leadership” component of the VTC allows supervisors and managers to access CWEL information about their subordinate employees. However, access to CWEL complaint information is limited to CWEL Office staff and administrators.

The VTC also tracks all training registrations and completions, allowing employees to view their training transcripts. Supervisors and managers are also able to view the training transcripts of their subordinate employees.

FY2024 Goals for the Child Welfare Employee Licensure Program

FY2024 goals for the CWEL Program include the following:

1. Complete recommended updates to DCFS Rule 412 to reduce the time required to apply for a CWEL after two exam failures in one year.
2. Continue drafting an accompanying DCFS Procedure 412 that will address standard operating protocols for the CWEL Program.
3. Streamline the CWEL application process for greater efficiency.
4. Transition from the Virtual Training Center to the new Learning Development Center.
5. Enhance the CWEL Office’s capacity to meet Program needs.

Organizational Chart

