

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



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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.