

Norman Services

Help with basic needs that affect child safety or return home

THE MAIN IDEA

Norman services may help when a lack of housing, food, clothing, utilities, or other basic needs could separate a family.

Your Questions, Answered

What are Norman services?

They help families meet basic needs when poverty may cause a child to enter care or keep a child from coming home.

Can DCFS remove a child only because a family is poor?

DCFS policy says a child should not be removed or kept from home because of poverty alone unless there is an immediate risk of harm.

Who may qualify?

A family may qualify when DCFS is thinking about removal, or cannot return a child home, because the family lacks housing, food, clothing, utilities, or another basic need.

What help may be available?

Help may include:

- A housing advocate who helps look for housing
- One-time cash help for approved basic needs
- Coordination with TANF and DHS
- Help with rent or a deposit, utilities, repairs, food, clothing, children's beds, or transportation

Will DCFS give the money to me?

No. Approved funds are paid to a landlord, store, utility company, or other provider.

Is cash help ongoing?

No. It is short-term help. You may need to show how you will pay future costs. You may be asked to complete a budget.

Are there limits?

Yes. Funds are limited. Some costs need added approval. DCFS may ask you to try community help first, such as food pantries, LIHEAP, or repairs a landlord must make.

How do I ask for help?

Tell your worker what basic need is putting your child at risk or keeping your child from coming home. Ask during a home visit or CFTM. Ask the worker to start a Norman request.

Will I get a written answer?

You should receive a CFS 370-6, Notice of Determination. It should say if the request was approved or denied, the amount, the service, and the reason for a denial.

What if I am denied?

Ask for the written notice if you did not get it. Read the appeal directions right away. You may use the Service Appeal Process.

What should I keep?

Keep the notice, budget, bills, lease, shutoff notice, repair estimates, and any proof that shows the need. Write down when you asked and who you spoke with.

IMPORTANT: Ask for the CFS 370-6 written notice. If help is denied, the notice should explain why and how to appeal.

Words You May Hear

Norman services: DCFS help for certain basic needs tied to keeping a child home or bringing a child home.

TANF: Temporary Assistance for Needy Families.

Housing advocate: A worker who helps a family search for housing and use available resources.

CFS 370-6: The written notice that says if a Norman request was approved or denied.

Where can I learn more?

More details are in Illinois DCFS Procedure 302.385, Services to Meet Basic Needs.

This guide gives general information. It is not legal advice. Rules and case details can change what happens. Ask your worker, supervisor, or lawyer about your own case.