

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

The Illinois Department of Human Services' Division of Developmental Disabilities supports quality, integrated, person-centered services and supports for individuals with developmental disabilities and their families. The system of services and supports in Illinois enhance opportunities for individuals to make real choices and receive appropriate, accessible, prompt, efficient and life-spanning services that are strongly monitored to ensure individual progress, quality of life and safety.



## 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-DDPLANS 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)



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DHS 4313 (R-1-22) Understanding PUNS

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State of Illinois  
Department of Human Services

# Understanding PUNS

## A Guide to PUNS



# Enroll in PUNS to Apply for the Services You Need

## Frequently Asked Questions

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

- PUNS is a statewide database that records information about individuals with developmental disabilities who are planning for or seeking 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 wants
- register individuals on the PUNS



### WHO CAN ENROLL IN PUNS?

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

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

- The individual with the developmental disability (along with guardian/caregiver/family) meets face-to-face with an Independent Service Coordination (ISC) Agent
- The ISC Agent will work with the individual and their family to identify and plan for service needs and register on the PUNS

### 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?

- Individuals are selected from the PUNS based on their age, their status (planning or seeking), and their time on PUNS

### WHEN WILL AN INDIVIDUAL BE SELECTED?

- PUNS selections are based upon funding availability and ability to fill program vacancies

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

- Individuals selected from the PUNS 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.**