



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 South Grand Avenue, East • Springfield, Illinois 62762
401 South Clinton Street • Chicago, Illinois 60607

June 25, 2020

Dear Substance Use Prevention, Treatment, Intervention, and Recovery Organization

The Division of Substance Use Prevention and Recovery (SUPR) would like to recognize your strong commitment to communities you serve and caring for those in need while not compromising the health and safety of your staff, patients, clients and residents during the myriad of challenges presented by COVID-19. Now, as Illinois emerges from the most acute phase of the COVID-19 pandemic and approaches [Phase 4](#) of the Governor's *Restore Illinois Plan*, we must move forward with the complex work of building sustainable models of service delivery in the age of COVID-19. We know that the plan may require re-imagining your service delivery model to ensure that it is agile and yet still able to meet desired outcomes. SUPR is highly committed to supporting you as your organization determines and plans your next steps.

Since the onset of the Stay at Home Order, we, like you, have adapted our work and engaged in new practices. We use videoconferencing and other technology more frequently, learned to work remotely and, where necessary and appropriate, have reduced or amended contractual and regulatory requirements. We have used existing resources in creative ways to meet the needs of our licensed and/or funded organizations and those in need of services.

While we are all eager for a return to some semblance of normalcy, at SUPR we firmly believe that we have been presented with a unique opportunity to not just restore services, but to reinvent them in ways that bring lasting improvements and better outcomes for those we serve. Like you, we have learned a great deal as a result of this crisis. The pandemic changed us, creating a paradigm shift. We have grown and continue to grow as an organization and together we have discovered and implemented ways of working and reaching out to those in need of support. We hope to continue on with many of our lessons learned and together we can make the Illinois substance use prevention, intervention, treatment and recovery support system stronger than ever.

To support your efforts going forward, we have compiled an index of linkages and materials forwarded to you over the past few months entitled *Summary of Resources During the COVID-19 Pandemic* which can be found at <https://www.dhs.state.il.us/page.aspx?item=123240>.



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This summary also provides links to information about regulatory and contract changes that SUPR implemented to better support you and in turn, those in your care during this very challenging time. Regulatory exceptions are still in place until further notice and should continue to inform your practice and decision-making. In the future, we anticipate that some of these changes will be maintained to continue support of critical operations, while others will be modified with an eye toward service system improvement. Additionally, as you begin to transition and expand operations, please be sure to adhere to the guidance for each phase in the Governor's plan.

At the onset of the COVID-19 pandemic, SUPR took swift action to preserve the substance use prevention and disorder continuum of care through the development of retention payments for grant funded organizations. These payments, which have been designed to help organizations stay in business and preserve their workforce, are set to end on June 30, 2020. And yet, we understand that the work of restructuring and adapting your practices to the current and emerging environment is a work-in-progress. We also recognize that many entities that make frequent referrals for SUD services are also not fully operational and this, along with client/patient reluctance to resume or initiate services, has impacted the amount of intervention or treatment that can be delivered.

With the above in mind, SUPR is pleased to announce that we will be offering Reinvigoration Payments for the first two months of fiscal year 2021. The Reinvigoration Payments will be calculated in the same manner as the retention payments and may be used to support your work moving forward, as you reinvent processes and adopt new service delivery models in a way that truly restores Illinois. We are eager to hear and excited to be a partner in this process.

Thank you again for all you do each day to support the very vulnerable SUD population, their families, and the communities you serve. I am confident that while the past months have been overwhelming for all of us, the coming months will lead to long-overdue and very exciting system improvements. If we can be of assistance as you engage in this planning, please do not hesitate to reach out. As always, we are here to help.

Sincerely,

Danielle L. Kirby

Director, Division of Substance Use Prevention and Recovery