

ILLINOIS STATE POLICE  
DIVISION OF STATEWIDE 9-1-1

**ADMINISTRATOR'S  
UPDATE  
IPSTA  
2024**



# UNSERVED COUNTIES



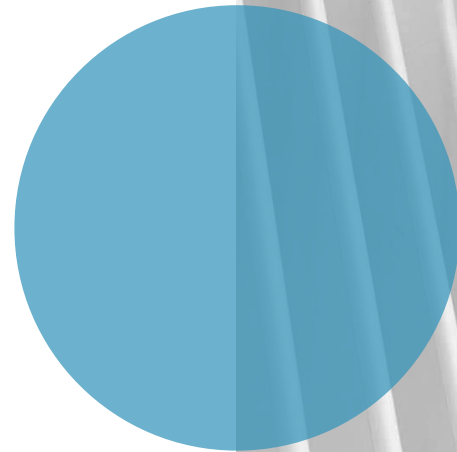
Transitioned to NG911 - August 27<sup>th</sup>

102 Counties are served.

# 2024 CONSOLIDATIONS

0 Year to Date

3 Pending



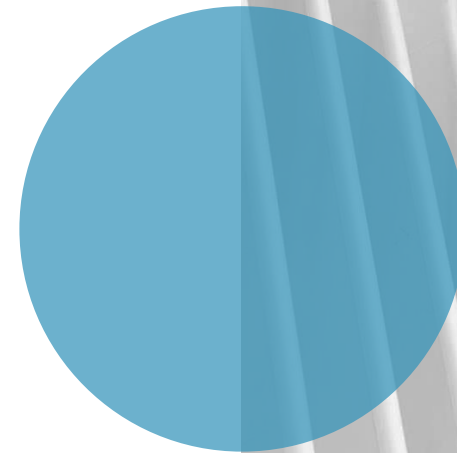
# 2024 MODIFICATIONS

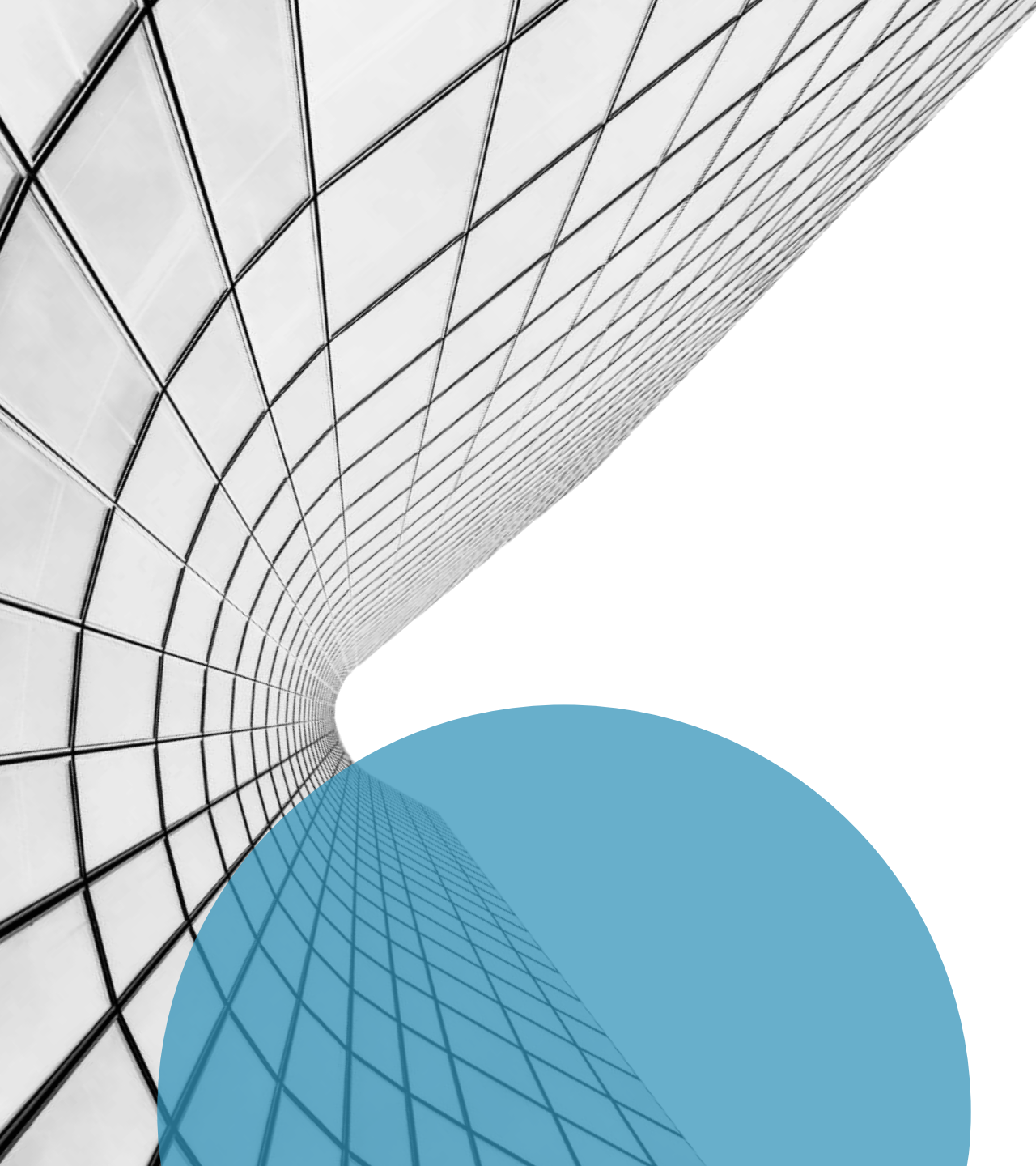
20 Year to Date

PSAP CLOSINGS

BACKUP CHANGES

TRANSITIONS TO NG911





# STATEWIDE NG911 SYSTEM UPDATE

Transition to the AT&T ESInet

107 PSAPs to date

8 PSAPs scheduled 6 targeted to  
cutover by the end of the year

11 Combination of PSAPs, Fire  
SAPs, Geo-Diverse A/B Sites, ISP  
Comm Centers to cutover in 2025



# **INTEGRATED TEXT TO 911**

39 Text Ready PSAPs

16 Scheduled to be Ready  
before the end of the Year

59 Remaining



# **LOCATION BASED ROUTING**

Verizon will be turning up on  
October 23<sup>rd</sup>.

# TC/TC SUPERVISOR TRAINING & CERTIFICATION

National 911 Office Recommended Minimum Training Standards Topics used as our Baseline. They are in the process of being updated.

22 Training Supervisors/Coordinators from across the State have taken on the challenge to create the Modules.

Learning Management System.

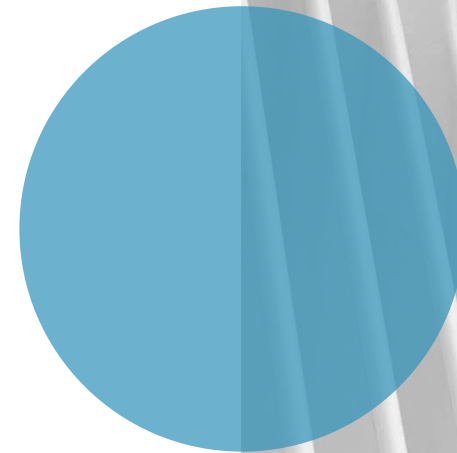


# **FY26 CONSOLIDATION GRANT PROGRAM**

\$7,500,00

PRIORITY TO FIRST TIME GRANT  
APPLICANTS

OPPORTUNITY POSTED 11/1/2024

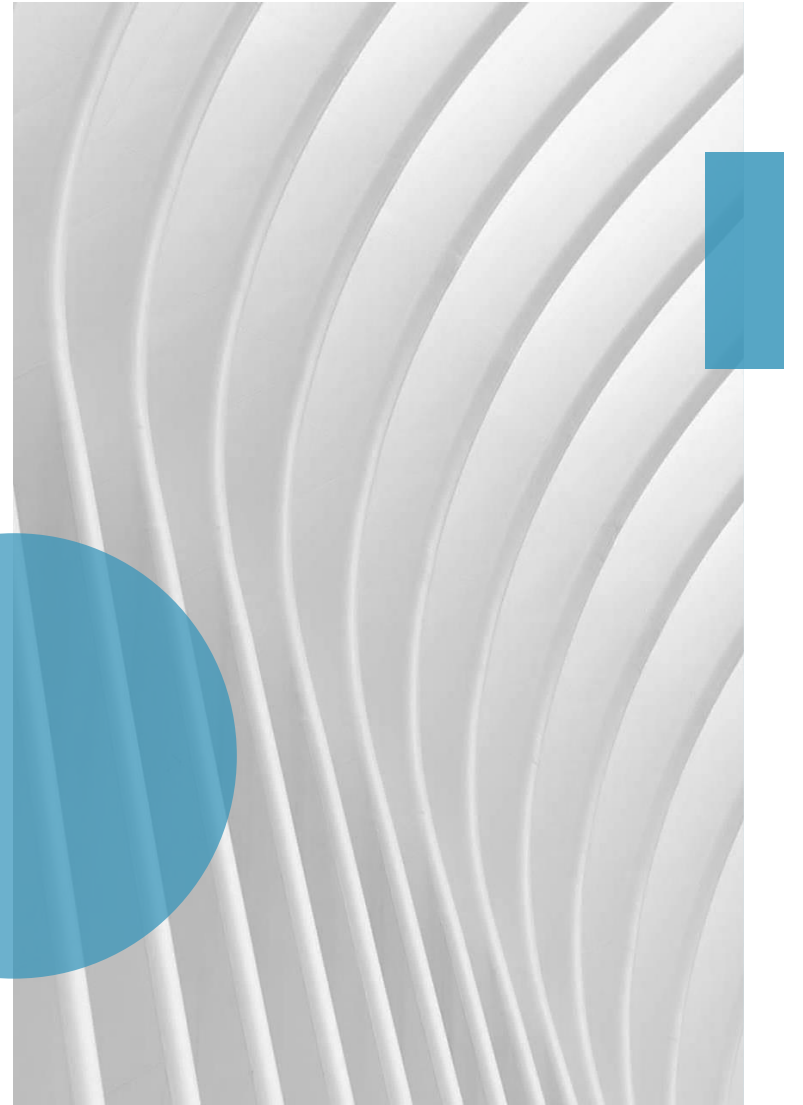


# FY26 NG911 EXPENSES GRANT PROGRAM

\$9,000,000

## FUNDING PRIORITY:

1. NG911 CHE
2. i3 CAPABLE RECORDING SYSTEM
3. GIS TO SUPPORT NG911 IMPLEMENTATION  
(routine maintenance not eligible for funding)
4. EMD INTEGRATION TO CAD
5. SCHOOL MAPPING

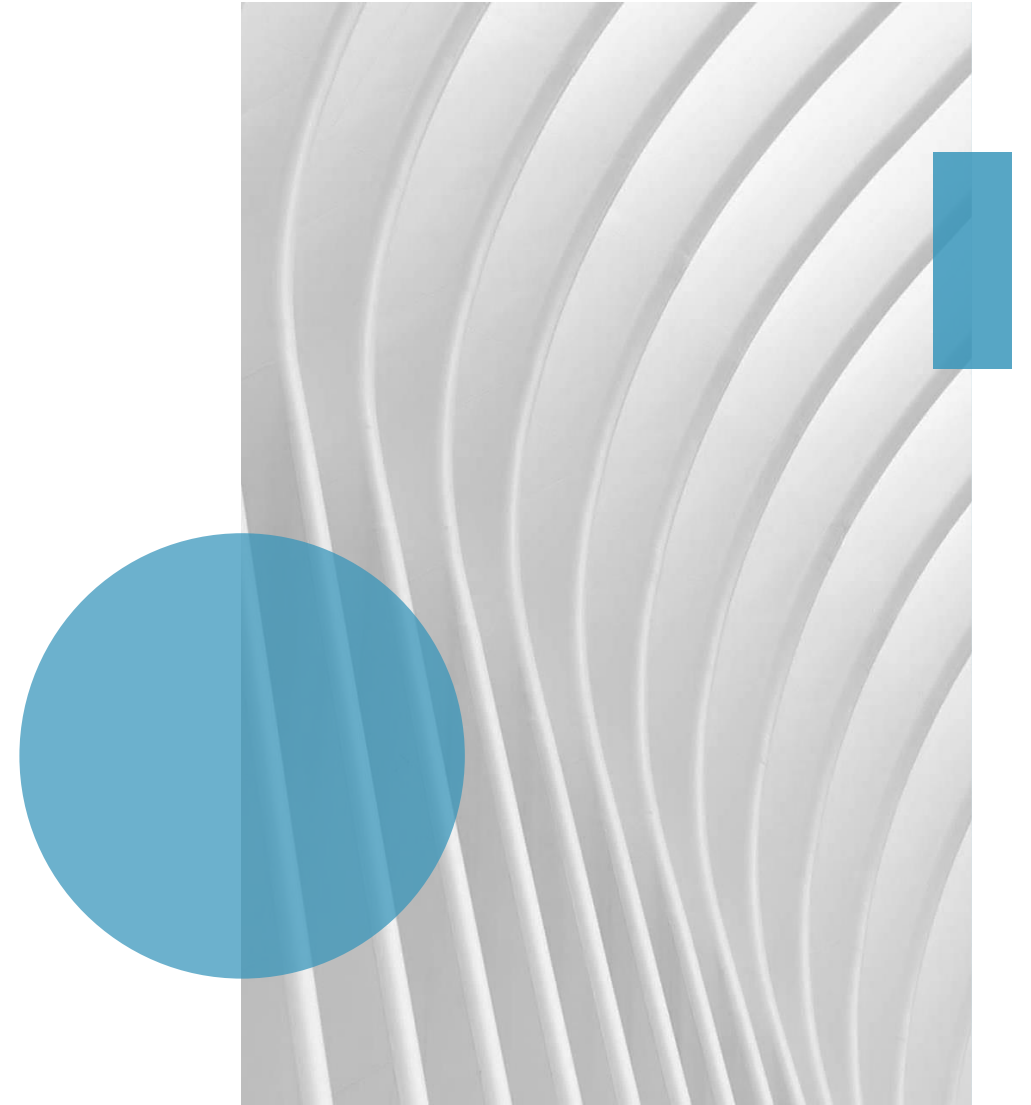


# NG911 GIS DATA

Latest Hub Workflow Release - 5.0

Projected to be available the end of the Month.

- Streamlined Workflow
- One Layer Updates
- Re-Projection on Local Data
- Creation of a Table that Captures Intrado Submissions



# COMMUNITY EMERGENCY SERVICE & SUPPORT ACT (CESSA)

Each 9-1-1 PSAP and emergency service dispatched through a 9-1-1 PSAP must begin coordinating its activities with the mobile mental and behavioral health services established by the Division of Mental Health once all 3 of the following conditions are met, but not later than July 1, 2025.

- (1) the Statewide Committee has negotiated useful protocol and 9-1-1 operator script adjustments with the contracted services providing these tools to 9-1-1 PSAPs operating in Illinois;
- (2) the appropriate Regional Advisory Committee has completed design of the specific 9-1-1 PSAP's process for coordinating activities with the mobile mental and behavioral health service; and
- (3) the mobile mental and behavioral health service is available in their jurisdiction.

## **CESSA VISION STATEMENT**

Individuals experiencing mental health or substance-use related emergencies are deflected from unnecessary hospitalization or incarceration when appropriate and are linked with available, appropriate community services that enable the individual to recover, heal, and thrive.

# ANTICIPATED IMPACT OF CESSA ON CALLS TO 911

As CESSA is implemented 911 PSAPs will increasingly begin referring callers experiencing behavioral health crises to 988 that may previously have been referred for a law enforcement response.

Law Enforcement Officers will have more time available to devote to incidents that require a law enforcement response.

Individuals experiencing behavioral health crises who do not require a law enforcement response will receive emergency behavioral health crisis responses from mobile crisis response teams and 988 crisis counselors.

# **INTERIM RISK LEVEL MATRIX (IRLM)**

Was developed based on national best practices, with expert consultant input from a committee comprised of representatives from 911, EMT, Community Mental Health Providers, Law Enforcement, Advocates, DHS/Division of Mental Health, IDPH, Statewide 911 Administrator and the UIC Behavioral Health Crisis Hub.

Describes different types of crisis and matches them to different levels of crisis response, based on the nature and lethality of the crisis.

# INTERIM RISK LEVEL MATRIX (IRLM) DESCRIBES 4 LEVELS OF RISK TO HEALTH & SAFETY

Emergent Risk–Level 4	Urgent Risk–Level 3	Moderate Risk–Level 2	Low Risk–Level 1
<ul style="list-style-type: none"> <li>• Immediate threats to life</li> <li>• Active situation with weapons involved, lethal weapons present</li> </ul>	<ul style="list-style-type: none"> <li>• No immediate threats to life with active assault on others</li> <li>• No weapons actively involved; non-lethal weapons present with plans to access them</li> </ul>	<ul style="list-style-type: none"> <li>• No immediate threats to life/ minor self-injurious behavior</li> <li>• No weapons actively involved</li> </ul>	<ul style="list-style-type: none"> <li>• No immediate threats to life</li> <li>• No lethal weapons present and no plans to access non-lethal weapons</li> </ul>
<p>Dispatch Response Type: Law Enforcement and/or EMS Response once scene is secured</p> <p>Dispatching Entity: 911</p> <p>Response time: Immediate</p>	<p>Dispatch Response Type(s):</p> <ul style="list-style-type: none"> <li>• Law Enforcement/ CoResponse team</li> <li>• Law Enforcement and/or EMS Response with MCRT</li> <li>• Law Enforcement</li> </ul> <p>Dispatching Entity: 911</p> <p>Response Time: Immediate</p>	<p>Dispatch Response Type(s):</p> <ul style="list-style-type: none"> <li>• Law Enforcement / CoResponse team</li> <li>• Law Enforcement with MCRT (30 min)</li> <li>• Law Enforcement and/or EMS Response with MCRT</li> <li>• Law Enforcement</li> </ul> <p>Dispatching Entity: 911 &amp; 988 (for MCRT dispatch)</p> <p>Response Time: LE/EMS-Immediate; MCRT: up to 30 min</p>	<p>Dispatch Response Type: Mental Health Crisis Counselor and/or MCRT</p> <p>Dispatching Entity: 988 or MCRT</p> <p>MCRT Response Time: Up to 60 min</p>



# OVERVIEW – POWERPHONE PRETEST & PILOTS OF MODIFIED PROTOCOLS

Pre-Test provides an opportunity to:

- (1) test the changes to the Protocols used by 911 PSAPs that have been modified to incorporate interim risk level matrix risk type and severity (acuity) to determine if they are successful in identifying individuals experiencing behavioral health crises.
- (2) evaluate if based on the responses to the questions, that dispatch referrals comport with the IRLM recommended response types available within PSAPs coverage area.
- (3) Will last approximately 45 days.

# OVERVIEW – POWERPHONE PRETEST & PILOTS OF MODIFIED PROTOCOLS

The Pilot Test is designed to test the entire referral process starting with:

- (1) the use of the updated vendor protocols and the extent to which dispatch decisions made by 911 telecommunicators comport with the IRLM recommendations customized by PSAPs and RACs based on the Landscape Analysis described above,
- (2) referrals of individuals meeting level 1 IRLM criteria only to 988 for referral to Mobile Crisis Response Team (MCRT) for response if available.

# PROPOSED TELECOMMUNICATOR CORE TRAININGS

**Illinois Emergency Crisis System:** Overview of CESSA, Overview of 988 Suicide and Crisis Lifeline Call Centers - Suicide Screening, Risk Assessment, and Safety Planning, Alternatives to Suicide, Role & Responsibility - 9-1-1, Fire, EMS, and Law Enforcement (Includes Responder Initiated Calls) - Initial Telephone Screening and Standardized Dispatch Protocol, Role & Responsibility - Telecommunicators, Mobile Crisis Response Teams, Suicide and Crisis Lifeline Call Centers and Child Serving Systems<sup>3</sup>

**De-Escalation:** Employing Verbal and Non-verbal Trauma-Informed Techniques to Avoid Triggering Clients Experiencing A Behavioral Health Crisis<sup>2</sup>

# PROPOSED TELECOMMUNICATOR CORE TRAININGS

**The Power and Importance of Language:** The Power of Communication: (inclusive terminology, avoiding labels, addressing mental illness and substance use disorders stigmas, person-first and asset-driven language)<sup>2</sup>

**Respectful Interactions and Working With Individuals who have Developmental Disabilities or Autism Experiencing a Behavioral Health Crisis:** Overview of disability etiquette, definition of developmental disability, and autism, theory of mind, 988 Call Center – Social Communication, Behavioral Health Responders – Social and Behavior Communication, Other Communication challenges, Autistic meltdown and executive function, crisis response considerations, not everyone has a diagnosis, interventions, where to get help and resources.<sup>1</sup>

# PROPOSED TELECOMMUNICATOR CORE TRAININGS

**Respectful Interactions and Working With Individuals Experiencing a Behavioral Health Crisis: Mental Health, Substance Use, and Suicide Prevention:** Overview of mental health and substance use, the intersection of mental health, substance use, and suicide risk, referral and resources, legal and ethical considerations, and self-care and professional boundaries. <sup>2</sup>

<sup>1</sup>Annual <sup>2</sup>Every Two Years <sup>3</sup>As Needed

# PROPOSED ADDITIONAL BEST PRACTICE TRAININGS

- Respectful Interactions and Working With Youth and Young Adults Experiencing a Behavioral Health Crisis
- **Active Listening:** Emotional Control; Diversity / Demographics; Impaired Callers; and English Interpretation Service
- **Stress Management:** Definitions, Approaches, and Strategies
- **Definitions and Signs of Vicarious Trauma:** Causes of Vicarious Trauma, and Vicarious Trauma vs PTSD
- **Self-Care:** Definition, Benefits, Approaches, and Resources.

# IN-DEPTH OPTIONAL BEST PRACTICE TRAININGS IN RESPECTFUL INTERACTIONS

- Individuals who are Deaf & Hearing Impaired, Hard of Hearing, Deafblind, and Late-Deafened Populations Experiencing a Behavioral Health Crisis
- Individuals of Domestic Violence, Gender-Based Violence, Intimate Partner Violence Experiencing a Behavioral Health Crisis
- Children Experiencing a Behavioral Health Crisis
- Adults/ Older Callers Experiencing a Behavioral Health Crisis
- Persons who are LGBTQIA+
- Veterans Experiencing A Behavioral Health Crisis
- Individuals Who Are Suicidal

# IN-DEPTH OPTIONAL BEST PRACTICE TRAININGS

- Individuals Experiencing a Substance Use Behavioral Health Crisis
- Individuals who are Visually Impaired Experiencing a Behavioral Health Crisis
- Individuals Who Have a Speech Impairment Experiencing a Behavioral Health Crisis
- Two (Third) Party Callers Seeking Help For Persons Experiencing a Behavioral Health Crisis
- Individuals Who are Unhoused Experiencing a Behavioral Health Crisis



# IN-DEPTH OPTIONAL BEST PRACTICE TRAININGS

- Cultural Awareness (ethnicities, races, languages, religions, gender expressions, and sexual orientations)
- Management of Critical Incident Stress: Types of Crisis Incident Stress Management and Best Practices for Crisis Responders

# ADMINISTRATOR UPDATES

1st Thursday @ 1100 AM - Webex  
911 System Managers and PSAP  
Managers/Supervisors

November 14, 2024 @ 10 AM - Webex  
911 System Manager Orientation

# **QUESTIONS?**

Cindy Barbera-Brelle

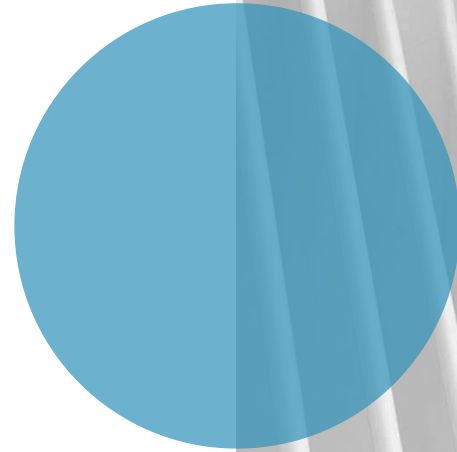
[cindy.barbera-brelle@illinois.gov](mailto:cindy.barbera-brelle@illinois.gov)

217.782-3200/312.771.7457

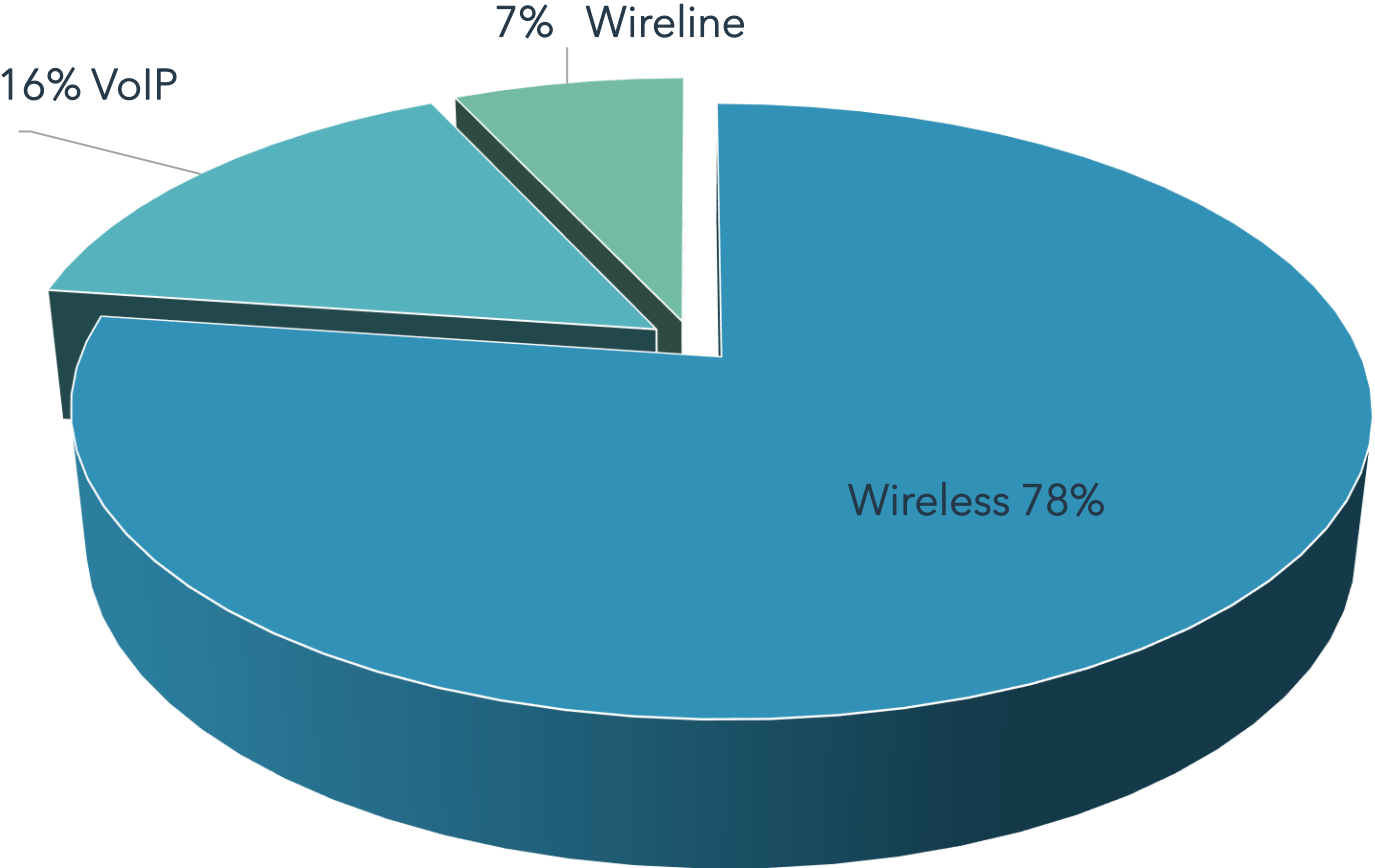
**STATEWIDE 9-1-1  
BUREAU**

Sheila Bartlett  
Brooke Doggett  
Megan Cleveland

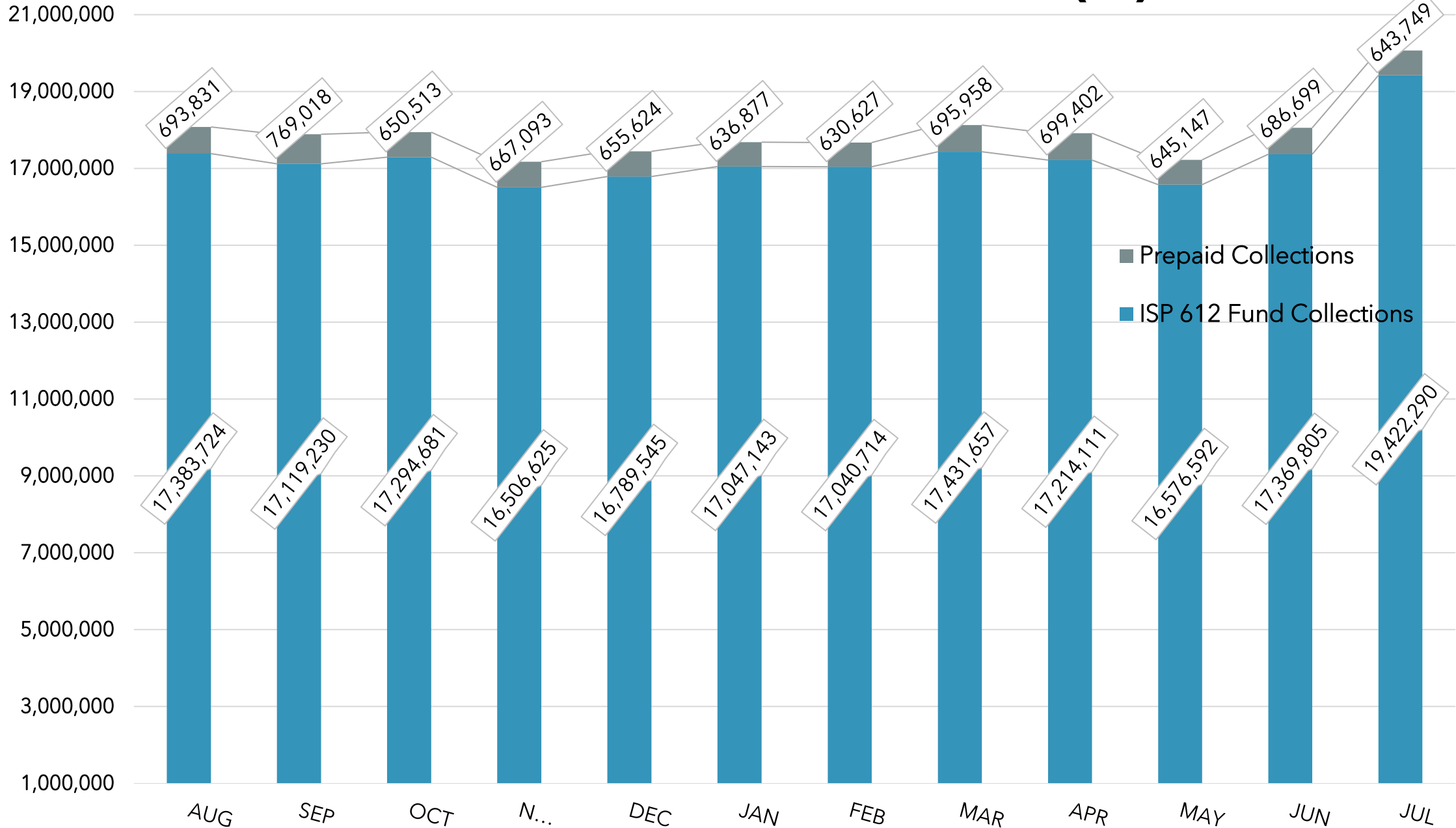
# FISCAL YEAR 2024 ADMINISTRATIVE UPDATE



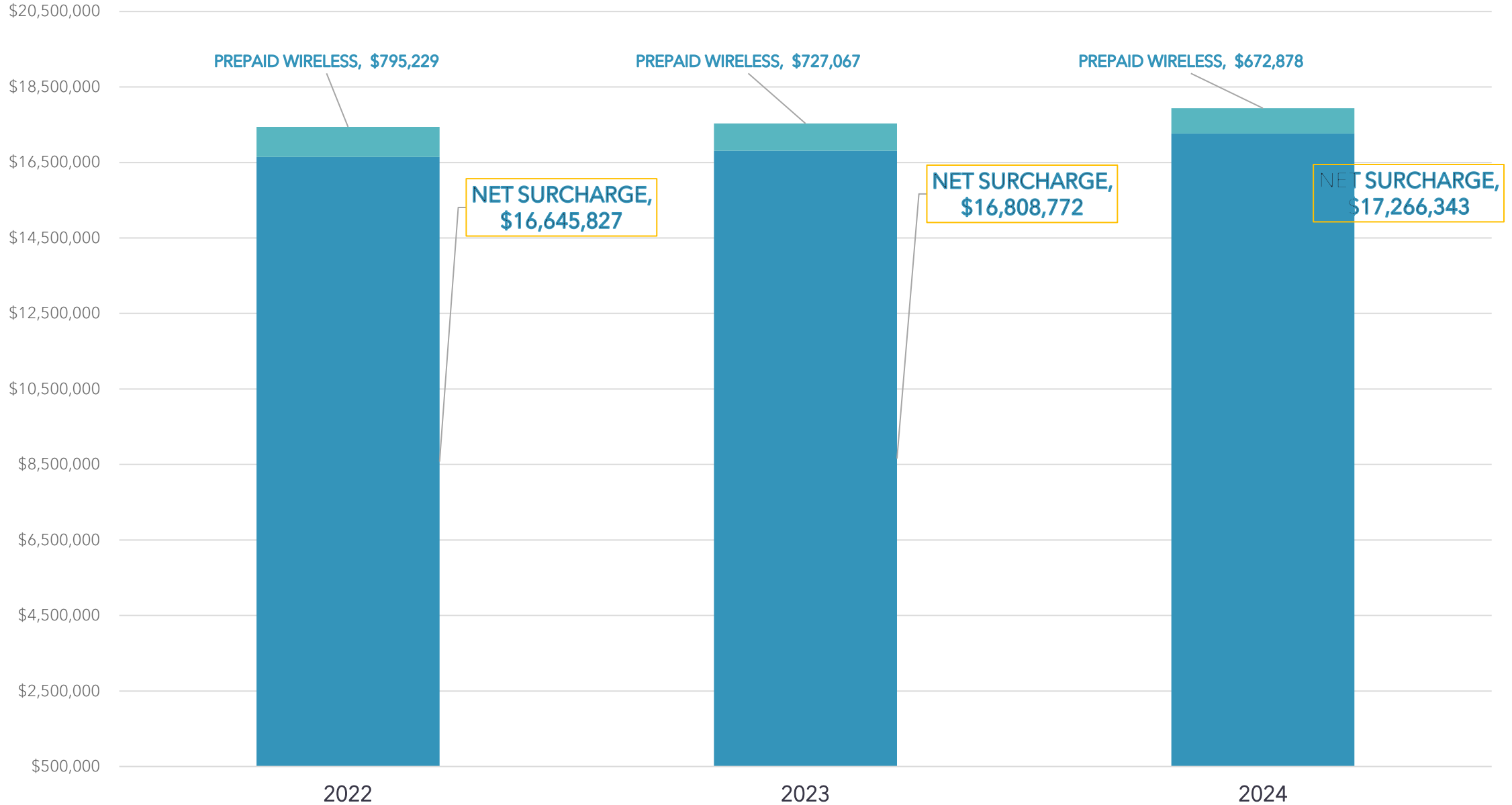
# SURCHARGE BREAKDOWN BY CONNECTION TYPE - FY 2024



# REVENUE TOTALS BY TYPE AUGUST 2023 TO JULY 2024 (\$)



# REVENUE TOTALS BY YEAR - FY2022 TO FY2024





# ETSB NAME CONVENTION

- Per Statute, ETSBs are established by the county or municipal corporate authorities for management and operation of the 9-1-1 system
- Current state includes use of several references/names for the ETSB
- Future state will be the use of ETSB/Joint ETSB name matching the IRS Form W9 Form or documentation that fiduciary responsibility has been assigned to the county, municipality, etc. and will be reflected on the W9
- Names utilized by the 9-1-1 system must be consistent (for example, AFR filing, grant applications, and disbursement payments)

# ADMINISTRATIVE SYSTEM RECAP

- ✓ Legacy Distribution System (“WETSA”) was replaced by a new web-based application as part of the state-wide initiative to migrate all mainframe applications to different platforms
- ✓ First distribution using the new web-based platform (Administrative System) was in December of 2022 (September 2022 remit)
- ✓ Complexity of ETSA - continued monitoring to ensure distribution accuracy

# ADMINISTRATIVE SYSTEM FORTHCOMING ENHANCEMENTS

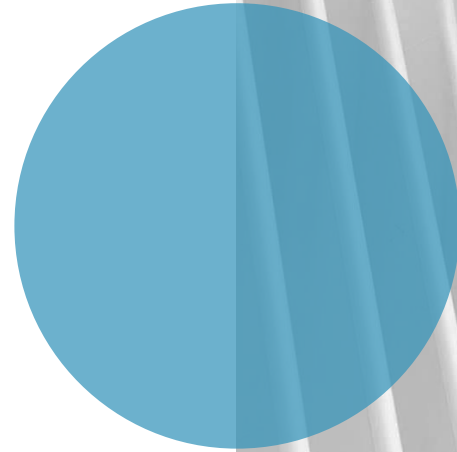
## Carrier Portal

- ❖ Allows carriers to submit their own subscriber count files
- ❖ Will improve submission accuracy and efficiency
- ❖ Currently in testing

## Proposed 911 Authority Portal

- ❖ Allow Authority access to payment information
- ❖ Beneficial for payment tracking, budgeting, and audits
- ❖ Provides easy access for 911 Authority
- ❖ Portal is in early stages of development and the Bureau is working through the security issues and logistics with the IT Development Team

# 2024 ANNUAL FINANCIAL REPORT (AFR)



# HOW TO SUBMIT YOUR AFR

<https://isp.illinois.gov/statewide911division/annualreports>

- “Submitting the Annual Financial Report (AFR) Online”
- “ISP Application Portal - Annual Financial Reports (AFR)”



# AUTHORITY INFORMATION

Authority Information

[Revenue and Expenditure](#)

[Other Distributions](#)

[9-1-1 System Statistics](#)

[Verify and Submit](#)

## 9-1-1 Authority

By January 31, and every January 31 thereafter, each emergency telephone system board, or unit of local government receiving surcharge money pursuant to Section 15.3, 15.3a, or 30 shall report to the Illinois State Police audited financial statements showing total revenue and expenditures for the period beginning with the end of the period covered by the last submitted report through the end of the previous calendar year in a form and manner as prescribed by the Illinois State Police.

In this section, your 9-1-1 Authority Name, County and other identifiable information is obtained via Okta login credentials. Please ensure that all information provided is complete and accurate. The Verify and Submit tab will display any required missing fields before submitting your AFR data to the Illinois State Police - Statewide 9-1-1 for review.

Once you have submitted your AFR, data entry is disabled. If you need to modify or update your AFR, please send an email to [ISP911AFR@illinois.gov](mailto:ISP911AFR@illinois.gov) to make that request.

**Note:** Please ensure you **SAVE** your data before leaving this page to allow you to return and edit as needed. **Save and Save Often!**

Select Authority Name

ISP SW911 Admin

Select Report Year

2023

Emergency Telephone System

ISP SW911 Admin

# REVENUE AND EXPENDITURE

Authority Information

Revenue and Expenditure

Other Distributions

9-1-1 System Statistics

Verify and Submit

## Revenue and Expenditure

This section is used to record all revenue and expenses for the 9-1-1 Authority during the previous calendar year (i.e., January 1st to December 31st). It also requires an entry for cash reserves. The 9-1-1 Authority is responsible for tracking and reporting all revenues and expenses for the previous calendar year. Expenses the State pays directly to vendors such as 9-1-1 Network Costs are not to be reported.

Revenue and Expenditures that are not specifically categorized are labeled as "Other" and require a description in the Notes section.

**Note:** Please ensure you **SAVE** your data before leaving this page to allow you to return and edit as needed. **Save and Save Often!**

## Revenue Section

Total Amount of 9-1-1 Surcharge Received from the State of Illinois	\$ <input type="text" value="0"/>
Total Amount of County, Municipal or Intergovernmental Cooperative General Funds received in Calendar Year	\$ <input type="text"/>
Total Amount of State Consolidation/NG911 Expenses Grant Funds Received in Calendar Year	\$ <input type="text"/>
Total Amount of Other Grant funds Received in Calendar Year	\$ <input type="text"/>
Total Amount of interest income Received in Calendar Year	\$ <input type="text"/>
Total Amount from 9-1-1 Contractual Services	\$ <input type="text"/>
Total Amount of Other Funds Received in Calendar Year	\$ <input type="text"/>
Total Funds Available	\$ <input type="text" value="0.00"/>

# OTHER DISTRIBUTIONS

## Other Distributions of 9-1-1 Funds

**⚠** If a dollar amount was provided from the Expenses section, on Professional Services to PSAPs, Public Safety Agencies, Contracting for Dispatch, then please provide a breakdown below. Note: The fields below will be disabled if no dollar amount was provided.

Expenditures from surcharge revenues received under Sec. 35 of the Act may be made by municipalities, counties, and 911 Authorities only to pay for the costs associated with the following:

1. The design of the Emergency Telephone System.
2. The coding of an initial Master Street Address Guide database, and update and maintenance thereof.
3. The repayment of any moneys advanced for the implementation of the system.
4. The charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement, and update thereof to increase operational efficiency and improve the provision of emergency services.
5. The non-recurring charges related to installation of the Emergency Telephone System.
6. The initial acquisition and installation, or the reimbursement of costs therefor to other governmental bodies that have incurred those costs, of road or street signs that are essential to the implementation of the Emergency Telephone System and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs. Funds may not be used for ongoing expenses associated with road or street sign maintenance and replacement.
7. Other products and services necessary for the implementation, upgrade, and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.
8. The defraying of expenses incurred to implement Next Generation 911, subject to the conditions set forth in this Act.
9. The implementation of a computer aided dispatch system or hosted supplemental 911 services.
10. The design, implementation, operation, maintenance, or upgrade of wireless 911, or E911, or NG911 emergency services and public safety answering points.

Duties of the Emergency Telephone System Board shall include Authorizing all disbursements from the fund. Sec. 15.4(b)(4)

**Note:** Please ensure you save your data at the end of each section to allow you to return and edit as needed. **Save and Save Often!**

Other Distributions of 9-1-1 Funds \$

9-1-1 Funds Distributed To

Agency Type ---Please Select---

Amount Distributed



# 9-1-1 SYSTEM STATISTICS

[Authority Information](#) [Revenue and Expenditure](#) [Other Distributions](#) **9-1-1 System Statistics** [Verify and Submit](#)

## 9-1-1 System Statistics

This section is for non-financial information of the 911 Authority including information on number and type of 911 calls, 9-1-1 Authority information such as the 9-1-1 Authority name and address, number of positions (call taking and dispatch), participating agencies, colleges, and universities within the jurisdiction of the Authority, names of all ETSB Board Members and the type of appointment, number of Telecommunicators, operational abilities, protocols, and anticipated capital expenses.

**Note:** Please ensure you **SAVE** your data before leaving this page to allow you to return and edit as needed. **Save and Save Often!**

### Calls

Annual # of 9-1-1 Wireline Calls Taken

Annual # of 9-1-1 Wireless Calls Taken

Annual # of 9-1-1 VoIP Calls Taken

**Total Annual # of All 9-1-1**  
(Wireless + Wireline + VoIP)

Annual # of Administrative Calls Taken

Annual # of Text to 9-1-1 Calls Taken

### Primary PSAP

**Number of Primary PSAPs**

# NETWORK DIAGRAM AND CALL HANDLING AGREEMENTS

[Authority Information](#)

[Revenue and Expenditure](#)

[Other Distributions](#)

[9-1-1 System Statistics](#)

Network Diagram and Call Handling Agreements

[Verify and Submit](#)

## Network Diagram and Call Handling Agreements


Note: Supplemental AFR documents submitted are not displayed on this report

Documents below should be saved together as one PDF document and uploaded.

- Current 9-1-1 System Network Diagram
- Annual certification renewal letter (only one example needed)
- Any NEW and/or UPDATED call handling agreements you have entered into in 2024
- Please submit your organization's most recent W-9

Do you have any **NEW** and/or **UPDATED** call handling agreements you have entered into in 2024 ?

No

 These supplemental documents must be combined and uploaded as a single PDF document

Choose File No file chosen

Upload

File submitted: 2024\_AFR\_Supplemental\_JSP SW911 Admin.pdf

[View](#) [Remove](#)

Save and Continue

# VERIFY AND SUBMIT

## Verify and Submit

Please ensure that all information you have supplied on this form is accurate. You can generate a preview of your completed AFR before continuing the final step of submitting your form data to the Illinois State Police Statewide 9-1-1 for formal review and approval.

Once you have submitted your AFR, data entry is disabled. If you need to modify or update your AFR, please send an email to [ISP.911AFR@illinois.gov](mailto:ISP.911AFR@illinois.gov) to make that request.

Review Draft AFR data before Verification and Submission

Report Preview

## Financial Verification

The responsible accounting officer shall verify this report under oath.

Name of 9-1-1 Authority

ISP SW911 Admin

Emergency Telephone System Board:

ISP SW911 Admin

Illinois County:

ISP SW911 Admin

Report Prepared By:

Title:

That he/she is duly authorized to execute this verification; that he/she has examined the foregoing Annual Financial Report - Form AFR (hereinafter referred to as "Report"); that to the best of his/her knowledge, information, and belief, all statements of fact contained in said Report are true; that said Report is a correct statement of the business and affairs of the above named 9-1-1 Authority in respect to each and every matter set forth therein;

Check one of the following:

That he/she has personal knowledge that said Report is based upon currently available financial information, and the numbers used to compile this report will be independently audited at a future date. The most recently completed and audited

A decorative graphic on the left side of the slide. It features a perspective view of a grid tunnel, with lines converging towards a vanishing point. A large, solid blue circle is positioned in the lower-left quadrant, partially overlapping the grid lines. The overall aesthetic is modern and technical.

# HELPFUL TIPS

- AFR Portal will open 12/01/24 for data entry only
- Submissions of your completed AFR can begin 01/01/25 and are **DUE BY 01/31/25.**
- Utilize the AFR Revenue & Expenditure Tracking Template and the AFR Guide available to you on our website
- Ensure Pop-Ups are enabled on your computer
- Your username is your email address
- Save and save often!

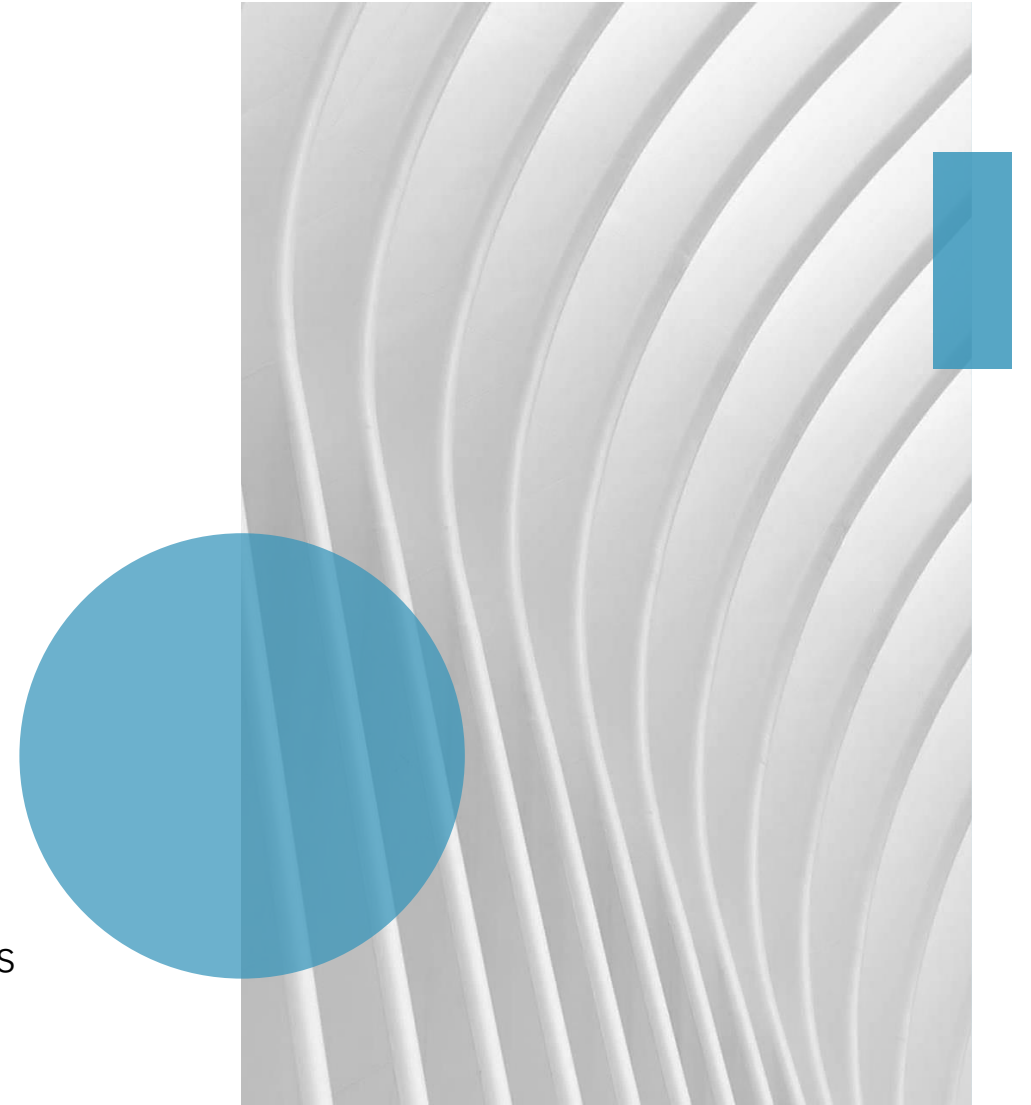
# AFR TERM DEFINITIONS

**Participating Agencies** – public safety agencies (police, fire, EMS, etc.) that are directly dispatched by the 9-1-1 system.

**Adjacent PSAPs** (formerly Adjacent Agencies) - PSAPS that surround the 9-1-1 Authority's geographic boundary.

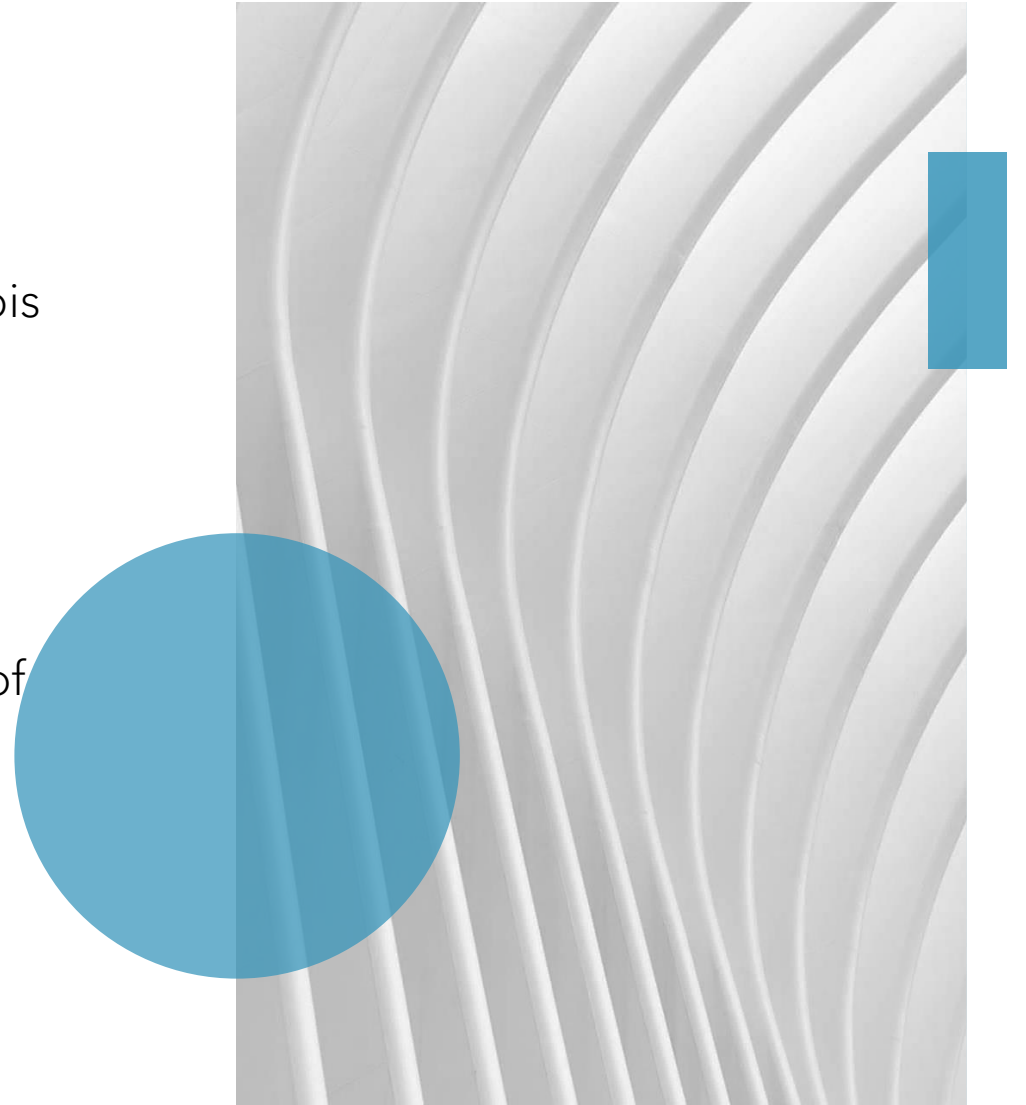
**Unmanned Backup** – an answering point that serves as an alternate to the PSAP at an alternate location and is typically unmanned but can be activated and staffed if the primary PSAP is disabled.

**Local Data Steward** -must be a staff person for the City, County or 9-1-1 Authority responsible for the 9-1-1 Authority's GIS data, even if a vendor manages the actual data maintenance.



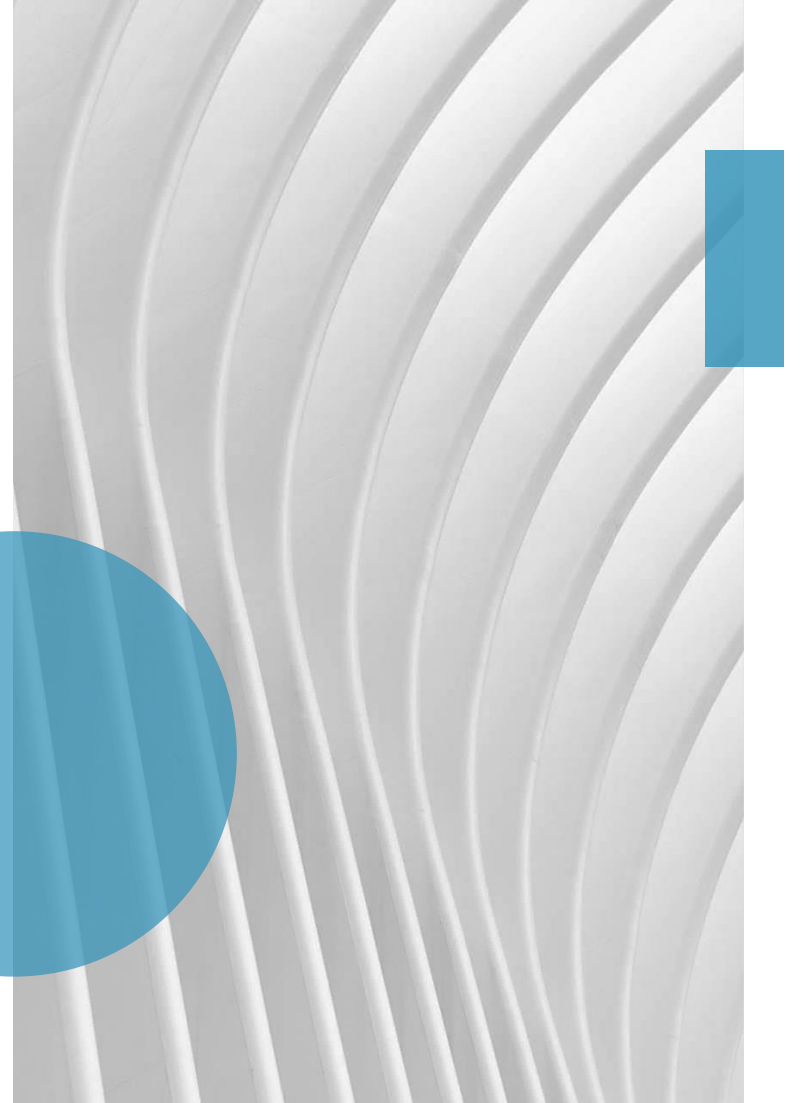
# AFR CLARIFICATIONS

- All sources of revenue should be reported in the appropriate fields on the AFR
- Please ensure your current and future Call Handling Agreements no longer reference filing them with the “Illinois Commerce Commission”, but accurately reference the “Illinois State Police”
- The AFR was updated this year to more accurately capture the end balances for Operating Cash and Reserve Cash (separately). The new section appears at the end/bottom of the Revenue and Expenditure tab. It allows you to reflect any transfers TO and/or FROM Reserves. The AFR Guide provides additional details and direction on that section.
- New this year - we are requesting you submit your organization’s most current IRS form W-9 with your supplemental document upload.



# RESOURCES AND TOOLS

- Guide for Completing the Annual Financial Report (AFR)
  - Available year round on our website
  - Updated as needed yearly if any fields or requirements on the AFR form change
  - Addresses each question/category included in the AFR form
- AFR Revenue and Expenditure Tracking Template
  - Available year round on our website
  - Follows the expenditure categories directly from the AFR in a monthly format which can then be totaled for your year end figures. Makes for easier input on the AFR for annual information utilized.
  - Updated as needed yearly if any fields or requirements on the AFR form change.



# AFR QUESTIONS?

[ISP.911AFR@ILLINOIS.GOV](mailto:ISP.911AFR@ILLINOIS.GOV)

BROOKE DOGGETT  
(217)524-5523

[BROOKE.N.DOGGETT@ILLINOIS.GOV](mailto:BROOKE.N.DOGGETT@ILLINOIS.GOV)

CATHERINE (DAILEY) TANNER  
(217)524-0190

[CATHERINE.DAILEY@ILLINOIS.GOV](mailto:CATHERINE.DAILEY@ILLINOIS.GOV)

