



Illinois General Assembly

May 19, 2020

Director Chan,

As you are aware, our offices have been working diligently to escalate individual constituent cases to your administration. We appreciate your responsiveness when we ask questions, and when cases are resolved.

However, our offices have noted that dozens of cases have been outstanding for over 20+ days. We have attached individual spreadsheets from each of our offices outlining our current caseloads and the number of days cases have been outstanding. **IDES previously communicated a 7-10 day turnaround to resolve constituent issues, and we expect that you will prioritize these cases that remain unresolved.**

We also request the following:

- A description of the intake process for these cases. A cross-district comparison has shown us that even cases sharing certain criteria have varying call back times.
- What is IDES's preference for district offices to submit cases?
- How is IDES prioritizing cases and callback times? Are they based on the type of issue individuals are experiencing or the length of time a case has been open?
- Responses to the list of questions (attached) that our offices shared with James Preckwinkle in preparation for the Department's conference call on Thursday, May 7. We have yet to receive answers for the majority of them.

We are asking that IDES contact individuals with outstanding cases directly and respond to our list of questions by 5PM on Thursday, May 29. We have included details for each case on the spreadsheets, in addition to contact information for our Chief's of Staff should you need anything.

Our offices are eager and willing to help the residents of Illinois navigate these concerns in cooperation with your administration. We look forward to partnering more closely with your office and working collaboratively to troubleshoot commonly seen issues.

Handwritten signature of Jennifer Gong-Gershowitz in black ink.

Representative Jennifer Gong-Gershowitz
17th District

Handwritten signature of Robyn Gabel in black ink.

Representative Robyn Gabel
18th District



Representative Kelly Cassidy, 14th District



Senator Ram Villivalam, 8th District

CC:

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