

SPIDER Frequently Asked Questions for Users

Access Questions

Is this the Statewide Provider Database (SPD)?

SPIDER is the newly redesigned resource formerly known as the Statewide Provider Database (SPD). SPIDER offers a more modern and streamlined user experience and is public facing.

Do I need a username and password to access this resource?

No, unlike the former Statewide Provider Database (SPD), SPIDER is now open to the public so that anyone can access to find helpful services in their area. Follow **SPIDER.DCFS.Illinois.gov** to enjoy this resource.

If anyone can access this resource, how is the information protected?

SPIDER has an “Admin” portion of the resource that only authorized team members may edit, enter, and omit information. Making this resource public-facing increases our vision plan of bringing programs and services to persons in need faster, easier, and more efficiently.

Search Questions

I noticed that there are no search boxes to enter an address or zip code, how do I search from a particular location?

The “Locate Address” and “Get My Location” are replacements to entering your location information into separate boxes. You may enter specific locations or have SPIDER locate you automatically by selecting “Get My Location”.

What do I do after I locate myself or area of interest?

SPIDER will have an avatar appear on the map corresponding to option you entered. Once you have located the area in which you would like to see programs and services, pick your search parameters as you see fit and click “Search”. You may choose specific criteria in your located area, or may generate results based on just the location without any parameters.

Can I search for more than one service type as I did in the Statewide Provider Database?

This feature is not currently available in SPIDER. The new search results are generated much faster, so comparing and contrasting program, service, and population types will not be difficult.

I didn't find any programs when I did my search, what should I do?

First, you can try using fewer search criteria. As with any search, the more criteria you select tend to yield fewer results. We recommend resetting criteria you selected to “All” or leave some fields blank using only your specified location. We also recommend searching for either a program type or a service type, but not both. If this persists, try expanding your maximum search distance to more than 5 miles, which is automatically selected.

I still haven’t found programs or services in my search after trying the suggestions above, what do I do now?

If you are still having issues finding services, please email the SPIDER team at DCFS.SPIDER@Illinois.gov and they will be happy to assist you in your search.

I didn’t find the Substance Use service I was looking for, what do I do now?

If you cannot find suitable Substance Use programs in SPIDER, please go to the SAMHSA website under our “Helpful Links” Tab in SPIDER.

Is this resource limited to DCFS personnel and clients?

No, this resource houses programs and services that cater to both DCFS involved clients and also programs and services that are open to the community. The vast majority of our listings in SPIDER are for the general public.

I know of an agency or program that isn’t in SPIDER, how can I add it?

If you know of any agencies or programs that SPIDER does not currently have listed, please email the SPIDER team at DCFS.SPIDER@illinois.gov and they will look into the resource to see if it is appropriate for the database.

How often are these listings updated?

The SPIDER team aims to contact and update every program in the database on a yearly basis.

What do I do if I find that a particular program listing is out of date?

If you come across a program that has not been updated with in 1 year, please contact the SPIDER team at DCFS.SPIDER@illinois.gov and we will contact the inaccurate listing and update it as soon as possible.