

NEW ILLINOIS DIGITAL CHILD CARE ASSISTANCE PROGRAM (CCAP) APPLICATION

Child Care Provider Guide

THE IL DIGITAL CCAP APPLICATION AT A GLANCE

The Illinois Department of Human Services Division of Early Childhood (IDHS DEC) has partnered with Code for America to **build an online application for the Child Care Assistance Program (CCAP)** for families and providers.

APPLY for CCAP online at IllinoisCaresForKids.org/APPLYFORCHILDCARE

QUICK HIGHLIGHTS of the digital application:

- Apply on any smartphone, tablet or computer
- Available in Spanish & English
- Takes 20 minutes or less to complete
- Accessible, uses plain language, simple to navigate
- Easy to upload supporting documents

BENEFITS for providers:

- More families will be able to complete the application independently, freeing up significant amounts of your time
- Families will email or text you a link that enables you to “respond” to their CCAP application remotely in 5 minutes or less
- Completed applications should contain the information required for eligibility determinations, reducing the number of requests for additional information (RAIs) and speeding up processing time
- The digital application is **accessible**. This means the experience is easy to understand for people of all abilities and education levels - including those experiencing trauma or stress, as well as users with low vision, hearing impairments, limited mobility, or sensory sensitivities
- Child care providers can also apply to become CCAP providers in 15 minutes or less

KEY THINGS TO KNOW:

Have a provider email address or mobile phone number to use for CCAP applications

- Decide if you prefer to use email or text message for digital applications
 - Families will contact you by email or text message. This will enable you to complete your part of the application and agree/decline to provide care
 - The decision to use email or text message may depend on whether you are a child care center or home-care provider
 - Share this email or mobile phone number with families when you speak with them

The digital application is for new applications

- The [digital application](#) is for new CCAP applications
 - Redeterminations (REDE), Change of Information (COI), Change of Provider (COP), Requests for Additional Information (RAIs) need to be filled out using the appropriate paper form

Know your Provider ID number

- This is an 8-15 digit number provided by the Illinois Department of Human Services (IDHS)
- You might also know this number as your CCMS ID or Child Care Management System ID
- Your Provider ID number is not your SNN, FEIN, or EIN numbers
- You can find your Provider ID number on the following forms:
 - CCAP Approval Notice (Form IL444-3455A)
 - Child Care Certificate/Certificate Report (Form IL444-3492)
 - Child Care Certificate Report for Centers (Form IL444-3492A)
 - Monthly Enrollment Report for Site Administered Providers

 State of Illinois Department of Human Services - Bureau of Child Care and Development APPROVAL OF REQUEST FOR CHILD CARE PAYMENTS IVR Case #: [REDACTED] Reason for Child Care: Employment Parent/Guardian: [REDACTED] Date of Notice: 10/22/2024 Caseload Code: GG Child Care Case #: [REDACTED] Provider Address: Sunny Day Care 123456789012345 444 E Hillcrest Dekalb, IL 60115 Your eligibility for child care has been approved beginning 09/01/2024 through 09/31/2025 or until there is a change whichever is sooner. We cannot pay for child care provided before the date you were approved. Eligibility will be re-near the end of your eligibility period, but may be redetermined sooner if there is a change in income, family size, or Department's discretion. REPORTING CHANGES: You are responsible for notifying Illinois Action For Children if you Change Providers, Stop Working or Change Jobs, Stop Attending School or Training, Change Family Size, Change Address, Stop Receiving TANF, Have Maternity/Medical Leave, or Have Any Other Changes that may affect eligibility. Failure to do so in a timely manner may result in new back of overpayments and/or loss of child care benefits.	 State of Illinois Department of Human Services VOID AFTER SIX MONTHS CHILD CARE CERTIFICATE SUPPLEMENTAL FOR: September, 2024 Date of Issue: 10/23/2024 DHS PROVIDER ID#: 123456789012345 TYPE OF CARE: 760 - Licensed Day Care Center MAIL THE COMPLETED REPORT TO: Child Care Inc 403 S Clinton Chicago, IL 60607 PROVIDER CONTRACT ADDRESS: Sunny Day Care Inc - 123456789012345 444 E Hillcrest Dekalb, IL 60115 LOCATION: 12 HOW MANY DAYS WAS YOUR CENTER OPEN FOR BUSINESS DURING THE MONTH:
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HOW TO COMPLETE THE DIGITAL CCAP APPLICATION

STEP 1: Help families apply for CCAP online Available in Spanish & English

- The [digital CCAP application](#), is currently available to families in all Illinois counties
- When you meet with families, let them know they can now apply for CCAP online at illinoiscaresforkids.org/applyforchildcare
- Give families your provider email address or provider mobile phone number

TALKING POINTS FOR SPEAKING WITH FAMILIES:

- Families can apply on a smartphone, tablet or computer in under 20 minutes
- It's easy to upload any supporting or eligibility documents
 - Families should try to have the needed eligibility documents ready before applying
 - Families can upload documents by taking a photo on their phone/tablet, or attaching saved documents
 - Families should be encouraged to upload their documents right away. If they don't have all the documents, they should still submit the application. An eligibility worker will reach out requesting any outstanding documents
 - Document files can be in these formats: .jpg, .jpeg, .png, .pdf, .bmp, .gif, .doc, .docx, .odt, and .ods files up to a maximum size of 10MB
- The digital application is available and accessible in Spanish and English. It's easy to switch back and forth between the two languages
 - Look for the [ENGLISH](#) [ESPAÑOL](#) buttons on every screen in the top right corner of the website
- Families will receive a confirmation email from noreply@getchildcareil.org once they've completed the digital application

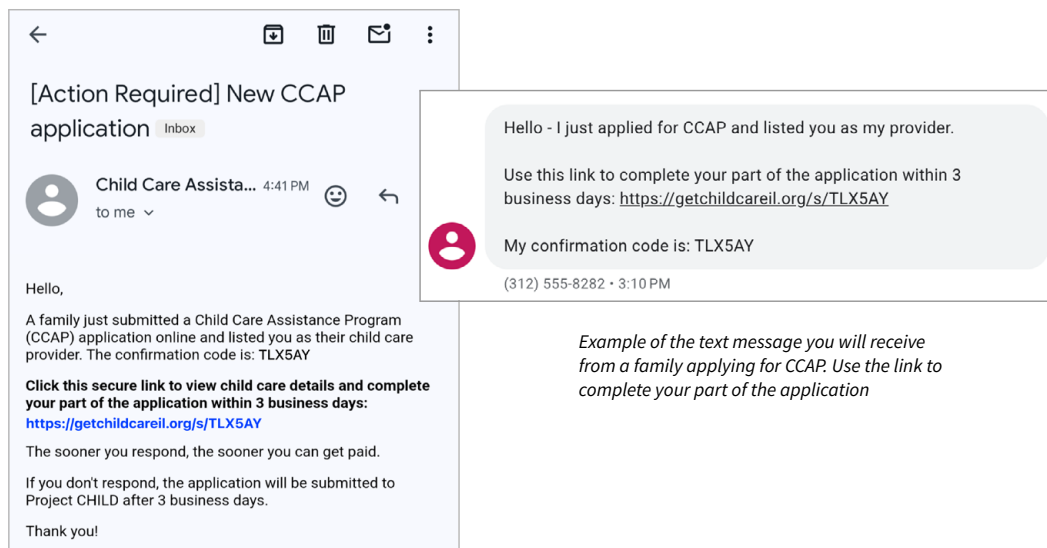
STEP 2: Families contact their child care provider

- As families apply online, they will be prompted to contact you by email or text message. This will allow you to "respond" to their application, and agree or decline to provide care

STEP 3: Child care provider responds to an digital/online application

- If a family lists you as their chosen child care provider, you will receive an email from noreply@getchildcareil.org, or a text message directly from that family
- The email or text message will include a **secure link and a unique 6-digit confirmation code**
- Use the secure link to respond to the application. Or, you can go to illinoiscaresforkids.org/applyforchildcare and enter their six-digit code at the bottom of the homepage where it says "Are you a child care provider?"
- You have **3 business days to respond** to an application

- If you do not respond within 3 business days, the family's application will be sent to the local Child Care Resource & Referral (CCR&R) agency for processing. You will still have to agree or decline to provide child care at a later date
- This process should take you **5 minutes or less**



Example of the text message you will receive from a family applying for CCAP. Use the link to complete your part of the application

Example of the email notification you will receive when a family lists you as their CCAP provider. Use the link to complete your part of the application

HOW TO RESPOND TO A DIGITAL APPLICATION:

1: There are two ways to respond to a family's digital application and complete the agreement to care:

Either open the secure link you received in the email or text message

Or go to illinoiscaresforkids.org/applyforchildcare:

- scroll down to the orange section of the homepage, which says "Are you a child care provider?"
- enter the family's confirmation code
- click 'Respond to an application'

On the next screen, click 'continue to see details' to begin responding to an application

2: Enter your Provider ID Number

- This is the 8-15 digit number provided by the Department of Human Services (IDHS)



3: Verify or enter the confirmation number received in the email or text message

4: Fill out and confirm your provider information

5: Respond to the application (agree or disagree to provide child care)

6: When you're done you will receive a confirmation email from noreply@getchildcareil.org

STEP 4: Child care provider responds to an digital/online application

- The family application, your provider response, and any supporting documents submitted by the family will be sent to the appropriate Child Care Resource & Referral (CCR&R) agency or Site Administrator for processing
- An eligibility worker will reach out to either you (the provider) or the family as needed
- To check on the status of an application, contact your local Child Care Resource & Referral Agency (CCR&R) or Site Administrator

BONUS: REGISTER TO BE A CCAP PROVIDER

- Friends, family members, or neighbors that take care of someone's child, **can apply to become an eligible CCAP provider**
- If your child care center is unable to care for someone's child for any reason, you can let a family know this is another option for them
- Have the family fill out the digital CCAP application. When their chosen provider (friend, family, neighbor) responds to the application to complete the agreement to care, **they will be prompted to register for CCAP**
- This process should take **15 minutes or less** for the provider to complete

QUESTIONS AND FEEDBACK

For questions about the CCAP program or a specific CCAP application, contact your local Child Care Resource & Referral (CCR&R) agency or Site Administrator.

To find your local CCR&R visit: <https://www.inccrra.org/about/sdasearch>

Families and providers can contact Code for America at: contact@getchildcareil.org

- To provide feedback on the experience of using the IL Digital CCAP Application
- To report a bug or issue with the IL Digital CCAP Application

Who is Code for America?

Code for America is a 501(c)3 nonprofit organization that focuses on thinking about how to bring the tools of technology and human-centered service design to improve government systems.