

March 20, 2020

Dear Partners,

We extend our continued gratitude for your work to support our community members during this crisis. We – together – are who others look to in times of challenges. Each day, we are asked to make difficult decisions balancing the best interests of our staff, community members and those we serve. Last week, the Department of Human Services (DHS) sent [guidance](#) regarding COVID-19 to you to help you continue to prepare and respond.

I am writing today with an important update on budget principles we hope will provide relief and reassurance as you move forward.

- **You will not be financially penalized if you slow or stop services during this emergency. Community-based human service providers will be kept whole as operations are diminished or temporarily suspended during this national and state emergency.**
- From today through mid-April (and longer as needed), in the event that **fee-for-service billings** (child care enrollment forms) are less than normal, the Illinois Department of Children and Family Services (DCFS) is committed to providing funding to make up the lost revenues from reduced billings to ensure the preservation of Illinois' social services delivery system and safety net.
- **Critically – staff who work for your organizations/entities should continue to be paid.**
- **Every effort will be made by DCFS to continue the critical mission of our social service system.** Please contact your DCFS Day Care Service Eligibility team/social service community planner (SSCP) for more information.

We will stay in communication with you as we learn more from our state and federal partners. You can always reach out to your program contact, or you can email us at [DCFS.DayCareProcessing@illinois.gov](mailto:DCFS.DayCareProcessing@illinois.gov) with questions. You can also find past

communications that have gone out to providers on the [DHS website](#). Additional information is available from the Illinois Department of Public Health at their [Coronavirus 2019](#) webpage and the COVID-19 Hotline at 1-800-889-3931.

Please contact Douglas Washington, DCFS Deputy Director of Contract Administration, at [Douglas.Washington@illinois.gov](mailto:Douglas.Washington@illinois.gov) with any questions.

As always, the DCFS team is committed to your well-being and to the health of all those we serve. Thank you for the work you do.

Sincerely,



Marc D. Smith  
Acting Director  
Illinois Department of Children and Family Services