Illinois Department of Human Services

CCAP COVID-19 Prioritized Essential Workers Application Process

April 3, 2020
Grace B. Hou, Secretary
From IDHS Subsidy Management

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Agenda

• Priority Essential Worker Categories
• CCAP Benefits
• CCAP Requirements
• Application
• CCMS Process
Message to Parents

- IDHS is offering child care assistance as a support to the priority essential workers that do not have the option to work remotely.

- This service should be treated as an option of last resort.

- If at all possible it is best for your children to remain at home and practice social distancing during the COVID pandemic.
Essential Workers

- Essential Workers are still eligible to attend care and apply for CCAP.

- Must meet all standard CCAP eligibility requirements to be approved.

- Additional considerations are being given to Priority Essential Workers starting service month April 2020.
Prioritized Essential Workers include those working in:

- Healthcare and Public Health Operations;
- Human Services Operations;
- Essential Governmental Functions (including Corrections, law enforcement, fire department); and
- Essential Infrastructure.

Full definitions for each industry can be found in the [Governor’s Executive Order 2020-10](https://www.governor.illinois.gov/orders-order-2020-10).
Healthcare and Public Health Operations

- hospitals;
- clinics;
- dental offices;
- pharmacies;
- public health entities;
- healthcare manufacturers and suppliers;
- blood banks;
- medical cannabis facilities;
- reproductive health care providers;

- eye care centers;
- home healthcare services providers;
- mental health and substance use providers;
- ancillary healthcare services
  - including veterinary care and excluding fitness and exercise gyms, spas, salons, barber shops, tattoo parlors, and similar facilities
Human Services Operations

▪ any provider funded by DHS, DCFS or Medicaid;
▪ long-term care facilities;
▪ home-based and residential settings for adults, seniors, children, and/or people with disabilities or mental illness;
▪ transitional facilities;
▪ field offices for food, cash assistance, medical coverage, child care, vocational services or rehabilitation services;
▪ developmental centers;
▪ adoption agencies;
▪ businesses that provide
  ▪ food, shelter, or
  ▪ social services or
  ▪ other necessities of life for needy individuals
▪ excluding day care centers, day care homes, group day care homes and day care centers licensed as specified in Section 12(s) of the order
Essential Government Functions

- All services provided by state and local governments needed to ensure the continuing operation of the government agencies and provide for the health, safety and welfare of the public including
  - Corrections,
  - law enforcement,
  - fire department.
Essential Infrastructure

- food production, distribution and sale;
- construction;
- building management and maintenance;
- airport operations;
- operation and maintenance of utilities, including water, sewer, and gas;
- electrical distribution centers;
- oil and biofuel refining;
- roads, highways, railroads, and public transportation;
- ports;
- cybersecurity operations;
- flood control;
- solid waste and recycling collection and removal; and
- internet, video, and telecommunications systems.
A shortened application has been created specifically for Prioritized Essential Workers.

The application includes the minimum data set needed to approve and track cases in CCMS.

Prioritized Essential Worker applications should be treated as priority cases and processed before non-Prioritized Essential Worker cases.

Information on the application and supporting work verification documentation is to be accepted as self-reported.
  - No additional checks of IPACS (ACID, AWVS, KIDS) or PASDX is required for these cases.
CCAP Benefits For PEW

- No income limit
- $1 copayment
- Approval will be for the month of April while the Governor's Stay At Home order is in effect
CCAP Requirements for PEWs

- Eligible to attend Emergency Child Care providers

- Applicant must be PEW working outside the home.
  - PEWs and EW working remotely from home will not qualify for CCAP at this time.

- Second parent must be EW or PEW working outside the home.
  - PEWs and EW working remotely from home will not qualify for CCAP at this time.
CCAP Requirements for PEWs

- Must provide documentation they meet PEW/EW status.
  - Pay stub from employer that meets the definition
  - Letter from employer stating their duties.
    - Confirm they fall into an eligible category

- Children must be younger than 13, or younger than 18 with a special need, to be eligible for the Child Care Assistance Program.
Provider Qualifications

- Emergency care providers must be registered with the CCR&R and operating within DCFS guidelines
  - Centers: No more than 10 children in a classroom; 50 children per site
  - Homes: No more than 6 children per shift

- Providers than have been on CCAP will use the same CCMS id #.
- License-exempt centers and license-exempt homes will be paid at existing rates in CCMS
- Centers operating with an Emergency Care License and licensed homes are eligible for an enhanced rate for care (30% add-on)

- If a home provider is not already on CCMS, they must provide documentation that all required background checks have been cleared before approving.

- W-9 certification is still required before payments can be made.
Provider Qualifications

- Providers are being asked for their CCMS Provider ID#.

- If it is not on the application, please search CCMS to see if you can find a match.
  - This will eliminate having to process Background checks and W-9 Certification.

- All home providers are limited to 6 children in care at any one time, including the provider’s own children younger than 13 that live in the home, regardless of what the license capacity was.
CCMS Processing

- Search CCMS using the applicant’s name and date of birth to see if an existing case already exists. If no existing cases exists, create a new case.

- Upload the Application into CCMS as part of the case record, coding the document as a Child Care Application.

- Establish the Eligibility Start Date consistent with existing policy (02.02.01).

- Update the Eligibility End Date to 4/30/2020.

- Select CCAP Protective Services as the Reason for Child Care.

- Add demographic information for the Parent (Applicant) and 2nd parent, as identified on the application.
Work Information page:

- In the Employer/Company Name field, enter “Essential Worker” followed by the employer name listed on the application.
  - For example, for a DHS employee this would read “Essential Worker Department of Human Services.”

- In the Job Title field, enter the Industry Type listed on the application followed by the job title listed on the application.
  - For example, for a nurse this would read “Health Care Nurse.” A police officer would read “Government Police Officer.”

- Set the Start Date for the job to the same day as the Eligibility Period start date.
Family Information page:

- Add a Family Member for each child listed on the application.

- Set the Special Needs field to “Yes” for each child listed on the application.

- Match the Start and End Dates of child care for each child to match the Eligibility Period begin and end dates.

- If this was an existing case and other family members are listed, leave them as is.
  - Care schedules can be increased in CCMS based on the schedule on the PEW application.
  - Make sure they are marked as not in need of child care if they are not listed on the application.
Income Information page:

- If income information was provided in the employment verification documentation, calculate monthly income based solely on employment income.

- Pay frequency multiplier for calculating gross monthly income:
  - Weekly = 4.333
  - Biweekly = 2.1666
  - Semi-Monthly = 2
  - Monthly = 1

- If no income information, or not enough information, was provided, enter the income as $1.

- This is simply for data collection purposes and has no impact on eligibility or copays.

- Denials for over income will need to be overridden.
Child Care Arrangement and Service Authorizations page:

- Establish a Child Care Arrangement for each child listed on the application with the identified provider, matching dates to the EP dates.

- On the Service Authorization page, set the Provider Signature Present field to “Yes.”

- Issue the Service Authorization based on the schedule identified on the application.
CCMS Processing 6

Missing or Incomplete Information

- If any information needed to approve the case is missing, contact the family using the contact information provided on the application to notify them of what information is missing.

- Missing information may be accepted in all formats – via phone, email, fax, etc.  
  - Case note any information added on behalf of the family based off of phone conversations.

- If contact is not made with the family after multiple, varied attempts, issue a Request for Additional Information to the family, allowing the applicant 10-days to respond to the request.

- If no information is returned after 10-days, consult with DHS prior to making a determination on the application.
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