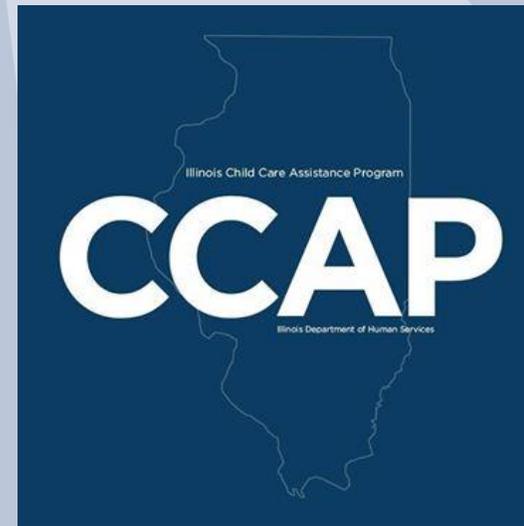


# Illinois Department of Human Services

## CCAP COVID-19 Prioritized Essential Workers Application Process

April 3, 2020

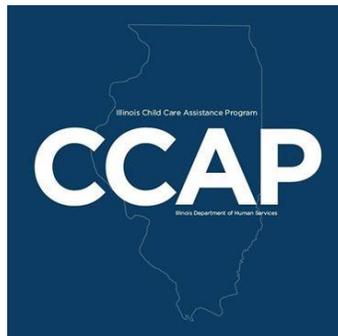
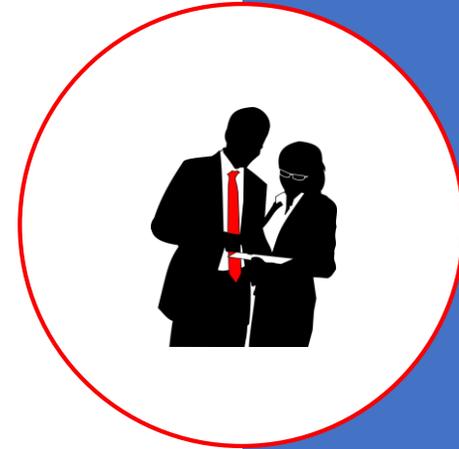
Grace B. Hou, Secretary



State of Illinois

# From IDHS Subsidy Management

- Linda Saterfield
- Kisha Davis
- Kati Hinshaw
- Mike Garner-Jones



# 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.



# Definition of Prioritized Essential Worker

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](#)



# 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.



# Application

- 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 that 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 2<sup>nd</sup> parent, as identified on the application.



# CCMS Processing 2

## 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.



# CCMS Processing 3

## 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.



# CCMS Processing 4

## 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.



# CCMS Processing 5

## **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.

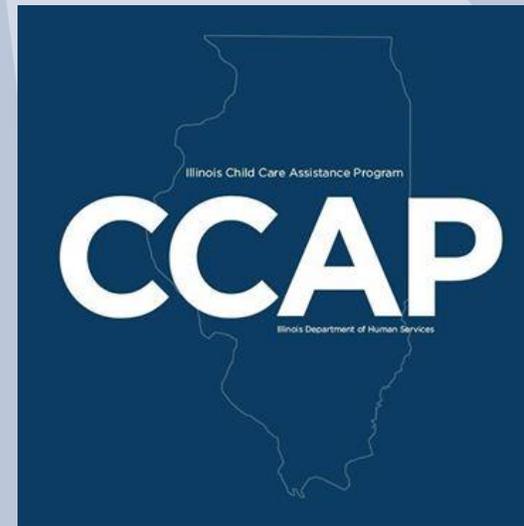


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