

February 2024 | Child Care Connection of Central Illinois

Code for America

Who is Code for America?
We are a nonprofit technology firm that works with community organizations to **build digital tools and services, change policies, and improve programs that alleviate poverty and advance equity.**

Why are we working in Illinois?
We are working with the Illinois Department of Human services (IDHS) and the Illinois community to build a **best-in-class online application experience** for the child care assistance program (CCAP) that is **simple, accessible, and easy for families and providers to use.**

Our goal is for the web application to complement the existing paper form with an online and mobile-friendly version which can be completed in 20 minutes or less, is accessible in plain language, is multilingual, and where it's easy to upload any required eligibility or supporting documentation.

We are also hoping to reduce the time and labor required by eligibility specialists when processing applications.

CCAP News

The team at **Child Care Connection of Central Illinois** continues to work diligently at maintaining date of mail processing at 12 business days or below.

During the months of November and December, the CCAP Department experienced processing delays that exceeded 12 business days and we understand that this can cause hardships to families and providers.

It is our number one priority to review and make eligibility determination on CCAP documents quickly and correctly.

Our Statewide System

Did you know?
The system of Child Care Resource & Referral Agencies is comprised of 16 service delivery areas covering all 102 counties, supporting families, providers and communities.

Strengthening Families, Providers, and Communities
CCR&R
Representing 16 Local Agencies Across Illinois
Child Care Resource and Referral System

The Illinois Department of Human Services has selected the CCR&R System to be the hubs of technical assistance and support to licensed homes and centers applying for the Smart Start Work Force Grants.

Contact Us

SAL Child Care Connection of Central Illinois
Resource and Referral Service
3425 N. Dries Lane, Peoria Il 61604
309-686-3750 1-800-421-4371
Email: Hello@salccc.org

Monday – Friday 8:00 am – 4:00 pm



S-A-L COMMUNITY SERVICES

Child Care Resource & Referral of Midwestern Illinois

Newsletter

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Email/Fax Updates

When a client or provider sends our office a document using email or fax, they will need to wait until the next business day if they wish to confirm the document has been successfully received by our office.

Documents received by our office must be logged and scanned by our support staff into state systems in the order they are received. This process typically occurs right away, but it can take until the following business day for any mail (including emails and faxes) to be logged and scanned. Until the document is logged and scanned, an Eligibility Specialist cannot efficiently access or review the document to confirm it is complete and legible.

As faxing can be unreliable, our office recommends our clients and providers use email to submit any documents.

Our office strongly encourages our clients and providers to submit all required documents well before the date the documents are due to avoid processing delays and ensure documents are complete and legible.

Time-sensitive documents should be submitted in person to our Moline Office, located at:
3800 Avenue of the Cities, Suite 102
Moline, IL 61265

Payment Updates

To allow our Eligibility Specialists to best utilize their time processing documents, our office will no longer look up payment information for providers unless it has been more than 5 business days since a billing certificate was issued.

Providers may call the payment hotline (800-804-3833) or go to www.illinoiscomptroller.gov to get information about any of their payments. Providers who believe there is an error in their processed payment should call our office to confirm the payment's accuracy.

After 5 business days, if the provider still does not have an update on their payment, they may contact our office at that time.

Dress for Success

A common phrase in the child care world is "There is no such thing as bad weather for outdoor play, just inappropriate clothing." The recent snowstorms in our area, however, appear to challenge that idea. While winter can be a wonderful time for children to explore the changes of the season, outdoor play can pose unique challenges for both families and child care providers.

It is important for families to have appropriate clothing for their children to safely explore the outdoors, even if only for brief periods at a time. For more extreme cold, children should be bundled in layers.

This winter season, please keep your children dressed for success.

February Training: Engaging in Engagement

Our office is inviting child care providers to join us in February for a very special training. This workshop will explore ways to create a positive and nurturing environment for children that promotes growth and development inside the classroom using engagement.

Engaging in Engagement
Date: 02/20/2024 (registration deadline 02/20/2024, 12:00am)
Time: 6 to 8 p.m.
Location: Zoom