

S-A-L COMMUNITY SERVICES

Child Care Resource & Referral of Midwestern Illinois

Newsletter

February 2024 | Child Care Resource & Referral of Midwestern Illinois

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