

## **CHILD CARE AND IPACS FAQ'S**

### **1. Where can I find the IDHS Child Care Program Manual?**

The web link to the IDHS Child Care Manual can be found on COPA. Scroll down to **Resources** on the page and click on IDHS Child Care Program Manual.

### **2. What is counted as income?**

Gross wages and salary, Net income from non-farm self-employment, dividends, interest, net rental income, royalties, pensions, annuities, alimony, child support received by families etc... A complete description and listing of earned/unearned income that is used for income calculation can be found in the IDHS Child Care Manual under 01.02.02- Non-Exempt Income, 01.02.03-Exempt Income and 01.02.04 Income Calculation.

### **3. How do I document employment for an applicant that is paid in cash?**

If a client is paid in cash, a payment verification letter is required from each individual who pays the client in cash for performing a service. This information may also be provided on your in-house income verification form. All verifications must include the required information as stipulated in the IDHS Child Care Manual under 01.02.05-Income Verification. Information related to self-employment is also found in the same section of the manual.

An acceptable employment/wage verification letter must contain the following:

- Employer signature on company letterhead
- Anticipated work hours per day.
- Number of days worked each week.
- Wage or salary rate.
- Work schedule.
- Employer FEIN or SSN.
- Occupation, should the occupation that is listed on the 3455 requires a license, obtain a copy of the occupational license.
- Letters to verify employment and Income must be verified by the delegate agency via phone. Letters must note in writing the name of

← - - - - **Formatted:** Bullets and Numbering

Information contained this document is current as of 02/07/07.

For information regarding this document call Martha Rashedi at 312-743-1633.

delegate agency staff person conducting the verification and signature, contact person name, from employer, date verified. For more information see the IDHS Manual section 01.03.02 - Employment

**4. How often do I have to re-determine an applicant that is paid in cash and taxes are withheld?**

An applicant that is paid in cash must be re-determined as follows:

- a. Family/child is enrolled into a Child Care only program model, family must be re-determined every three months, unless the client continues to be employed at the same job and continues to be paid in cash at the 3 month re-determination, the case may be re-approved for six (6) months.
- b. Family/child is enrolled into a Collaboration program model, family must be re-determined every three months, unless the client continues to be employed at the same job and continues to be paid in cash at the 3 month re-determination, the case may be re-approved for twelve (12) months.

**5. How often do I have to re-determine an applicant whose occupation is defined as self-employed and/or is employed where they are paid in cash without taxes being withheld and does not file a 1040 return?**

Same as 4a, and 4b.

**6. How many hours do parents have to work and go to school in order to qualify?**

CYS Collaboration and Child Care programs are full time programs with the only exception being School Age programs. Parents must work a minimum of 25 hours and their work schedule must coincide for the most part with the CYS Collaboration/Child Care program schedule. **Work schedule must be a minimum of 4 days Monday thru Friday.**

A client attending a post secondary degree program must also work 10 hours per week. Schedule for work and school must coincide for the most part with the child care program schedule. **Again, Work and school schedule must be a minimum of 4 days Monday thru Friday.** A Client enrolled in an occupational/vocational program does not have a work requirement for the first 24 months. See IDHS Child Care Program Manuel 01.03.03 – Education and Training Activities.

Information contained this document is current as of 02/07/07.

For information regarding this document call Martha Rashedi at 312-743-1633.

**7. Can we serve a client who does not have or refuses to provide a Social Security number?**

You may serve clients who do not have or refuse to provide a Social Security number. Clients must provide other documentation to prove their existence and those of family members who also do not have or refuse to provide a Social Security number. In any case, never use an invalid Social Security number. If you have a generated Social Security number for an existing family/members the generated number must be the same number(s) on COPA and CCMIS for the applicant, family members and child/ren.

**8. How will IPACS affect my agency and the families we serve?**

Agencies must utilize and/or hire appropriate staff to conduct intake and case management. Agencies must incorporate intake and case management techniques to fully inform families regarding eligibility and verification of information found on 3455's.

Intake and case management staff must clearly advise clients and potential clients that information provided as part of the application and eligibility process will be checked using the State's databases (Illinois Public Aid Communication System IPACS). Clients must be told that wages, employment/unemployment, SSI/SSA, TANF, child support, retirement, and children/family members are verified under various State records and systems.

**In-take/Case managers personnel should revise their client interview questions during in-take to include if whether the client and members of household are receiving or has received in the last four to six months any earned/unearned income e.g.**

- **TANF/RASP**
- **Social Security**
- **Unemployment,**
- **Child Support**

**If the client is no longer receiving any of the above payments, copies of letters of termination of benefits or employment must be obtained and submitted with the application. Note: State databases may not yet reflect termination of benefits therefore; letters will expedite the eligibility process.**

Agencies must obtain the required information and documentation to determine eligibility. Agencies must request the required documentation

Information contained this document is current as of 02/07/07.

For information regarding this document call Martha Rashedi at 312-743-1633.

upfront from families. Submitting letters and required documentation with the 3455's expedites the verification, eligibility, and reimbursement process.

**9. Who do I call if I need training on CCMIS, COPA and IMEDGE/Scanning?**

Training on CCMIS and COPA is offered on a monthly basis. To register go to the COPA website and click the appropriate registration link.