

December 6, 2007

Dear Delegate Agency:

The Chicago Department of Children and Youth Services (CYS) will be providing a weekly update on Child Care information and the Illinois Public Aid Communication System (IPACS). This communication is one method the department will use to share information with you, highlight program changes and provide department/program updates. The idea for the update was generated by a group of your colleagues who met with CYS executive staff and indicated their need for more information about the IPACS process and other program/policy related topics.

We also want to hear from you and welcome your feedback!

After reviewing this update, please let us know if you thought it was helpful in providing useful information that you can also share with your staff.

Additionally, please provide us with any future topics you would like to see addressed. You can e-mail comments to [mmessner@cityofchicago.org](mailto:mmessner@cityofchicago.org) or call 312-743-1887. This information will be posted on the homepage of COPA every Wednesday and will be highlighted in red as IPACS UPDATE.

Also, it will be important for you to continue to visit the Child Care Changes link on the COPA homepage on a regular basis.

**Child Care Up Dates:**

As you know, CYS is currently 60-90 days behind in processing and verifying Child Care Case files due to the challenges of implementing the new review process. The department is committed to eliminating this backlog as soon as possible and has allocated additional resources in order to move the process forward and alleviate this backlog. The following highlights ways you can help expedite the process while providing you with current information on the Child Care eligibility process

- **Duplicate Case Files**

In order to reduce the number of case files, we are asking that agencies do not submit duplicate case files via IMEDGE and/or by hard copy. These duplicate case files have been contributing to the delay in processing Child Care case files.

- **One IMEDGE Case File Per Family**

We are also requesting that agencies create one IMEDGE case file per family. For example, should your agency enroll a child with siblings who are also enrolling into programs, you can generate one application for one child (preferably the collaboration child) and enroll the siblings via a Change of information form.

Creating one case file in IMEDGE is beneficial to all by reducing the amount of scanning, the number case files and duplicate case files in the system.

- **CCMIS Batch System**

As a reminder, the CCMIS Batch System is still available to research applicant eligibility dates. Please note, however, that due to the backlog you may not find the eligibility date until 60-90 days after case file submission. IMEDGE created Child Care case files contain applicant eligibility information once they are approved. The eligibility information is found within the case file and also in the notes.

- **IMEDGE Case Files:**

Effective December 19, 2006, CYS can no longer accept hard copy or manual Child Care applications packets from your agency. Your agencies should be creating IMEDGE case files. If you experience problems with the IMEDGE system, CYS will have a scanning station available for your use in the Finance Division, located on the fourth floor. Feel free to stop by at anytime.

- **COPA Generated Applications**

Just a reminder, Child Care applications must be generated from COPA. Submitting handwritten Child Care applications slows down the process. Handwritten applications will be returned to you for processing into the COPA system even if they are scanned.

We hope this information is helpful. If you have any questions, please don't hesitate to contact Martha Rashedi at 312-743-1633.