

# Thank you for supporting Children and Families during COVID-19

- This document is intended to answer many of your CCAP questions.
- If after reviewing this document and you still have questions please call our office.
- Most staff are working remotely yet we are taking calls and emails, processing CCAP paperwork and providing support to you.
- Effective March 23, only Emergency Child Care can be provided to Essential worker families who are working outside of their home.

# Agency & Staff Directory

**Children's Home & Aid** - 2133 Johnson Rd. Granite City, IL 62040

**CCR&R Phone Number:** 800-467-9200 | **CCR&R Fax:** 618-452-9136

**CCAP Phone Number:** 800-847-6770 | **CCAP Fax:** 618-452-5010

**Monday - Friday** - 8:30 am – 4:30 pm

**Children's Home & Aid** - 601 James R. Thompson Blvd. Building E, East St. Louis, IL 62201

Phone Number: 800-847-6770 | CCAP Fax: 618-874-2717

**Monday - Friday** 8:30 am - 4:30 pm

The East St. Louis campus is not accessible to clients.

**Clients needing to drop off CCAP paperwork or  
to pick up CCAP forms must come to our Granite City office**

# CCR&R Staff Directory

## 800-467-9200, Ext. 390

Janice Moenster, Director of Early Childhood Services, Ext: 335 | [jmoenste@childrenshomeandaid.org](mailto:jmoenste@childrenshomeandaid.org)

Elaine Rodgers, CCR&R Supervisor, Ext: 134 | [erodgers@childrenshomeandaid.org](mailto:erodgers@childrenshomeandaid.org)

Heidi Elliott, Provider Services Coordinator, Ext: 119 | [helliott@childrenshomeandaid.org](mailto:helliott@childrenshomeandaid.org)

Jennifer Ryan, Program Secretary, Ext: 104 | [jryan@childrenshomeandaid.org](mailto:jryan@childrenshomeandaid.org)

Aimee Hart, Infant Toddler Child Care Specialist, Ext: 125 | [ahart@childrenshomeandaid.org](mailto:ahart@childrenshomeandaid.org)

Genni Luberda, Quality Specialist, Ext: 126 | [gluberda@childrenshomeandaid.org](mailto:gluberda@childrenshomeandaid.org)

Carlee Caspari, Quality Specialist, Ext: 112 | [ccaspari@childrenshomeandaid.org](mailto:ccaspari@childrenshomeandaid.org)

Nichole Miller, Professional Development Advisor, Ext: 180 | [nmiller@childrenshomeandaid.org](mailto:nmiller@childrenshomeandaid.org)

Kasey Camren, Training & Technical Assistance Advisor, Ext: 113 | [kcamren@childrenshomeandaid.org](mailto:kcamren@childrenshomeandaid.org)

Alison Nickerson, Training & Technical Assistance Advisor, Ext: 116 | [anickerson@childrenshomeandaid.org](mailto:anickerson@childrenshomeandaid.org)

Sandra Irish, Parent Referral-Data Specialist, Ext: 122 | [sirish@childrenshomeandaid.org](mailto:sirish@childrenshomeandaid.org)

Shari Schweppe – Streiler, Recruitment & Retention Specialist, Ext: 124 | [streiler@childrenshomeandaid.org](mailto:streiler@childrenshomeandaid.org)

### **Caregiver Connections**

Alondra D. Anderson, Early Childhood Mental Health Consultant 618- 444 - 0987 | [adanderson@chestnut.org](mailto:adanderson@chestnut.org)

# CCAP Assigned Alpha

## 800-847-6770, Ext. 360

LETTERS	EXT.	WORKER
PROGRAM MANAGER	160	SUZI
All A & REP - RN & STJ - SZZ	322	WENDY
B-BK & L-LED	174	CRYSTAL
BLA - BROWN & JA - JN & All Z	169	ABBEY
BROWN - BRZ & WILL - WZZ & All X & Y	197	ANDREA
BS - through the end of B & All E & F	320	LISA
All C	177	KATI
All D	172	DENISE
All G & JOI - JZZ & PE - PZ & All Q	178	MARSHA
H - HANS & RAA - REO & All T & WAT - WILK	168	BECKY
HANT - HARU & MF - MZ	193	LAUREN
HARV - HZZZ & All K	192	JULIE
ALL I & ROA - RZZ & All U & V & WAA - WAS	170	JANETTE
JO - JOHNSON	193	LAUREN
LEE - LZZ	164	KATHI
MA - ME & SAA - SCN	313	KRISTA
All N & O & PA-PD	167	NINA
SCO - SLZ & STA - STIZ	377	MAGGIE
SMA - SSZ	323	SARAH
	376	Coordinator-Spring
	199	Coordinator-Pattee
	198	Coordinator - Rayette

# Health & Safety Monitoring

800-467-9200

Shannon, Coordinator-Alpha Caseload H-P

800-467-9200 Ext. 139 | Cell: 618-600-1469 |  
[shorstmann@childrenshomeandaid.org](mailto:shorstmann@childrenshomeandaid.org)

Jasmine-Alpha Caseload Q-Z & All LE Child Care Centers

800-467-9200, Ext. 163 | Cell 618-600-1427 |  
[jjpp63@childrenshomeandaid.org](mailto:jjpp63@childrenshomeandaid.org)

Marquia-Alpha Caseload A-G

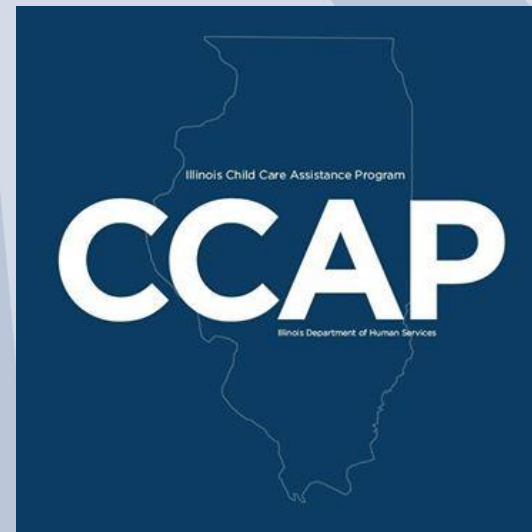
800-467-9200 Ext. 171 | Cell 618-600-4730 |  
[mtp71@childrenshomeandaid.org](mailto:mtp71@childrenshomeandaid.org)

# Illinois Department of Human Services

## CCAP COVID-19 Updates

Grace B. Hou, Secretary

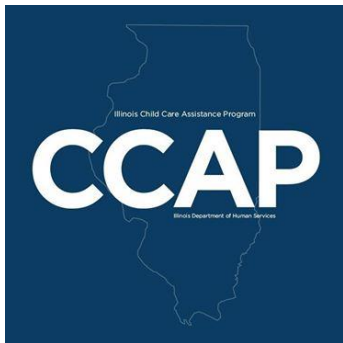
March 25, 2020



State of Illinois

# The following slides provided by IDHS Subsidy Management

- Kisha Davis
- Phyllis Warren
- Kati Hinshaw
- Carolyn Marmolejo
- Lesa Boston
- Mike Garner-Jones



# Definition of Essential Work/Employee

What list is considered essential? One provider has a nurse, a Walgreens worker, and restaurant worker. Does she only get paid for the nurse's kids?

- Please follow the link where you will find a list of essential work/workers <https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=21288>
- **Nurse** - Healthcare and Public Health Operations
- **Walgreens Worker** - Stores that sell groceries and medicine
- **Restaurant Worker** - Restaurants for consumption off-premises
- Please email the Office of Early Childhood Development (OECD) at: [GOV.OECD@illinois.gov](mailto:GOV.OECD@illinois.gov) with questions regarding COVID-19.





# Definition of Essential Work/Employee

- **For certain types of work:** Providing essential products and services at Essential Businesses or Operations or otherwise carrying out activities specifically permitted in the order, including Minimum Basic Operations
- **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.



# Definition of Essential Work/Employee

- **Essential Businesses and Operations:**
  - **Healthcare and Public Health Operations:** Working at or obtaining services from 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



# Definition of Essential Work/Employee

- **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, and social services and 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



# Definition of Essential Work/Employee

- **Essential Infrastructure:** Working in 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.



# Definition of Essential Work/Employee

- **Stores that sell groceries and medicine**
- **Food, beverage and cannabis production and agriculture**
- **Organizations that provide charitable and social services**
- **Media**
- **Gas stations and businesses needed for transportation**
- **Financial institutions**
- **Hardware and supply stores**



# Definition of Essential Work/Employee

- **Critical trades**, including plumbers, electricians, exterminators, cleaning and janitorial staff for commercial and governmental properties, security staff, operating engineers, HVAC, painting, moving and relocation services, and other service providers that maintain the safety, sanitation and essential operation of residences, Essential Activities, and Essential Businesses and Operations
- **Mail, post, shipping, logistics, delivery and pick-up services**
- **Educational institutions**, for purposes of facilitating distance learning, performing critical research, or performing essential functions



# Definition of Essential Work/Employee

- **Laundry services**
- **Restaurants for consumption off-premises**
- **Supplies to work from home**
- **Supplies for Essential Businesses and Operations**
- **Transportation, for purposes of Essential Travel**
- **Home-based care and services**
- **Residential facilities and shelters**
- **Professional services**



# Definition of Essential Work/Employee

- **Day care centers for employees exempted by this Executive Order**
- **Manufacture, distribution, and supply chain for critical products and industries**
- **Critical labor union functions**
- **Hotels and motels**, to the extent used for lodging and delivery or carry-out food services
- **Funeral services**





# Essential Work/Employee

Can providers refuse CCAP children because they know their parents are not working?

- Yes, as emergency child care is only for essential workers as defined in the above link.

Do CCR&Rs and Sites approved as Emergency Child Care programs need this documentation of essential worker status to approve for CCAP?

- Yes, this will be required as part of the application process.
  - Pay stub with business/position info
  - Letter from employer stating that client is an essential worker
- ECC centers and homes should also confirm that families are essential workers to be in compliance with the Stay at Home order.



# Emergency Child Care

Can parents that you were currently providing care for that are essential workers receive care from you under the Emergency childcare home?

- Yes, they can. Home providers can care for up to 6 children of essential workers

Will parents apply for childcare through CCAP?

- Yes.

Can hours and ages of children served be included in emergency application? Programs may choose different practices from what license allows.

- Not at this time as the form has been created and is in current production/use.



# Emergency Child Care

- Providers must follow appropriate health practices.
  - Providers who are in a higher risk group for COVID-19, such as those over age 60 or with a pre-existing health condition, are discouraged from providing care during the time of the public health emergency.

Can providers only care for 6 children, even if their license capacity may allow more?

- Home providers are only allowed to care for 6 children (including their own) regardless of their capacity listed on their license. Ratios and age groupings still apply.



# Emergency Child Care

Can providers care for more than 6 children throughout the day, as long as no more than 6 children are present at one time?

For example, they have 6 children during their day license, those children leave at 4:00 p.m. and then another group of 5 children arrive for the night license. Current license-exempt rules only allowed 3 children during a 24-hour period

- Yes, as long as the provider is only caring for children of essential staff and there are no more than 6 children (including the providers own children) present at any given time.



# Emergency Child Care

Can you explain what we should do for childcare homes that are over the six children maximum? Do childcare providers in those homes really need to decide which children to continue to serve during this crisis and which to redirect? If so, is there any guidance for providers in selecting which children stay and which get redirected?

- Under Governor Pritzker’s “Shelter in Place” only children of essential workers are allowed to attend Emergency Child Care programs with a maximum of 6 for homes and 50 for center with a max of 10 in each classroom.



# Emergency Child Care

There were many centers that could not attend the IDHS & GOECD - COVID-19 Child Care Business Practices and Resources webinar on Monday & would have most of their questions answered by listening to the replay. Do you have a replay link?

- **Slides:**

[https://www2.illinois.gov/sites/OECD/Documents/COVID\\_19%20Child%20Care%20Business%20Practices%20and%20Resources%203.23.20.pdf](https://www2.illinois.gov/sites/OECD/Documents/COVID_19%20Child%20Care%20Business%20Practices%20and%20Resources%203.23.20.pdf)

- **Recording:**

<https://register.gotowebinar.com/recording/7306490467815522059>

- **Website:** <https://www2.illinois.gov/sites/OECD/Pages/For-Communities.aspx>



# Processing/Submitting/Requesting; New Apps/Redes/COP/RAI/Verifications

Has a final decision been made concerning the client's with eligibility periods ending April and May being auto extended?

- Yes, clients with eligibility ending March 31, April 30, or May 31 will be automatically granted a new 6-month eligibility period.
- DoIT is in the early stages of programming this auto-extension.
- Please note: if the CCR&R or Site has started processing a Redetermination in CCMS and has already created a new Eligibility Period for the Redetermination, that client will not be included in the auto-extension process.
- The CCR&R or Site must complete processing the Redeterminations for those cases.



# Payments

- Continue processing CCAP payments as required in CCAP Policy and CCR&R and Site contracts.
- Encourage home providers to use the IVR Telephone Billing System. If the provider needs their IVR PIN, please have the provider directly call the IDHS Bureau of Subsidy Management at 217-524-9043.
- IDHS is unable to mail IVR PIN numbers out to providers at this time but will provide them to providers over the phone following verification of personal information. Please ensure that the IVR field in CCCMS has been set to ‘Yes’ and the provider has an active Service Authorization before directing them to call for their IVR PIN number.





# Billing/Payments

Providers are being encouraged to enter their certificate via IVR.

Q: Will the payment system be changed/opened so the provider can claim all the attended days?

If not, the provider will only be able to claim the eligible days (no changes in increased days or part time to full time).

The certificate would end up being touched by more hands in order for the supplemental payment entry and then the payment override.

- IVR is not designed to allow providers themselves to override or alter what's on their certificate (fraud concerns and all), and there is no way we can fundamentally change this in the IVR system.
  - R&R please provide input as to how this process can be streamlined.



# Billing/Payments

The billing certificate was mailed to the parent not the provider. Was there a technical issue with the certificate batch?

- IDHS/CCAP was made aware that a batch of certificates were processed incorrectly. The batch of certificates that were processed incorrectly have been identified and reprinted to be mailed out this week.

Will client signatures be required on the home provider March certificates?

- Client signatures will NOT be required during the “Shelter in Place” order.



# Billing/Payments

Are “non -essential” children going to be paid by the parent? Or are all business that can be open (car dealers, restaurants, construction, landscaping, etc.) going to be able to be paid as well.

- Children of “non-essential” employees are not allowed to be in Emergency Child Care programs.
  - We are under a "Shelter in Place" order from the Governor and are to be maintaining social distancing.
- Emergency Care Centers are the option of last resort.
- If you have an essential worker that can't work remotely and have no other options for their children, they can use an Emergency Child Care , but the best option is for children to be at home.
  - Centers must apply for a temporary Emergency Care license.



# Billing/Payments

Are “non -essential” children going to be paid by the parent? Or are all business that can be open (car dealers, restaurants, construction, landscaping, etc.) going to be able to be paid as well.

- Licensed homes do not have to get a temporary license but must reduce their capacity to 6 children.
- They may still charge their licensed rate.
- Exempt homes may increase the number of children they care for to 6 and do not need to submit a COVID-19 Attendance Exemption Form.
  - However, they must be sure their additional children have been captured on their monthly certificate to receive payment.
- If the essential worker is on CCAP and they are using the provider the client had in place prior to “Shelter in Place” order, the provider will get paid their regular rate as listed on their monthly certificate.



# Billing/Payments

FCC – seek guidance regarding reimbursement rates – paid as FCC or LEFCC?

- If the essential worker is on CCAP and they are using the provider the client had in place prior to “Shelter in Place” order, the provider will get paid their regular rate as listed on their monthly certificate. This includes licensed homes who are now operating as exempt homes.

Providers are questioning their rate of pay. It says they will be considered license -exempt home. So, are they really going down to the license exempt rate?

- If the essential worker is on CCAP and they are using the provider the client had in place prior to “Shelter in Place” order, the provider will get paid out their regular rate as recorded in CCMS.



# Billing/Payments

At what rate will emergency child care centers that previously were licensed child care centers be paid for CCAP families?

- CCAP providers will continued to be paid at their current rate as noted in CCMS.

At what rate will homes be paid?

- CCAP providers will continued to be paid at their current rate as noted in CCMS.



# Billing/Payments

If parents keep their children home vs. taking them to childcare, will the providers be paid FT rates on those days, even if the approval is for school aged children?

- Providers will be paid at 100% for each eligible full-time child and at 100% for each part time child as listed on the Child Care Certificate when they submit their COVID-19 Attendance Exemption Form along with their monthly certificate.
- New approvals for school aged children of essential workers will be approved for full time care if their work schedule requires 5 or more hours of care.
- The provider will only receive FT payment for a school age child if the school age child is a child of an essential worker and care has been approved for FT.



# Billing/Payments

Can a provider wait to pay staff until the CCAP payment is received and still be in compliance with the Emergency Attendance Exemption?

- Unfortunately, IDHS/CCAP cannot assist providers in making operational decisions.
  - However, if you submit the COVID-19 Attendance Exemption Form certifying that you are paying your staff, you will receive payment at 100% for all approved eligible days as the certification is based on 100% attendance that would require staff.

If I do not have sufficient funds to continue to pay staff, can I still receive the Emergency Attendance Exemption for those days in the month when I could pay staff?

- Yes, this should be written on your monthly certificate





# Billing/Payments

We have a daycare questioning if they have to pay “all” staff because she is only working under half-staff because her counts are low. Is it all staff or just those scheduled to work?

- If the provider wishes to be paid for 100% of approved eligible days for CCAP children, and the provider is submitting a COVID-19 Exemption Form, the provider must certify that it is continuing to pay all staff.
- Providers not continuing to pay all staff are not eligible for the Emergency Attendance Exemption.



# Co-payments

- IDHS/CCAP has gained approval to reduce copays for the months of **April and May** to \$1 across the board.
  - Additional months may be added if needed.
- DoIT has programmed CCMS and you will soon see the reduced (\$1) copayment fee on your end.
- A nightly program will run to catch additional cases that need their copay reduced.



# Co-payments

In regard to the reduction in co-pays to \$1 for March and April, does that apply to all CCAP families, or just the ones that have lost their jobs due to the shutdown?

- The reduced copay applies to all CCAP families.

As we move forward and approve cases, are we changing copay amounts to \$1 for April and May or will CCMS make that change nightly?

- Copayments will be adjusted automatically in CCMS

What is the guidance regarding collecting parent co-pays?

- As copays will only be \$1 for the months of April and May, IDHS/CCAP suggest that providers keep a running record of clients who will need to pay their \$1 copay once the “Shelter in Place” has ended.



# Co-payments

In regards to the reduction in co-pays to \$1 for March and April, does that apply to all CCAP families, or just the ones that have lost their jobs due to the shutdown

- The reduced copay applies to all CCAP families.

When family co-pays are lowered to \$1, will IDHS pay the difference or will centers and homes need to absorb the loss in family co-pays?

- Providers do not need to absorb the difference in family co-pays. IDHS will pay for the billed amount minus \$1 for the copay.



# Attendance Exemptions

- All day care centers and homes that close or have 20% or more of the children absent on the same day or days during the months related to COVID-19, and certify that they are paying their staff, will be reimbursed for 100% of the approved eligible days for all CCAP children cared for that month.
- Providers must submit a COVID-19 Attendance Exemption Form with their monthly certificates,



# Attendance Exemptions

- CCR&R staff are to pay 100% eligible days for any provider submitting the COVID-19 Attendance Exemption Form.
  - LE homes are not required to submit the COVID-19 Attendance Exemption Form and will be paid for all eligible days.
- Centers and licensed home providers who do not submit the COVID-19 Attendance Exemption Form will be paid according to standard CCAP policy, including the 80% Attendance Rule.



# Emergency Child Care Exemption

If we send in the COVID-19 Attendance Exemption Form will we still get paid, even though we will no longer be taking care of children, since it's a state order?

- Yes, center and licensed homes will receive 100% of days approved by CCAP as long as you submit the COVID-19 Attendance Exemption Form which certifies that you will continue to pay your staff according to their regular daily/weekly/monthly schedules.
- License-exempt home providers will also receive payment for 100% of approved days, but do not need to submit the COVID-19 Attendance Exemption Form (only the Child Care Certificate is needed).

Providers are eligible to be paid 100% of approved eligible days via the COVID-19 Attendance Exemption Form. Technically wouldn't they be paid their licensed rate?

- Yes, providers will be paid at their regular rate, as recorded in CCMS.



# Emergency Child Care Exemption

Where should I send my COVID-19 Attendance Exemption Form and monthly certificates for reimbursement?

- Send the COVID-19 Attendance Exemption Form in with your monthly certificate to your local CCR&R.

Can we still submit paperwork in the drop box?

- Each CCR&R and Site has their own procedures for submitting CCAP paperwork.
- Please check their web site and outgoing phone messages to see how they are operating during the “Shelter in Place” order.





# Emergency Child Care Exemption

How should providers that typically submit attendance through the IVR Telephone Billing System submit the COVID-19 Attendance Exemption Forms?

- If anything on the certificate needs updated (e.g. number of eligible days needs increased or changed from part to full time, a sibling also started receiving care from the provider), the provider should not enter the certificate through the IVR telephone billing system.
- Instead, please indicate what needs corrected on the certificate and return the certificate to the appropriate CCR&R.
- Please check the CCR&R's website for information on submitting documentation for processing during the Shelter in Place order.



# Emergency Child Care Exemption

How should providers that typically submit attendance through the telephone registry system submit the COVID-19 Attendance Exemption Forms?

- Licensed homes that complete a COVID-19 Attendance Exemption Form, are qualified to receive payment based on the eligible number of days rather than attended days.
  - LE Homes aren't required to submit the COVID-19 Attendance Exemption Form.
- To receive payment for eligible days, enter the total number of eligible days for each child as it is listed on your certificate when prompted for attended days by the IVR system.
- Licensed homes must submit a copy of their COVID-19 Attendance Exemption Form to the appropriate CCR&R and must maintain a copy of the form along with the certificate(s) for their own records.



# Attendance Exemptions

If I do not have sufficient funds to continue to pay staff, can I still receive the Emergency Attendance Exemption for those days in the month when I could pay staff?

- Yes, this should be written on your monthly certificate



# Billing/Payments

We are a center and have questions about the CoVid19 exception. Who can we talk to and how? We have to make a decision on closing and our HR department is talking about unemployment benefits, but this reads that we have to pay all regular hours. Can we pay in conjunction with unemployment or does 100% of the burden of payroll fall on the center if we take the Emergency Attendance Exemption?

- Please email the Office of Early Childhood Development (OECD) at: [GOV.OECD@illinois.gov](mailto:GOV.OECD@illinois.gov) with questions regarding COVID-19.
- Unfortunately, IDHS/CCAP cannot assist providers in making operational decisions.
  - However, if you submit the COVID-19 Attendance Exemption Form certifying that you are paying your staff, you will receive payment at 100% for all eligible days as the certification is based on 100% attendance that would require staff.



# Change of Provider Requests

- To best serve our families and providers during this crisis, clients may request a change in their CCAP child care provider by phone if the new provider is already certified as a CCAP provider in CCMS.
- Issue a Change of Provider form in CCMS
- Process the change in the case,
- When the form is returned, verify the information and upload into CCMS.



# Change of Provider Requests

- If the provider is not already a CCAP certified provider,
  - Issue a Change of Provider (form will need to be submitted)
  - Assist with obtaining Background Check as outlined in the CCAP Policy Manual Section 5 – Provider Qualifications.
  - Assist provider with completing a W-9 for their FEIN or social security number to be set up in The Office of the Comptroller SAMS VEN2 area in order to receive payment
- CCR&Rs are to accept the submitted Driver's License or State ID from license-exempt providers who state that the address is incorrect and cannot be updated due to closed Secretary of State facilities.



# Change of Provider Requests

The memo states we can process COP's over the phone if the new provider is already showing as certified, then issue a COP and when it is returned verify the information.

Q: If a client calls for a COP, do we ask who the new provider is, then let them know it may be done over the phone?

- Yes. This will speed the process up.



# Change of Provider Requests

The memo states we can process COP's over the phone if the new provider is already showing as certified. Then issue a COP and when it is returned verify the information.

Q: Do we need to contact the provider to ensure the information in CCMS is up to date (such as address)?

- No, provider should contact RR with updates as needed.

Q: What if the COP is not returned?

- Leave provider in place.
- Keep track and RAI after stay at home.

Q: Are we monitoring capacity?

- Yes, to the best of your ability.





# Private Pay Families

- If you are providing care to private pay families, the Department is aware of the hardship and is in current conversation regarding this matter.



# Questions

- If clients or providers have questions about child care-related responses to COVID-19, instruct them to email the Office of Early Childhood Development (OECD) at: [GOV.OECD@illinois.gov](mailto:GOV.OECD@illinois.gov).
  - OECD will answer the questions if it makes sense to, or will forward to the appropriate agency (IDHS, DCFS, etc..).
- OECD are also cataloging the questions submitted and will share with the State agencies so the issues can be considered when developing further communication and program changes.

