

Illinois Digital Child Care Assistance Program (CCAP) Application

An overview for Child Care Providers

Updated September 2025



CODE *for*
AMERICA

Access the IL Digital CCAP Application:

illinoiscaresforkids.org/applyforchildcare



English

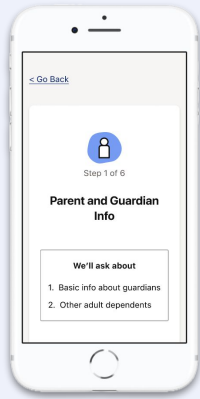


Spanish

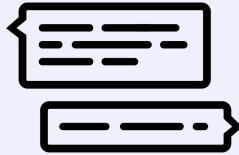
How the digital CCAP application works

illinoiscaresforkids.org/applyforchildcare

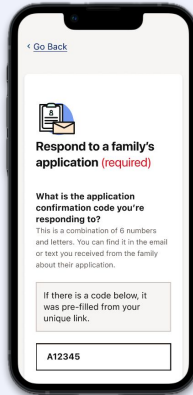
Families apply online and upload supporting documents



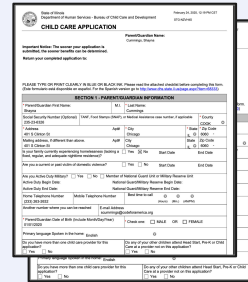
Families send their application to their provider by email or text message



Providers respond to applications online

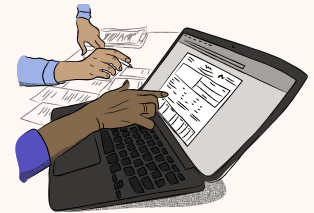


Responses are used to autofill the CCAP application form PDF



Application Processing

Application docs are delivered to the right organization for processing by eligibility workers



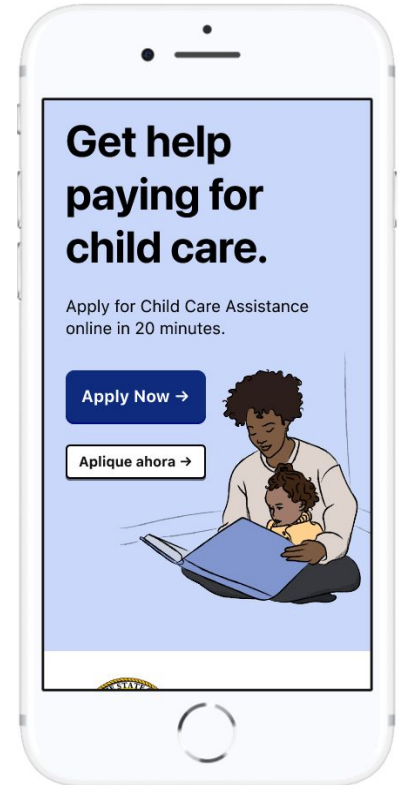
Highlights of the IL Digital CCAP Application

Applying for CCAP online is fast and easy!

- The website is mobile-friendly - apply on any smartphone, tablet or computer
- It takes **20 minutes or less for a family to complete** the application
- It takes about **5 minutes for a provider to respond** to a family's application and complete the agreement to care
- It's **easy to upload** supporting documents
- It's available in **Spanish** and **English**

The [IL Digital Application](#) is for **new** CCAP applications

- Redeterminations (REDE), Change of Provider (COP) and Change of Information (COI) need to be filled out using the correct paper form



Designed for an improved experience

The website is easy to navigate and meets users where they are

- It's easy to switch between languages (English and Spanish) at any time
 - Look for the [ENGLISH](#) [ESPAÑOL](#) buttons on every screen in the top right corner of the website
- The website is **accessible**
 - This means the experience is easy to understand for people of all abilities and education levels - including those experiencing trauma or stress, as well as users with low vision, hearing impairments, limited mobility, or sensory sensitivities
- Families are guided through the application and only asked questions relevant to their circumstances, making it easier to complete
- Once families complete the application online, they will receive a confirmation email containing their confirmation number and next steps from noreply@getchildcareil.org
- A [FAQ](#) is available at the bottom of every screen of the digital application



Submitting documents online

It's easy for families to submit documents online through the digital application

- At the end of the application, families are prompted to upload supporting documents based on the reasons they selected for care (for example, paystubs or school schedules)
- They can take a photo on with their phone, select saved files, or drag and drop saved documents

- **Document files can be in these formats:**

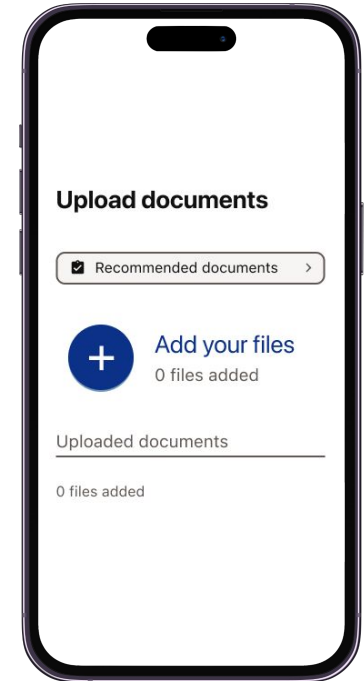
.jpg, .jpeg, .png, .pdf, .bmp, .gif, .doc, .docx, .odt, and .ods files

Up to a maximum size of 10MB

Design LLC
(00-0012345)
41 Any Street
Any Town, CA 94570

Earnings Statement
Check Number: 2810

Employee Information		Pay Date	Pay Period	Pay Schedule			
George Mathew (000-300-0909) 1839 Echo Lane San Leandro, CA 94570		Jan 06, 2023	Jan 01, 2023 to Jan 07, 2023	Weekly			
Earnings	Rate	Hours	Total	YTD	Taxes / Deductions	Current	YTD
Gross Earnings	\$15.00	40	\$600.00	\$600.00	Federal	\$35.81	\$35.81
					Medicare	\$8.70	\$8.70
					FICA	\$37.20	\$37.20
					CA State	\$9.73	\$9.73
					CA SDI	\$5.40	\$5.40
YTD Gross	YTD Taxes / Deductions	YTD Net Pay	Gross	Taxes / Deductions	Net Pay		
\$600.00	\$96.84	\$503.16	\$600.00	\$96.84	\$503.16		



For child care providers: Provider ID#

It's important to know your provider ID number

You will need this to respond to a family's application and complete the agreement to care

- Often also referred to as a CCMS ID or Child Care Management System ID
- This is a 8-15 digit number provided by the Illinois Department of Human Services (IDHS)
- It can be found on the following forms:
 - CCAP Approval Notice (Form IL444-3455 A)
 - Child Care Certificate/Certificate Report (Form IL444-3492)
 - Child Care Certificate Report for Centers (Form IL444-3492A)
 - Monthly Enrollment Report for Site Administered Providers
- As a backup measure, make sure you know your FEIN or EIN number
 - This is your Employer Identification Number, which is a federal tax ID number



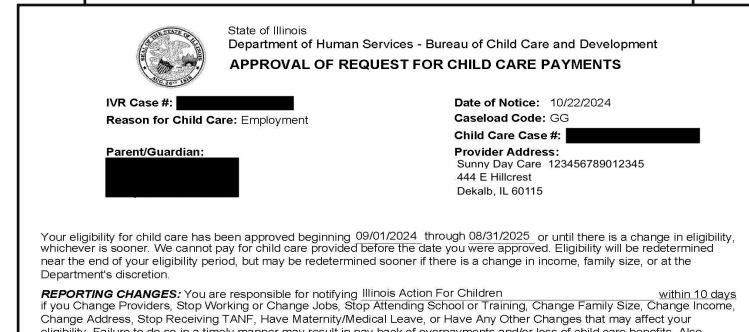
State of Illinois
Department of Human Services
CHILD CARE CERTIFICATE SUPPLEMENTAL FOR: September, 2024

VOID AFTER SIX MONTHS

Date of Issue: 10/23/2024
DHS PROVIDER ID#: 123456789012345
TYPE OF CARE: 760 - Licensed Day Care Center
MAIL THE COMPLETED REPORT TO:
Child Care Inc
403 S Clinton
Chicago, IL 60607

PROVIDER CONTRACT ADDRESS:
Sunny Day Care Inc - 123456789012345
444 E Hillcrest
Dekalb, IL 60115

LOCATION: 12
HOW MANY DAYS WAS YOUR CENTER OPEN
FOR BUSINESS DURING THE MONTH:



State of Illinois
Department of Human Services - Bureau of Child Care and Development
APPROVAL OF REQUEST FOR CHILD CARE PAYMENTS

IVR Case #: [REDACTED]
Reason for Child Care: Employment

Date of Notice: 10/22/2024
Caseload Code: GG
Child Care Case #: [REDACTED]
Provider Address:
Sunny Day Care 123456789012345
444 E Hillcrest
Dekalb, IL 60115

Parent/Guardian:
[REDACTED]

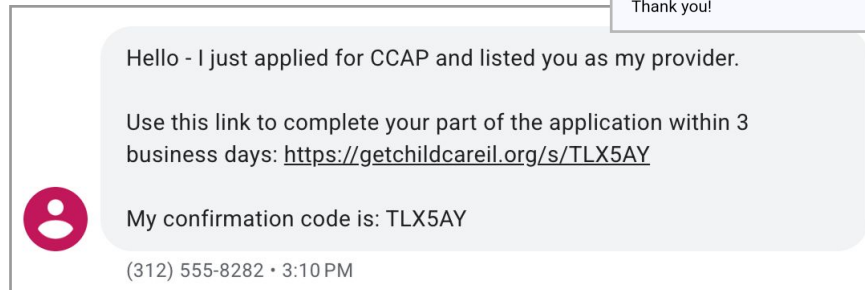
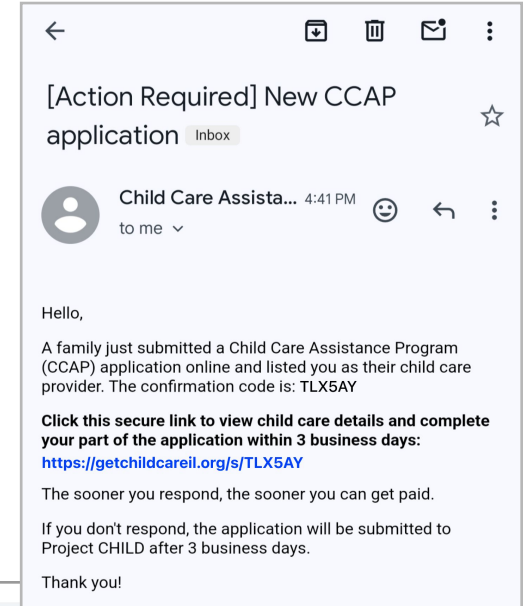
Your eligibility for child care has been approved beginning 09/01/2024 through 08/31/2025 or until there is a change in eligibility, whichever is sooner. We cannot pay for child care provided before the date you were approved. Eligibility will be redetermined near the end of your eligibility period, but may be redetermined sooner if there is a change in income, family size, or at the Department's discretion.

REPORTING CHANGES: You are responsible for notifying Illinois Action For Children within 10 days if you Change Providers, Stop Working or Change Jobs, Stop Attending School or Training, Change Family Size, Change Income, Change Address, Stop Receiving TANF, Have Maternity/Medical Leave, or Have Any Other Changes that may affect your eligibility. Failure to do so in a timely manner may result in pay back of overpayments and/or loss of child care benefits. Also

For child care providers: email/text notifications

Have a dedicated email address or mobile phone number to use for digital CCAP applications and share it with families

- When a family applies for CCAP online, **you will receive an email from noreply@getchildcareil.org or a text message from the family**
- Each provider decides if they prefer to use email or text message. This decision may depend on whether you are a child care center or a home-care provider
- **Always share** this email or mobile phone number with families when you speak with them
- The email or text message you receive will include a unique **6-digit confirmation code** and a **secure link**



For child care providers: responding to an application

Respond to a digital application and complete the agreement to care

- Respond to a family's application and complete the agreement to care **within 3 business days**
- This should take **5 minutes or less**
- Once complete, you will receive a confirmation email of your response from noreply@getchilcareil.org
- If you don't respond within 3 business days, the family's application will be submitted to the processing org without your agreement to care. You will still need to fill this out at a later date

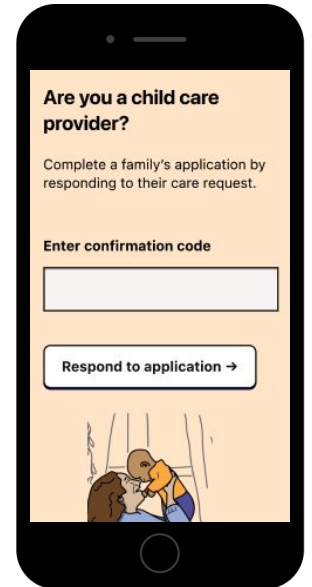
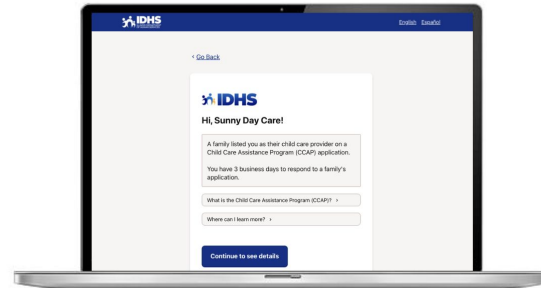
There are two ways you can respond to an application

EITHER:

- Use the **secure link** you received in the email or text message

OR:

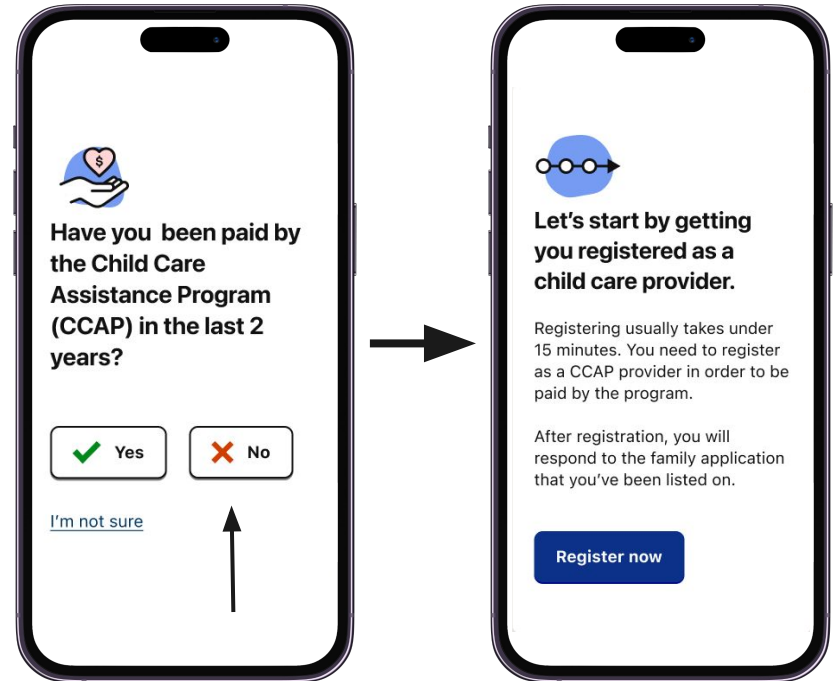
- Go to illinoiscaresforkids.org/applyforchildcare, scroll down the home page to the orange section that says **“Are you a provider?”** and enter the **6-digit confirmation code** you received



Bonus: register to be a CCAP child care provider

A friend, family member, or neighbor can also be a CCAP provider

- Friends, family members, or neighbors that take care of someone's child, **can apply to become an eligible CCAP provider.**
- If a center is unable to care for someone's child for any reason, you can let a family know this is another option for them
- Have the family fill out the online CCAP application. When their chosen provider (friend, family, neighbor) responds to the application to complete the agreement to care, **they will be prompted to register for CCAP**
- This process should **take 15 minutes or less** to complete



Information and resources available

Everything can be found at this link: [CCAP Provider Resource Hub - Gateways to Opportunity](#)

Resource Hub for Providers

1-Pager Introduction

Overview Video

Outreach Flyers for Families

The image shows a screenshot of the 'IL Online CCAP Application: Provider Resources' webpage. The page includes a video player for an 'Overview of the new online CCAP application' and a document titled 'New Illinois Digital Child Care Assistance Program (CCAP) Application Child Care Provider Guide'. A green overlay at the bottom of the screenshot reads: 'Illinois Digital Child Care Assistance Program (CCAP) Application An overview for Child Care Providers Updated June 2025'. Logos for IDHS, Illinois CARES, and CODE FOR AMERICA are visible at the bottom.

The 1-pager introduction document is titled 'ONLINE APPLICATION FOR THE CHILD CARE ASSISTANCE PROGRAM' and includes a QR code. It is divided into sections: 'HOW IT WORKS', 'WHERE IT'S AVAILABLE', 'FOR FAMILIES', and 'FOR PROVIDERS'. The 'WHERE IT'S AVAILABLE' section lists counties: Cook, DuPage, Kane, Kendall, Madison, McHenry, DeKalb, Grundy, Kane, Kankakee, Lake, LaSalle, Macon, McDonough, Morgan, Peoria, Rock Island, St. Clair, and Will. The 'FOR FAMILIES' section lists requirements such as being a resident of Illinois, having a Social Security Number, and being the primary caregiver. The 'FOR PROVIDERS' section lists requirements such as being a licensed child care provider, having a valid license, and being a resident of Illinois.

The video thumbnail features the text 'Get help paying for child care.' and 'Apply for Child Care Assistance online in 20 minutes'. It shows a person sitting at a desk with a laptop, with a play button icon overlaid on the screen.

The outreach flyer is titled 'Need help paying for child care?' and includes the text 'Apply for Child Care Assistance online in 20 minutes!'. It provides contact information for the Department of Human Services, including the phone number (312) 823-1100 and the website www.getchildcareil.org/gethelp-wfc.asp. It also features a QR code and logos for IDHS, Illinois CARES, and CODE FOR AMERICA.

Questions and feedback

For questions about the CCAP program or a specific CCAP application, contact your local Child Care Resource & Referral (CCR&R) agency or Site Administrator.

To find your local CCR&R visit: <https://www.inccrra.org/about/sdasearch>

Families and providers can also contact the **Illinois Department of Human Services Department of Early Childhood (IDHS DEC)** at: support@illinois3520.zendesk.com

- To provide feedback on the experience of using the IL Digital CCAP Application
- To report a bug or issue with the IL Digital CCAP Application



Illinois Child Care Assistance Program (CCAP)

Testing the IL Digital CCAP Application using the staging/demo site

staging.getchildcareil.org

The staging (demo) site for the digital CCAP application

Test using this site: staging.getchildcareil.org

IMPORTANT TO KNOW:

- The staging, or demo website, is **exactly the same as the live site and exists specifically for testing the digital CCAP application.**
- **Only use the staging/demo site for testing. Do not use** the live site for testing
- Ensure the site you use for testing has a **red banner at the top that says 'EXAMPLE SITE'**

This is important in order to avoid sending fake applications to CCR&Rs and Site Administrators for processing

Test applications submitted on the staging/demo site are routed to the state's Child Care Management System (CCMS) UAT (Testing) environment, which is cleared out monthly

- **Please do not enter real personal information into the demo site**
- Use this staging/demo site to explore the existing version of the online CCAP application. Try different personas to see a variety of screens and logic flows
- You can go through the application flow in the staging/demo site as many times as you want

Steps for the full family application and provider response experience

Follow these steps for the family application experience

As you go through the application online:

- For testing purposes, choose any county from the drop down, even if you use a different address later on. (The current list is limited to where the online application is currently live)
- When asked “have you chosen a child care provider” say **‘yes’**. This will allow you to go through the provider response flow later on
- When entering the contact information for the **provider, use your own email address** (all other info should be made up). This will later send you an email as if you were the chosen provider so you can respond to the child care arrangement
 - If you want to test the text messaging function by going through the application on a smartphone, then you’ll need to enter your own mobile phone number
- When prompted, also **enter your own email address as the applicant**. This will allow you to experience receiving the confirmation email that the family/applicant gets at the end
- If you followed these testing steps, after completing Section 6 in the family application, you should receive two emails 1) the confirmation email the family receives, and 2) the notification the chosen provider receives

Steps for the full family application and provider response experience (cont)

After completing the family application, follow these steps to experience the provider response / agreement to care experience, or try registering as a new CCAP provider

- After completing the family application, you should receive an email (or text message) as if you were the chosen child care provider. **This email will have a link and a unique confirmation code.** For testing purposes the confirmation codes start with 'STG' followed by 6-digits. Follow the instructions and link in the email
- You can also go to the homepage of the staging/demo website and respond to the family's application directly from there:
 - Go to staging.getchildcareil.org and scroll down the page to the provider section in orange, and enter the **confirmation code** you received in the email (or text message)
- Once you're in the provider flow, it will ask if you've been paid by CCAP - say **yes** to complete the agreement to care
- You will need a Provider ID #, you can use either of these we've set-up for testing:
 - 12345678901
 - 12345678902
- If you say you have **not been paid by CCAP**, you will be taken through the new provider registration flow. This flow allows providers to register for CCAP for the first time. Feel free to explore this experience as well