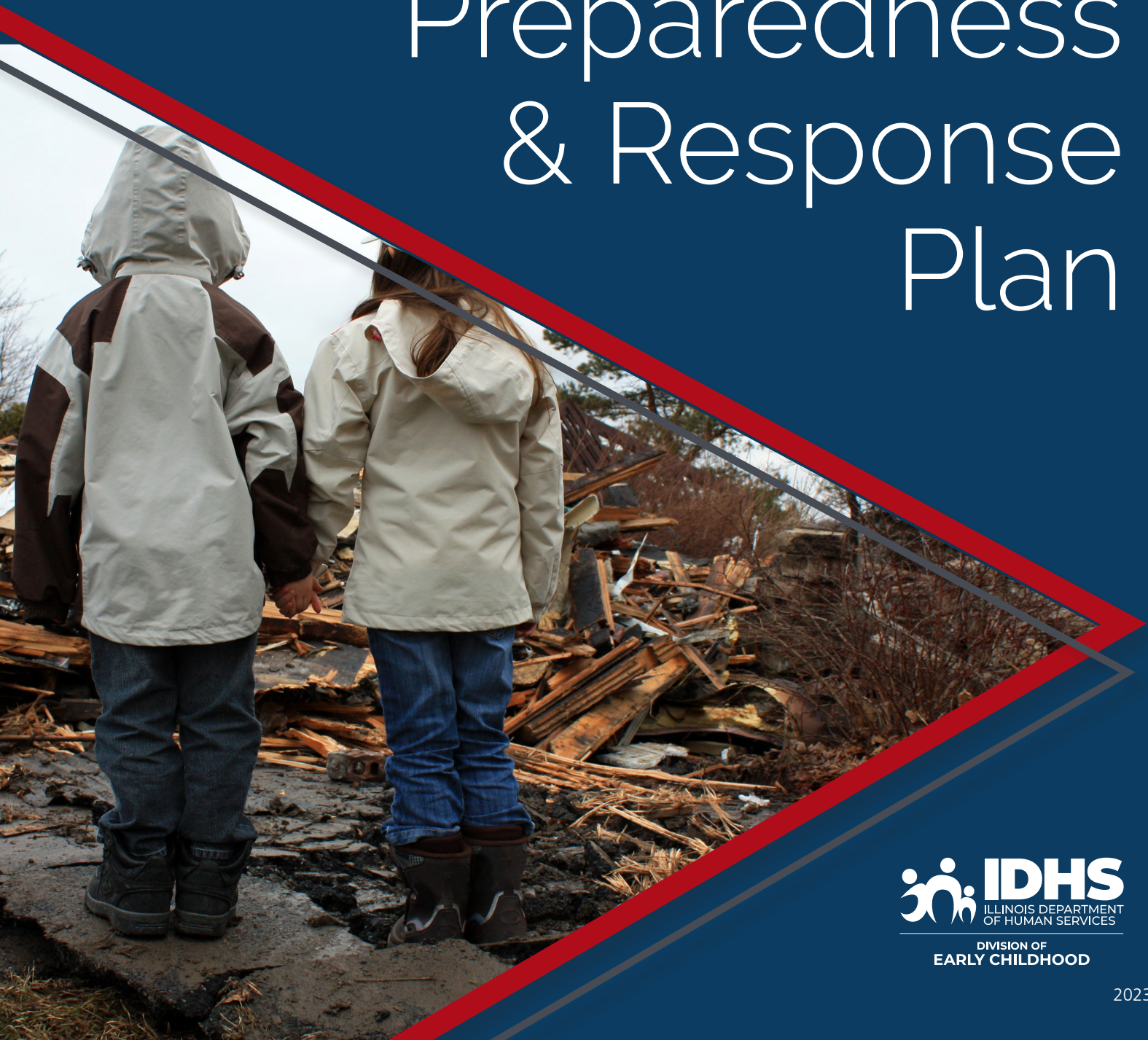


ILLINOIS STATEWIDE

Child Care Emergency Preparedness & Response Plan



Illinois Statewide

Child Care Emergency Preparedness & Response Plan

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Illinois Child Care EPR Plan

Child Care Emergency Preparedness Task Force

The Illinois Department of Human Services Division of Early Childhood appreciates the involvement and support given to this project by the agencies and organizations listed below.

ACF Region V Emergency Management

ACF Office of Child Care, Region V

American Red Cross

Ann and Robert H. Lurie Children's Hospital of Chicago

Community Coordinated Child Care

Federal Emergency Management Agency

Governor's Office of Early Childhood Development

Illinois Department of Children and Family Services

Illinois Department of Human Services

Illinois Department of Public Health

Illinois Early Learning Council

Illinois Emergency Management Agency

Illinois Head Start Association

Illinois Home Day Care Association

Illinois Network of Child Care Resource and Referral Agencies

Illinois State Board of Education

Kids Above All Family Child Care Networks

Project CHILD: Child Care Resource and Referral

West Central Child Care Connection

Chapter 1

Approval and Implementation

Introduction

TO: Illinois Department of Human Services (IDHS) Division of Early Childhood Staff
Illinois Department of Children and Family Services (IDCF) Licensing Staff
Illinois Network of Child Care Resource and Referral Agencies (INCCRRA) Staff
Local Child Care Resource and Referral Agencies (CCR&R) Staff

FROM: Illinois Department of Human Services Division of Early Childhood

SUBJECT: Illinois Child Care Emergency Preparedness Plan

With this notice, we are pleased to announce the Illinois Child Care Emergency Preparedness Plan (the Plan) as policy, effective September 1, 2016, reviewed each year and updated in 2023. The Plan provides the framework for preparedness, response, and recovery activities for child care subsidy and child care licensing in the event of a significant emergency in Illinois. The Plan provides a structure for IDHS, IDCF, INCCRRA, and CCR&Rs to work in a coordinated effort during emergency response and recovery, and provides guidance to child care providers, families, and stakeholders about what they can expect from IDHS, IDCF and the Illinois Child Care Resource and Referral System.

Several disasters, such as the Joplin, Missouri tornadoes and Super Storm Sandy, have brought to light the important issue of child care following disasters. When child care facilities are damaged and unable to continue providing services, it places a great deal of additional stress on families that are already trying to recover from the disaster. Child care is a critical component of the community infrastructure and helps children return to normalcy, while coping with the traumatic effects of the disaster.

Ensuring the well-being of children is one of the highest objectives at the federal Administration for Children and Families (ACF). The Child Care and Development Block Grant of 2014 (CCDBG) requires states to develop statewide child care disaster plans so they are prepared to keep child care services going after a disaster.

The Plan was developed by the IDHS Division of Early Childhood, IDCF Office of Licensing, and INCCRRA with the assistance of many stakeholders on federal, state, and local levels of emergency management and child care services to Illinois families. The list is long and includes the federal, state, and local agencies and organizations listed on page ii.

Thank you for the role you will play in the response to and recovery from disasters that impact the child care infrastructure. Please contact the IDHS Division of Early Childhood Emergency Preparedness/ Disaster Coordinator, if you have questions or need assistance in implementing this plan.

Plan

Purpose

The purpose of this document is to provide guidance and procedures for the IDHS Division of Early Childhood (IDHS-DEC) and the IDCFS Division of Day Care Licensing to respond to a disaster that significantly affects a community's child care infrastructure. The Plan outlines the roles and responsibilities of IDHS-DEC, Licensing, and partner organizations in providing support to child care providers and families affected by a disaster.

The key emergency response functions relating to child care in IDHS and IDCFS are:

- Support the safety and well-being of children in child care through continued licensing efforts
- Provide technical assistance for the provision of temporary or emergency child care
- Continue child care subsidy payments to providers
- Continue eligibility determinations and subsidy authorizations for families
- Continue the approval of in-home and relative child care providers
- Disseminate information to providers and families regarding disaster assistance and recovery
- Participate in requested disaster response requests from the State Emergency Operations Center (SEOC) in support of the Illinois Emergency Operations Plan (IEOP) Emergency Support Function (ESF) #6 Mass Care, Housing, and Human Services
- Coordinate with partner organizations, including, the Illinois Network of Child Care Resource and Referral Agencies (INCCRRA); the American Red Cross (ARC); and other non-governmental organizations that support the needs of children and families during disaster
- Coordinate with governmental partners, such as the Illinois Department of Public Health (IDPH), The Office of the State Fire Marshal, and other state and local governmental entities that support the needs of children and families during disaster

Scope of the EPR

This document is prepared by the Illinois Child Care and Development Fund (CCDF), lead agency, the Illinois Department of Human Services (IDHS). The document outlines the roles and responsibilities of IDHS and IDCFS, key supporting agencies, to prepare for, to respond to, and to recover from a disaster that significantly affects a community's child care infrastructure.

The Plan focuses on:

- Licensed child care centers, family child care homes group child care homes, and license-exempt child care providers who are participating in the Child Care Assistance Program (CCAP)
- The children in care in these programs
- Families who receive child care subsidies

The Plan excludes (because these locations frequently change and the state's oversight of these child care settings is limited by statute):

- License-exempt providers who are relatives of the children in their care
- License-exempt providers who provide care in the child's home, given there are no other unrelated children who are cared for in the home

This document addresses the IDHS and IDCFS functions related to licensed child care, CCAP, and community-based Head Start and Preschool for All programs. License-exempt providers are required to follow IDHS -CCAP Health and Safety Standards as well as maintain a written Emergency Preparedness and Response Plan detailing the providers' disaster operations. This can be verified in the Health and Safety Standards Checklist.

The Illinois Department of Human Services (IDHS) is the CCDF Lead Agency and, as such, provides policy and oversight for the Child Care Assistance Program (CCAP). This includes eligibility determination, authorization of services, and the payment of providers. The Department of Children and Family Services (IDCFS) has statutory authority over the regulations of licensed child care centers, family child care homes and group child care homes.

This document aims to ensure preparedness for emergency/disaster situations and highlights a "worst likely scenario" approach to planning. A "worst likely scenario" in Illinois could include an active threat of violence, or a weather-related disaster such as a tornado, winter storm, or flood which impacts utilities, shelter, transportation, and critical infrastructure.

Assumptions

- Child care is an integral and essential part of a community's economic viability and should be restored as soon as possible following an event.
- Licensed child care providers have their own emergency and disaster plan, train and exercise these plans, and disseminate them to families.
- The resource and referral network for Illinois, the Illinois Network of Child Care Resource and Referral Agencies (INCCRRA) plays an essential role in providing timely information to providers, families, and communities.
- This document is consistent with other state disaster planning documents.
- IDHS and IDCFS will adhere to the principles of the National Incident Management System and the structures of the Incident Command System in its response operations.
- The event (disaster) is manageable when:
 - Minimal utilities are operational, including power, water, and gas; and
 - Basic communication services such as phone and internet are operational or will be operational within 3-7 days.
- Time frames in the Plan are approximate and may vary depending on the extent of the damage.

Chapter 2

Overview of Child Care, Head Start, and Preschool for All in Illinois

1. The **Illinois Department of Human Services** (IDHS) is responsible for:
 - a. The management and administration of the child care programs funded by the federal Child Care Development Fund (CCDF), including but not limited to:
 - i. Child Care Assistance Program (CCAP)
 - ii. Child care quality improvement initiatives
 - iii. Early childhood professional development initiatives
 - iv. Statewide Child Care Emergency Preparedness Plan
 - b. IDHS maintains contracts with INCCRRA and local CCR&R agencies to:
 - i. Provide child care consumers with referrals and information regarding licensed providers in their community
 - ii. Provide training and technical assistance (TA) to child care providers to improve the quality of care they offer
 - iii. Work with child care stakeholders to expand the availability of high-quality child care

Note: More information about the local CCR&Rs can be found in Appendix XI.

- c. Child Care Subsidies
 - i. IDHS administers the Illinois Child Care Assistance Program (CCAP) for families of low income, who are working or attending approved education programs.
 - ii. The CCAP subsidy program is implemented by IDHS and managed through contracts with the local CCR&Rs and contracted Site Administered child care providers throughout the state. Families can apply for CCAP online or by paper application, which can be submitted to the appropriate CCR&R or Site Administered Provider via mail, fax, or in-person. Child care assistance is authorized to eligible children so the families/guardians can engage in work or other approved activities. Eligible families are approved for up to 12 months of child care assistance at a time and must pay a monthly co-payment to the provider based on family size and income.
- d. License-Exempt Child Care
 - i. The State of Illinois pays child care subsidies to qualified providers who are exempt from licensing including: centers (with exemption verification from IDCFS); relative or non-relative caring for no more than 3 children in their or the child's home (unless all children are related). All license-exempt child care providers must pass a background check and attest to meeting certain health and safety standards. Non-relative providers must complete all required health, safety, and child development training to participate in CCAP.

2. The **Illinois Department of Children and Family Services** (IDCFS) is responsible for:
 - a. The promulgation and implementation of licensing standards for child care facilities, defined below.
 - b. Licensed child care: In accordance with The Child Care Act of 1969, the State of Illinois requires facilities (with some exceptions) and individuals to be licensed.
 - c. IDCFS licenses three types of child care:
 - i. Child Care Center: more than 3 children in a building other than the provider's home
 - ii. Family Child Care Home: up to 8 children including the provider's own under age 12 years; 4 additional school-aged children may be cared for depending on the presence of an assistant
 - iii. Group Child Care Home: up to 12 children including the provider's own under age 12 years with an assistant; 4 additional school-aged children may be cared for depending on the presence of an additional assistant
 - d. Applicants interested in becoming licensed child care providers need to contact IDCFS, complete an optional orientation, and apply for a license. An IDCFS Licensing Representative inspects the facility/home and verifies licensing requirements are met before issuing a permit and/or license. IDCFS Licensing Offices are listed in Appendix XII.
3. The **Illinois State Board of Education** (ISBE) is responsible for:
 - a. Preschool for All, for Children from 3 to 5 Years, Early Childhood provides funding for the Preschool for All (PFA) program. The long-term goal of the Preschool for All program is to provide educational services to all 3-to-5-year old children whose families choose to participate. The Preschool for All program focuses on providing high-quality educational programs for children who are determined to be at risk of academic failure. It also provides funding for programs serving families of low to moderate income whose children are not considered to be at-risk academically and other families that choose to participate. Some PFA programs are located in licensed child care centers.
 - b. Birth to Age 3 Years, for Children from Birth to 3, Early Childhood provides funding for the Prevention Initiative for Programs Offering Coordinated Services to At-Risk Children and Their Families to include a parental training component. The aim of the Prevention Initiative is to provide early, continuous, intensive, and comprehensive child development and family support services to help families build a strong foundation for learning to prepare children for later school success.
4. The **Federal Administration for Children and Families** (ACF) is responsible for:
 - a. Head Start and Early Head Start programs (HS/EHS): HS/EHS programs support the comprehensive development of children from birth to 5 years in a variety of settings. In Illinois, Head Start programs are licensed by IDCFS, unless they are operated by a school district; and Early Head Start programs are all licensed because they provide services for children younger than 3 years of age.

Chapter 3

Emergency Management, Preparedness, Response, and Recovery Cycle

Emergency management is best conceptualized as a cycle of planning and preparedness activities, response, and recovery. The more complete the preparedness, the shorter the response and recovery time for any emergency.

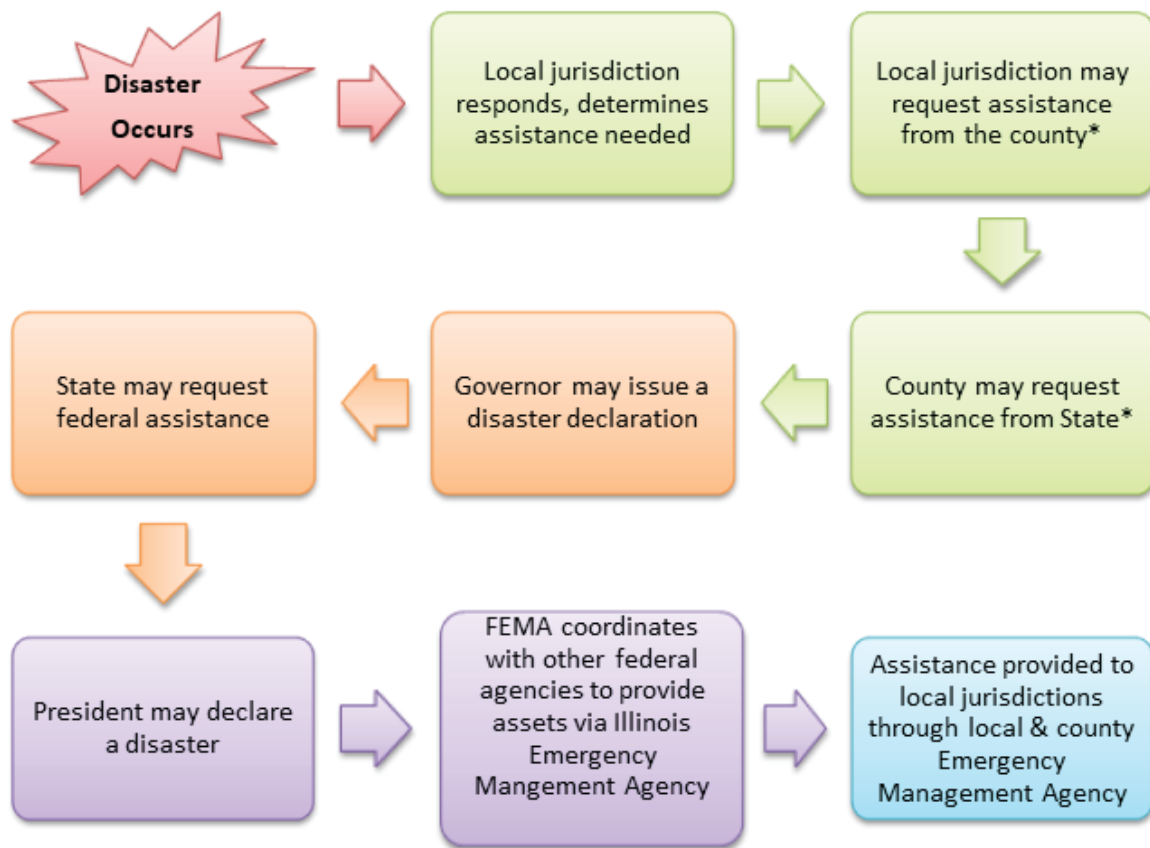
- **Preparedness** – Preparedness includes activities and planning that allows agencies to prepare for emergency and disaster situations during times of non-emergencies or disasters. The preparedness phase also involves training staff on emergency preparedness plans and developing relationships between agencies and people who are likely to be involved in response activities. Testing plans and exercises are also a critical part of being prepared. Preparedness activities to be completed by all agencies involved in this plan are included in the Preparation Overview table (pages 12-13).
- **Response** – The response is initiated as soon as it is determined assistance is required and able to be provided, which is usually immediately after the disaster incident occurs. During this phase the agencies implement the plans that have been created for the preparedness phase. The response requires agencies to participate in activities to assess the status of child care infrastructure and support the resumption of child care activities in the disaster affected area. Activities to be complete in the response phase by the agencies involved in this plan are included in the Response Overview table (pages 14-15). Most disasters in Illinois begin to transition to the recovery phase 72 hours after the disaster begins. Sometimes, disasters are sequential and compounding – as with flooding – and the response is prolonged. The purpose of the response is to meet the immediate life-needs of those directly impacted.
- **Recovery** – As soon as the agencies and licensed child care infrastructure are no longer immediately responding and no longer overwhelmed, the response phase ends. The recovery continues until the child care infrastructure has resumed normal operation or all activities are complete and there is a new child care infrastructure. Recovery activities to be completed by all the agencies involved in this plan are included in the Recovery Overview table (page 16). Recovery is intended to help providers get back on their feet and establish their “new normal” mode of operating, if possible. In many cases, disaster assistance will not make providers “whole” or restore them immediately to their previous level of operations.

Timeline — Disaster Preparedness, Response, Recovery

Preparedness	Response	Recovery
<i>Partnering</i>		
<i>Training</i>		
<i>Communications</i> ----->		
	<i>Relocation of children</i>	
	<i>Reunification of families</i> ----->	
	<i>IDCFS/IDHS-DEC provider needs assessment (should be repeated)</i> ----->	
	<i>Temporary child care (facilitate)</i> ----->	
	<i>Special licensing policies</i> ----->	
	<i>Continued payment (CCAP providers)</i> ----->	
	<i>Continued CCAP eligibility determination</i> ----->	
	<i>Emergency child care</i> ----->	

Disaster Proclamation and Response Process

All disasters and all responses begin and end at the local level. When a local jurisdiction experiences an incident that exceeds its capacity to respond, the jurisdiction may request assistance from its county/ regional emergency management office. If the county believes that it needs additional resources to meet the need, it may request assistance from other counties or from the state, through the Illinois Emergency Management Agency (IEMA). The Governor may proclaim a "State of Emergency" for a portion of the state or the entire state and invoke response and recovery actions. If the state believes the impact of the disaster exceeds its capacity to respond, the state then requests assistance from the federal government. If the President declares a federal disaster in the state, the state may then request assistance from FEMA.



* If additional assistance is needed, the request is made to the larger jurisdiction.

Chapter 4

Child Care Roles, Responsibilities, Critical Activities, and Tools

Plan Development and Maintenance

The IDHS-DEC is responsible for approving and implementing this plan. The IDHS-DEC Emergency Preparedness/Disaster Coordinator is responsible for the continued development and maintenance of the Plan. Following approval, the Plan will be reviewed on an annual basis by IDHS in coordination with IDCFS and INCCRRA representatives.

Communication

Communication protocols are included throughout this Plan and will be reviewed and updated as indicated above.

Child Care Emergency Preparedness (CCEP) Task Force

The Task Force was formed in 2015 to finalize an emergency preparedness plan for the child care infrastructure in Illinois. The committee has been led by IDHS staff within the Division of Early Childhood with representatives from IDCFS Licensing, ISBE Division of Early Childhood, Head Start and INCCRRA/CCR&Rs.

Following a disaster, a work group will be convened by the IDHS-DEC to coordinate assessment, response and recovery efforts relating to the child care infrastructure. The entities involved in the work group will depend on the severity of the disaster, including but not limited to:

- CCEP Task Force
- ACF Office of Child Care, Region V
- ACF Region V Emergency Management
- Illinois Department of Public Health
- Office of the State Fire Marshal
- Voluntary Organizations Active in Disaster (VOAD)
- American Red Cross of Illinois (ARC)
- Save the Children

Designees for Joint Response:

- The IDHS Child Care Administrator or designee will:
 - Work with IDCFS and INCCRRA regarding child care issues of common concern following a disaster
 - Be the point of contact for data sharing issues
 - Be the secondary liaison to the State Incident Response Center through the IDHS OSEP liaison
- The IDHS-DEC Contracts and Payments Manager will serve as the point of contact for issues related to payment continuity.

- The Bureau Chief of Subsidy Management will serve as the point of contact for issues related to continuity of subsidy eligibility determinations, and adjustments in subsidy payments.
- The IDCFS Child Care Licensing Associate Deputy Director will be the point of contact issues related for initial assessments, emergency licenses, or other documents.
- The INCCRRA Emergency Coordinator will be the point of contact for the issues related to the Child Care Resource and Referral agencies.

Initial Assessment Tool

IDHS and IDCFS have developed an Initial Assessment Tool for use with child care providers. Day Care Licensing Representatives from around the state will be assigned to complete these initial assessments, either by phone or in person, if possible. INCCRRA/CCR&R staff may assist if requested. The information collected from this tool will be shared with stakeholders such as INCCRRA, IDHS, and ACF. Individual provider information from the assessment will be entered in the Statewide Provider Database by the appropriate CCR&R.

Illinois Law, Regulation, and Policies

IDHS and IDCFS will identify laws, rules, regulations, and policies that may be considered for revision in the event of a disaster. If laws and/or regulations are revised, either through an Executive Order, as part of the Governor’s Declaration Proclamation, or through an Exception to Rule, the CCDF Administrator will review the changes and consult the ACF Region V Office of Child Care to determine whether an amendment to Illinois’ CCDF Plan is necessary.

Child Care Emergency Contact List

The IDHS Child Care Administrator or designee for the IDHS-DEC is responsible for maintaining an updated contact list of people involved in the operations to support families in accessing child care; and child care providers in offering safe, healthy and nurturing services. The list includes email, work, and cell phone numbers of the following positions:

• Illinois Department of Human Services (IDHS)

- Bureau of Emergency Preparedness and Response (BEPR)
- Bureau Chief, Emergency Preparedness and Response
- Child Care Administrator
- Associate Director of Programs, IDHS-DEC
- Associate Director of Operations, IDHS-DEC
- Child Care Emergency Preparedness/Disaster Coordinator

• Illinois Department of Children and Family Services (IDCFS)

- Deputy Director, Division of Licensing
- Associate Deputy Director, Division of Child Care Licensing

- **State Emergency Operations Center (SEOC)**
 - Illinois Emergency Management Agency Duty Desk
- **Illinois Network of Child Care Resource & Referral Agencies (INCCRRA)**
 - Senior Director, Data & Research
 - Senior Director, Learning & Development
 - Senior Director, Strategic Communications
- **Administration for Children and Families (ACF)**
 - Region V Office of Child Care Manager
 - Region V OCC Program Specialist - IL

Disaster Preparedness Training for Child Care Providers, including CCR&Rs

Disaster Preparedness Training is available online for child care providers, CCR&R staff, etc. (see Appendix IX). Successful completion of this training is tracked by the Gateways Registry. INCCRRA assists the local CCR&Rs with the required materials, etc. INCCRRA annually reviews the online EPR curriculum for child care providers and updates as needed.

Preparation Overview — Roles

Critical Activities & Capabilities	IDHS	IDCFS	INCCRRA / CCR&Rs
Plan Development & Maintenance	Develop an emergency preparedness plan for child care in Illinois. Review at least annually and revise as needed. <ul style="list-style-type: none"> • Train appropriate IDHS staff on the Plan • Design and implement an exercise to test the plan (see Appendix IV) 	Participate in the child care emergency preparedness planning cycle under IDHS's lead <ul style="list-style-type: none"> • Train appropriate IDCFS staff on the Plan • Support IDHS in designing and implementing an exercise to test the plan • Staff will be trained prior to each roll out 	Participate in the child care emergency preparedness planning cycle under IDHS's lead <ul style="list-style-type: none"> • Train appropriate INCCRRA/CCR&R staff on the Plan • Participate in the exercise to test the plan (see Appendix IV) • Work days and meetings convened as needed
Communication See Chapter 5 for details	Lead the process for developing collaborative communication protocols for sharing information regarding child care following a disaster. <ul style="list-style-type: none"> • Include in the Plan 	Participate in the development of the communication protocols for sharing information following a disaster. This will be a continued process as things develop and change. However, the key components, contact and the lines of communication will remain unchanged.	Development of the communication protocols for sharing information following a disaster. Completed and included within current EPR Plan.
Child Care Emergency Preparedness Committee	Convene the IL Child Care Emergency Preparedness Committee – Emergency Preparedness/Disaster Coordinator.	Participate on IL Child Care Emergency Preparedness Committee.	Participate on the IL Child Care Emergency Preparedness Committee (includes Senior Director of Learning & Development and Senior Director of Data & Research).
Continuity of Operation Plans (COOP)	Develop and maintain a COOP that addresses vital IDHS child care services and interdependencies with IDCFS and other agencies. <ul style="list-style-type: none"> • Develop continuity plans for CCR&R subsidy and referral functions during a disaster. • Develop an appropriate backup for data systems and other vital records. 	Develop and maintain a COOP that addresses IDCFS vital child care services and interdependencies with IDHS and other agencies. <ul style="list-style-type: none"> • Develop continuity plans for licensing functions during a disaster. • Develop an appropriate backup of data systems and other vital records. 	Develop and maintain a COOP that addresses INCCRRA vital services and interdependencies with IDCFS and IDHS. <ul style="list-style-type: none"> • Develop and maintain continuity plans for support to CCR&Rs during a disaster. • Develop an appropriate backup of data systems and other vital records.
Designee for Joint Response	Designate one or more staff to work directly with IDCFS and other state agencies to plan and respond to disasters that impact child care. Designate representative to consult and coordinate with the IDHS Bureau of Emergency Preparedness and Response and IDHS State Incident Response Liaison. Designated staff: Emergency/ Disaster Preparedness Coordinator	Designate one or more staff to work directly with IDHS and other state agencies to plan and respond to disasters that impact child care. Designated staff will communicate to state EOC the immediate response needs (food, shelter, relocation of children, etc.) related to child care from child care providers and local jurisdictions. Designated Staff: Deputy and the Associate Deputy assisted by Regional and Public Services Licensing Administrators	INCCRRA – Designate one or more staff as contacts for: <ul style="list-style-type: none"> • IDHS-DEC staff – both program and MIS • IDCFS Licensing Reps Local CCR&Rs – Designate one or more staff as contacts for: <ul style="list-style-type: none"> • IDHS-DEC staff – both program and MIS • IDCFS Licensing Reps • Point person identified at each CCR&R, designees at INCCRRA
Initial Assessment	In partnership with IDCFS, develop an Initial Assessment Tool to determine the status of providers post disaster. A tool has been developed and is in use. Review of the tool will be conducted annually.	In partnership with IDHS, develop an Initial Assessment Tool to determine the status of providers post disaster. A tool has been developed in partnership with IDHS & INCCRRA.	Participated in the development of an Initial Assessment Tool to determine the status of providers post disaster. Tool developed with IDHS, IDCFS and INCCRRA.

Preparation Overview — Roles (Continued)

Critical Activities & Capabilities	IDHS	IDDFS	INCCRRA / CCR&Rs
Policies & Regulations Review	To the extent possible, prior to a disaster, identify IL administrative rules and policies regarding child care subsidy that may need to be waived, changed, or amended during the response .	To the extent possible, prior to a disaster, identify IL administrative rules and policies regarding child care licensing that may need to be waived, changed, or amended during the response.	Identify potential contract revisions needed to enable INCCRRA/CCR&Rs to assist with recovery efforts. Included in current EPR Plan; a tool has been developed in partnership with IDDFS, INCCRRA and IDHS.
Emergency Contact List	Maintain, update, and distribute the IL child care emergency response contact list on a quarterly basis. Emergency Preparedness/Disaster Coordinator.	Keep the updated child care emergency response contact list accessible. Keep IDDFS contact information current.	Keep the updated child care emergency response contact list accessible. Keep INCCRRA contact information current.
Provider Preparedness	Develop event exercises to test the plan (see Appendix IV). Emergency Preparedness Manual for Early Childhood Programs has been distributed to CCR&Rs. Make training and planning materials available for CCR&Rs and providers. Support INCCRRA and CCR&Rs in their efforts to train child care providers. Emergency Preparedness /Disaster Coordinator	Monitor licensed providers for compliance with licensing standards related to emergency preparedness plans and supplies. Provide technical assistance and sample plan templates to providers.	Promote and/or provide training and technical assistance to providers and families around disaster preparedness. Utilize the Emergency Preparedness for Child Care online training posted on i-learning site; resources and plan readily available on i-learning website.

ACF Role:

- Assist in Illinois' emergency planning efforts for child care

Response Overview — Roles

Critical Activities & Capabilities	IDHS	IDCFS	INCCRRA / CCR&Rs
Plan Development & Maintenance	Activate the child care emergency response plan when needed.	Implement designated roles in the Plan. Ongoing roles have and are being established as staff leave for new roles.	Implement designated roles in the plan. Outlined within EPR Plan in detail.
Communication See Chapter 5 for details	Implement communication protocols for: <ul style="list-style-type: none"> Collecting from CCR&Rs, child care providers and communities Disseminating information to partners, providers and families Sharing information among agencies and organizations 	Implement communication protocols as outlined in this Plan, see page 23.	Implement communication protocols as outlined in this Plan, see page 23. Outlined within EPR plan in detail, include INCCRRA Strategic Communications.
Child Care Emergency Preparedness Committee	Activate an IL Child Care Emergency Preparedness Committee as needed with support from ACF. Meetings may range from daily conference calls to in-person meetings.	Participate on IL Child Care Emergency Preparedness Committee, if convened.	Participate on IL Child Care Emergency Preparedness Committee, if convened. Designees for INCCRRA and CCR&Rs identified and available.
Continuity of Operation Plans (COOP)	Implement the Child Care COOP to continue operations that address IDHS vital child care services and interdependencies with IDCFS. <ul style="list-style-type: none"> Implement continuity plans, as indicated, for child care subsidy payments and authorizations, and approval of child care providers during a disaster. Keep data systems working and vital records secure. Use back-up systems as needed. Communicate with INCCRRA/CCR&Rs 	Implement the Child Care COOP to continue operations that address vital child care services and interdependencies with IDHS and IDCFS. <ul style="list-style-type: none"> Implement continuity plans for licensing functions during a disaster Keep data systems working and vital records secure. Use back-up systems as needed. 	<ul style="list-style-type: none"> Implement plan to continue child care referrals, provider support, and CCAP functions. Keep data systems working and vital records secure. Use back-up systems as needed. Outlined within plan in detail, processes informed and supported by INCCRRA and CCR&R designees.
Designee for Joint Response	Designated staff will continue to communicate with the following: <ul style="list-style-type: none"> IDCFS and other state agencies INCCRRA/CCR&Rs IDHS BEPR ACF Region V 	Support IDHS in communicating child care resource needs to the SEOC, as needed.	<ul style="list-style-type: none"> Assist in the identification of provider, family, and community needs related to child care. Relay information to IDHS/IDCFS points of contact. Advocate for resources needed to resume child care operations. Outlined within plan in detail, processes informed and supported by INCCRRA and CCR&R designees.

Response Overview — Roles (Continued)

Critical Activities & Capabilities	IDHS	IDCFS	INCCRRA / CCR&Rs
Initial Assessment	<p>IDHS-DEC and Bureau of Subsidy Management staff will:</p> <ul style="list-style-type: none"> Gather information about providers from IDCFS Licensing Reps and CCR&R staff. Compile provider information from assessments; share compiled information with the leadership of IDHS/IDCFS and stakeholders, including INCCRRA, IEMA, ACF, etc. Support IDCFS in gathering information from the Initial Assessment Tool (see Appendix V), if requested. 	<p>IDCFS Day Care Licensing Representatives will contact providers as soon as possible after the disaster event:</p> <ul style="list-style-type: none"> Gather information from providers using agreed upon Initial Assessment Tool (see Appendix V). Compile provider information from assessments; share compiled information with the leadership of IDHS/IDCFS and stakeholders, including INCCRRA, IEMA, ACF, etc. 	<p>Support IDHS/IDCFS in gathering information from the initial assessment tool, if requested.</p> <p>CCR&Rs will be responsible for entering updated information about child care providers on to the Statewide Provider Database. Included in current EPR Plan; Initial Assessment Tool (see Appendix V); CCR&R staff stand ready to assist with data entry.</p> <p>Forward updated provider information to the appropriate CCR&R for entry into the provider database</p>
Policies and Regulations Review	<p>Implement the “disaster” policies and procedures. Determine if further policy revision or waiving is required.</p>	<p>Implement the “disaster” policies and procedures. Determine if further policy revision or waiving is required.</p>	<p>Provide technical assistance to child care providers and families related to “disaster” policies and procedures.</p> <p>CCR&R staff stand ready to assist with TA, include INCCRRA Strategic Communications.</p>
Emergency Contact List	<p>Use the IL child care disaster response contact list to support ongoing response efforts. Update information as needed.</p>	<p>Have current IL child care disaster response contact list accessible.</p>	<p>Have current IL child care disaster response contact list accessible.</p>
Provider Preparedness	<p>The Emergency Preparedness Manual for Early Childhood Programs will be accessible to providers. IDHS will support training on implementing the guide for both CCR&R staff and providers.</p>	<p>IDCFS staff will verify that child care providers have emergency plans as required by Licensing Standards.</p>	<p>Copies of the Emergency Preparedness Manual for Early Childhood Programs are available at the CCR&Rs and online. CCR&Rs will support child care providers in developing and implementing their plans.</p> <p>Available for download on i-learning site; CCR&Rs provide training/ technical assistance.</p>

ACF Role:

- Provide support to IDHS and IDCFS in the implementation of the Child Care EPR Plan
- Receive child care status information from the state and forward to federal offices as appropriate
- Assist Illinois in bi-state coordination of resources

Recovery Overview — Roles

Critical Activities & Capabilities	IDHS	IDCFS	INCCRRA / CCR&Rs
Plan Development & Maintenance	<p>Follow the Plan guidance to bring the child care infrastructure to recovery.</p> <p>After the event, there will be a debriefing and the Plan will be updated to include lessons learned.</p>	<p>Participate in the debriefing to include relevant lessons learned. This is ongoing.</p>	<p>Participate in the debriefing to include relevant lessons learned.</p> <p>Designees available to convene and debrief as needed.</p>
Communication See Chapter 5 for details	<p>Continue to follow communication protocols established in the Plan.</p>	<p>Continue to follow communication protocols established in the Plan.</p>	<p>Continue to follow communication protocols established in the Plan. Designees identified to assist with communication needs as outlined in EPR Plan.</p>
Child Care Emergency Preparedness Committee	<p>Convene the Child Care Emergency Preparedness Committee to conduct a debriefing of the event and review the Plan for possible revisions.</p>	<p>Participate in the child care work group.</p>	<p>Participate in the child care work group. *Includes Senior Director of Learning & Development and Senior Director of Data & Research; CCR&R representation on EPR Committee.</p>
Continuity of Operation Plans (COOP)	<p>Restore IDHS child care functions (data systems and vital records) to pre-disruption levels of operation until COOP is not needed.</p>	<p>Restore IDCFS child care functions (data systems and vital records) to pre-disruption levels of operation until COOP is not needed.</p>	<p>Restore operations (data systems and vital records) back to pre-disruption levels of operation until the COOP is not needed. Outlined within EPR Plan in detail.</p>
Designee for Joint Response	<p>Designated staff will continue to communicate with the following:</p> <ul style="list-style-type: none"> • IDCFS and other state agencies • INCCRRA/CCR&Rs • IDHS BEPR • ACF Region V 	<p>Support IDHS in communicating resource needs to resume the child care infrastructure. This is ongoing.</p>	<p>Assist in identifying provider, family, and community needs related to child care. Relay information to IDHS/IDCFS points of contact. Outlined within EPR Plan in detail.</p>
Initial Assessment	<p>Continue to share updated results from the initial assessment tool with stakeholders (IDCFS, INCCRRA and ACF).</p> <p>Review the Initial Assessment Tool and revised as needed. See attached Initial Assessment Tool.</p>	<p>Participate in review of the Initial Assessment Tool. This is ongoing.</p>	<p>Participate in the review of the Initial Assessment Tool. Completed with annual review/meeting of Illinois Child Care EPR Committee; available as needed with emergency situation.</p>
Policies and Regulations Review	<p>Review CCAP policies and procedures that were waived, changed, or amended during a disaster. Determine if these were appropriate and what else may be required to support the resumption of the child care infrastructure.</p> <p>Review changes that were made and consult with ACF Region V Office of Child Care to determine whether an amendment to IL's CCDF Plan is necessary. Lead for activities is Bureau Chief of Subsidy Management.</p>	<p>Review child care licensing standards and procedures that were waived, changed, or amended during a disaster. Determine if these were appropriate and what else may be required to support the resumption of the child care infrastructure.</p>	<p>Participate in review of policies as requested by IDHS and IDCFS.</p>
Emergency Contact List	<p>Maintain, update, and distribute the IL child care emergency response contact list on a quarterly basis.</p>	<p>Keep the updated child care emergency response contact list accessible.</p>	<p>Keep the updated child care emergency response contact list accessible.</p>

Critical Activities

IDCFS Licensing Critical Activities

1. Assessing operating status of providers
 - A. Partners outside of IDCFS to help with function (mostly in recovery stage)
 - i. IDHS, INCCRRA and local CCR&Rs; Office of the State Fire Marshal (OSFM); ISBE; IDPH and local health departments; Illinois Emergency Management Agency; Red Cross; other community agencies providing service and support to disaster victims
 - B. Steps to implement Response
 - i. The IDCFS Deputy Director for Child Care Licensing will:
 - a. Activate emergency plan
 - b. Identify point person (Associate Deputy of Child Care Licensing) to manage and coordinate plan
 - c. Work with IDCFS Director and other agency management staff to coordinate and identify special need issues relative to particular emergencies
 - ii. IDCFS Licensing Representatives will:
 - a. Contact all licensees in affected area by telephone or by in-person visit as soon as Illinois Emergency Management Agency/Law Enforcement permits
 - b. Conduct assessment of individual providers' abilities to conduct safe and appropriate child care in licensed location
 - c. If alternate location is required, conduct inspection of that location
 - d. Develop action plan with providers regarding clean-up, repair, renovation, or relocation
 - e. Work with provider to ensure appropriate links to support agencies are in place
 - f. Maintain frequent contact with provider to ensure plan progress
 - g. Ensure timely issuance of emergency permit, address change, or surrender of license
2. Determine if there is a need for more child care capacity in the disaster area
 - A. Partners outside IDCFS to help with function
 - i. IDHS, INCCRRA, CCR&Rs, ISBE, Head Start, local agencies such as Emergency Management Agency, Red Cross, churches, social service agencies, private schools, community leaders and associations, etc.

- B. Steps to implement response
 - i. IDCFS will:
 - a. Meet with licensed providers and support agencies to address need and identify potential locations for temporary child care sites
 - b. Work with local officials, providers, and community partners to issue temporary and/or emergency child care permits as permitted by state rules, regulations, or emergency proclamations. Communicate with local official, providers, and community partners as needed to ensure coordination.
- 3. Removal of permanently closed providers from licensing, CCR&R provider, and CCAP databases
 - A. Partners outside of IDCFS to help with function
 - i. IDCFS will make information available to external partners for status update on lists and databases they maintain.
 - B. Steps to implement response
 - i. When child care providers report they are permanently closed:
 - a. IDCFS will update internal licensing database and the public-facing Sunshine website.
 - b. IDHS will remove the provider from any databases after final payment.
 - c. INCCRRA will contact appropriate CCR&R to remove provider from provider database.
- 4. Inspect new and existing sites
 - A. Partners outside of IDCFS to help with functions
 - i. IDPH and local health departments, OSFM and their designees
 - B. Steps to implement response
 - i. Identify new sites through the licensing application process.
 - ii. Conduct pre-licensing visit and review permits, approvals, or licenses as required by Illinois licensing regulations.
 - iii. Update internal licensing database and the public-facing Sunshine website.
- 5. Determine if changes in existing child care licensing standards and/or policies are needed
 - A. Steps to implement response
 - i. IDCFS will consider any input submitted by Day Care Licensing Representatives to develop sound policies and implementation of “emergency operation standards” to allow providers to care for children in crisis situations.
 - ii. The IDCFS Child Care Administration will form a work group to develop recommendations for emergency operations standards and their parameters which allow providers to care for children in times of emergency when care is needed and necessary but adherence to normal standards may not be possible. Contact with other state agencies and other states

to review their emergency operations parameters will be necessary. Group should consist of select child care providers, IDPH staff, Day Care Licensing staff, IDHS staff and GOECD, among others.

6. Share information with partner agencies

A. Steps to implement response

- i. IDDFS will share information with providers, INCCRRA, IDHS, IDPH, ISBE, and IEMA regarding the development of emergency operations standards for child care center and family child care home licenses.
- ii. Train all Day Care Licensing Representatives on the IDDFS role in the overall Statewide Child Care EPR Plan.
- iii. Develop a means of notification and communication with providers in affected areas for the latest news, information, and updates.

IDHS Critical Activities

1. Policies related to continuing child care subsidies

- A. In the event of a disaster, rule and regulations changes related to the disaster can be implemented as discussed in Appendix III. Depending on the impact of the disaster there may be a disruption of communication and support services, these systems may be delayed until backup systems are running or communication and support services resume.

2. Provide timely and uninterrupted CCAP payments to child care providers

A. Systems/information technology needed to continue function

- i. CCMS/HSCCMS/SAP – Child Care Provider Payments
- ii. To make actual payments; if down, HSCCMS/SAP will make every effort to come back online as soon as possible
- iii. CCMS/HSCCMS/SAP Back-up system; to pay providers using back-up system
- iv. SAP connection to Comptroller’s Office to release funds, if necessary
- v. IVR systems
- vi. CCR&R/IDHS offices to accept paper invoices and input them for payment
- vii. Direct deposit system and/or mail; to pay providers

B. Steps to re-establish function/policies

- i. Determine that CCMS/HSCCMS/CARS and IVR are working
- ii. System administrators anticipate that, in most cases, the eligibility and payment systems will be returned to operating status within 72 hours of a disaster. This plan will not address a more catastrophic scenario of a complete system and system back-up failure that lasts longer than 72 hours.
- iii. When systems are in place to continue reimbursement:

- a. Expired eligibility periods can be extended for families directly impacted by the disaster
 - b. Additional exceptions
 - iv. When/if a child care facility is unable to provide child care due to damage to the facility or lack of staff or children, the provider's authorization will be closed. A family's case may remain open and a new provider selected.
3. Provide uninterrupted CCAP eligibility and authorizations
- A. Systems needed to continue function
 - i. CCMS: Client Eligibility Determination and Redetermination
 - ii. CCMS or Manual: Establish a waiting list, if applicable.
 - B. Steps to re-establish function
 - i. Various situations, for example: family's eligibility is expiring, and provider is operational; provider is not operational; etc.
4. Continue the eligibility determination for CCAP
- A. Systems needed to continue function
 - i. CCMS
 - ii. Include information from IDCFS about the operational status of providers
 - B. Steps to re-establish function
 - i. Prepare to go to remote locations to process intake, etc.
5. Determine if changes to existing CCAP policies and procedures are needed
- A. Steps to implement response
 - i. Bureau Chief of Subsidy Management and CCAP Policy Manager will assist by working with the administration to develop sound policies and recommendations of "emergency operation policies and procedures" to allow the CCAP eligibility and payment processes to continue after a disaster.
 - ii. Bureau Chief of Subsidy Management and CCAP Policy Manager will identify the process for considering additional policies and procedures.
 - B. Policies that may be considered for change following a disaster
 - i. Current CCAP family who loses employment because of damage to work place and suffers property damage
 - ii. Current CCAP family; home intact; employer intact; child care setting destroyed
 - iii. Other policies

Child Care Subsidies and Families in Disasters

Family Subsidy Status	Work Status	Subsidy Action
Currently using CCAP subsidies. Eligibility does NOT expire within two months.	Workplace is destroyed; cannot work	Eligibility continues for 90 days grace period. Extensions could be granted on a case-by-case basis.
	Working	Eligibility continues as is.
	Home is destroyed; could work but needs to clean up property and settle family	Eligibility continues for 90 days grace period. Extensions could be granted on a case-by-case basis.
Currently using CCAP subsidies. Eligibility expires within two months.	Working or looking for work	Eligibility continues for 90 days grace period. Extensions could be granted on a case-by-case basis.
	Workplace is destroyed; cannot work	Eligibility continues for 90 days grace period. Extensions could be granted on a case-by-case basis.
	Home is destroyed; could work but needs to clean up property and settle family	Eligibility continues for 90 days grace period. Extensions could be granted on a case-by-case basis.
	Loss of documentation needed for redetermination	Extend eligibility through a 90-day grace period to submit documentation.
New families applying for CCAP subsidies. One parent's workplace is destroyed; cannot work; family income is suddenly reduced.	Workplace is destroyed; cannot work; needs child care to volunteer in community clean-up	3 months of eligibility under CCAP Initial Activity Search policy
	One parent working, the other parent can't because workplace was destroyed; income suddenly reduced; needs child care to volunteer in community clean-up	3 months of eligibility under CCAP Initial Activity Search policy
	Home is destroyed; could work but needs to clean up property and settle family	3 months of eligibility under CCAP Initial Activity Search policy
	Unable to produce documentation needed to support eligibility	3 months of eligibility under CCAP Initial Activity Search policy

Temporary, Respite, and Emergency Child Care

1. Child care may be needed in a variety of settings post-disaster, including, but not limited to:
 - a. Temporary shelter sites, such as American Red Cross shelters, for children accompanied by families or legal guardians only
 - b. New, temporary child care location outside of the disaster zone, both center and home-based care
2. IDHS has very little authority over temporary, respite and emergency child care based on the governing statute. However, in an emergency IDHS-DEC can provide technical assistance to agencies that may be brought in to augment needed child care and, if necessary, help them through the licensing process.
3. IDCFS has licensing authority over child care centers and family child care homes (see Appendix II for definitions). In an emergency, IDCFS Licensing Representatives can provide technical assistance to agencies that may be brought in to augment needed child care.
4. Child Care in Shelters and Disaster Recovery Centers
 - a. State law (The Child Care Act of 1969) identifies the child care settings that are required to be licensed by the Illinois Department of Children and Family Services. These settings include: child care centers, group child care homes, and family child care homes.
 - b. In a disaster, the American Red Cross (ARC) may provide a mass care response, including temporary sheltering, mass feeding, water, and emergency supplies. ARC does not generally allow formal child care in its shelters, but does allow informal or “respite” care, where families are either on the premises or have given consent to another shelter member to look after their children.
 - c. Non-profit voluntary organizations, including Church of the Brethren Disaster Services, Southern Baptists, and Save the Children may be called upon to provide respite care for children in shelters, where a section of the shelter is designed for children only and supervised by volunteers who have had background checks.
 - d. State and federal law require child care providers—paid/volunteer and licensed/license-exempt—to complete background checks. Tables outlining these requirements can be found in Appendix VI.
 - e. American Red Cross has cooperative agreements with several organizations to provide child care in mass shelters, including those named above.

Chapter 5

Communication

Communication Protocols:

- IDHS is the official disseminator of state level information about child care following a disaster. This includes information distributed via social media.
- Disseminated information, including revised child care rules and policies, should flow from IDHS to the partner and stakeholder agencies, especially INCCRRA who can forward the information to the providers and families after a disaster.
- Child care providers are one of the best purveyors of information to families. Therefore, it is essential that child care providers have access to the most accurate, current information when there has been a disaster.
- IDHS is responsible for consolidating provider and family information for release to ACF, the EOC. This information is collected using the Initial Assessment Tool (Appendix V). At IDHS's discretion, and/or at the request of the EOC, IDHS staff will add information about the child care infrastructure such as:
 - The disaster impact to IDHS/IDCFHS/INCCRRA/CCR&R offices
 - Impact to child care facilities
 - Resources needed to resume services
 - Anticipated date of a fully operational child care system post-disaster
 - Any other related information
- Final administrative (versus gubernatorial and/or legislative) decisions about:
 - CCAP revisions are made by IDHS
 - Child care licensing revisions are made by IDCFHS
- Relationships are essential for communication following a disaster. One of the critical outcomes of the preparedness phase is the establishment of relationships with partner agencies and within departments, including distribution of the contact list.
- After a disaster, a review of the communication protocols will be included in the after-action report to determine what can be improved.

Communication with Families Utilizing Child Care and Child Care Providers During a Disaster

Issue	IDHS	IDCFS	INCCRRA / CCR&Rs
Status of child care providers and referrals to providers	<ul style="list-style-type: none"> • May issue press/web updates related to child care subsidy • Update call center 	<ul style="list-style-type: none"> • Update databases (Lic) • May issue press/web updates related to child care licensing 	<ul style="list-style-type: none"> • Update databases (provider database) • Update databases (CCMS) • Update call center
Subsidy eligibility determination: Initial and redetermination	IDHS will issue press/web updates to the public and partner agencies regarding subsidy availability and/or changes to policies		INCCRRA and local CCR&Rs will assist in providing information to families on updated policies and subsidy information
Special populations (special needs, homeless, etc.)	IDHS will issue CCAP updates pertinent to the needs of the special populations, e.g., children with special needs/functional access needs; families experiencing homelessness	IDCFS will issue licensing updates pertinent to the needs of the special populations, e.g., children with special needs/functional access needs; families experiencing homelessness	INCCRRA and local CCR&Rs will assist IDHS and IDCFS in disseminating updates related to the disaster response
Emergency/temporary child care	IDHS may issue press/web updates to public	May issue joint press updates with IDHS	Provide information to families regarding emergency and temporary child care resources
Public health and environmental issues	Obtain key information from IDPH to post on website; disseminate information to partner agencies and providers via email	Post pertinent health information on the web and disseminate to all licensing staff	Disseminate health information to providers and families (using providers as the connection)
Disaster assistance available to families and providers	Receive information from FEMA and other federal agencies providing assistance. Post on the website; disseminate information to partner agencies and providers via email	Post disaster assistance information on the website and make available to all licensing staff	Distribute disaster assistance information to providers and families (using providers as the connection)
Mental health issues	Obtain information from the IDHS Division of Mental Health and Caregiver Connections, as well as ACF and Substance Abuse & Mental Health Services Administration (SAMHSA). Post on website; disseminate to partner agencies and providers via email	Distribute mental health information to Day Care Licensing Representatives and other staff that have contact with providers.	Distribute mental health information to providers and families. Engage the Mental Health Consultants in this process
Reunification of children and families	Share information with partner agencies and providers related to the reunification of children and families. Information may be from the National Center for Missing and Exploited Children, Red Cross, and others	Distribute information regarding the reunification of children and families via the web and make available to all licensing staff	Distribute the information regarding the reunification of children and families with providers and families. Engage the Mental Health Consultants in this process

Chapter 6

Training and Exercise, Document Maintenance, and After-Action Reports

Training & Exercise

1. **State Agency Staff** — Within 60 days of being assigned Emergency Preparedness and Response duties, the IDHS-DEC Child Care Emergency Preparedness/Disaster Coordinator and IDCFS Associate Deputy Director, Division of Child Care Licensing should review the ACF OCC Emergency Preparedness Webinar Series (see Appendix IX). In addition, they should review the EPR resources on the ACF OCC Technical Assistance website.

2. **INCCRRA and CCR&R EPR Specialists** — INCCRRA and the CCR&R agencies will each identify one staff member to be the “Child Care EPR Specialist.” This will be the person who is in contact with IDHS and IDCFS when there has been a disaster. INCCRRA/CCR&R EPR Specialists will be required to complete the same training required for child care providers. In addition, webinars will be developed for training on procedures specific to INCCRRA and CCR&R disaster-related responsibilities as needed.

3. **Child Care Providers** — Child Care Providers (Center and Home) are expected to complete emergency preparedness training and develop an emergency response plan as per Illinois Administrative Code, Title 89, Chapter III, Subchapter e (406.8, 407.7, 408.30). Child care providers must include in their individual plan procedures for the following:
 - Evacuation
 - Relocation
 - Shelter-in-place
 - Lockdown
 - Communication and reunification with families
 - Continuity of operations
 - Training of staff
 - Accommodation for infants and toddlers
 - Accommodation for children with disabilities
 - Accommodation for children with chronic medical conditions

The [Emergency Preparedness for Child Care](#) online training offers many resources and tools to help providers develop their emergency response plans. Resources include document templates, an example plan, and other useful planning guides and information. Helpful forms and worksheets can also be found by accessing the National Center on Early Childhood Health and Wellness [Emergency Preparedness Manual for Early Childhood Programs](#).

It is not sufficient to develop a plan. All staff and volunteers should be oriented to the plan upon hire, annually, and when updates are made to the plan. An emergency drill must be conducted at least

annually and drill documentation should be kept on file for a period of three years (406.8, 408.30). The types of drills should be varied so that staff, volunteers, and children and families have a level of comfort in responding to a variety of potential risks. Individual emergency plans will be reviewed by the supervising agency upon license application and renewal (406.5, 408.10).

4. **Development of Training Curricula and Exercises** — INCCRRA will work with IDHS, IDCFS and a small group of stakeholders to develop the Child Care EPR Training curricula.
 - a. Recommended formats:
 - i. Emergency Preparedness for Child Care online training
 - ii. Online and face-to-face Health and Safety Training
 - b. The curricula will be reviewed and updated annually.
 - c. Training resources and tools will be developed as necessary with the help of the emergency management personnel.

Document Maintenance

IDHS and IDCFS will designate the appropriate staff to conduct a review of the plan on an annual basis and after a disaster, with vetting and input from parties involved with its implementation. The IDHS CCDF Administrator, or designee, ensures that necessary changes and revisions are prepared, coordinated, published, and distributed. The IDHS CCDF Administrator will establish a schedule for annual review and updating of the plan. The plan may undergo an earlier revision based upon improvements identified during actual emergency situations or exercises; or when changes in threat hazards, resources and capabilities, or government structure occur.

After-Action Reports and Lessons Learned

Within 30 days of the end of the response phase, the IDHS Child Care Emergency Preparedness/Disaster Coordinator will request an "After-Action Report" from IDCFS, INCCRRA, and other partner agencies. The Report includes both written and verbal input from all appropriate participants and is designed to capture best practices and areas for improvement. Where areas for improvement are identified, the appropriate department or agency is assigned the responsibility for correcting the issue and a due date shall be established for that action.

Appendices

Appendix I

Acronyms

Acronym	Abbreviation For:
AAR	After Action Report
ACF	Administration for Children and Families (federal)
ARC	American Red Cross
CCAP	Child Care Assistance Program
CCDF	Child Care and Development Fund
CCEPC	Child Care Emergency Preparedness Committee
CCMS	Child Care Management System
CCR&R	Child Care Resource & Referral agency
COOP	Continuity of Operations Plan
EOC	Emergency Operations Center
EPR	Emergency Preparedness and Response
DEC	Division of Early Childhood
DHHS	Department of Health and Human Services
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
GOECD	Governor's Office of Early Childhood Development
HIPAA	Health Insurance Portability and Accountability Act
HSCCMS	Human Services Child Care Management System
ICS	Incident Command System
IDCFS	Illinois Department of Children and Family Services
IDHS	Illinois Department of Human Services
IDPH	Illinois Department of Public Health
IECAM	Illinois Early Childhood Asset Map
IEMA	Illinois Emergency Management Agency
IEOP	Illinois Emergency Operations Plan
INCCRRA	Illinois Network of Child Care Resource & Referral Agencies
IOSFM	Illinois Office of the State Fire Marshal
ISBE	Illinois State Board of Education
IVR	Integrated Voice Response
JFO	Joint Field Office (federal)
JIC	Joint Information Center (federal)
MOU	Memorandum of Understanding
NIMS	National Incident Management System (federal)
OHSEPR	Office of Human Services Emergency Preparedness and Response (ACF)
OSEP	IDHS Office of Security and Emergency Preparedness
SAP	State of Illinois Accounting System
SEOC	State Emergency Operations Center
TANF	Temporary Assistance for Needy Families
UAC	Unified Area Command (federal)

Appendix II

Definitions

Activated: Functions or teams are “activated” when authorities decide to carry out a plan or use a team to solve problems.

Disaster: A natural or man-made event that causes a great deal of damage. Although “disaster” and “emergency” are used interchangeably, a disaster generally calls for a response that exceeds local capabilities, while an emergency can be handled with resources routinely available to the community.

Emergency: A natural or man-made event that causes a great deal of damage. Although “disaster” and “emergency” are used interchangeably, an emergency can be handled with resources routinely available to the community, while a disaster generally calls for a response that exceeds local capabilities.

Emergency Management: Organized analysis, planning, decision making, assignment, and coordination of available resources for the mitigation of, preparedness for, response to, and recovery from community-wide emergencies.

EOC – Emergency Operations Center: A protected site from which government officials and emergency response personnel exercise direction and control in an emergency. When activated, the State Emergency Response Team (SERT) operates out of it.

EPR – Emergency Preparedness and Response: These are the steps you take to make certain you are safe before, during, and after an emergency or natural disaster. Included is a response and recovery plan to ensure your safety.

Evacuation: When disaster conditions require that you seek immediate protection at another location. This needs to be organized, phased, and supervised dispersal of people from dangerous or potentially dangerous areas.

Hazard: Any situation that has the potential for causing damage to life, property, and/or the environment.

Incident Commander: The leader tasked with overseeing disaster response activities; often representing the first local agency to respond to the scene of the emergency. For example, a fire marshal might be the incident commander for a wildfire or explosion.

Joint Command Center: A combined public information office that serve two or more levels of government (federal, state, and/or local)

Mass Care: Efforts to provide shelter, food, and distribution of relief supplies to disaster victims following a significant disaster or other event.

Mitigation: A deliberate and concerted preparation directed toward the elimination or reduction of disaster occurrence or disaster effects. Examples include: safety codes, building specifications, flood proofing, and general public information.

Preparedness: Activities that facilitate disaster response to save lives and minimize damage. This includes development of shelter and evacuation plans; establishment of warning and communication systems, and emergency-related training and/or drills.

Protective Service Child Care: Protective Services Child Care includes making CCAP available to families who have been impacted by either a “state-declared” or “federally-declared” disaster.

Recovery: Assistance to return the community to normal or near-normal conditions. Short-term recovery returns vital life-support system to minimum operating standards. Long-term recovery may continue for a number of years after a disaster and seeks to return life to normal or improved levels. Recovery activities include temporary housing; loans/grants; reconstruction; and counseling programs.

Relocation (also known as “off-site evacuation”): Movement of civilian population to safe areas when disaster, emergencies, or threats necessitate such action. According to FEMA guidelines, children in child care are considered a “special population” warranting special support from emergency personnel due to their unique needs for relocation. Relocation is also the action of moving to a new place and establishing one’s home or business.

Response: Actions that occur immediately before, during, or directly after an emergency or disaster. This includes life-saving actions such as the activation of warning systems, manning Emergency Operation Centers, implementation of shelter or evacuation plans, and search and rescue.

SBA – Small Business Administration: The federal agency that offers loan programs for small businesses, including special loan programs to those affected by disasters.

SERT – State Emergency Response Team: A team of senior-level agency representatives who work with other agencies to coordinate the disaster response.

Shelter (for the general population): A facility to house, feed, and care for persons evacuated from a risk area for periods of one or more days. The responsibility for operating shelters in a disaster falls to departments of social services, IDPH, and the American Red Cross.

Shelter in Place: To stay inside, finding a safe place and (depending on the danger) sealing windows, doors, air vents and/or staying away from windows. Examples of emergencies requiring shelter in place: tornadoes; (in some conditions) chemical releases.

Appendix III

Options to Change Licensing Standards or CCAP Policy in the Event of a Disaster

1. Exception to Rule

- a. An exception for rule allows IDHS or IDCFS to adopt a rule for a specific purpose or situation. It is time limited and may not exceed the specific time period approved by either agency. For licensed providers, the provider must post notice of the approved exception with other notices for parent and public view.
- b. An exception to rule must be provided in writing or electronically and follow the department's procedure for submitting an exception to rule. For licensing, it is submitted by the licensee and is granted on a case-by-case basis. Subsidy exceptions to rule are on a case-by-case basis and approved by the Child Care Administrator or designee.
- c. For emergency or disaster purposes, an exception to rule can be initiated to provide a temporary solution so a facility can still provide child care, or families can continue to receive child care subsidies. It assumes that the emergency or disaster has impacted the normal processes for the provider and/or staff that is monitoring licensed facilities or approving Child Care Assistance Program applications.

2. Emergency Rule

- a. An emergency rule suspends the normal rule making process in the case that a rule is needed for implementation of the budget or to protect the safety and well-being of children and families.
- b. Licensing emergency rules can only be initiated by the Division of Licensing Deputy Director or designee.
- c. Child care subsidy emergency rules can only be initiated by the CCDF Child Care Administrator or designee.
- d. Emergency rules could be initiated to temporarily address an emergency or disaster situation and are only valid for 90 days.

3. Governor's Proclamation of a State of Emergency

- a. Under state statute, the Governor may proclaim a state of emergency when a public disorder, disaster, or emergency exists in Illinois that affects life, health, or property. Typically, such a proclamation follows the declaration of emergency by one or more local or county jurisdictions. The Governor's proclamation is one method state agencies have to activate exceptions to policy or rule.

Appendix IV

Emergency Preparedness Plan Exercise

This worksheet is provided to guide your conversations and will give you a place to make notes. The notes are yours to keep. Because each disaster is different, there aren't any correct answers. For the purposes of this exercise, pretend that you are the CCR&R in Bloomington.

What are the first questions to ask?

HINT: The CCR&Rs are very important to the stability of the child care community but remember the flight attendant's instructions... "Put on your oxygen mask before helping others." The agency will be the most help to others after determining their own status. The same is true for licensing offices.

You've determined the agency's status and reported it to IDHS and INCCRRA. What's next?

HINT: You will need to begin to figure out which providers and families have been most impacted by the event. How will you do this? Collecting this information will go on for several days.

HINT: Each CCR&R should have an emergency plan for sustaining CCAP and Core/Quality activities. Given the magnitude of the event, do you need help?

Appendix V

IDCFS Initial Assessment Tool

To be completed by DCLR or licensee and followed up by DCLR for verification.

Person Reporting Incident: _____ Job Title: _____

Facility Name: _____

Address: _____

License No: _____ Type: _____

Date and time of Incident: _____

Type of Incident:

Fire Flood Tornado/wind Earthquake Chemical Spill Violent Indiv. Hostage situation

Other (explain)

Number of children present at the time of incident: _____ Ages of children present: _____

Were children injured? Yes No (If yes, how many, nature of injuries, was medical attention sought, etc.)

Were staff injured? Yes No (If yes, how many, nature of injuries, was medical attention sought, etc.)

Is the facility currently operating? Yes No

Electricity on? _____ Water on? _____ Heat/Air Conditioning working? _____

Describe any damage to the building or physical plant:

Can the facility be reached by car or on foot? Yes No

Does the facility plan to temporarily reopen in another location? Yes No

If yes, when, where, for how long, etc.: _____

Please indicate which of the following have been contacted:

Families Local CCR&R Food Prog. OSFM IDPH Insurance Co.

Local authorities (zoning, health, law enforcement, etc.)

Director's Name: _____

Phone number: _____ cell # _____

Alternate Contact: _____

Phone number: _____ cell # _____

Notes:

Appendix VI

Background Checks for Child Care Providers

Illinois state law (The Child Care Act of 1969) and federal law (Child Care and Development Block Grant Act of 2014) require all licensed and license-exempt child care providers receiving CCDF payments to pass background checks. Policy information can be found in Section 5 of the CCAP Policy Manual on the IDHS website:

<https://www.dhs.state.il.us/page.aspx?item=47400>

IDCFS monitors the background check results for licensed child care providers. Requirements for licensed child care facilities can be found in the Illinois General Assembly Administrative Code, Title 89: Social Services, Part 50, Subpart D: Provider Requirements, Section 50.430:

<https://www.ilga.gov/commission/jcar/admincode/titles.html>

More information about the background check process can be found on the IDCFS Sunshine website under *Licensing*:

<https://sunshine.dcf.illinois.gov/content/licensing/backgroundcheckprocess.aspx>

Appendix VII

Emergency Guidance for Child Care Providers

The *Emergency Preparedness Manual for Early Childhood Programs* provides information to assist early childhood programs with making emergency plans to help keep their program, center, or home safe before, during, and after an emergency. It is available in both English and Spanish.

The manual is provided by the Office of Head Start, an office of the Administration for Children & Families, available at:

<https://eclkc.ohs.acf.hhs.gov/safety-practices/emergency-preparedness-manual-early-childhood-programs/emergency-preparedness-manual-early-childhood-programs>

The workbook-style manual includes many helpful worksheets, including:

- Emergency Preparedness Self-Assessment questionnaire
- What Types of Emergencies Could You Experience? checklist
- Whom to Consult in Your Community worksheet
- Establishing Your Communication Procedures worksheet
- Making Your Emergency Response Plan
- How to Build an Emergency Kit
- Mitigation Checklist
- Procedure Checklist - Practice, Review, and Revise Framework
- Resources for recovery and preparation for health pandemics

Appendix VIII

Federal Guidance on Emergency Preparedness and Response for Child Care Services

Title	Subject
CCDF-ACF-IM-2011-01	Guidance to assist CCDF Lead Agencies in developing, exercising, and maintaining written childcare emergency preparedness and response plans pursuant to submission of the CCDF Plan
CCDF-ACF-IM-2010-01	FEMA Disaster Assistance Fact Sheet 9580.107 – Public Assistance to Child Care Services
ACYF-IM-CC-05-03	Flexibility in Spending CCDF Funds in Response to Federal or State Declared Emergency Situation
FEMA Recovery Policy 9461.1	Disaster Assistance for Child Care, released January 17, 2014

Federal guidance resources can be found on the ACF Office of Child Care website, Policy & Guidance, Appendix B: Emergency Preparedness and Response Resources for Child Care:

<https://www.acf.hhs.gov/occ/policy-guidance/appendix-b-emergency-preparedness-and-response-resources-child-care>

Appendix IX

Resources

State Agency and CCR&R

- Centers for Disease Control and Prevention - please visit for the latest guidance on the COVID-19 Pandemic: <https://www.cdc.gov/>
- COVID-19 Pandemic Response - Statewide Resource Library: [insert link]
- Administration for Children and Families Child Care Emergency Preparedness and Response (EPR) Webinar Series: <https://www.youtube.com/watch?v=jQ4p4RhbnZI>

Emergency Preparedness

- FEMA: www.fema.gov / www.ready.gov
- Administration for Children and Families Emergency Disaster Waivers and Flexibilities: <https://www.acf.hhs.gov/media/18252>
- American Red Cross: www.redcross.org
- Illinois Emergency Management Agency (IEMA): www.2.illinois.gov
- American Academy of Pediatrics (Family Readiness Kit): www.aap.org
- Office of Human Services Emergency Preparedness and Response (OHSEPR): <http://www.acf.hhs.gov/ohsepr/>

Disasters

- Early Childhood Disaster-Related Resources for Early Childhood Education Providers: <https://www.acf.hhs.gov/ohsepr/information-providers>
- Children and Youth Task Force in Disasters: <https://youth.gov/announcements/children-and-youth-task-force-disasters>
- FEMA Child Care Recovery Policy (9461.1): www.fema.gov/sites/default/files/2020-07/recovery-policy_disaster%20assistance-child-care.pdf

Child Care Providers

- Child Care Aware: www.childcareaware.org
- Emergency Preparedness for Child Care training on Gateways i-learning: <https://courses.inccrra.org>

Non-governmental Organizations Supporting Children in Disasters

- American Red Cross: www.redcross.org
- Save the Children: www.savethechildren.org

Environmental Health and Child Care

- Centers for Disease Control and Prevention: www.emergency.cdc.gov/children/
- Environmental Protection Agency: [www.epa.gov/child care](http://www.epa.gov/child_care)

Children's Mental Health and Disasters

- Personal Assistance Telephone Help (PATH), 2-1-1 crisis line for connecting with essential community services: <https://www.pathcrisis.org/>
- Substance Abuse and Mental Health Services Administration (SAMSHA): www.samhsa.gov

Post Disaster Reunification of Children: A Nationwide Approach, 2013

- Publication available at: <http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/07/post-disaster-reunification-of-children-a-nationwide-approach.pdf>

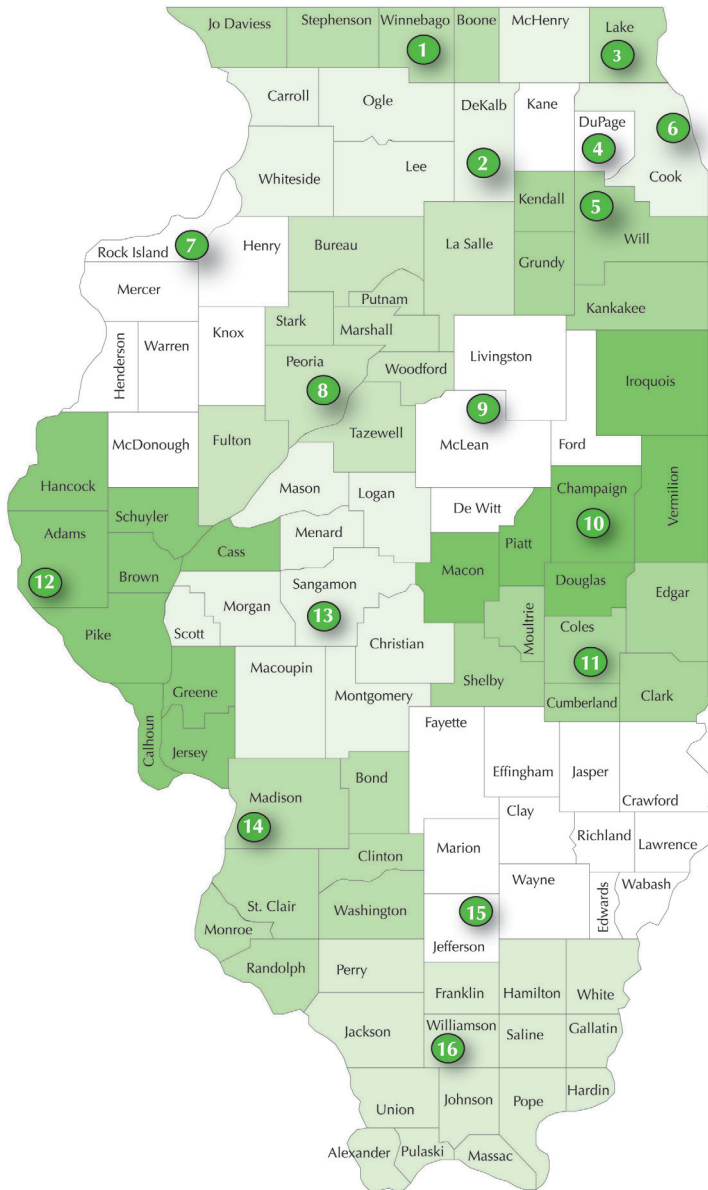
Appendix X

Illinois Department of Human Services Child Care and Development Fund (CCDF) Offices

IDHS Division of Early Childhood Units/Bureaus	
Contract and Payment	217-785-2559
Program Integrity and Quality Assurance	312-793-3610
Client Data Management	217-785-2559
Customer Service	312-793-3610
Child Care Assistance Program Policy Bureau of Subsidy Management	217-785-2559
CCAP Training and Technical Assistance Bureau of Subsidy Management	312-793-3610
Program Development and Quality Improvement Bureau of Quality Initiatives	217-785-2559

Appendix XI

Illinois Child Care Resource and Referral (CCR&R) Agencies



- SDA 1**
YWCA Northwestern Illinois
Child Care Solutions
(Rockford)
888-225-7072
www.ywcanwil.org
- SDA 2**
4-C: Community Coordinated
Child Care
(DeKalb)
800-848-8727
&
(McHenry)
866-347-2277
www.four-c.org
- SDA 3**
YWCA Child Care Resource
and Referral of Chicago
(Gurnee)
847.662.4247
www.ywcachicago.org
- SDA 4**
YWCA Child Care Resource
and Referral of Chicago
(Addison)
630-790-6600
www.ywcachicago.org
- SDA 5**
Joliet CCR&R
(Joliet)
800-552-5526
www.childcarehelp.com
- SDA 6**
Illinois Action for Children
(Chicago)
312-823-1100
www.actforchildren.org
- SDA 7**
Child Care Resource & Referral
of Midwestern Illinois
(Moline)
866-370-4556
www.childcareillinois.org
- SDA 8**
SAL Child Care Connection
(Peoria)
800-421-4371
www.salchildcareconnection.org

- SDA 9**
Child Care Resource &
Referral Network
(Bloomington)
800-437-8256
www.ccrn.com
- SDA 10**
Child Care Resource Service
University of Illinois
(Urbana)
800-325-5516
ccrs.illinois.edu
- SDA 11**
Eastern Illinois University
Child Care Resource and
Referral
(Charleston)
800-545-7439
www.eiu.edu/ccrr
- SDA 12**
West Central Child
Care Connection
(Quincy)
800-782-7318
www.wcccc.com
- SDA 13**
Community Child Care
Connection
(Springfield)
800-676-2805
www.4childcare.org
- SDA 14**
Children's Home & Aid
(Granite City)
800-467-9200
www.childrenshomeandaid.org
- SDA 15**
Project CHILD
(Mt. Vernon)
800-362-7257
www.projectchild.net
- SDA 16**
CCR&R at John Logan
College
(Carterville)
800-548-5563
www.ccrjalc.com

Appendix XII

Illinois Department of Children and Family Services Licensing Offices

Day Care Licensing Office Contact List

Northern Region

City	Phone	Address
Aurora	630-801-3400	8 E Galena Blvd, STE 300, Aurora 60506
Dekalb	815-787-5300	760 Peace Rd, Dekalb 60115
Elgin	847-888-7620	595 S. State St, Elgin 60123
Freeport	815-235-7878	1826 S West Ave, Freeport 61032
Joliet	815-730-4000	1619 W Jefferson, Joliet 60435
Naperville	331-231-6900	1255 Bond St, STE 121, Naperville 60563
Rockford	815-987-7640	200 S Wyman St, 2nd FL, Rockford 61101
Sterling	815-625-7594	2607 Woodlawn Rd, STE 3, Sterling 61081
Waukegan	847-249-7800	2133 Belvidere Rd, Waukegan 60085
Woodstock	815-338-1068	113 Newell St, Woodstock 60098

Central Region

City	Phone	Address
Bloomington	309-828-0022	401 Brown St, Bloomington 61701
Champaign	217-278-5500	2125 S 1st St, Champaign 61820
Charleston	217-348-7661	825 18th St, Charleston 61920
Danville	217-443-3200	401 N Franklin, Danville 61832
Decatur	217-875-6750	2900 N Oakland Ave, B, Decatur 62526
Galesburg	309-342-3154	467 E Main, Galesburg 61401
Jacksonville	217-479-4800	46 N Central Park Plaza, Jacksonville 62650
Lincoln	217-735-4402	405 N Limit St, Lincoln 62656
Ottawa	815-433-4371	1580 First Avenue, Ottawa 61350
Springfield	217-782-4000	1124 N Walnut, Springfield 62702
Peoria	309-693-5400	5415 N University St, Peoria 61614
Quincy	217-221-2525	107 N 3Rd St, Quincy 62301
Rock Island	309-794-3500	500 42nd St, STE 5, Rock Island 61201

Southern Region

City	Phone	Address
Belleville	618-257-7500	7650 Magna Dr, STE 125, Belleville 62223
Marion	618-993-7100	2309 W Main, Marion 62959
Mount Vernon	618-244-8400	321A Withers Dr, Mount Vernon 62864

City of Chicago and Cook County

City	Phone	Address
Chicago	312-328-2464	1911 S Indiana, Chicago 60616

Current as of 02.27.2023