



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 South Grand Avenue, East • Springfield, Illinois 62762
401 South Clinton Street • Chicago, Illinois 60607

January 17, 2020

The Illinois Department of Human Services' (IDHS) Consolidated Accounting and Reporting System (CARS), which is used to pay providers who participate in the IDHS Child Care Assistance Program, has experienced technical issues since January 2, 2020. Due to these issues, child care providers have experienced payment delays. We are pleased to report that the technical issues have been resolved as of January 15, 2020. Payments are starting to be approved, and some payments have been issued. However, there are some remaining payments that will not be issued until the middle part of next week.

IDHS apologizes for the hardship and inconvenience this has caused to our valued child care providers.