

Child Care Assistance Program Waiting List Removal FAQs

1. Why were families placed on the Child Care Assistance Program (CCAP) Waiting List?

Since 2015, the Board of Elementary and Secondary Education (BESE), in collaboration with the Early Childhood Advisory Council, has increased payment rates, reduced co-pays and adopted more flexible eligibility criteria in order to serve more working families. As a result of these changes, increased participation in CCAP has occurred with more than 16,800 children served in April 2017. The number of families who have applied and are eligible for the program is greater than the amount of funds available to serve families. The Waiting List was established so eligible families can access services if additional funding becomes available.

2. Will families continue to be placed on the Waiting List as others are removed?

Yes. The additional funds only serves only a portion of the families on the Waiting List. New applicants will be added as CCAP applications are received and approved.

3. Is there a limit to the number of families that can be placed on the Waiting List?

No. All eligible families will be added to the list on a continuing basis.

4. Are any families exempt from the Waiting List?

Yes. Children who are experiencing homelessness, children of families participating in Strategies To Empower People (STEP) or Early Head Start-Child Care Partnerships, children in foster care and special needs children, will **not** be placed on the Waiting List and will be provided services once determined eligible.

5. How many children will be removed from the Waiting List as of September 4, 2018?

The Louisiana Department of Education Child Care Assistance Program has begun the process of removing and serving 4,500 children from the Waiting List.

6. When will services begin for children removed from the Waiting List?

Services for children removed from the Waiting List may begin no earlier than September 4, 2018.

7. How will I know if I have been selected to be removed from the Waiting List?

If you have received a CCAP Waiting List Verification Form, your family is high enough on the Waiting List to be removed and provided services. You must complete and return the form to determine if the household still qualifies to receive services. Please note that the CCAP Waiting List Verification Form is non-transferable.

8. How do families submit the CCAP Verification Form?

Families may submit the CCAP verification form by any of the following methods:

Fax: 225-376-6060 or 225-342-3906

Email: LDECCAP@la.gov

Mail: Louisiana Department of Education, CCAP, P.O Box 260037 Baton Rouge, LA 70826

9. Is the CCAP Waiting List Verification Form the only way eligible families are notified?

No. The Department will contact families via phone, mail, and email. Additionally, the CCAP provider initially listed on the application will also be notified.

10. How long will families not selected to be removed from the Waiting List remain on the Waiting List?

Eligible families may remain on the statewide waiting list for up to eighteen (18) months before having to reapply for the Child Care Assistance Program.

11. How long does the family have to return the requested CCAP Waiting List Verification Form and additional verifications (if applicable) once notified?

The requested verification must be returned within 10 calendar days of the date on the Form.

12. What happens if the requested verification is not returned within 10 calendar days on the date of the notice?

If requested verifications are not returned within 10 calendar days from the date on the notice and the Department is unable to contact the family by phone, the family will be removed from the Waiting List. The family would need to reapply and, if eligible, will be placed back on the Waiting List.

13. Now that funds have become available, how long does an eligible family have to find a child care facility?

The family has six weeks to enroll their child (if they have not already) in a child care facility/provider or they will have to reapply for eligibility and the funds will be available for the next family on the list.

14. If on the household's initial application a child listed in the household did not need care, can the status be changed to needing care?

Yes. Waiting List removals occur by family. If care was not needed for a child when the household initially applied, but care is now needed, care will be granted for that child, pending that they are eligible.

15. Will I need to complete a finger image?

If the Head of Household and Household Designees have already completed a finger image, another is **not needed**. If the Head of Household has not completed a finger image, a letter will be mailed stating when you can complete a finger image at the nearest [TOTS Location](#).

16. What if there is not an opening with the eligible family's preferred child care provider once they are notified that funds are available?

CCAP staff will provide the eligible family with information about other child care options that are close by. When an opening becomes available at the family's first choice, they may submit a change request in [CAFÉ](#) or by completing the form found on our website here [CCAP 10](#).

17. If an eligible family enrolls their child with a qualified CCAP provider while on the Waiting List, will the provider be reimbursed for the time the family is on the list?

No. The Child Care Assistance Program is **not** responsible for the cost of care while an eligible family is on the Waiting List. For additional information or questions, please contact the Department at 1-877-453-2721 or email ldccap@la.gov.

18. What if I have additional questions and/or concerns as an applicant?

Applicants may contact the Call Center for all inquiries at 1-877-453-2721 or email ldccap@la.gov.

19. What role does a provider play in Waiting List removal?

Providers are a vital piece of the CCAP partnership. There are several ways that the provider may assist in transitioning a family from the Waiting List to their facility. First, providers can help by ensuring the disclosure section on the application has been initialed by the applicant so the Provider Help Desk can disclose information to the provider about the case. Second, providers can help by informing the applicant about their removal and urging the return of the CCAP Verification Form and any additional verification (if applicable). Thirdly, providers can answer any questions for an applicant about available openings within the facility.

20. What if I have questions and/or concern as a Child Care Provider?

Providers may contact the Provider Help Desk for all inquiries or utilize the Provider Guide Book found [here](#).