

**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 enhancements, CCAP program participation increased and the number of families who have applied and been found eligible for the program is greater than the amount of funds available to serve families. The waiting list was established in 2017 to allow eligible families to 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 serve a portion of the families on the waiting list. New applicants will be added to the waiting list in the order that the 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 this summer?**

House Bill 105 of the 2019 Legislative session provided funding for approximately 1,400 children aged birth through three-years-old through the Child Care Assistance Program (CCAP), which is the most underserved age group in Louisiana. This funding is strictly limited for children born on or after October 1, 2015.

**6. When can services begin for children removed from the waiting list?**

Services for children removed from the waiting list may begin no earlier than July 15, 2019.

**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. My address has changed since I filled out the application. How can I get a copy of my waiting list verification letter?**

Contact the Department at 1-877-453-2721 or email [LDECCAP@la.gov](mailto:LDECCAP@la.gov) to update your address to receive a waiting list verification letter.

**9. Can my children who are age four and over by September 30, 2019 be added to my case once it is certified?**

Present state funding from House Bill 105 only provides services for children aged three and under. These are children born on or after October 1, 2015.

**10. How do families submit the CCAP Verification Form?**

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

1. Fax: 225-376-6060 or 225-342-3906
2. Email: [LDECCAP@la.gov](mailto:LDECCAP@la.gov)
3. Mail: Louisiana Department of Education, CCAP Household Eligibility, PO BOX 260037, Baton Rouge, LA 70826-0037

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

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

**12. How long will families not selected to be removed from the Waiting List remain on the waiting list?**

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

**13. How long does a 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.

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

If the request waiting list verification form is 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 without approved services. To be considered again, the family would need to reapply and, if eligible, be placed back on the waiting list.

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

The family has six weeks after their certification date 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.

**16. If an initial application listed that a child in the household did not need care, can the status be changed to needing care?**

Only if the child is born on or after October 1, 2015. House Bill 105 specifies that the additional funding must be provided to children who fall within the age limit of birth through age three to receive services. 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.

**17. 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.

**18. 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 can 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](#).

**19. 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 [LDECCAP@la.gov](mailto:LDECCAP@la.gov).

**20. What role does a provider play in waiting list removals?**

Providers are a vital piece of the CCAP partnership. There are several ways in which 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 eligibility to be removed and provided services and urge them to return 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.

**21. I understand that the additional funding provided by the legislature provides services for 1,400 children ages three and younger on the waiting list. Will families of children ages four and older that are currently being served continue to receive CCAP?**

Yes, families of children ages four and older receiving CCAP now will continue to receive services as long as they reapply and are eligible to receive services.

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

Applicants may contact the Department for all inquiries at 1-877-453-2721 or email [LDECCAP@la.gov](mailto:LDECCAP@la.gov).

**23. What if I have questions and/or concerns as a Child Care Provider?**

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