



Early Childhood Provider Updates

December 1, 2022

Agenda

- Welcome
- Child Care Assistance Program (CCAP) Updates
- Licensing Updates
- Teaching and Learning Updates
- Guest Speaker: Amy Poirier, Executive Director of Early Childhood Strategy
- Upcoming Events

Welcome!





Child Care Assistance Program (CCAP) Updates

Child Care Assistance Program (CCAP) Updates

Intake Applications

Due to increases in program eligibility and stimulus funding allocated for the program, the CCAP application backlog began to build in June, July, August, and September. By September 30, 2022, the intake application backlog was in excess of 5,200 applications.

- The team has completed processing of over 2,800 applications, leaving a remaining backlog of approximately 2,400.
- An overall goal of reducing the backlog by approximately 800 - 1,000 applications per week has been set.
- The team is processing applications in the order in which they were received.
- As the team processes backlog applications, *Request for Documentation* Forms (CCAP 14s) are being sent to families. Families should respond immediately to ensure speedy processing of their case.

Child Care Assistance Program (CCAP) Updates

CCAP 10 - Report of Changes (Change Forms)

There were 2,407 Change Forms (CCAP 10s) submitted during June, July, August, and September 2022. Approximately 300 forms remain to be processed.

- For most change request forms, a Semi-Automated Invoice (SAI) payment is required to resolve the request.
- When there is a delay in processing a Change Form, often it is because CCAP funds must first be recouped from the previous provider in order to pay the new provider. Federal program requirements do not allow for two providers to receive payment for the same child, for the same service dates.
- The team has a weekly goal of processing approximately 50-100 change forms.
- To prevent recoupment of CCAP funds, report any child who is no longer attending. Providers can use the [Provider Ticket System](#) to request the removal of a child who is no longer in attendance. Please label your ticket “removal of CCAP child.”

Child Care Assistance Program (CCAP) Updates

Provider Help Desk (PHD) Ticket System

There were 945 tickets submitted to the Provider Help Desk (PHD) from June 1, 2022, to September 30, 2022. Of these tickets, approximately 450 remain to be processed. Many of the 450 may be duplicates or closed tickets.

- Since October 1, 635 new tickets have been submitted.
- Tickets will be resolved in the order in which they were received. Due to the backlog, turnaround time will be longer than the previous 24-hour expectation.
- In an effort to quickly resolve an issue, the PHD team is contacting providers via phone to identify whether their inquiry within an open ticket has already been addressed.
- Approximately 90 -100 providers are contacted per week to review tickets.

Child Care Assistance Program (CCAP) Updates

Semi-Automated Invoice (SAI)

Prior to payments based on enrollment, CCAP staff processed approximately 800 SAIs during a quarter.

- There were more than 13,000 SAIs from June, July, August, and September that have been issued and reviewed.
- To ensure fast and accurate responses, providers must submit attendance logs with SAIs.
- As a courtesy, the payment staff will attempt payment without attendance logs whenever possible. However, the attendance logs should be complete with parent signatures and the time period of the SAI.

Child Care Assistance Program (CCAP) Updates

Semi-Automated Invoice (SAI) Continued

The Department is unable to provide a timeline for the completion of all SAIs due to the variable nature of each SAI; however, the payment staff is working through them as quickly as possible.

Tips for speedy processing of SAIs:

- SAIs should be returned immediately, and prior to the due date listed on the invoice.
- Invoices may be faxed to 225-376-6056 for processing.
- Include attendance logs with parent signatures reflective of all the days in question.
- Before making a status inquiry, please allow a processing time of at least 21 days after the submission date of the SAI and supporting documentation.

Child Care Assistance Program (CCAP) Updates

EdLink

As the Department replaces obsolete data systems, complications may arise because the new systems must interface with the old systems during the transition. The Department will do everything possible to prevent the complications and rectify them as soon as possible.

As a result of a recent glitch with EdLink,

- Authorizations are being updated for families that were dropped due to the system change.
- Updates to the system have been made to prevent this authorization issue going forward.
- The data team is monitoring upcoming renewals closely to ensure there are no concerns.
- Providers that have experienced concerns are being contacted individually, and their concerns are being addressed.

Child Care Assistance Program (CCAP) Updates

Underutilization Review and Notification

- The CCAP Team is conducting monthly reviews of underutilized authorizations. If a participant has not checked their child(ren) in/out using the Tracking of Time Services (TOTS) or Interactive Voice Response (IVR) portal during the previous month, their case will be closed. The participant will only receive one written notice, mailed to the address on file. If the same participating household appears on the underutilized report again and we have not heard from them, they will lose CCAP services and will need to reapply. Because we now have a Wait List, the new application is not guaranteed to receive immediate certification.
- To ensure this does not happen to families at your center, please ensure all families check children in/out daily using the Tracking of Time Services (TOTS) or Interactive Voice Response (IVR) portal throughout the month of December and every month moving forward.

Child Care Assistance Program (CCAP) Updates

Underutilization Webinar

To provide more information on the underutilized process, we are inviting you to join a special webinar. Providers will gain a better knowledge of how the Underutilized process works and how to assist families to ensure continued CCAP coverage.

Provider Underutilized Webinar

- **Webinar Date:** Thursday, December 8
- **Webinar Time:** 11:00 am - 12:00 pm
- **Webinar Link:**
<https://ldoe.zoom.us/j/93675220284?pwd=TDdDaGFVL0dWZmJnYzV4MUNEL1h4Zz09>

Licensing Updates



Licensing Updates

Communication with Providers

Each center shall have a current email address and phone number on file with Licensing.

- All communication from the Department will be sent via email to the most recent email address provided.
- There must be a working phone number dedicated to the site readily available at all times.
- Notify your Licensing consultant immediately if there is an email address or phone number change.

Please note: The center's email address should not be the director's personal email address.

Licensing Updates

Notification of Closure

Providers shall notify the Department of any temporary or permanent closures.

Providers can notify the Department via email of any temporary or permanent closures:

- Notification must be made within one day of a temporary closure lasting more than five calendar days but less than 30 calendar days.
- Notification must be made within seven calendar days of a permanent closure, which is a closure of more than 30 calendar days.

If you have any questions, please contact the center's Licensing consultant.



Child Care Criminal Background Check (CCCBC) Updates

Child Care Criminal Background Check (CCCBC) Updates

Renewals and Reinstatement of Pre-Pandemic Fees

Five-year eligibility renewals for the Child Care Criminal Background Check (CCCBC) program will begin in March 2023.

- As part of the renewal process, providers and applicants fingerprinted upon the program's launch in 2018 will be contacted via email to initiate the re-fingerprinting process.
- As of July 1, 2022, fees have been reinstated.

For questions, please contact deccbcprocessing@la.gov.

Teaching and Learning Updates



Teaching and Learning Updates

Believe! 2023-2024 Application

Community Network Lead Agencies (CNLAs) are applying for the final round of Believe! stimulus funding for the 2023-2024 year. CNLAs will need provider input to complete the application.

CNLAs should be reaching out to providers in the next two months to submit the application by the end of January 2023. Please be prepared to share the following information with CNLAs:

- Staff pay needs
- Curriculum needs
- Family needs (such as books or curriculum enhancement materials to supplement at-home learning)
- Site materials and supplies needs

Award notifications will be sent out in mid- to late spring of 2023.
Funds will be made available on July 1, 2023.

Early Childhood Teacher and Leader of the Year Applications Now Live

The EC TOY and LOY applications have been released to all nominated teachers and leaders as of October 1. Please support your colleagues as they apply for these awards.

Please download the [Teacher of the Year Guidance](#) and [Leader of the Year Guidance](#) to support your colleagues.

Candidates will be asked to submit the following:

- Video(s) of teaching (TOY) or leadership (LOY) activities
- Essay responses
- CLASS[®] scores
- Work history
- Personal information



Questions about the application can be directed to devon.camarota@la.gov.



Teaching and Learning Updates

School Readiness Tax Credits (SRTC)

SRTC forms for directors, teachers, and parents will be sent in the coming months.

Director and staff member tax forms will be mailed by January 2023.

- For re-leveling with Louisiana Pathways Career Ladders, new credentials and certifications should be submitted **immediately** to [Louisiana Pathways](#).
- Directors and teachers with an expiring Early Childhood Ancillary Certificate must renew it nine weeks before expiration via the [Louisiana Department of Education's Educator Certification Portal](#).

Parent School Readiness Tax Credit forms will be mailed to Type III centers in December 2022.

For more information about School Readiness Tax Credits, contact demita.walker@la.gov.

Teaching and Learning Updates

Early Childhood Ancillary Certificate

When should I submit my renewal or application for the ECAC to continue to be eligible for SRTC?

Expiration	November	Submit your renewal or initial application through Teach LA Live! immediately.	Allow 4-6 weeks processing time. If you submitted your application by October 15, you should have received your certificate or further feedback by November 19.
	December	Submit your renewal or initial application through Teach LA Live! immediately.	Allow 4-6 weeks processing time. You should receive your certificate or further feedback by December 31.
	January	Please wait to submit your renewal application until after 1/1/2023.	If your certificate is valid on 1/1/2023, you will be eligible for SRTC on your 2022 Louisiana tax return.

Teaching and Learning Updates

Early Childhood Ancillary Certificate

Things to note and do once you have submitted an application:

- **Please check your email regularly for replies from the LDOE.**
- You can also verify your application submission and check for any new messages using the “History” option on [Teach LA Live!](#). If your application is submitted by your Director, please follow-up with your Director to check for updates sent to their email or their own [Teach LA Live!](#) History.

Once your application is processed, additional feedback is provided or the certificate is issued:

- Case feedback is usually provided via email with instructions on how to correct the application, if needed.
- Certificate information can be reviewed on [TeachLouisiana.net](#). On the right side, choose “Verify a Certificate” or “Teaching Authorization.”

Please submit any questions regarding the processing of your application using “Ask a Question” at the top of [Teach LA Live!](#).



Understanding and Responding to ACEs: Adverse Childhood Experiences

Understanding ACEs

What are Adverse Childhood Experiences (ACEs)?

Adverse Childhood Experiences, or ACEs, are potentially traumatic events that occur in childhood.

Examples of ACEs include, but are not limited to:

- experiencing violence, abuse, or neglect
- witnessing violence in the home or community
- having a family member attempt or die by suicide

Aspects of a child's environment can also lead to ACEs, including:

- being exposed to, or cared for by, adults with substance use problems
- being exposed to, or cared for by, adults with mental health problems
- seeing a primary caregiver treated violently
- instability due to parental separation or household members being in jail or prison

Understanding ACEs

What are the Long-Term Effects of ACEs?

The impact of the trauma incurred as a result of Adverse Childhood Experiences during childhood can last well into adulthood.

ACEs can have lasting effects on behaviors, health, and life potential.

Research has shown that child trauma survivors may experience:

- Learning problems, including lower grades and more suspensions and expulsions
- Increased need for use of health and mental health services
- Increased involvement with the child welfare and juvenile justice systems
- Long-term health problems (e.g., diabetes and heart disease)

Understanding ACEs

Why Should Providers Be Aware of ACEs?

Providers' awareness of Adverse Childhood Experiences helps to ensure that children receive the support and families receive the information they need to reduce the effects of ACEs.

It is highly probable that at least some children in early childhood settings have, or will, be exposed to an Adverse Childhood Experience.

- Just under half (45 percent) of all children in the United States have experienced at least one ACE.
- One in ten children nationally has experienced three or more ACEs, placing them in a category of especially high risk.

Understanding ACEs

What Steps Can Providers Take to Learn More about ACEs?

Providers and teachers should attend professional development to learn more about ACEs and to gain strategies to help support children and families.

Child Care Resource and Referral (CCR&R) agencies throughout the state are currently providing training sessions focused on ACEs.

Providers are encouraged to reach out to the [CCR&R](#) in their area to sign up to attend one of these trainings.

Understanding ACEs

How Can Providers Inform and Support Families?

Providers can begin sharing information about ACEs with families right away.

The Department requests that providers begin sharing information with families in order to increase parents' knowledge of Adverse Childhood Experiences.

Providers can share this information by:

- posting and distributing flyers or other written information about ACEs
- hosting family information nights or other family engagement and education events
- providing additional resources to families indicating where they can get additional information and support related to ACEs

Understanding ACEs

Information and Resources for Families

The Center on the Developing Child at Harvard University developed a flyer, [What are ACEs?](#), that provides an overview and impact of ACEs that sites can share with families.

The following are some best practices for sharing this information with families:

- Including the flyer in monthly newsletters
- Posting the flyer on family information boards in the site entryway or in classrooms
- Sending out the flyer via email
- Having paper copies of the flyer that parents can pick-up when dropping off children at the site

Understanding ACEs

Information and Resources for Families

The following resources from the Centers for Disease Control and Prevention (CDC) can be utilized as part of family education events:

- [We Can Prevent ACEs](#) video
- ACEs [Risk and Protective Factors](#) article
- [Fast Facts: Preventing Adverse Childhood Experiences](#) article

Best practices for sharing information with families during educational events include:

- Hosting educational meetings or events focused on educating families about ACEs
- Talking about ACEs as a part of parent:teacher conferences
- Having sessions focused on ACEs during open houses

Understanding ACEs

Information and Resources for Teachers

There are also resources available that focus on ACEs that providers can use to educate teachers:

- A virtual [ACEs Training Module](#) from the Centers for Disease Control and Prevention (CDC) that can be used for onboarding new employees
- Informational guidance from the Centers for Disease Control and Prevention (CDC) for directors and teachers about [Preventing Adverse Childhood Experiences \(ACEs\): Leveraging the Best Available Evidence](#)

Understanding ACEs

Important Considerations for Talking with Families

Additional considerations should be made when talking with families about ACEs.

Engaging families in conversations about Adverse Childhood Experiences is a delicate task. When sharing ACEs information with families, it is important to adhere to the following practices:

- Help destigmatize ACEs by educating ALL families that anyone can experience ACEs
- Help families understand that ACEs outcomes are not destiny and can be overcome

Family Outreach on ACEs

Plans for Sharing Information with Families

The Department has created a survey that asks providers to share how they plan to distribute information about ACEs to the families they serve.

Please take a moment now to scan the QR code below and complete a brief [survey](#) about sharing information about ACEs with families.





Thank You!

If you have additional questions regarding sharing information about ACEs with families, please contact your local CCR&R.

Upcoming Events



Upcoming Events

CCAP Underutilization Webinar

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Upcoming Events

Plain Talk About Literacy and Learning

The Center for Literacy & Learning is excited to bring you the 2023 Plain Talk Pre-Conference Day. The first-ever pre-conference day will give you a glimpse into the 3-day Plain Talk event.

Providers can find out more information by visiting the link below:

- **Place:** The Hilton New Orleans Riverside
- **Date:** March 7, 2023
- **Time:** 9:00 a.m. - 3:00 p.m. (CST)
- **Link:** <https://mycfl.org/plaintalkpreconference/>



Upcoming Events

Plain Talk About Literacy and Learning

Plain Talk About Literacy & Learning® is heralded as the nation's premier literacy institute. Plain Talk gained its reputation because of its clear focus on providing evidence-based reading research and strategies for those who teach at all ages and grade levels.

What are the Topics?

- Early Childhood Literacy & Learning
- New Science of Reading
- Family Community Engagement

Who Should Attend?

- Early Childhood Directors/Teachers/Aides
- Education Majors
- Family Members of a Child Who Struggles with Reading
- Educators who are New to the Science of Reading

Registration Fee
Only \$199

Upcoming Events

Monthly Provider Webinar

The Department will be hosting monthly webinars for early childhood providers. These webinars will include important updates relating to COVID-19 and reminders for all provider types.

Providers can access the next provider webinar using the information below:

- **Webinar Date/Time:** Thursday, February 2 at 1 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/93597745872>
- **Phone Number:** 1-312-626-6799
- **Meeting ID:** 935 9774 5872

Contact Info

Child Care Licensing

- Call 225-342-9905
- Email ldelicensing@la.gov or email licensing consultants directly

Child Care Assistance Program

- Call 225-250-7635 or 225-252-9543
- Email ldeccap@la.gov or enter a [ticket](#) at the Provider Help Desk
- TOTS Assistance: Jackie.Droddy2@la.gov

Child Care Provider Certification

- Email providercertification@la.gov

Child Care Criminal Background Checks

- Call 225-342-2716 or 225-342-5311 or email LDEchildcareCBC@la.gov

COVID-19 Supports

- LDOE COVID-19 [landing page](#) and [library](#)
- COVID-19 [FAQ](#) for early childhood
- [Office of Public Health Guidelines for Child Care](#)
- Questions regarding COVID-19, contact LDOECOVID19Support@la.gov

General Early Childhood Support

- Email earlychildhood@la.gov

