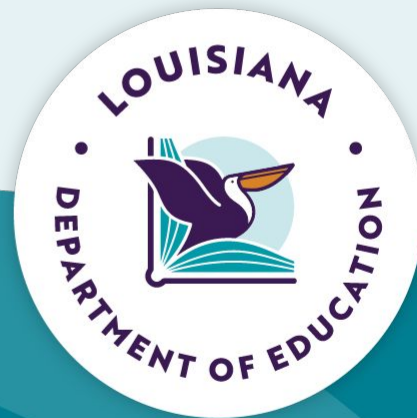


# Early Childhood Provider Updates



December 14, 2023

# Welcome!



# Agenda

- Welcome
- Child Care Assistance Program (CCAP) Reminders & Updates
- Licensing Reminders & Updates
- Child Care Criminal Background Check (CCCBC) Reminders & Updates
- Teaching and Learning Reminders & Updates
- EdLink / Kinder Systems Reminders & Updates
- Upcoming Events



# Child Care Assistance Program (CCAP)

Reminders & Updates



# Child Care Assistance Program (CCAP) Reminders & Updates

- The Department is finalizing contacting families certified to the Waitlist from October 1, 2022 - June 30, 2023.
  - Please contact the Department at [LDECCAP@la.gov](mailto:LDECCAP@la.gov) if a family is on the waitlist for an application date in that time period and has not received a Waitlist Verification Form; include the family's full name and case ID number.
- Families should review the form and note any changes since submitting their original application. Changes may include income, provider choice, or Employment and Training (E&T) hours. Families should check "Yes" if all information remains the same, sign, and return the form to the Department as quickly as possible.
- If there have been changes, the family should submit a CCAP 10 Report of Changes Form with the updates noted and return the form along with the Waitlist Verification Form.

Waitlist Verification Forms

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov)



# Child Care Assistance Program (CCAP) Reminders & Updates

- As Waitlist Verification Forms are returned for cases with application dates between October 1, 2022 - June 30, 2023, those families are being certified for services, if still eligible.
- As slots become available, additional eligible applicants from July 1, 2023 and on will be removed from the waitlist, based on the date of the application.
- If an eligible family enrolled their child while on the waitlist, the provider will only be reimbursed from the time the family was certified for services.
  - If a Semi-Automated Invoice (SAI) is required, payment will begin from the date the household was certified for services from the waitlist.
  - Providers must complete and sign the SAI and return it with the attendance logs for the requested dates, within 10 days of the invoice date.

SAI Requests for Back Pay

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov)



# Child Care Assistance Program (CCAP) Reminders & Updates

The Employment and Training requirement of 20 activity hours per week may be waived for parents, or persons acting as parents, who are experiencing homelessness, by meeting one of the following:

- Demonstrate that they are seeking employment by registering for a HIRE account with the Louisiana Workforce Commission
- Participate in a Transitional Living Program

Homeless Employment and Training (E&T) Requirements  
For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov)



# Child Care Assistance Program (CCAP) Reminders & Updates

- When receiving a Verification Request/Client Contact Letter (CCAP-14) in the mail, clients must adhere to the dates on the form.
- All documentation requested should be returned to the Department by the due date on the form, which will assist the CCAP team in meeting case processing deadlines.
- Families must also submit a CCAP 10 Report of Changes Form to report any changes that could affect their eligibility.
- All verification documents can be emailed to [LDECCAP@la.gov](mailto:LDECCAP@la.gov) or faxed to 225-376-6060.

Household Eligibility

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov)





# Child Care Assistance Program (CCAP) Reminders & Updates

Registration fees are paid approximately 60 days after the initial certification month for regular CCAP cases, only if attendance is recorded:

- The payments are released on or after the 15th of the month.
- Registration fees for Child Welfare children are paid to providers annually, 2 months after the month of the child's birthday.
- Type III centers, schools, and military providers receive \$110 maximum registration fees, and in-home and Family Child Care providers receive \$65 maximum registration fees.
- When a family changes providers during their certification period, another fee will not be issued to the new provider until the next annual registration fee date.
- When changes occur during a certification period, including the addition of new children, another registration fee will not be paid until the annual date of the certification period.

Registration Fees

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov)



# Child Care Assistance Program (CCAP)

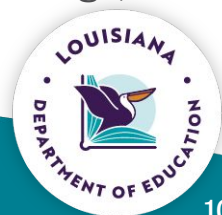
## Reminders & Updates

To expedite the processing of Provider Help Desk tickets, new streamlined submission processes are being implemented. Please note the following changes:

1. The subject line on the ticket should state only a single concern within the ticket (i.e., if the subject line says, “remove a child,” the ticket should only include the names of children who should be removed from the roster).
2. To address multiple issues, use multiple tickets. Each ticket should note an individual issue.
3. Please do not submit duplicate tickets for the same issues.
4. Please allow 30 days from date of submission for case status updates on intake or redetermination applications before initiating a ticket.
5. Use the ticket system first for assistance with an issue or concern. When emailing for additional help, the ticket number must be included in the email.
6. Client applications, provider or client verifications, semi-automated invoices, attendance logs, or Change Reports should not be submitted in the ticket system or sent to a staff email.

Provider Help Desk Ticket Processes

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov)



# Licensing

Reminders & Updates

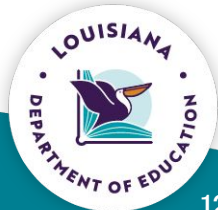


# Licensing Reminders & Updates

When reporting critical incidents to the Department, providers shall document the incident on the required form:

- The form must be submitted within 24 hours of the critical incident or no later than the next business day if the incident occurred on a Friday or a recognized state holiday to [ldelicensing@la.gov](mailto:ldelicensing@la.gov).

Please do not submit a critical incident form to your licensing consultant or specialist.



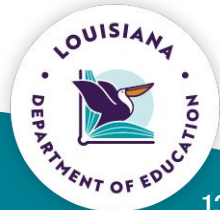
# Licensing Reminders & Updates

Staff must ensure that items that can be harmful to children are kept in a locked cabinet or other secure place. Some examples include the following:

Medications	Poisons	Cleaning Supplies	Chemicals
Equipment	Tools	Knives	Adult Scissors
Labels that read “Keep Out of Reach of Children”	Staples and Staplers	Paper or Binder Clips	White Out

Items That Can Be Harmful to Children

For questions contact your [licensing consultant](#).



# Licensing Reminders & Updates

- Children must be supervised at all times including the following:
  - In the center
  - On the playground
  - On field trips of any kind
  - During all activities
- While supervising children, staff shall devote their time to supervising the children, meeting the needs of the children, and participating with them in their activities.
- Staff duties such as cooking, housekeeping, or administration functions shall not interfere with the supervision of children.

Supervision

For questions contact your [licensing consultant](#).



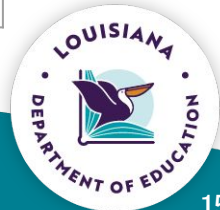
# Licensing Reminders & Updates

All early learning centers must establish in writing and prominently post or show parent's signatures of receipt of the following policies:

Child Abuse and Neglect	Non-Discrimination	Admissions	Disclosure of Information
Parental Access	Parental Involvement	Behavior Management	Electronic Devices
Programs, Movies, and Video Games	Provisionally-Employed Staff Monitoring	Complaint Policy	Computer Practices

Required Center Policies

For questions contact your [licensing consultant](#).



# Licensing Reminders & Updates

Independent contractors are individuals who are not employees of the center but render professional, therapeutic, or enrichment services within an early learning center.

The following information shall be maintained for all independent contractors:

- information form that includes the person's name, address, and phone number
- a list of duties performed while present at the center
- documentation of a CCCBC-based determination of eligibility or documentation of the adult staff member not otherwise counted in child-to-staff ratios that accompanied the contractor at all times while the contractor was at the center when children were present

Independent Contractors

For questions contact your [licensing consultant](#).





# Licensing Reminders & Updates

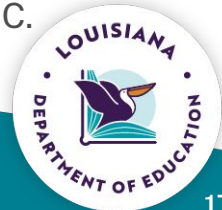
Examples of independent contractors include but are not limited to the following:

Dance Instructor	Gymnastic or Sports Instructors	Computer Instructor	Speech Therapist
Early Interventionist	Nurse	Local School District Staff	Nutritionist
Photographer	Contracted Bus Driver	Electrician	Plumber

Note: Therapeutic professionals, such as Speech Therapists and Early Interventionists, are not required to be under the supervision of center staff when providing such services but must have an eligible CCCBC.

Independent Contractors

For questions contact your [licensing consultant](#).



# Child Care Criminal Background Check (CCCCBC)

Reminders & Updates



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

Applications returned for corrections allow and require providers to update applications with correct information.

Some common corrections that are requested include:

- missing [consent and disclosure](#) form and driver's license
- signature of parent or guardian needed on the consent form for staff applicants under 18 years of age
- revision of an uploaded consent and disclosure form
- alias names that have not been listed on the CCCBC application

Corrections Requested

For questions contact [ldcccbbcprocessing@la.gov](mailto:ldcccbbcprocessing@la.gov).



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

- Providers can view the reason for a returned application by viewing the “Notification Log” in the [CCCBC System](#). Providers will also receive an email explaining the revisions required to continue processing the application.
- Once a correction is complete, applications should be resubmitted by selecting the “Next” arrow at the bottom of the screen.
- Applications successfully returned from corrections status will update to “In Progress.”
- “In Progress” status informs the CCCBC team that the requested information has been added and that the application is ready for review.

Corrections Requested

For questions contact [ldcccbbcprocessing@la.gov](mailto:ldcccbbcprocessing@la.gov).



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

Providers and applicants are contacted via email to initiate a CCCBC renewal application:

- The CCCBC System informs providers and applicants by email 90, 60, 30, 15, and 7 days before a CCCBC expiration date.
- Fingerprint submission is required for five year renewal applications.
- Renewal applications must be completed in the CCCBC System prior to expiration of current eligibility.

Please note: CCCBC applications are not created in EdLink.

Five-Year Renewal Applications

For questions contact [ldcccbbcprocessing@la.gov](mailto:ldcccbbcprocessing@la.gov).



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

A staff member may be employed provisionally when all of the following conditions are met:

- Request for a CCCBC-based determination of eligibility for child care purposes
- Receipt by the Department of a satisfactory fingerprint-based Louisiana or federal criminal history information record, pending the Department's receipt of the other CCCBC results and determination of the person's eligibility for child care purposes
- Status determined as "Provisional" in the CCCBC System

**Please note: A staff member with an expired CCCBC does not have provisional status.**

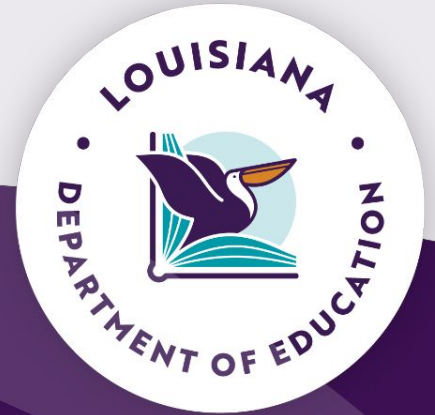
Provisionally-Employed Staff Members

For questions contact [ldcccbbcprocessing@la.gov](mailto:ldcccbbcprocessing@la.gov).



# Teaching and Learning

Reminders & Updates



# Teaching and Learning Reminders & Updates

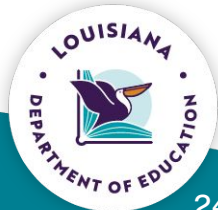
Last month the Louisiana Department of Education released the [2022-2023 early childhood performance scores](#) for 1,811 early learning sites.

- The Early Childhood Performance Profile Ratings show continued improvement from previous years, with more than 93% of sites earning a rating of Proficient or higher.

Performance Profiles will be available on [Louisiana School and Center Finder](#) by January 2024.

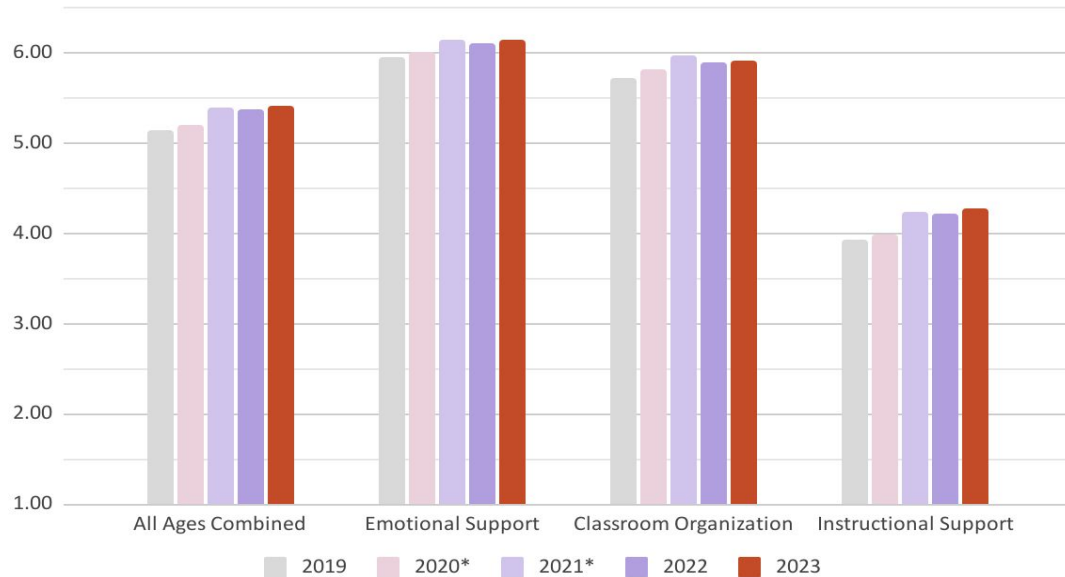
2022-2023 Performance Profile Scores and Ratings

Contact [EarlyChildhood@la.gov](mailto:EarlyChildhood@la.gov) with questions.



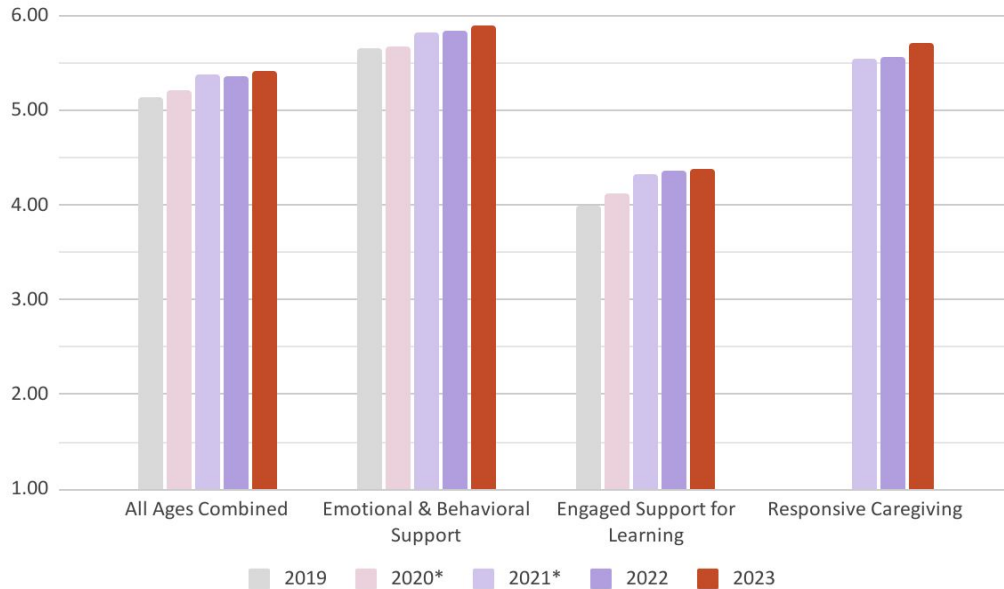


# Teaching and Learning Reminders & Updates



- Improvements across all domains
- Instructional Support increased 9% compared to pre-pandemic levels
- Scores have exceeded pre-pandemic levels of quality

# Teaching and Learning Reminders & Updates



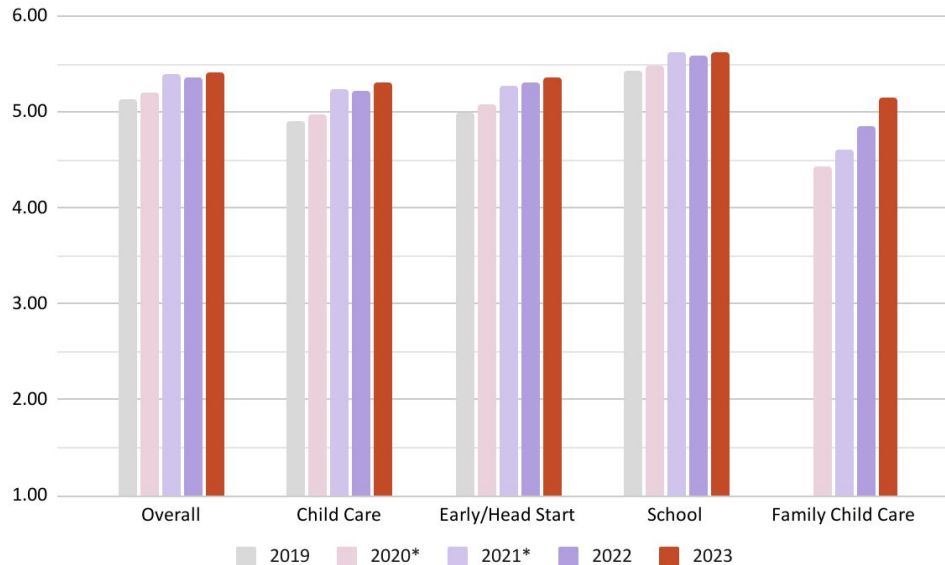
- Improvements across all domains
- Engaged Support for Learning increased 10% compared to pre-pandemic levels
- Scores have exceeded pre-pandemic levels of quality

Toddler and Infant Domain Performance

Contact [EarlyChildhood@la.gov](mailto:EarlyChildhood@la.gov) with questions.



# Teaching and Learning Reminders and Updates

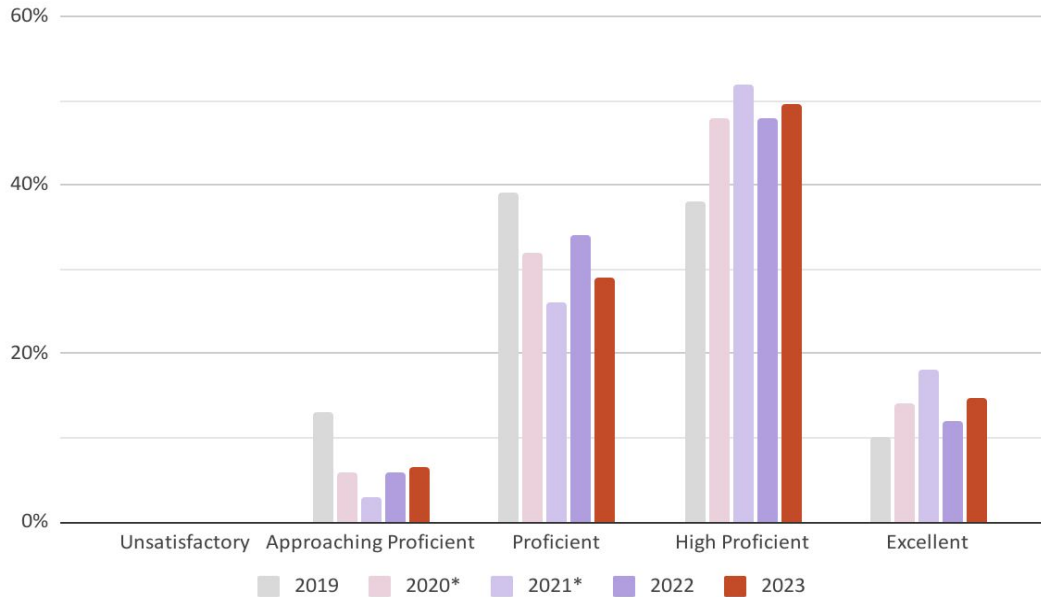


- Gap in scores between the average child care center and the average school is narrowing
- Child care center scores were higher than the state average overall
- Increase of 0.72 in family child care site scores from initial FCC pilot year to 2023

Performance Scores by Site Type  
Contact [EarlyChildhood@la.gov](mailto:EarlyChildhood@la.gov) with questions.

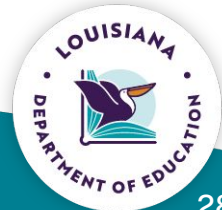


# Teaching and Learning Reminders & Updates



- 93% of children are served at a high-quality site, compared to 87% of children in 2019
- For the second year in a row, there are no Unsatisfactory sites statewide

Performance Ratings Over Time  
Contact [EarlyChildhood@la.gov](mailto:EarlyChildhood@la.gov) with questions.



# Teaching and Learning Reminders & Updates

- The 2022-2023 Performance Profile scores are the highest scores ever for all early learning site types, with the most growth occurring in child care sites.
- Instructional Support and Engaged Support for Learning scores increased to a record high.
- More sites have earned an Excellent rating, even as the number of early learning sites in Louisiana has increased by 13%.
- There are 264 Excellent Honor Roll sites and 493 Birth to Three Honor Roll sites.



# Teaching and Learning Reminders & Updates

Director and Staff member School Readiness Tax Credit forms will be mailed from Louisiana Pathways in January 2024.

For re-leveling on the Louisiana Pathways Career ladders, new credentials and certifications should be submitted via email to [cowani@nsula.edu](mailto:cowani@nsula.edu) or via mail to Louisiana Pathways before December 31, 2023, at the address below:

Louisiana Pathways  
Attention: Career Development  
1800 Warrington Place  
Shreveport, LA 71101-4425

School Readiness Tax Credits (SRTC's)

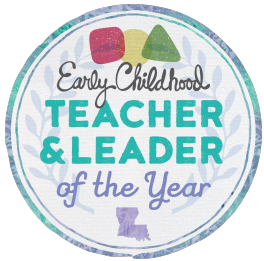
Contact [Demita.Walker@la.gov](mailto:Demita.Walker@la.gov) with questions.



# Teaching and Learning Reminders & Updates

The LDOE recognizes the incredible impact of early childhood educators, and the Early Childhood Teacher and Leader of the Year Award is a key component of recognizing the incredible work of these professionals.

Applications were sent to all nominated candidates and are available to any additional interested candidates on the [Louisiana Believes Awards](#) page. **Applications are due January 11, 2024.**



Early Childhood Teacher and Leader of the Year Awards

Contact [earlychildhood@la.gov](mailto:earlychildhood@la.gov) with questions.



# Teaching and Learning Reminders & Updates

Each Early Childhood Community Network Lead Agency is required to submit to the Department a Coordinated Funding Request (CFR) annually:

- This request provides Community Networks an opportunity to request funding for LA4, NSECD, and CCAP B-3 seats.
- Networks are required to provide opportunities for each publicly-funded program in the network to participate in the development of, and comment on, the proposed CFR.
- Networks will be submitting their CFR for the 2023-2024 Academic Year to the Department by January 26, 2024.
- Providers are encouraged to reach out to their Community Network Lead Agency to learn more about the CFR and how they can provide input and share their interest in LA4, NSECD, and/or CCAP B-3 seats.

Coordinated Funding Requests

Please contact your Community Network Lead Agency for support.





# EdLink / Kinder Systems

Reminders & Updates



# EdLink Reminders & Updates

1. Implemented “Financial Management” section for providers to edit/update site banking information and view application fees paid
2. Enhancements to “Messages” and “Notification” sections for providers and worker portal users
3. Added an alert on “Funding” source page to ensure correct options are being selected by providers
4. Resolved issues reported around duplicate licensing fee being displayed
5. Enhancements to Offline inspections for ease of use for Licensing Specialists

Recent EdLink Items Completed



# EdLink Reminders & Updates

1. Implemented “Financial Management” section for providers to edit/update banking information and view application fees paid

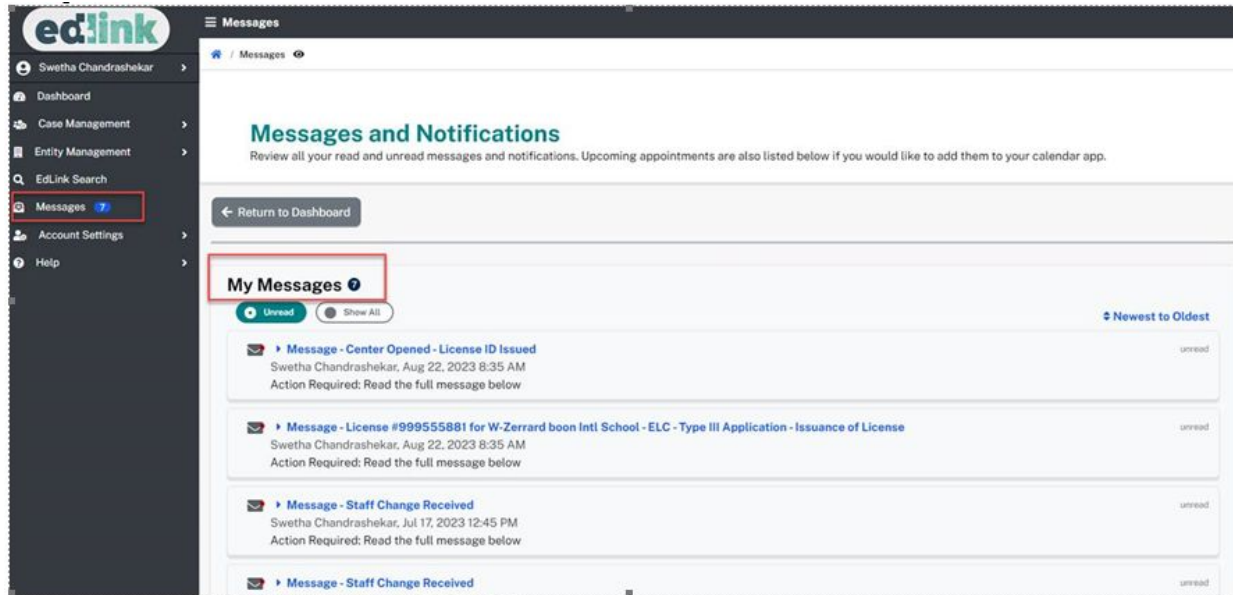
The screenshot displays the EdLink Financial Management Dashboard. The left sidebar contains navigation links: My Dashboard, Entity Management, Staff Management, Financial Management (highlighted), Transaction History, CCAP and Banking (highlighted), Messages, Account Settings, and Help. The main content area includes a notification banner at the top stating that an application is under review. Below this, the 'CCAP Summary' section shows fields for Provider Number (30000504), Provider Type (Type III), CCAP Expiration Date (01/05/2024), and CCAP Status (Certified). The 'Request CCAP Discontinuation' section contains a button labeled 'CCAP Discontinuation'. The 'Banking Information' section is divided into 'Bank Information' (with fields for Bank Name, Routing Number, Account Number, and Disbursement Type) and 'Account Holder Information' (with fields for Account Holder Name and DBA). The 'Change Banking Information' section at the bottom includes a 'Change Bank' button. Red boxes highlight the 'CCAP Summary', 'Banking Information', and 'Change Bank' button.

Recent EdLink Items Completed



# EdLink Reminders & Updates

## 2. Enhancements to Messages and Notification sections for providers and worker portal users



Recent EdLink Items Completed



# EdLink Reminders & Updates

3. Added an alert on Funding source page to ensure correct options are being selected by providers

The screenshot shows a web browser window at the URL `bat_ldoe.edlink.la.gov/#/welcome/application/628757/funding`. The page title is "Funding Source". Below the title, it says "Section 1: Funding Source" and "How will your center be funded? Choose all that apply". There are three radio button options: "Early Head Start" (selected), "Private Pay", and "Early Head Start Child Care Partnership". The "Early Head Start" option is highlighted with a red box. An alert dialog box is open in the center of the screen, titled "Alert" with a bell icon. The alert text reads: "You have selected Early Head Start or Head Start or both as one of the funding source for your center. On Funding Source page, please make sure to select 'Yes' to 'Do you want to participate in the Child Care Assistance Program for before and after care?' to be eligible for Child Care Assistance Program. Do you want to proceed further?". There are "Yes" and "No" buttons at the bottom of the alert. At the bottom of the page, there are two buttons: "Back to Application Instructions" and "Save and Continue".

Recent EdLink Items Completed



# EdLink Reminders & Updates

New items and improvements planned include the following:

- Complaints/Incidents and VORs ( Verification of Operations)
- Change of Ownership application via EdLink
- Major enhancements to “Staff Management” section to enhance user experience and ease of use
- Additional integration with the CCCBC System to provide improvements to the CCCBC “No Match” Records

New Work / Improvements Planned for EdLink



# EdLink Reminders & Updates

Louisiana Believes:

<https://louisianabelieves.com/early-childhood/edlink-training>

EdLink Training opportunities:

[https://louisianabelieves.com/docs/default-source/policy/edlink-training-webinar-calendar.pdf?sfvrsn=651f6318\\_6](https://louisianabelieves.com/docs/default-source/policy/edlink-training-webinar-calendar.pdf?sfvrsn=651f6318_6)

# EdLink Reminders & Updates

Tuesdays and Fridays - 8:30 am - 9:30 am

**Accessing EdLink:** In this session, you'll be instructed on how to create a EdLink account, personal profile, New User Dashboard, and request access to your Entity and Entity Dashboard.

Tuesdays 10:00 am - 11:30 am

**Completing Type I, II, and III New and Renewal Applications:** In this session, you'll be provided with instructions for completing Types I, II, and III applications. We'll go through the application, page by page, with emphasis on entering Staff and uploading documents.

Tuesdays 7:00 pm - 08:00 pm

**Completing In Home and Family Home Renewal Applications:** In this session, you'll be provided with instructions for completing In Home and Family Home applications. We'll go through the application, page by page, with emphasis on entering Household Members and uploading documents. Access for IH/FH Providers may be addressed, time permitted.

Fridays - 10:00 am - 11:30 am

**Entity Changes:** This session explain how to access, complete and submit changes for your entity. This application includes changes of license type, changes of ownership, changes of location and general Entity information.

Upcoming EdLink Trainings

December 2023 / January 2024





# EdLink Reminders & Updates

## GENERAL EDLINK TRAINING FOR ALL PROVIDERS

### ACCESSING EDLINK USER GUIDE

- [Staff Management Video](#)
- [Entity Management and Edit Entity Change Applications Video](#)
- [Financial Management Video](#)
- [Entity Role Descriptions PDF](#)
- [Entity Change Application User Guide PDF](#)
- [Entity Change Application Video](#)
- [Resetting Password PDF](#)
- [Scanning and Uploading Documents PDF](#)
- [Computer Basics PDF](#)
- [Edlink Training Event Calendar PDF](#)

## KINDERCONNECT/CCAP PROVIDERS

- [KinderConnect Support and Training](#)
- [CCAP Provider Support](#)

## PROVIDER CERTIFICATION PROVIDERS

- [In Home Application User Guide PDF](#)
- [Family Home Application Video](#)
- [In Home Application Video](#)

## LICENSED PROVIDERS

- [Type I New/Renewal Application Video](#)
- [Type II New Application Video](#)
- [Type III New/Renewal Application User Guide PDF](#)
- [Type III Application New/Renewal Video](#)

# EdLink Reminders & Updates

The EdLink team is requesting that Early Childhood providers take a quick [EdLink Provider Feedback survey](#).

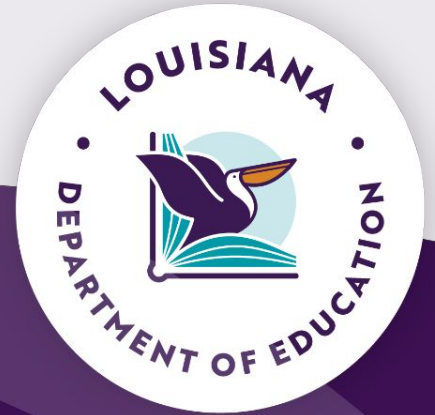
The Department EdLink Team values the input of the incredible providers in Louisiana and would like to hear what the team can further do in the system to enhance providers' EdLink user experience!

# EdLink Reminders & Updates

If you are experiencing EdLink system errors regarding your location:

- Visit <https://edlink.supportsystem.com/> and then open a new ticket
- Review the Help Topics that can help you resolve your issue without submitting a ticket
- If you are experiencing a separate issue from those covered in the Help Topics, be as descriptive as possible (and add pictures if available) when submitting the EdLink ticket, so that the team can best assist you
- Note: This Ticketing system is for EdLink System errors and access issues only: for specific LDOE Licensing and Provider Certification questions, please use the [Provider Help Desk Ticket System](#).

# Upcoming Events



# Upcoming Events

The Department hosts monthly webinars for early childhood providers. These webinars include important reminders and updates for all provider types.

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

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

**NOTE:** There will be no webinar in January 2023.

Monthly Provider Webinar

Please contact [earlychildhood@la.gov](mailto:earlychildhood@la.gov) with any questions.



# Upcoming Events

- Teacher Leader Summit (TLS) 2024 will be held Tuesday, May 28 - Thursday, May 30 at the New Orleans Ernest N. Morial Convention Center.
- This year's Summit theme is "Leading the Next Level." Teacher Leader Summit sessions will focus on our ability to lead the next level of our vision for success.



Teacher Leader Summit 2024

Contact [events@emergentmethod.com](mailto:events@emergentmethod.com) with questions.





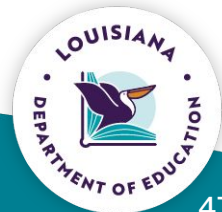
# Upcoming Events

- Early Bird Registration for TLS 2024 will open on **January 5, 2024**. Early Bird Registration will be on a first-come, first-served basis and will close on **February 2, 2024**.
- Regular registration will begin on **February 3, 2024**, and close on **March 15, 2024**, or at sellout. There will be no onsite registration. All registrations **must** be completed in advance of arriving at the event.
- Educators will use Cvent to register for the event. The LDOE strongly encourages the email address used for Cvent to be the participant's official school email address.



Teacher Leader Summit 2024 Registration

Contact [events@emergentmethod.com](mailto:events@emergentmethod.com) with questions.

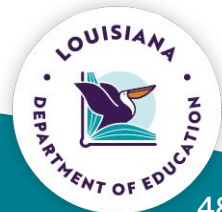


# Upcoming Events

- New this year, the 2024 Early Childhood Conference will be held at two locations, in order to make it easier for providers from across the state to be able to attend:
  - **Baton Rouge, LA event date (TBD): October 5th or October 12**
  - **Shreveport, LA event date: September 7th**
- At each site, ECC 2024 is expected to be held on one day only, a Saturday, to provide more opportunity for educators and providers to attend.

Early Childhood Conference 2024

Contact [events@emergentmethod.com](mailto:events@emergentmethod.com) with questions.





# Contact Info

## Child Care Licensing

- Call 225-342-9905
- Email [ldelicensing@la.gov](mailto:ldelicensing@la.gov) or email licensing consultants directly

## Child Care Assistance Program (CCAP)

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

## Child Care Provider Certification

- Email [providercertification@la.gov](mailto:providercertification@la.gov)

## Child Care Criminal Background Checks (CCCBCs)

- Call 225-342-2716 or 225-342-5311 or email [ldcccbbcprocessing@la.gov](mailto:ldcccbbcprocessing@la.gov)

## General Early Childhood Support

- Email [earlychildhood@la.gov](mailto:earlychildhood@la.gov)

