Child Care Assistance Program
Teacher Leader Summit
May 2018
The objective of this training is to provide our community partners, CCAP providers, stakeholders, and lead agencies with current and upcoming program updates.

- Academic Approval and Provider Certification
- Overview of CCAP
- Updated Application Process
- Updated Application Definitions/Terms
- Required Verification
- Applicant’s Responsibilities
- CCAP Waiting List
- TOTS
- Calculating Co-payments
- Resources
- Open Discussion/Questions
Providers who desire to serve children through the Child Care Assistance Program must meet several requirements.

- **Academic Approval**: Child care centers who want to accept public funds are required to meet a set of performance and academic standards resulting in academic approval.

- **Licensing**: A center cannot receive a Type III license until it has been granted academic approval.

- **Provider Certification**: Once a center has received its Type III license, they may apply for certification to receive CCAP payments.
The purpose of the Child Care Assistance Program (CCAP) is to provide financial assistance to low-income families with obtaining high quality child care while they work or attend school.

Eligibility determination factors include:

- Household size
- Household income
- Number of hours the child is in care
- Number of hours the client and other adult caregivers work or attend an education and/or training program
- If child is a member of one of the special populations (STEP/FindWork, Homeless, Foster Care, Early Head Start Child Care Partnerships, and/or Redetermination

Since July 2015 The Department has been working to ensure that Louisiana families are informed about the CCAP program and its eligibility factors.
The Department increased the maximum gross income amount on 02/1/2016 in order to qualify more Louisiana families in need of assistance.

The CCAP flow chart can help applicants and providers predetermine who may be eligible for assistance.

- - - CHILD CARE ASSISTANCE APPLICATION PROCESS - - -

1. Determine if you are eligible for child care assistance.

2. Are you responsible for paying child care costs for a child under 13 or a child under 18 with a disability who lives with you?

3. Does every adult in your household work or attend school or a training program for at least 20 hours a week?
   - If not participating in one or a combination of these activities, do these persons receive disability income?
   - Do you attend an accredited education or training program as a full-time student?

4. Is your household’s total monthly gross earned and unearned income less than the amount listed below for your household size? (gross income refers to income before any deductions from the paycheck)

<table>
<thead>
<tr>
<th>2 PERSONS</th>
<th>3 PERSONS</th>
<th>4 PERSONS</th>
<th>5 PERSONS</th>
<th>6 PERSONS</th>
<th>7 PERSONS</th>
<th>8 PERSONS</th>
<th>9 PERSONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,403</td>
<td>$2,684</td>
<td>$3,257</td>
<td>$3,778</td>
<td>$4,299</td>
<td>$4,397</td>
<td>$4,495</td>
<td>$4,592</td>
</tr>
</tbody>
</table>

If you answered YES to all of the above questions, you may be eligible for child care assistance. * Limits are Subject to change

CATEGORICALLY ELIGIBLE:
Is your child a participant in the Early Head Start Childcare Partnership, have an IEP or IFSP, Homeless, or STEP/TANF recipient?

The Department increased the maximum gross income amount on 02/1/2016 in order to qualify more Louisiana families in need of assistance.
What is Considered a Household?

Understanding what CCAP considers a household can guide the applicant in providing necessary information for each individual listed on the case.

- Head of household (primary)
- Head of household’s legal or non-legal spouse (disabled adult parent with doctor statement)
- All children under the age of 18 who are dependent on the head of household and/or spouse

Example: If Sally has a husband and two children for whom she is financially responsible for and they all live in the house with grandma and grandpa, only Sally, her husband, and two children would be considered a household.

Note: A child must be living in the household more than 50% of the time.
Updated Application Process
The Child Care Assistance Program (CCAP) application process was updated on January 29, 2018. The update was aimed at making the process more transparent and efficient for families.

- Previously, additional documentation was requested for 80% of CCAP applications.
- Requesting and receiving documents using the US Postal Service delayed application processing time. It also causes inconvenience and hardships for clients and providers.
- When all documents are submitted with the initial application, processing time can be significantly shortened.
- When families receive an eligibility determination in less than 30 days, they can be more productive in work, school, or in securing alternative affordable high quality childcare if they do not qualify for CCAP.

The Department is working hard to ensure quick and accurate processing of all CCAP applications.
What is New?
Updated Application Process

To make the process more user friendly, modifications have been made to the CCAP application. The application in CAFÉ and the paper version are now aligned.

• The CCAP Rate and Availability form (CCAP 7B) is now a part of the CAFE’ complete application. All provider information is now part of the application: provider name and number, director/owner’s name, operating hours, transportation (if applicable), child care information (child’s name, number of hours per week care, and if summer or holiday care is needed).
• Report of Changes Form (CCAP 10) replaces the Summer 7B effective 5/30/2018.
• Finger images will not be required until a client is determined eligible and removed from the wait list.
• The Household Designee’s information is now a part of the application. Information about Household Designees (up to 4) must be included in the application; first and last name, address, and date of birth.

Including these forms within the application will reduce additional verification requests.
CCAP Updated Application Process - Quick Tips

Here are some tips to inform the applicant of when they are applying for CCAP.

Applicants completing an application using a smartphone or tablet device such as an iPad, will NOT be able to upload documents using these devices. The software is not compatible for uploading documents. Documents must be uploaded using a desktop computer and WebTwain software which can be downloaded at no cost to the applicant. The applicant does have the option of starting and saving the application on the smart devices until they can access a desktop to resume the application and upload the documents.

-The goal is to reduce the use of paper applications (although we cannot deny an applicant a paper application if requested). We suggest the use of the local library, resource and referral agencies, FedEx, etc. where they will have use of a desktop computer. Sending a paper application should be the last option.

The third party selected is working to test the smart device function for CAFÉ and will be implemented at a later date.
There are three different statuses for an application, depending on the verification that the Department has received.

**Incomplete Application** - The status assigned to the CCAP application when the applicant does not provide the verification needed to determine eligibility.
  - *Example: Application received, but verification of age and E&T was not submitted.*

**Awaiting Verification** - The status assigned to the CCAP application when additional verification has been requested from the head of household.
  - *Example: The client submitted an application with check stubs, but check stubs were not within the 45 day timeframe.*

**Complete** - The status assigned to the CCAP Application once the application has been processed.
  - *Example: The client submitted all required verification for processing.*

Application statuses vary depending on verification documents received.
Required Verification

The following documents must be uploaded with the complete application.

• **Age/Relationship** - Birth certificate, baptismal certificate, or hospital birth records of the person to be included. If not applicant’s child, birth records to prove how the child is related to the applicant along with custody papers.

• **Alien Status** - If not a U.S. citizen, provide documentation from USCIS to prove the person is a legal alien.

• **Wages** - Four (4) consecutive paycheck stubs within the past 45 days or employer's statement for each person in the household that works

• **Self-Employment** - Income tax returns, sales records, quarterly tax records, or personal wage record

• **Other income such as contributions, child support, alimony, Social Security, SSI, VA, retirement checks, Unemployment Compensation (UCB)** Award letters, court orders, and/or statements from contributors
The following documents must be uploaded with the complete application.

- **Income that has been discontinued within the last 3 months (if applicable)**
  Pink slip, termination notice, statement from former employer or statement from source of any income that ended

- **Special Needs**
  Current Individual Education Program (IEP) or Individualized Family Service Plan (IFSP) in accordance with the Individuals with Disabilities Education Act (IDEA)

- **Immunizations**
  Shot, school, or doctor's records (LINKS Access)

- **School Attendance or Job Training (if applicable)**
  A detailed schedule from the school or job training program indicating the days and times of attendance. The document must include the anticipated date of completion for any person who needs child care in order to attend school or job training.
Applicant’s Responsibilities

What should the client expect?

- The client should have all required verification readily available prior to submitting a CCAP application.

- Utilize the resources such as CCAP check list, FAQs, and Flow Chart at [www.louisianbelieves.com](http://www.louisianbelieves.com)

- If the client does not submit valid verification, their application will be marked Incomplete and the application will not be accepted into the system.

- Finger images will not be required until client is being removed from the wait list. 
  (Exception: Special population cases aren’t placed on the wait list. Therefore, a finger image is required.)

Ensuring these responsibilities are met will result in a smoother process for families.
Ruby Smith submitted a CAFÉ application for her grandchildren: Dylan 8-months old, Daja 2-years old, and Dakiara 13-years old. She submitted court ordered custody documents, her SSI award letter, and no birth verification for the children.

1. Is this a complete application?

Answer: No, this application would be considered incomplete because birth verifications were not submitted for all children.
The Child Care Assistance Program (CCAP) is a federally funded program that enables Louisiana parents to work or attend school by helping them afford child care.

- At its peak, CCAP served nearly 40,000 children. Less funding and more stringent eligibility criteria decreased participation by more than 50% from 2012 to 2015.

- Since 2015, the State Board and Early Childhood Advisory Council, has increased payment rates, reduced co-pays and adopted more flexible eligibility criteria to serve more working families.

- The Louisiana economy continues to improve with more families working.

- CCAP currently serves nearly 17,400 Louisiana children whose parents are working or in school.

Families that are able to place their children in stable, high quality care are more likely to be successful in work or school.
The CCAP wait list is approaching one year since implementation on 07/01/2017.

Additional funding could potentially be given to Early Childhood to address the growing wait list. There are roughly 5,100 eligible children awaiting services.

Staff will undergo extensive training for notifying clients and providers of the removal process, timelines and due dates for verifications, allocating funding, system management and other relative trainings.

Special Populations that include Early Head Start Child Care Partnerships, Special Needs/Disability applicants, Homeless applicants, Find Work/STEP participants, and/or Redeterminations, if eligible, will continue to be exempt from the wait list.

If funding is granted, this will provide subsidies to more families in Louisiana.
When funding becomes available, the families at the top of the wait list according to their application date will be notified by phone, mail and email.

Families will be removed from the wait list after 18 months but will be provided a 30 day notice before being removed and will be directed to reapply if they still need assistance.

When notified that funding is available, the family will have 10 calendar days to submit additional eligibility verification information if they have been on the wait list for more than 30 days.

Eligible families may remain on the statewide wait list for 18 months before having to reapply for assistance.

If funding is granted, this will provide subsidies to more families in Louisiana.
Tracking Of Time Services (TOTS)
Review

**TOTS – Acronym for Tracking of Time Services**

- What is TOTS?
  - Electronic system used by Child Care Assistance Program (CCAP) to track the time children spend with a child care provider
  - LDE’s solution is comprised of 3 portals
- Who is required to use TOTS?
  - Providers (Class III, Family Child Care, Home-based and School-based)
  - Parents/Guardians of children receiving assistance through CCAP

*Tracking of Time Services helps facilitate provider payments.*
How does TOTS work?

- Uses biometric imaging equipment to record attendance at Class III, Family Child Care and Military type centers.

- Uses Interactive Voice Response (IVR) to record attendance for In-Home Care and School-Based Care. To record attendance call 1-888-281-1093.

- Attendance file for the week is closed out on Saturday night at midnight. The State processes payments on Tuesday. Payments to providers are usually available on Thursday of each week. Although payments are made weekly, the payments are paid 2 weeks after care is provided.

It is important for providers to distinguish the difference in the methods of tracking time.
Equipment
How does TOTS work?

- At what point will the provider receive equipment?
  - After the first child is authorized for the provider

- How long does it take to receive the equipment? 7 – 10 days

- Who does the provider contact if the equipment is not received or if the equipment malfunctions? Call Conduent at 1-888-281-0326.
  - To reach a Conduent (formerly Xerox) Customer Service Representative, dial the number above, choose English or Spanish; at next prompt, choose Option 1; at the next prompt, **DO NOT** choose 1 or 2, wait 2-3 seconds and there will be a 3rd option for a customer service representative.
  - The provider has 48 hours to report any malfunctions or other issues with the machine to avoid interruption of payments.

The answers to these questions provide necessary and important information in regards to continuation of child care services.
Provider Web Portal

Why do I need to use the Provider Web Portal?

- How do I access the Provider Web Portal?
  - https://www.latots.org/eccpw/

- Where do I get a User ID and Password?
  - Call 1-888-281-0326.

- To reach a Conduent (formerly Xerox) Customer Service Representative, dial the number above, choose English or Spanish; at next prompt, choose Option 1; at the next prompt, **DO NOT** choose 1 or 2, wait 2-3 seconds and there will be a 3rd option for a customer service representative. The customer service representative will assist in resetting your password. Be prepared to give the representative your provider number and a couple of additional pieces of information to identify yourself.

The answers to these questions provide necessary and important information in regards to continuation of child care services.
TOTS Provider Web Portal

Welcome to the Louisiana Provider Portal

The Louisiana Department of Education Provider Web Portal gives child care providers with internet access the ability to view their authorizations and the attendance reports for their authorized children online. Providers are given User IDs and temporary passwords, which must be changed at the first login. Logging in gives providers access to their authorization and attendance information. The information for each provider is secure, viewable only by entering User ID and password.

HELPFUL LINKS
- TOTS Terminal Installation Guidelines
- Provider Equipment Agreement Packet
- TOTS Frequently Asked Questions
- Provider Portal User Manual
- Provider POS and Biometric Device Manual
- Provider POS Quick Reference Guide
- Provider IVR Quick Reference Guide
- Tips for parents using POS/Bio equipment
- Tips for parents using the IVR

SIGN IN WITH YOUR USER ID

Login

Password

LDE Staff Only

Login

Forgot Password?

NEWS BULLETINS

Louisiana is under a tropical storm warning due to potential tropical cyclone along part of the Louisiana coast. Stay prepared by reviewing information on the LDOE website at www.louisianabelieves.com or call 1-877-453-2721. If you have any questions, please do not hesitate to contact our office by email LDECCAP@la.gov or call 225-342-1879. Be prepared and stay safe.
TOTS Provider Web Portal

Provides access to information about:
- Authorizations
- Transactions
- Broadcast Messages

Provides access to Reports

Overview of Provider Information
Calculating Client Co-payments
## Current Child Care State Maximums

<table>
<thead>
<tr>
<th>Child care provider Type</th>
<th>Regular Care</th>
<th>Regular Care for Infants/Toddlers (under age 3)</th>
<th>Special Needs Care Incentive</th>
<th>Special Needs Care Incentive for Infants/Toddlers (under age 3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type III Early Learning Center</td>
<td>$21.50</td>
<td>$22.50</td>
<td>$27.00</td>
<td>$28.25</td>
</tr>
<tr>
<td>School Child Care Center</td>
<td>$15.00</td>
<td>$16.00</td>
<td>$18.75</td>
<td>$20.00</td>
</tr>
<tr>
<td>Family Child Care Provider</td>
<td>$15.00</td>
<td>$16.00</td>
<td>$18.75</td>
<td>$20.00</td>
</tr>
<tr>
<td>In-Home Provider</td>
<td>$14.50</td>
<td>$15.50</td>
<td>$18.25</td>
<td>$19.50</td>
</tr>
<tr>
<td>Military Child Care Centers</td>
<td>$21.50</td>
<td>$22.50</td>
<td>$27.00</td>
<td>$28.25</td>
</tr>
</tbody>
</table>
Current Child Care Sliding Fee Scale

<table>
<thead>
<tr>
<th>Former Current Payout % Rate</th>
<th>CCAP Subsidy - PreK</th>
<th>CCAP Subsidy – Infant/Toddler</th>
<th>State Required Co-Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td>$18.50</td>
<td>$19.50</td>
<td>$3</td>
</tr>
<tr>
<td>60%</td>
<td>$19.50</td>
<td>$20.50</td>
<td>$2</td>
</tr>
<tr>
<td>80-100%</td>
<td>$21.50</td>
<td>$22.50</td>
<td>0</td>
</tr>
</tbody>
</table>

STEP/FW, Child Welfare, and Homeless families included in 100% Payout Rate

Co-pay is based on household income with three tiers - $3, $2, $0 per day. The household is required to pay the provider charge above the state rate.
The CCAP sliding fee scale reduces out-of-pocket costs for households while still enabling access to quality options. It is calculated based on the 55% of SMI.
# Calculation Worksheet Resource

## Payment Resource Tool

As a provider you can utilize this tool to ensure you are knowledgeable of the process for calculating the monthly child care costs for full time children. The total amount found in Step 4 is the amount the parent is responsible for paying.

<table>
<thead>
<tr>
<th>Month</th>
<th>Child’s Name</th>
</tr>
</thead>
</table>

### Step 1

**$**

- **Provider Daily Rate**
  
  (Ex: $30.00 per day the amount you charge)

- **X**
  
  **Service Days for the Month**
  
  (Ex: 21 Service Days in the month)

- **=**
  
  **Total for Step 1**
  
  (Ex: Provider daily rate multiplied by service days for the month)

### Step 2

**$**

- **State’s Rate for the Child**
  
  (State’s amount covered for the child)
  
  (Ex: $21.50)

- **- $**
  
  **Co-Pay**
  
  (Ex: $0, $2, $3, $8, or $10 found on CCAP 13)

- **=**
  
  **Total for Step 2**
  
  (Ex: State’s Rate for the Child minus Co-Pay)

### Step 3

**$**

- **Total from Step 2**

- **X**
  
  **Service Days for the Month**
  
  (Ex: Same Service Days used in Step 1)

- **=**
  
  **Total for Step 3**
  
  (Ex: Total from Step 2 multiplied by Service Days for the Month)

### Step 4

**$**

- **Total from Step 1**

- **- $**
  
  **Total from Step 3**

- **=**
  
  **Total per Month**
  
  (Parent’s Responsibility)

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*Co-pay amount can be found on the CCAP 13 form

*If you would like to find the daily amount owed: Total from section 4 and divide by service days for the month

**(Co-pay will be $0, $2, $3, $8 or $10) Please see graph below for an example.

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The amount you charge

- **State Rate for the Child**

- **Rate for the Provider**

- **CCAP Required Co-Pay**
Additional Resources

- CCAP email address: LDECCAP@la.gov
- Provider Help Desk Ticket system email address: https://provider.supportsystem.com
- Mailing Address: P.O. Box 260037, Baton Rouge, LA 70826
- Phone Number: 1-877-453-2721
- Fax: 225-376-6060
- CAFÉ Website: http://www.louisianabelieves.com/early-childhood/child-care-assistance-program
- Louisiana School Finder Website www.louisianaschools.com