

## Child Care Assistance Program (CCAP) Waitlist Frequently Asked Questions

### 1. Why are families being placed on the Child Care Assistance Program waitlist?

In February 2022, the Board of Elementary and Secondary Education approved an increase in payment rates and extended eligibility criteria in order to serve more working families. As a result, participation in CCAP has grown to serve an average increase of an additional 3,000 children. Furthermore, as Louisiana's economy continues to recover from the pandemic, more families are working and needing CCAP services. 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 waitlist has been established so that eligible families can access seats as soon as funding is available.

Children who are experiencing homelessness, children of families participating in STEP or Early Head Start-Child Care Partnerships, children in foster care, and special needs children, if eligible, will not be placed on the waitlist.

### 2. When does the waitlist take effect?

The waitlist will take effect for families who apply for CCAP on or after October 1, 2022. Applications received prior to October 1, 2022 will be reviewed and receive funding immediately upon being determined eligible. Eligibility is currently determined within 60-90 days of receiving a complete application.

### 3. What does a family need to do to be placed on the waitlist?

Families will be placed on the waitlist if at or after 12:01 a.m. on October 1, 2022 they submit a complete CCAP application with all documentation and are determined eligible. Families will be notified that they have been placed on the waitlist via the Louisiana Believes website when applying online or by mail when using a paper application.

### 4. Is there a limit to the number of families that can be placed on the waitlist?

Not at this time. All eligible families will be added to the list on a continuing basis.

### 5. How long will families remain on the waitlist?

Eligible families may remain on the statewide waitlist for up to one year before having to reapply for assistance.

### 6. Are families notified of their position on the waitlist?

No; when funding becomes available, the families at the top of the waitlist will be notified by phone, mail, and email.

### 7. Will families receive a follow-up letter after waiting 30 or more days on the waitlist?

No. When notified that funding is available, the family may be required to submit additional eligibility verification information if they have been on the waitlist for more than 30 days.

### 8. What verification documents are needed to be removed from the waitlist?

If it has been 30 days or more since an applicant was placed on the waitlist and funds are available, the family will be required to provide updated verification of their household before they can be certified for Child Care Assistance.

The required verification may include, but is not limited to, income verification such as check stubs, CCAP 10 form to update provider or address (if applicable), changes to educational and/or training status (if applicable), etc.

**9. How long does the family have to return the requested verifications once notified?**

The requested verification must be returned within 10 business days of the date on the notice.

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

If requested verifications are not returned within 10 days from the date on the notice, the family must reapply and be placed back on the list if eligible.

**11. When it is time for a family's eligibility to be redetermined, will they be placed on the waitlist?**

Families currently receiving CCAP will not be placed on the waitlist when it is time to re-certify their eligibility. They will continue to receive services if eligible.

**12. Are any families exempt from the waitlist?**

Children who are experiencing homelessness, children of families participating in TANF/STEP or Early Head Start-Child Care Partnerships, children in foster care, and children with disabilities, if eligible, will not be placed on the waitlist.

**13. What happens if funds are not available and exempt families continue to apply?**

The Department will manage funds so that families exempt from the waitlist will receive services.

**14. When are families removed from the waitlist?**

Families will be removed from the waitlist when funding becomes available or after one year. Families will be provided 30 days' notice before being removed and will be directed to reapply if they still need assistance.

**15. When funds become available, how long does a family have to find a child care facility?**

The family has 30 days to enroll their child in a child care facility or they will have to reapply for eligibility and the funds will be available for the next family on the list.

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

CCAP staff will provide the eligible family with information about other child care options that are nearby. When an opening becomes available at the family's first choice, they may submit a Change form (CCAP10) to attend.

**17. How do I report household changes such as an increase/decrease in household income and/or members while on the waitlist? Will I need to reapply?**

While on the waitlist, families will only need to report updated contact information such as an address, phone number(s), and email addresses. All other changes will be updated once they are notified they are being removed from the list.

**18. If an eligible family enrolls their child with a qualified CCAP provider while on the waitlist, 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 waitlist.

**19. I am currently looking for employment. Should I apply and get on the waitlist?**

Since the Actively Seeking Employment (ASE) exception can only be granted once in a 24 month period and only lasts for 90 days, it is best for you to reapply when funds become available and applications are no longer on a waiting list. Please check back frequently regarding CCAP waitlist by going to the [Louisiana Believes website](#). You may be able to qualify for child care under the [Family Independence Temporary Assistance Program \(FITAP\)](#) with DCFS.

For additional information or questions, please contact the Department via email at [ldccap@la.gov](mailto:ldccap@la.gov). Questions can also be directed to 1-877-453-2721.