

Child Care Assistance Program Instructions for Applying Online Using CAFÉ

Getting Started with CAFÉ

1. Go to this webpage to apply online through CAFÉ - <https://cafe-cp.doe.louisiana.gov/edselfservice/>

The screenshot shows the Louisiana CAFÉ CCAP Customer Portal. At the top, it says 'DEPARTMENT OF EDUCATION STATE OF LOUISIANA' and 'CAFÉ'. Below that is 'Louisiana CAFÉ CCAP Customer Portal' and 'Language Selection: En Español | Tiếng Việt'. The main content area has a header with 'Louisiana.gov > Department of Education >'. On the left is a large image of pink magnolia flowers. On the right is a 'Sign In' form with fields for 'User ID' and 'Password', a 'LOGIN' button, and links for 'Forgot Password?', 'Forgot User ID?', and 'Need help logging in?'. Below the sign-in form are three main sections: 'Child Care Information' (listing CCAP), 'Looking for Other Services?' (listing SNAP and Family Independence Temporary Assistance), and 'About LA CAFÉ' (listing Get Started, Apply Online, Check the status of an application, Renew Your Benefits, Check Your Cases, Complete Change Reports, and View Your Notifications).

NOTE:

- The “Language Selection” gives you the option to change the language setting of the application to Spanish or Vietnamese.
- Please note: If you encounter any issues while trying to get a Spanish or Vietnamese translation of LDE material, please contact the LDE helpline (1.877.453.2721) to get the accurate translation.

Child Care Assistance Program Instructions for Applying Online Using CAFÉ

Signing In

1. Households must create a new profile if this is their first time using the LDE customer portal.
2. Households that have already created a profile may input their current User ID and password. This is only used for households that have already created an existing profile in the CAFÉ portal.
NOTE: If you do not have an account, go to the next page.
3. The household should refer to 'forgot password', 'Forgot User ID' or 'need help logging in' if they need assistance recalling existing account information.
4. Once you have logged in go the directions on page 8 on Completing an Application.

The screenshot displays the Louisiana CAFÉ CCAP Customer Portal. At the top, it features the Department of Education logo and the CAFÉ logo. The main heading is "Louisiana CAFÉ CCAP Customer Portal" with a language selection option for "En Español | Tiếng Việt". A navigation bar shows "Louisiana.gov > Department of Education >".

A central banner image of pink flowers has a red-bordered callout box with the text: "If you have an account already, enter your User ID and Password here and click LOGIN." This callout points to the "Sign In" form on the right.

The "Sign In" form includes a lock icon, the text "Sign in using your LA CAFÉ account.", and input fields for "User ID" and "Password". Below these fields are links for "Forgot Password?", "Forgot User ID?", and "Need help logging in?". A green "LOGIN" button is positioned to the right of the password field.

Below the sign-in form, there is a link: "New to LA CAFÉ? Click here to get started!".

The page is divided into two main content areas:

- Child Care Information:** Lists available programs through LA CAFÉ, including the Child Care Assistance Program (CCAP) which provides assistance for child care costs.
- Looking for Other Services?:** Lists other services provided by the Louisiana Department of Children and Family Services (DCFS), such as the Supplemental Nutrition Assistance Program (SNAP) and Family Independence Temporary Assistance.
- About LA CAFÉ:** Contains a "Get Started" section with a link for users without an account, and several other options: "Apply Online", "Check the status of an application", "Renew Your Benefits", "Check Your Cases", "Complete Change Reports", and "View Your Notifications".

Child Care Assistance Program Instructions for Applying Online Using CAFÉ

Signing In – Creating a NEW Account

1. To create a new CAFÉ account, click the “New to LA CAFÉ” option.

DEPARTMENT OF EDUCATION
STATE OF LOUISIANA

CAFÉ

Louisiana CAFÉ CCAP Customer Portal

Language Selection: [En Español](#) | [Tiếng Việt](#)

Louisiana.gov > Department of Education >

Sign In
Sign in using your LA CAFÉ account.

User ID

Password

[Forgot Password?](#) [Forgot User ID?](#) [Need help logging in?](#)

LOGIN

New to LA CAFÉ? [Click here to get started!](#)

Child Care Information
The following programs are currently available through LA CAFÉ:
Child Care Assistance Program (CCAP)
Provides assistance to families to help pay for the child care needed in order to work, or attend school or training

Looking for Other Services?
The Louisiana Department of Children and Family Services (DCFS) provides the following programs through a [separate CAFÉ customer portal](#):
Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps)
Provides monthly benefits that help low-income households buy the food they need for good health
Family Independence Temporary Assistance

About LA CAFÉ
Get Started
[If you don't have an account already, click here to get started!](#)
Apply Online
Apply for Child Care Assistance (CCAP)
Check the status of an application
Check the status of an application that you have recently submitted
Renew Your Benefits
Submit an application for Continued Assistance (Redetermination) for CCAP
Check Your Cases
View information on your CCAP case(s)
Complete Change Reports
Submit a change to your information that may affect your benefits
View Your Notifications
Check your notifications which may remind you about important information relating to your benefits or services

[Click here to create a new account.](#)

Child Care Assistance Program Instructions for Applying Online Using CAFÉ

Step 1: Your Personal Information – Please enter you First Name and Last Name at a minimum. You must complete all fields labeled with an asterisk (*).

NOTE – You are highly encouraged to enter an email address and choose how you wish to receive reminders in relation to your application.

The screenshot shows the Louisiana CAFÉ CCAP Customer Portal. At the top, it says 'DEPARTMENT OF EDUCATION STATE OF LOUISIANA' and 'CAFÉ'. Below that, it says 'Louisiana CAFÉ CCAP Customer Portal' and 'Language Selection: En Español | Tiếng Việt'. There are 'Help' and 'FAQ' buttons. The main content area is titled 'Setting Up Your Account' and contains instructions for creating an account. A red callout box points to the 'Step 1: Your Personal Information' section. This section has a heading 'Step 1: Your Personal Information' and a note: 'Please fill in your name and email address below. We strongly suggest you provide an e-mail address so you will be able to recover your User ID if it is ever forgotten.' Below this are four input fields: 'First Name:', 'Middle Initial:', 'Last Name:', and 'Email Address:'. The 'Last Name' and 'Email Address' fields have an asterisk next to their labels. Below the input fields is a question: 'Would you like to receive reminders when you have unread items in your CAFÉ Notifications folder by e-mail or by text message?' with three radio button options: 'Email', 'Text Message', and 'None'. A green callout box points to the 'Text Message' option with the text: 'NOTE: You are encouraged to choose an option here.' Below this is the 'Step 2: User ID, Password, and PIN' section, which contains instructions for creating a user ID and password.

Step 1 – Your Personal Information

NOTE: You are encouraged to choose an option here.

Child Care Assistance Program Instructions for Applying Online Using CAFÉ

Step 2: User ID, Password, and PIN – Create a User ID, Password (must enter twice) and a 6 digit PIN and enter that information. **You MUST retain this account information. It will be needed to log in to your CAFÉ account and sign applications in the future.**

Step 3: Security Check – Enter the numbers and/or letters as they appear. This is a part of the security of the application.

The screenshot shows the CAFÉ application interface with several steps and annotations:

- Step 2: User ID, Password, and PIN**: This section includes instructions for creating a user ID, password, and PIN. A red callout box points to the title. A green callout box contains the text: **NOTE – Keep your account information for future use.** The form fields include: User ID, Password, Retype Password, and PIN.
- Step 3: Security Check**: This section includes instructions for entering letters and/or numbers. A red callout box points to the title. A red callout box contains the text: **Enter the numbers and/or letters here as they appear in the line above on your screen (not as in this document).** The security check displays the letters Z, E, H, W, S and a button for "Try Another".
- Step 4: User Acceptance Agreement**: This section includes the "CAFÉ LDE Customer Portal Account User Agreement" and a "General" section with terms and conditions.

Child Care Assistance Program Instructions for Applying Online Using CAFÉ

Step 4 – User Acceptance Agreement – Click the box below as indicated. This box indicates that you have read the and agreed to the CAFÉ LDE Customer Portal Account User Agreement.

Once you have completed all of these steps, select “Create Account.” This will take you to the “Security Questions and Answers” page.

Step 3: Security Check

Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers are being displayed, click on the “Try Another” button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letter and/or numbers are, you can click on the “Vision Impaired” button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

ZE H WS

Try Another
Vision Impaired / Audio

* Enter the letters and/or numbers you see above:

Step 4: User Acceptance Agreement

CAFÉ LDE Customer Portal Account User Agreement

General

The Department of Education (LDE) Customer Portal is offered to you, the user (“User”), conditionally upon your acceptance of the terms and conditions herein, without modification. User access and use of this site constitutes acceptance of these terms and conditions.

The Customer Portal is a LDE computer system, provided as a service. The general public may use this system to conduct business with the Department. User agrees to use this web site Customer Portal as permitted by applicable local, state, and federal laws. User agrees, therefore, not to: 1) knowingly and without authorization, alter, damage, or destroy LDE or another user’s computer

* Please check the box to let us know that you have read and agreed to Louisiana’s User Acceptance Agreement above.

Previous Create Account

Step 4 – User Acceptance Agreement

Click here to agree.

Next, click here to create your account.

Child Care Assistance Program Instructions for Applying Online Using CAFE

Setup Your Security Questions and Answers - You must answer ALL of the security questions before continuing. Once all questions have been answered, select the "Submit" button to continue. You will then be taken to the "My Account" homepage.

Louisiana CAFE CCAP Customer Portal

Language Selection: [En Español](#) | [Tiếng Việt](#) | Logged In as the | [Logout](#)

Louisiana.gov > Department of Education >

Print Help FAQ

Setup Your Security Questions and Answers

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please provide answers to the questions below. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You must provide an answer for every question. Please keep in mind that you must provide a different answer for each question. If you forget your password, you will need to supply answers to at least 3 of these questions to reset your password.

Once you have answered each question, click on the "Submit" button at the bottom of the page. Please note that you will need to provide answers to ALL questions before you can continue.

If you click on the "Exit" button, you will be logged out and will need to answer the questions when you log back in before continuing.

- What is your mother's birth date? (ex. 07/26/1954)
- What are the last four numbers of your driver's license/ID card number?
- What is the name of your favorite childhood friend?
- What is the first name of your maternal grandmother?
- What city were you born in?
- What is your natural hair color?
- What are the last four digits of your phone number?

Enter answers to all of these questions.

NOTE – If you need to reset your password in the future, you will need to answer 3 of these security questions.

Next, click Submit.

Exit Submit

Child Care Assistance Program Instructions for Applying Online Using CAFE

Completing a NEW Application

Once you have successfully logged in or created a new account, the “My Accounts” page is displayed as shown below.

1. Select “My Applications” to start a new application. You may also view any previously submitted applications and incomplete applications here too.
2. ALL fields with an asterisk (*) are mandatory and must be completed.
3. **PLEASE NOTE: HOUSEHOLDS THAT NEED TO SUBMIT REDETERMINATIONS SHOULD SELECT “MY REDETERMINATIONS”**

The screenshot displays the Louisiana CAFE CCAP Customer Portal. At the top, it shows the Louisiana Department of Education logo and the CAFE logo. The page title is "Louisiana CAFE CCAP Customer Portal". Below the title, there is a navigation bar with "MyAccount" and buttons for "Print", "Help", and "FAQ". A sidebar on the left contains links for "MyApplications", "My Redeterminations", "Check My Cases", "Report Changes", "Notifications", "Manage MyAccount", and "Logout". The main content area features six large buttons: "My Applications", "My Redeterminations", "Check My Cases", "Report Changes", "Notifications", and "Manage MyAccount". A red callout bubble with a white background and black text points to the "My Applications" button, containing the text: "For a NEW application, click here."

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MyAccount

Print Help FAQ

Submit an Application for Benefits/Services

Click here or on the "Apply Now" button to submit an application for the Child Care Assistance Program (CCAP).

Apply Now

Incomplete Applications (Applications you have started but not yet submitted)

If you have started an application but have not yet submitted it, a "Continue" link will be displayed below. You can click on that link to return to your application.

Please keep in mind, you have 30 days to complete and submit your application. If your application is not submitted within 30 days, it will be deleted and you will need to start a new application.

| Application # | Start Date | Programs | Submit By | Actions |
|--|------------|----------|-----------|---------|
| You do not have any incomplete applications. | | | | |

Submitted Applications (Applications you have submitted in the past 3 years)

The table below displays applications you have submitted within the past 3 years. You can check the status of your application if it was submitted in the past 60 days.

You can also view a full summary or a short summary of your application by clicking on the links in the table below.

| Application # | Submit Date | Programs | Full Summary | Short Summary | Status |
|---|-------------|----------|--------------|---------------|--------|
| You do not have any applications submitted in the past 3 years. | | | | | |

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print the summaries. If you don't have this program on your computer, you may install it for free by clicking on the button below:

Get Adobe Reader

Back to MyAccount Apply Now

- Households should select "Apply Now" to begin the application process.
- If you wish to finish an incomplete application, please select "Incomplete Applications". Households only have 30 days to complete and submit an application. Incomplete applications will be deleted after 30 days and households will need to start a new application.
- To view previously submitted applications and their status, please select "Submitted Applications."

Child Care Assistance Program
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The screenshot displays the Louisiana CAFE CCAP Customer Portal. At the top, it says "DEPARTMENT OF EDUCATION STATE OF LOUISIANA" and "CAFÉ". Below this, the page title is "Louisiana CAFE CCAP Customer Portal" and there is a language selection menu with options for "En Español" and "Tiếng Việt", along with a "Logged In as the" user and a "Logout" link. The main content area has a green header with "Louisiana.gov > Department of Education >". On the right side of this header are buttons for "Print", "Help", and "FAQ". The main content area contains a section titled "*Which Benefits Would You Like to Apply For?" with instructions: "Please check the box for each benefit you would like to apply for, then click the 'Next' button at the bottom of the page." Below this, there is a single checkbox labeled "Child Care Assistance Program (CCAP) - The Child Care Assistance Program (CCAP) provides assistance to families to help pay for the child care needed in order to work, or attend school or training." A red arrow points to this checkbox. At the bottom of the form are three buttons: "Previous", "Save & Exit", and "Next".

- Once you select "Apply Now," please select the program that you are applying for. (CCAP).

Child Care Assistance Program
Instructions for Applying Online Using CAFÉ

The screenshot shows the Louisiana CAFÉ CCAP Customer Portal. At the top, it says 'DEPARTMENT OF EDUCATION STATE OF LOUISIANA' and 'CAFÉ'. The page title is 'Louisiana CAFÉ CCAP Customer Portal'. There is a language selection menu with 'En Español' and 'Tiếng Việt' options, and a 'Logged in as the' user with a 'Logout' link. The application number is 'CAFÉ Application # 9000001595'. A progress bar shows '6% Complete'. On the left, there is a vertical menu with buttons for 'Start', 'People', 'Household', 'Job Income', 'Other Income', 'Child Care', and 'Submit'. The main content area has a 'Print' button, a 'Help' button with a question mark icon, and an 'FAQ' button with an information icon. The 'Application Location' section has a dropdown menu with the text '< click here to choose >'. The '*Using LA CAFÉ' section contains a paragraph: 'Before you get started, we'd like to know more about how you're using LA CAFÉ.' followed by four radio button options: 'I am applying for myself, for a family member, for someone in my household, and/or for a non-family member.', 'I am applying for myself, for a family member, for someone in my household, and/or for a non-family member at a community partner site.', 'I am a community partner assisting a client.', and 'I am a LDE employee assisting a customer.'. The 'Authorized Representative' section has a paragraph: 'An Authorized representative is someone who may act on the household's behalf to conduct business with the agency. The authorized representative has the same rights and responsibilities as the client. You can name someone as an Authorized Representative, but it is not required.' followed by a question: '* Would you like to have an Authorized Representative?' with 'Yes' and 'No' radio button options. At the bottom right, there are 'Save & Exit' and 'Next' buttons.


- Please select your purpose for using CAFÉ.

Child Care Assistance Program
Instructions for Applying Online Using CAFE

The screenshot shows the Louisiana CAFE CCAP Customer Portal. At the top, it says 'DEPARTMENT OF EDUCATION STATE OF LOUISIANA' and 'CAFÉ'. Below that, it says 'Louisiana CAFE CCAP Customer Portal' and 'Language Selection: En Español | Trilingüe Viki! Logged In as the | Logout'. The main content area shows 'CAFÉ Application # 9000001595' and a progress bar at '8% Complete'. On the left, there is a vertical menu with buttons for 'Start', 'People', 'Household', 'Job Income', 'Other Income', 'Child Care', and 'Submit'. The 'Start' button is highlighted. The main content area has three sections: 'Getting Started' with a text box for basic applicant information; 'Information About You' with fields for First Name, Middle Name, Last Name, Jr, Sr, etc., Gender (Male/Female), and Date of Birth; and 'Voter Registration' with a paragraph of text and a question: 'If you are not registered to vote where you live now, would you like to apply to register to vote?' with Yes/No radio buttons.

- Please begin your application by entering case information.
- ALL fields with an asterisk (*) are mandatory and must be completed.

Child Care Assistance Program Instructions for Applying Online Using CAFE

 Submit

Voter Registration

Voter Registration - Any citizen in the State of Louisiana who has met the voter registration requirements and applies for public assistance must be provided the opportunity to register to vote. If you are not registered to vote where you live now, you may indicate that you would like to apply to register to vote on the Application for Assistance. Please note that the information you give to the agency will remain confidential and will be used only for voter registration purposes. Applying to register or refusing to register to vote will not affect the amount of assistance or services that you may receive from the Department of Education.

* If you are not registered to vote where you live now, would you like to apply to register to vote? Yes No

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

IF YOU CHECKED NO TO THE QUESTION ABOVE, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private. Do you need help from LDE with applying for voter registration? Yes No

If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with:

Louisiana Secretary of State
Commissioner of Elections
P.O. Box 94125
Baton Rouge, LA 70804-9125
Phone: (toll free) 1-800-883-2805


Homeless

If you are homeless right now, please check the "I am homeless" checkbox below. You are considered homeless if you do not have a fixed regular nighttime residence or your primary nighttime residence is a temporary accommodation in a supervised shelter, a halfway house, the residence of another person, or a place not designed for regular sleeping, such as a hallway, bus station or lobby.

You can still receive benefits even if you do not have an address, but you must give us an address where you can receive mail. This can be the address of another person such as a friend or family member, a shelter, a halfway house, etc. If you have an address where you can receive mail, enter it in the address fields below.

If you do not have an address to give us, you can leave the address fields below empty. On the next screen we will give you an address where you can pick up mail. This address is based on the Parish that you told us where you spend most of your time.

I am homeless right now.



- Please complete the voter registration section.
- ALL fields with an asterisk (*) are mandatory and must be completed.
- **PLEASE NOTE: IF YOU ARE HOMELESS, PLEASE SELECT THAT OPTION ON THIS PAGE. HOMELESS APPLICATIONS ARE ONLY CERTIFIED FOR 6 MONTHS.**

Child Care Assistance Program Instructions for Applying Online Using CAFE

Homeless

If you are homeless right now, please check the "I am homeless" checkbox below. You are considered homeless if you do not have a fixed regular nighttime residence or your primary nighttime residence is a temporary accommodation in a supervised shelter, a halfway house, the residence of another person, or a place not designed for regular sleeping, such as a hallway, bus station or lobby.

You can still receive benefits even if you do not have an address, but you must give us an address where you can receive mail. This can be the address of another person such as a friend or family member, a shelter, a halfway house, etc. If you have an address where you can receive mail, enter it in the address fields below.

If you do not have an address to give us, you can leave the address fields below empty. On the next screen we will give you an address where you can pick up mail. This address is based on the Parish that you told us where you spend most of your time.

I am homeless right now.

Where You Live

Please enter your address in the fields below. Make sure to tell us in which Parish your household lives. If you are homeless, please tell us the Parish where you spend most of your time.

* Address Line 1: Address Line 2:

* City: * State: * Zip:

* Parish:

Mailing Address

If you don't want us to send any letters about your benefits to the address you've given above, please give us the mailing address where we should send your letters instead.

If it's okay to send letters to the address listed above, please leave this blank.

Address Line 1: Address Line 2:

City: State: Zip:

Contact Information

Please tell us how we can get in touch with you. For the phone numbers, please be sure to include area codes. If you don't have one of the items we ask for, just leave it blank.

- ALL fields with an asterisk (*) are mandatory and must be completed.

Child Care Assistance Program Instructions for Applying Online Using CAFE

Louisiana CAFE CCAP Customer Portal
Language Selection: [En Español](#) | [Tiếng Việt](#) Logged in as the | [Logout](#)

Louisiana.gov > Department of Education >

CAFE Application # 900001595

13% Complete

- Start**
- People
- Household
- Job Income
- Other Income
- Child Care
- Submit

Print

Help

FAQ

Basic Information Summary

Here is a summary of what you've told us. If you would like to change a section, you can click on "Change" to give us more information.

Review Your Answers: Basic Information Summary

| Who | Address | Parish | Language | DOB | Contact | Change |
|-----------------------|-------------------------------------|--------|----------|------------|-----------------------------|------------------------|
| don 12/02/1983 | 111 east st. Lafayette, LA 70603 | ALLEN | | 12/02/1983 | Cell Phone: 333-777-9999 | Change |

Review Your Answers: Application Location

| Applying From | How Using | Change |
|--------------------|---|------------------------|
| College/University | I am applying for myself, for a family member, for someone in my household, and/or for a non-family member. | Change |

Review Your Answers: Authorized Representative

| Representative | Address | Phone Number | Change or Erase |
|---|---------|--------------|-----------------|
| You've told us that you do not have an Authorized Representative. | | | |

Add an Authorized Representative

To add an authorized representative, please click the Add button.

Add

Previous

Save & Exit

Next

- Once all of the information has been entered, a summary page of the information will appear. At this point, the application **IS NOT COMPLETE. PLEASE CONTINUE OR 'SAVE AND EXIT' TO CONTINUE LATER.**

Child Care Assistance Program
Instructions for Applying Online Using CAFE

DEPARTMENT OF EDUCATION
STATE OF LOUISIANA

CAFÉ

Louisiana CAFE CCAP Customer Portal

Language Selection: [En Español](#) | [Tiếng Việt](#) | Logged In as the | [Logout](#)

Louisiana.gov > Department of Education >

CAFE Application # 9000001595


15% Complete

Print Help FAQ

Start
People
Household
Job Income
Other Income
Child Care
Submit

People In Your Home

You have already told us about the following person


don
12/02/1983

Please tell us about the next person in your home.

Personal Information

First Name: Middle Name: Last Name: Jr, Sr, etc:

Gender: Male Female

Date of Birth: Ex: mm/dd/yyyy

What is this person's marital status? < click here to choose >

What is the highest level of education that this person has reached?
< click here to choose >

Alternative Name Information

Is this person known by any other name? Yes No

Program Selection

- Please enter more information about the Head of Household.

Child Care Assistance Program Instructions for Applying Online Using CAFE

Alternative Name Information
Is this person known by any other name? Yes No


Program Selection
* Please check the box for each program this person would like to apply for.
 Child Care Assistance Program (CCAP)
 None

Social Security Number
Social Security Number: - -
If this person doesn't have a Social Security Number (SSN), but has applied for one, when did he or she apply? Ex: mm/dd/yyyy

Citizenship Information
What is this person's US citizenship status?

Ethnicity and Race
You don't have to answer these questions if you don't want to. Your answers will not be used to make a decision about your eligibility.
Is this person Hispanic/Latino? Yes No
Please check the box or boxes to tell us this person's race.
 American Indian/Alaska Native Native Hawaiian/Pacific Islander Asian
 Black or African American White

Add Another Household Member?
List everyone else who lives in your household, even if you are not applying for them.
* Does anyone else live in your home? Yes No



- Once all information about the Head of Household has been entered, please select the **“Add Another Household Member”** option to add the remaining household members. *This step is when children and other members are “added” to a case.

Child Care Assistance Program Instructions for Applying Online Using CAFE

CAFE Application # 9000001595

16% Complete

Print **Help** **FAQ**

Start
People
Household
Job Income
Other Income
Child Care
Submit

Additional Information About People in Your Home

Please answer the questions below about each member of your household.

*Disability

Please check the box for anyone who is disabled or unable to work because of illness or injury.

No one

 **don**
12/02/1983

 **Lee**
12/02/2014

*Special Needs

Please check the box for any children who need specialized care because of a physical, mental, or emotional condition.

No one

 **Lee**
12/02/2014

*Immunization

Please check the box for any child not in school who is not current on their immunizations.

No one

 **Lee**
12/02/2014

Previous **Save & Exit** **Next**

- Once all members of the household have been added to the case, please answer questions pertaining to each household member.

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The screenshot displays the Louisiana CAFE CCAP Customer Portal. At the top, it features the Department of Education logo and the CAFE logo. The page title is "Louisiana CAFE CCAP Customer Portal". Below the title, there is a language selection menu with options for "En Español" and "Tiếng Việt", and a "Logout" link. The main content area shows a progress bar indicating "20% Complete" for "CAFE Application # 9000001595". A sidebar on the left contains navigation buttons: "Start", "People", "Household", "Job Income", "Other Income", "Child Care", and "Submit". The main content area is titled "How You Are Related" and contains a text input field with the instruction "Please tell us how the people in your home are related to each other." Below this, there is a section titled "don's Relationship to Lea" showing two profiles: "don" (12/02/1983) and "Lea" (12/02/2014). A dropdown menu between them is labeled "< click here to choose >". At the bottom of the main content area, there are navigation buttons: "Previous", "Save & Exit", and "Next".

- Relationship must be verified for every member included in the household.

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DEPARTMENT OF EDUCATION
STATE OF LOUISIANA

CAFÉ

Louisiana CAFE CCAP Customer Portal

Language Selection: [En Español](#) | [Tiếng Việt](#) | Logged In as the | [Logout](#)

Louisiana.gov > Department of Education >

CAFE Application # 9000001595

25% Complete

Print Help FAQ

Start
People
Household
Job Income
Other Income
Child Care
Submit

Household Members Summary

Here is a summary of what you've told us. If you would like to change your answers or finish a section click on "Change" or "Add." If you would like to remove something, click on "Erase".

Review Your Answers: People in your Home

| Who | Gender | Date of Birth | Citizenship | Change or Erase |
|-----------------------|--------|---------------|-------------|---|
| don 12/02/1983 | Male | 12/02/1983 | Citizen | Change |
| Les 12/02/2014 | Female | 12/02/2014 | Citizen | Change or Erase |

Add More People

To add another person to your household, click the Add button.

Add

Review Your Answers: Disability

| Who | Prevented from Working or Looking for Work? | Capable of Providing Care for Child? | Change or Erase |
|--|---|--------------------------------------|-----------------|
| You have told us that no one in your home is disabled or unable to work due to illness or injury. | | | |

[Add a Person](#)

- Once information has been completed for each member, a summary for the entire household will appear.
- You still have the option to add more members, if necessary.

Child Care Assistance Program Instructions for Applying Online Using CAFE

DEPARTMENT OF EDUCATION
STATE OF LOUISIANA

CAFÉ

Louisiana CAFE CCAP Customer Portal

Language Selection: [En Español](#) | [Tiếng Việt](#) | Logged In as the | [Logout](#)

Louisiana.gov > Department of Education >

CAFE Application # 9000001595

33% Complete

Print Help FAQ

Start

People

Household

Job Income

Other Income

Child Care

Submit

Other Questions About People In Your Home

Next, we're going to ask some more questions about the people in your home.

***Victim of Domestic Violence**

Please check the box for anyone who needs to get away from an abusive situation.

Contact the Domestic Violence Hotline at (888) 411-1333 for information about agencies in your area that can help you.

No one

don 12/02/1983

Lea 12/02/2014

***Student/Job Training**

Please check the box for anyone who is a student or is attending a job training program.

No one

don 12/02/1983

Previous Save & Exit Next

- Please answer additional questions about the household's current situation. This includes job information, school information, income sources etc.
- Once all this information is completed, a summary of all information will appear.

Child Care Assistance Program
Instructions for Applying Online Using CAFE

The screenshot displays the Louisiana CAFE CCAP Customer Portal. At the top, it features the Department of Education logo and the CAFE logo. The page title is "Louisiana CAFE CCAP Customer Portal". A language selection menu shows "En Español" and "Tiếng Việt" options, along with a "Logged in as the" user and a "Logout" link. The application number is "9000001595". A progress bar indicates "62% Complete". A sidebar on the left contains navigation buttons for "Start", "People", "Household", "Job Income", "Other Income", "Child Care", and "Submit". The main content area is divided into three sections: "Child Care Details", "Time Care is Needed Each Day", and "Additional Details".

Child Care Details
You've told us that Lea needs care or that you are responsible for paying someone to care for Lea. Please answer the questions below to tell us more about this.

• Are you currently paying for care for Lea? Yes No

Time Care is Needed Each Day
If school-aged children need care before and after school, list both times (for example 7:00 a.m. to 8:00 a.m. and 3:30 p.m. to 6:00 p.m.).

Start Time: End Time:
Start Time: End Time:

Additional Details
Does Lea attend or will Lea attend Head Start, Pre-Kindergarten, Kindergarten, or school this year? Yes No

Navigation buttons at the bottom include "Previous", "Save & Exit", and "Next".

- Please enter Child Care details. Once you have entered this information a summary will appear.

Child Care Assistance Program Instructions for Applying Online Using CAFE

The screenshot shows the Louisiana CAFE CCAP Customer Portal. At the top, it says 'DEPARTMENT OF EDUCATION STATE OF LOUISIANA' and 'CAFÉ'. Below that, it says 'Louisiana CAFE CCAP Customer Portal' and 'Language Selection: En Español | Tíngno Víst Logged in as the | Logout'. The main content area shows 'Louisiana.gov > Department of Education >' and 'CAFE Application # 9000001595'. A progress bar indicates '96% Complete'. On the left, there is a vertical menu with icons and labels: 'Start', 'People', 'Household', 'Job Income', 'Other Income', 'Child Care', and 'Submit'. On the right, there are buttons for 'Print', 'Help', and 'FAQ'. The main content area has two sections: 'No Cost Health Insurance For Your Children' and 'What Happens After We Receive Your Application Form?'. The first section contains text about sharing information with the Louisiana Department of Health and Hospitals (DHH) and a question: 'Would you like to share your information with the Louisiana Department of Health and Hospitals?' with radio buttons for 'Yes' and 'No'. The second section contains a list of bullet points describing the application process. At the bottom, there are buttons for 'Previous', 'Save & Exit', and 'Next'.

DEPARTMENT OF EDUCATION
STATE OF LOUISIANA

CAFÉ

Louisiana CAFE CCAP Customer Portal

Language Selection: [En Español](#) | [Tíngno Víst](#) Logged in as the | [Logout](#)

Louisiana.gov > Department of Education >

CAFE Application # 9000001595

96% Complete

Print Help FAQ

No Cost Health Insurance For Your Children

Don't miss out on No Cost Health Insurance for your children! If you answer yes to the question below, we will share what you entered in this application with the Louisiana Department of Health and Hospitals (DHH). DHH will sign up children who qualify and send you a letter with more information about the Medicaid Program.

Please note that if your children get Medicaid, and their medical bills are paid by a private health insurance or lawsuit settlement, Medicaid can get its money back from this source.

• Would you like to share your information with the Louisiana Department of Health and Hospitals? Yes No

What Happens After We Receive Your Application Form?

- You will be assigned a worker.
- You will receive a list of verification that is required.
- Your worker will determine your eligibility for CCAP within 30 days from the date of application.
- You will receive a letter that will tell you if you are eligible or not.
- For CCAP, you will be sent a CCAP Rate and Availability Verification Form for each child who needs care.
- You must have the CCAP Rate and Availability Verification Form completed by your child care provider and you must return this form by the due date given. You must also return all requested verification by the due date given. If you are determined eligible, CCAP will make payments to your child care provider on your behalf.

Previous Save & Exit Next

- Please review and carefully read the information about the application process.

Child Care Assistance Program
Instructions for Applying Online Using CAFE

The screenshot displays the Louisiana CAFE CCAP Customer Portal. At the top, it features the Department of Education logo and the CAFE logo. The page title is "Louisiana CAFE CCAP Customer Portal". Below the title, there is a language selection menu with options for "En Español" and "Tiếng Việt", and a "Logged In as the | Logout" link. The main content area shows the application progress for "CAFE Application # 9000001595" with a progress bar indicating "97% Complete". A sidebar on the left contains navigation buttons for "Start", "People", "Household", "Job Income", "Other Income", "Child Care", and "Submit". The main content area is divided into three sections: "Signing Your Application", "Rights and Responsibilities", and "What Are Your Rights?".

Signing Your Application
You're just a few minutes away from submitting your application. To do so, you'll need to:

- Read the Rights and Responsibilities
- Read the Electronic Signature Agreement
- Check the box to let us know that you have read and understand your rights and responsibilities
- Check the box to let us know that you have read and understand the Electronic Signature Agreement
- Enter your 6 digit pin and click on the "Submit" button

Rights and Responsibilities
When you receive benefits from the Louisiana Department of Education, you have certain rights and responsibilities that are explained below. You can print this important information for future reference by clicking on the print button at the top of the screen.

What Are Your Rights?

- **Non-Discrimination** - In accordance with Federal law and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, or disability. To file a complaint of discrimination, contact HHS. HHS is an equal opportunity provider and employer. To contact HHS write HHS, Director, Office for Civil Rights, Room 506-F, 200 Independence Avenue, SW, Washington, D.C. 20201 or call 202-619-0403 (voice) or 202-619-3257 (TTD)
- **Fair Hearing** - If you do not agree with any decision made on your case, you have the right to ask that your case be reviewed. You can request a fair hearing in writing, in person, or by calling the office. You have the right to look at your case information before the hearing.
- **Confidentiality** - All the information you give us is confidential. This means that we cannot give information about your case to other people except under special conditions. Information from your case may also be given to law enforcement officials for the purpose of catching persons fleeing to avoid the law and for investigation of a felony or probation/parole violation.

- Please review and read the “Right and Responsibilities” before signing and submitting your application
- When completing a Redetermination, call the LDE Helpline (1.877.453.2721) if you’d like the get the complete “Rights and Responsibilities”. This is optional.

Child Care Assistance Program Instructions for Applying Online Using CAFE

• **Pay co-payments-** If you receive CCAP, you have to pay the child care provider the difference between what we pay through CCAP and the amount the provider charges. This is called a co-payment. If you do not keep up-to-date with your co-payments, your CCAP case may be closed. Keep your receipts when you pay the child care provider because we may ask you to prove that you are up-to-date with your co-payments.

Penalties

If you knowingly report incorrect information, your Child Care Assistance may be denied, reduced, or ended and you may be subject to criminal prosecution.

| What penalties apply in CCAP? | |
|--|---|
| If you do the following: | You will: |
| • Hide information or give false information | Lose your benefits for: <ul style="list-style-type: none">• 1 year for the first violation• 2 years for the second violation• Permanently for the third violation |

Electronic Signature


I certify under penalty of perjury that the information I have given on this application is true, complete, and correct to the best of my knowledge, including the information I have given regarding the U.S. citizenship or immigration status of all household members. I understand that I and any adult household member will be subject to disqualification and prosecution and will be required to repay ineligible benefits if we knowingly give false, incorrect, or incomplete information in order to obtain or try to obtain financial or food assistance. By signing this application, I give permission for the release of information to the Department of Education by any persons or agencies who have knowledge of my circumstances.


• Are you an LDE employee, or are you related to an LDE employee? Yes No




• Please check this box to let us know that you have read your rights and responsibilities

• Please check this box to let us know that you have read the "Electronic Signature Agreement"

• User PIN:

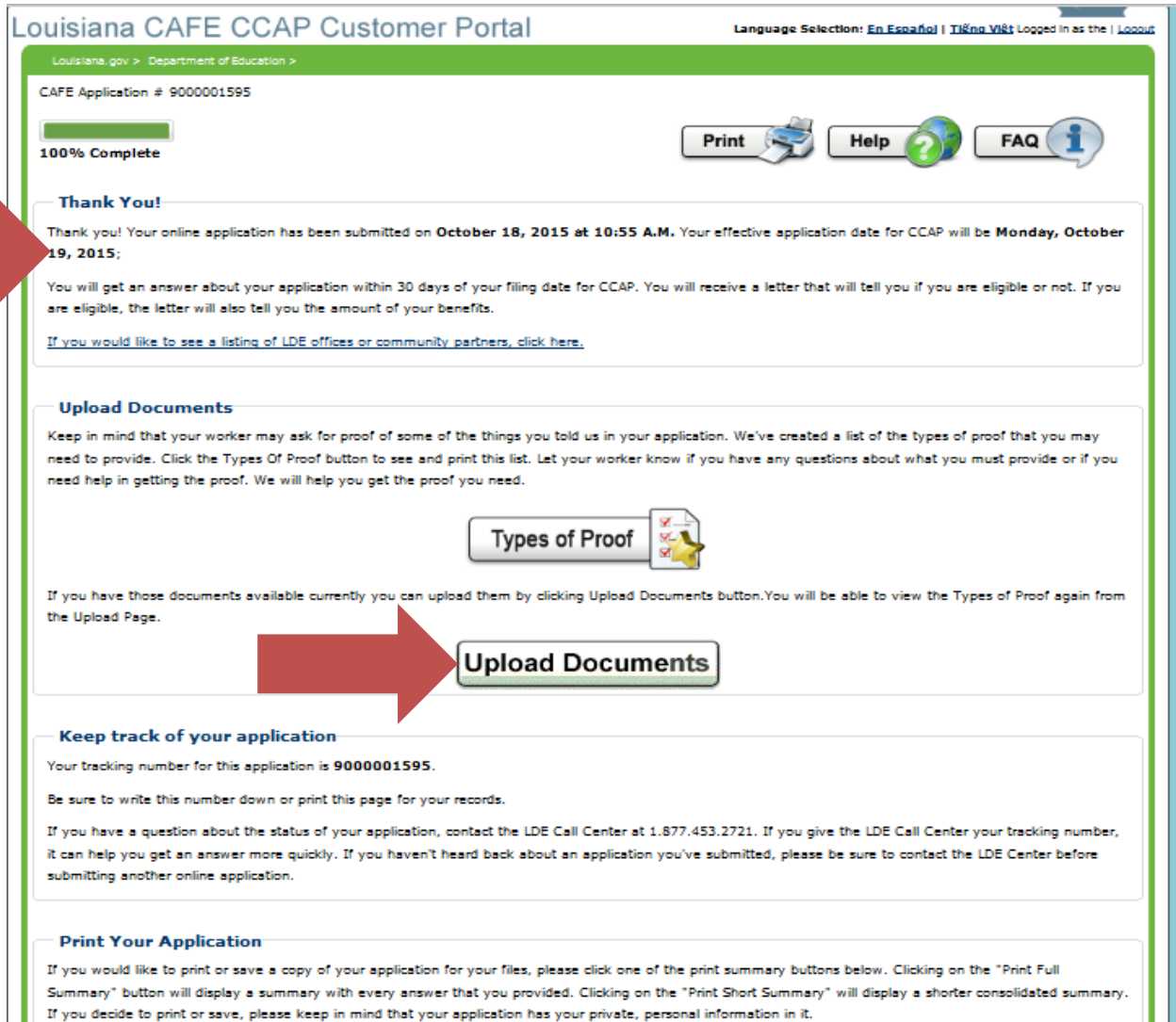




- Please select the box to indicate that you have read the Rights and Responsibilities.
- Please review the "Electronic Signature Agreement" information and select the box once you have read the information.
- Please enter your 6 digit PIN.
- **Click "SUBMIT" to complete your application.**

Child Care Assistance Program Instructions for Applying Online Using CAFE



The screenshot shows the Louisiana CAFE CCAP Customer Portal. At the top, it says "Louisiana.gov > Department of Education >". The main heading is "Louisiana CAFE CCAP Customer Portal". On the right, there is a language selection menu with "En Español" and "Tiếng Việt" and a "Logout" link. Below the heading, it says "Louisiana.gov > Department of Education > CAFE Application # 9000001595". A progress bar shows "100% Complete". There are three buttons: "Print", "Help", and "FAQ". A red arrow points to the "Thank You!" section. The "Thank You!" section says: "Thank you! Your online application has been submitted on **October 18, 2015 at 10:55 A.M.** Your effective application date for CCAP will be **Monday, October 19, 2015**;" and "You will get an answer about your application within 30 days of your filing date for CCAP. You will receive a letter that will tell you if you are eligible or not. If you are eligible, the letter will also tell you the amount of your benefits." Below this is a link: "If you would like to see a listing of LDE offices or community partners, click here." The next section is "Upload Documents". It says: "Keep in mind that your worker may ask for proof of some of the things you told us in your application. We've created a list of the types of proof that you may need to provide. Click the Types Of Proof button to see and print this list. Let your worker know if you have any questions about what you must provide or if you need help in getting the proof. We will help you get the proof you need." Below this is a button labeled "Types of Proof" with a document icon and a star. Below that is a paragraph: "If you have those documents available currently you can upload them by clicking Upload Documents button. You will be able to view the Types of Proof again from the Upload Page." A red arrow points to the "Upload Documents" button. The next section is "Keep track of your application". It says: "Your tracking number for this application is **9000001595**." and "Be sure to write this number down or print this page for your records." Below this is a paragraph: "If you have a question about the status of your application, contact the LDE Call Center at 1.877.453.2721. If you give the LDE Call Center your tracking number, it can help you get an answer more quickly. If you haven't heard back about an application you've submitted, please be sure to contact the LDE Center before submitting another online application." The final section is "Print Your Application". It says: "If you would like to print or save a copy of your application for your files, please click one of the print summary buttons below. Clicking on the 'Print Full Summary' button will display a summary with every answer that you provided. Clicking on the 'Print Short Summary' will display a shorter consolidated summary. If you decide to print or save, please keep in mind that your application has your private, personal information in it."

- Once your application has been submitted to our agency, a confirmation page will appear. It will have the date and time your application was submitted. You will have the option to print the application for your records.
- **Listed on this page are the “Types of Proof” that you may need to provide. Please make an effort to review this list and gather the materials listed. To view the “Types of Proof” that you may be asked to provide to the agency, please click [here](#).**
- Verification and documents may be uploaded to CAFÉ.

*When uploading a document, the image uploaded may not look exactly how the original image appeared. You can ignore the difference in appearance if the document still conveys the required information. If the document does not convey the required information, a new document can be uploaded using a different image file type.

Child Care Assistance Program Instructions for Applying Online Using CAFE

The screenshot shows the 'MyAccount' interface. The top navigation bar includes 'MyAccount', 'Print', 'Help', and 'FAQ'. The left sidebar contains links for 'MyAccount Home', 'My Applications', 'My Redetermination', 'Check My Cases', 'Report Changes', 'Notifications', 'Manage MyAccount', and 'Logout'. The main content area is divided into three sections: 'Submit an Application for Benefits/Services', 'Incomplete Applications (Applications you have started but not yet submitted)', and 'Submitted Applications (Applications you have submitted in the past 3 years)'. The 'Submitted Applications' section contains a table with columns for Application #, Submit Date, Programs, Full Summary, Short Summary, and Status. A red arrow points to the 'View Status' link in the first row of the table. Below the table, there is a note about Adobe Acrobat Reader and a 'Get Adobe Reader' button. At the bottom of the page, there are buttons for 'Back to MyAccount' and 'Apply Now'.

Submitted Applications (Applications you have submitted in the past 3 years)

The table below displays applications you have submitted within the past 3 years. You can check the status of your application if it was submitted in the past 60 days.

You can also view a **full summary** or a **short summary** of your application by clicking on the links in the table below.

| Application # | Submit Date | Programs | Full Summary | Short Summary | Status |
|---------------|-------------|----------|-----------------------------------|------------------------------------|-----------------------------|
| 9000001595 | 10/18/2015 | CCAP | View Full Summary | View Short Summary | View Status |

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print the summaries. If you don't have this program on your computer, you may install it for free by clicking on the button below:

Back to MyAccount Apply Now

- After submitting your application, you will be able to go to the “My Applications” page and see the status of your submitted application.

If you encounter any technical issues or errors in CAFÉ, please contact the LDE Helpline (1.877.453.2721)