

CCAP PROVIDER FREQUENTLY ASKED QUESTIONS (FAQ) – Rev. 08/2018

Please note: All questions regarding Criminal Background Checks can be found on our website by clicking on Early Childhood, Quality Providers, Criminal Background Checks.

1. **How do I become a certified child care provider?**

2. Child Care Providers who wish to participate in the Child Care Assistance Program (CCAP) must apply through the online CAFÉ system. Your CCAP Application must be entered into the CAFÉ online system located on our website www.louisianabelieves.com. Additional required documents and a complete checklist can be found on the website by clicking on the heading, Early Childhood, Publicly – Funded Providers, CCAP Providers, and then select the appropriate application packet based on your provider type. The additional required documents may be uploaded via CAFÉ (preferred method), ProviderCertification@la.gov, faxed to us at 225-342-4180, or mailed to the following address: CCAP Provider Certification, P.O. Box 2510, Baton Rouge, LA 70821.

3. **What are the different types of child care providers?**

There are five types of child care providers eligible to serve CCAP children.

- a. **Type III Early Learning Centers:** serves seven or more unrelated children and must be licensed by the Department of Education.
- b. **Family Child Care Provider:** One or more individuals who provide child care services for fewer than 24 hours per day per child, in a private residence other than the child's residence, unless care in excess of 24 hours is due to the nature of the caregivers work. Providers is prohibited by regulation from keeping no more than a total of 6 children, including the Providers' own children, in the location where care is provided under age 13, or age 13 through 17, if special needs regardless of relationship to the Providers.
- c. **In Home Provider:** An individual who provides child care services in the child's own home.
- d. **School Child Care Center Provider:** public and nonpublic schools that operate pre-kindergarten, before and after school programs, and summer programs.
- e. **Military Child Care Center:** a center licensed by the Department of Defense.

4. **How long will the application process take?**

Applications are usually processed within 30 days. Processing time could be longer depending on the amount of time it takes to complete the criminal background checks.

5. **When will I be eligible to participate in CCAP as a provider?**

Eligibility as a child care provider is effective the date of the CCAP certification.

6. **What is the status of my application?**

Contact Provider Help Desk at 1-225-342-1879.

7. **How do I report changes to my facility or personal circumstances including: reporting a telephone number change; marriage; change in my hours of operation, or an address change?**

Change requests must be entered into CAFÉ by clicking on the “Report Changes” link or contact the Provider Help Desk at 225.342.1879.

8. How do I add new children and get certificates of authorization?

The parent must contact the LDE Customer Service Center at 1-877-453-2721.

9. How do I obtain my child care provider renewal packet if Family Child Care, In-Home, School Child Care or Military Child Care Provider?

Once you receive notification that it is time to complete your Renewal, you must enter the application into the CAFÉ online system located at www.louisianabelieves.com. The online application includes entries for your registration form, provider agreement, provider rate agreement, W-9 tax information, and direct deposit information. Additional required documents and checklist can be found by clicking on Early Childhood, Publicly-Funded Providers, CCAP Providers, and then select the appropriate provider type Certification/Renewal Packet.

10. Will I be sent a notice when my case is renewed?

Yes, you will receive notification when your case has been renewed which will give you your new period of eligibility as a CCAP provider.

11. Will I be sent a notice if my case is closed?

Yes, you will be sent notification of the date and reason your case is closed.

12. How do I report a complaint about a child care provider?

If the complaint is concerning child care providers or unlicensed sites, you should contact Licensing at LDELicensing@la.gov or call 225.342.9905. If the complaint is not concerning a Type III Early Learning Center, you should contact the Provider Help Desk at 225.342.1879. Someone will contact you to discuss your complaint.

13. How do I report suspected abuse/neglect?

You may call 1-855-4LA-Kids (1-855-452-5437).

14. Was my verification received?

Contact the Provider Help Desk at 225.342.1879.

15. Can I get more time to turn in my information?

Contact the Provider Help Desk at 225.342.1879.

16. Why was my case closed?

Contact the Provider Help Desk at 225.342.1879.

17. What is TOTS?

TOTS is an acronym for Tracking of Time Services. TOTS is the electronic time and attendance process used to track the time children spend with providers. Children who participate in the Child Care Assistance Program (CCAP) must be checked in and out each day using the TOTS machine. Payments to the child care providers are based on the attendance data from TOTS. For more information regarding TOTS, visit the Louisiana provider portal at www.latots.org and view "Helpful Hints."

18. Who has to use TOTS?

All Providers participating in CCAP must use TOTS for tracking child care attendance.

19. How does TOTS work?

TOTS uses finger imaging (similar to that used in some school lunch programs) or an Interactive Voice Response telephone service as the method of recording children's attendance. The method used is based on the provider type.

NOTE: A finger image is not a finger print. Finger imaging is a method of measuring physical characteristics and converting them to a numeric code. This information will not be shared with any other state or federal agency.

20. Who can check a child in and out of care using TOTS?

A parent, caregiver or designee is the only person authorized to check a child in and out using TOTS. Each CCAP case is allowed three designees in addition to the parent or caregiver.

21. How do I check a child in and out of care?

For Type III and Military (Department of Defense) centers and for Family Child Care providers, CCAP head of household or approved designee must check each child who participates in CCAP in and out of care each day using finger imaging.

NOTE: For a Type III center that provides transportation to and from the child's home, either the CCAP head of household or approved designee must be at the home to check the child in/out.

For school-based and In-home providers, the parent must report attendance using the Interactive Voice Response telephone system by calling 1-888-281-0326 and following the prompts.

22. What if the parent, caregiver or designee does not check the CCAP child in or out using TOTS?

If the parent, caregiver or designee is not present at the time the child is checked in or out, they will have 7 days (6 days + current day) to update the attendance by using the previous check in or previous check out process. This process should only be used in limited circumstances, such as an emergency or for school-aged children attending before- or after-school and the parent or designee is not present to record attendance.

23. Who provides the equipment for TOTS?

The equipment is provided by the state and is shipped to the provider's facility with instructions for

No special equipment is necessary for school-based and In-home providers. Attendance data is reported by calling 1-888-281-1093 and following the prompts.

24. When will I receive the TOTS equipment?

Once a CCAP child is authorized for care at your location, the equipment will be automatically shipped to you. If assistance is needed during the installation, call the Help desk at 1-888-281-0326.

25. Who do I contact if my TOTS equipment does not work properly?

If the TOTS equipment malfunctions, call the help desk at 1-888-281-0326.

26. How do I record attendance when my TOTS equipment is not working?

Each provider should keep a manual attendance log to submit to the state for attendance that cannot be recorded in TOTS.

27. What do I do with the TOTS equipment if I stop providing child care services?

If you stop participating in CCAP, call the help desk at 1-888-281-0326 and ask them to provide packaging and a label to return the equipment. There is no cost to you for shipping if the label provided is used for the return.

28. What is the Provider Portal?

The Provider Portal gives you the ability to view authorizations and attendance reports online for children authorized for CCAP in your location. The website is www.latots.org. Your user ID is your provider number. If you have not previously accessed the site, a temporary password has been assigned and must be changed at the first login. The temporary password is your zip code. Once logged in, you will have access to your authorization and attendance information. This information is secure, viewable only by entering your User ID and Password. Instructions are provided on the website at the address shown above. You should review this information daily so that attendance errors can be corrected within seven days. Your payments are based upon this information.

29. How do I access the TOTS attendance information on the Provider Portal?

Login to www.latots.org. Use the drop down boxes in the black navigation bar at the top of the page or the green navigation buttons near the bottom of the screen to view additional information.

Select "Authorizations" to view the children authorized for your center; select an Authorization number for a particular child to view details of the authorization; select a child then click on "Transaction" and enter a range of dates to view transactions for a specific time period for a specific child; and select "Attendance Report" for a color-coded monthly attendance report.

In the Black navigation bar across the top of the page, the provider may select "Reports" to view the Exception Report and Attendance Summary Report. "Selected Date's Exceptions" allows the

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provider to review a report for a specific date and "Previous 10 day Exception" allows the provider to view the previous 10 days attendance report.

30. What if I forget my TOTS password or my password is disabled?

If you have forgotten your password, you may reset the password by logging in to www.latots.org and clicking on the "Forget Password" link on the login page.

If your password has been disabled, you should contact a Customer Service Representative. Call the help desk at 1-888-281-0326; select Option 1, then Option 2, wait for two seconds and you will be given an Option 3 to speak with a Customer Service Representative.

31. How often is orientation needed?

Providers must take the Pre-Service Orientation prior to initial certification. Verification must be submitted to the Department as a part of your application for certification. If you are a Family Child Care or In-Home Provider, Pre-Service Orientation counts towards the 12 clock hours of training for your first annual requirement. If you are a secondary provider, you must take the Pre-Service Orientation prior to employment with the primary provider.

The following questions pertain only to Family Child Care and In-Home Providers:

32. How do I obtain a Fire Marshal inspection?

Visit the Office of State Fire Marshal website at http://sfm.dps.louisiana.gov/dc_forms.htm.

33. How much does a Fire Marshal inspection cost?

An inspection fee of **\$30.00** is required before the inspection can be scheduled. The fee is required to be sent in the form of a money order made out to the Office of the State Fire Marshal.

34. When will the Fire Marshal come to inspect my home?

Once the Office of the State Fire Marshal receives the application, the inspection is scheduled to be completed within a month.

35. How often do I need to have a Fire Marshal inspection?

The Fire Marshal inspection will expire on the last day of the month one year from the inspection or on the provider's recertification date with the Food and Nutrition Program.

36. What happens if I fail the Fire Marshal inspection?

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If the home fails the initial Fire Marshal inspection, the provider is not eligible to participate in CCAP until the home has passed the inspection. To assist providers in getting the home inspected, visit the Office of State Fire Marshal's website at http://sfm.dps.louisiana.gov/dc_forms.htm.

37. Will I be paid through CCAP for child care services if I fail the Fire Marshal inspection?

No. If the home fails the inspection, you are not eligible to receive CCAP Payments.

38. What time will the Fire Marshal come to inspect the home?

The inspector will visit between the hours of 7 am and 5 pm. You must be present for the inspection or have someone age 18 or older present.

39. What type of fire extinguisher do I need?

A properly charged portable fire extinguisher (minimum 2A) that is readily accessible.

40. How many clock hours of training do I need?

Family Child Care and In Home providers must provide verification of 12 clock hours each year.

41. Who do I contact to schedule trainings?

To obtain the trainings you may go to www.louisianabelieves.com , click on this link <http://www.louisianabelieves.com/early-childhood/early-childhood-programs/training-and-technical-assistance>, or contact the Louisiana Department of Education at 225.342.1879.

42. Who are acceptable First Aid and CPR trainers?

You may find a list of acceptable trainers at www.louisianabelieves.com. You may also contact the Child Care Resource and Referral Agency for your area. See this [map](#).