

**Child Care Providers
Questions and Answers - Online Service Outage
November 21, 2019**

The Department's website has been restored and is functioning properly. However, other Department systems, including CAFE and child care criminal background check portals have not been fully restored. In an effort to answer questions recently received, the Department has developed this FAQ concerning the Child Care Assistance Program, Child Care Criminal Background Checks and Licensing.

Child Care Assistance Program (CCAP)

1. Will CCAP payments be made on time?

Yes, CCAP payments were issued per the normal schedule.

2. Will families who have redeterminations have extended time to turn in documentation?

Yes, LDOE will extend November and December redeterminations. The new deadline will be communicated when systems are functional.

3. What do I do if there is a family that was authorized for CCAP but was unable to capture their initial finger image?

Early Childhood providers can log into the TOTS portal to verify authorizations and keep manual attendance records. Back scanning of finger images is allowed for up to 6 days. LDOE will work closely with providers should the system continue to be down. Contact the Provider Help Desk at 225-342-1862 for additional assistance.

4. Can I store TOTS finger images on my Point of Service (POS) machine for existing families now and sync when the TOTS system has become operational?

Yes, finger images can be stored in the POS machine and synced later. Back scanning of finger images is allowed for up to 6 days. LDOE will work closely with providers should the TOTS system continue to be down. Please note that manual attendance records are to be kept on file at the site. Contact the Provider Help Desk at 225-342-1862 for additional assistance.

5. If a family received a request for additional documentation for their initial CCAP application with a deadline, will the deadline be extended?

Yes, deadlines will be extended and another deadline date will be issued when systems are operational.

Child Care Criminal Background Checks (CCCBC)

1. Can CLASS Observers and other visitors enter the center if they have a CCCBC-based determination of eligibility?

Yes, most providers can still log in to the CCCBC Portal and can use the Check Eligibility tab. If the provider is locked out or for some reason cannot check eligibility, the independent contractor can give the provider the Notice of Eligibility Letter and sign the Visitor Log. The provider should note on the visitor log that the State System was down.

2. Can I start a new hire if the person has a CCCBC-based determination of eligibility from another center, but I cannot add the person to my roster due to the State server issues?

Yes. While providers will not be able to add the new hire to the eligible roster, providers may still be able to use the Check Eligibility tab to view the person's eligibility. If you cannot use the CCCBC system, please note it on the visitor log that the state system was down.

3. Can I start a new hire without documentation of their CCCBC Eligibility?

Please see the waiver issued on November 21, 2019 in the Early Childhood Newsletter.

Licensing

1. When will I be able to submit my application or change requests in CAFE?

The Department will issue an email to providers when CAFE is available.

2. What are my next steps if I have been unable to submit my November renewal application?

If you have been unable to submit a November renewal application, your licensing consultant will provide an extension for submission of the application. Specific timelines will be communicated once systems are functional.

3. What will happen to my pending application in CAFE that is at the 30 day deadline?

Notify your licensing consultant at 225-342-9905 and a work around will be available to complete your application.

4. Where should I send any critical incident reports?

Critical incident reports should be faxed to 225-342-2498 and notify the Division of Licensing by calling 225-342-9905 to ensure receipt.