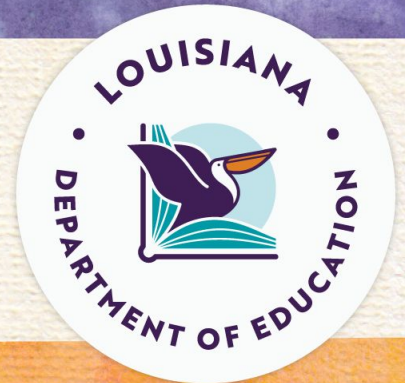




*EARLY CHILDHOOD
CONFERENCE 2024
SHAPING LOUISIANA'S FUTURE*



**Child Care Assistance Program (CCAP)
Provider Essentials**



Objectives

In this session participants will do the following:

- Review best practices to remain compliant as a provider
- Receive guidance on assisting clients with maintaining CCAP certification
- Learn how to better navigate the CCAP Provider Help Desk Ticket System
- Learn the best resources to use for various early childhood concerns

Agenda

- Practice, Practice, Practice...Repeat!
- Helping Families
- Provider Certification
- Resources for Providers
- Early Childhood Resources
- Closing
- Questions/Answers

Practice, Practice, Practice...Repeat!



Practice, Practice, Practice...Repeat!

- Ensure families check in and out daily and ensure use of attendance logs.
- Ensure your KinderConnect tablet is easily accessible to parents/household designees.
- Check the KinderConnect portal daily for possible attendance discrepancies.
- Daily compare the KinderConnect transaction receipt(s) to the manual attendance log for accuracy.
- The parent/household designee has 7 days (current day plus six), to enter a previous check in/out transaction.
- Underutilized attendance can result in termination of CCAP.

Practice, Practice, Practice...Repeat!

- The Department will continue to mail remittance advices. Upon receipt, providers must review to ensure all children are included for applicable payments.
 - Providers may now view their own Remittance Advice from the KinderConnect system.
 - The [Remittance screen](#) in KinderConnect contains data regarding payments, payment corrections, refunds, and recoupments made for each provider.
- Ensure payment discrepancies are reported within a 30 day window, as noted in the CCAP Provider Agreement, within the Provider Ticket System.
- Complete Report of Changes form for family changes, summer care, holiday, & professional development days at initial, renewal, or upon learning of change.

Practice, Practice, Practice...Repeat!

- In addition, check bank deposits weekly.
- Submit attendance logs with the Semi-Automated Invoice (SAI) before expiration date on invoice. SAIs received without attendance logs are marked incomplete and not paid.
- Immediately report children who no longer attend or never enrolled; this includes children transferred to another child care home or center. Access the CCAP Provider Help Desk Ticket System to report children that need to be removed from your roster.
- Although CCAP is paying child care subsidies based on enrollment, funds received for children not attending can be recouped.



Helping Families

Helping Families

Providers can help families remember to do each of the following:

- Submit initial applications using CCAP Application Checklist as a guide.
- Submit redetermination applications timely.
- Ensure the Asset question on the application is answered properly:
Do you certify that your family assets do not exceed \$1,000,000?
- If child support is listed on the application as unearned income, submit proof from the DCFS website. The mobile version is not acceptable for application processing.
- Submit updated contact information (e-mail addresses, best phone number, etc.).
- Access the [Remember Guide](#) and [Case Not Certified](#) instructional videos on the Louisiana Believes website to help prevent common application errors.
- The [Things to Remember](#) guide provides further support for submitting a complete application.

Helping Families - Homeless

- Homeless applications within the CCAP program are certified for 12 months with a 90 day grace period to submit required verifications. Multiple attempts are made by the agency to receive the documentation. If verifications are received the 12 month certification will continue; if not received timely, the certification will end by the 90th day with notices sent to parent and provider.
- The CCAP Homeless Liaison works to connect families to needed resources by collaborating with the Local Education Agency (LEA).
- At redetermination of the family's case, if the family still qualifies for CCAP benefits in the Homeless category and has not exceeded 85% of the State Median Income (SMI) threshold, the family may be certified for another year as homeless.

Helping Families - Homeless

The Employment and Training requirement of 20 activity hours per week may be waived for parents or persons acting as parents who are experiencing homelessness by meeting one of the following criteria instead:

- Demonstrate seeking employment by registering for a HiRE account with the Louisiana Workforce Commission
- Participating in a Transitional Living Program

Helping Families - Special Needs

Per the Individuals with Disabilities Education Act (IDEA), to establish that a child meets Special Needs requirements, the following are acceptable forms of verification:

- Current Individualized Family Service Plan (IFSP)
- Current Individualized Education Plan (IEP)
- Current Supplemental Security Income (SSI) Award letter for the child
- A written medical statement from the child's physician



Provider Certification

Provider Certification

- Thoroughly read and regularly review your CCAP Provider Agreement to know certification requirements and expectations.
- Begin the recertification process at least 45 days in advance so that CCAP payments will not be affected or certification delayed for the provider.
- Upload all recertification documents and training certificates with the renewal application in EdLink.
- Ensure timely renewal of required annual clock hours from an approved vendor.
- Schedule Fire Marshal inspections immediately after you recertify or after initial CCAP approval.
- Report EdLink issues immediately; check email for responses from EdLink.

Provider Certification

- Remain inspection-ready and accessible according to provider hours of operation and the requirement in your Provider Agreement.
- Children must be supervised at all times: they should never be left alone or unattended.
- Ensure required procedures and certificates are readily available for Licensing inspection, including current Medication Administration, Pediatric and Adult CPR and First Aid, Mandated Reporter Training, CCCBC for all adults working, CCAP Pre-Service Orientation, and Licensing Key Orientation Training Modules (used at Initial Certification only).
- Health-related, Supervision & Behavior Management, and other policies must be available during Licensing inspections also.
- Contact [Provider Certification](#) if you have any questions about these requirements and expectations.

Provider Certification - Required Annual Clock Hours

- Prevention and control of infectious diseases (including immunization)
- Prevention of sudden infant death syndrome (SIDS) and use of safe sleeping practices
- Administration of medication, consistent with standards for parental consent
- Prevention of and response to emergencies due to food and allergic reactions
- Building and physical premises safety, including identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic
- Prevention of shaken baby syndrome and abusive head trauma

Provider Certification - Required Annual Clock Hours

- Emergency preparedness and response planning for emergencies resulting from a natural disaster or a man-caused event
- Handling and storage of hazardous materials and the appropriate disposal of bio contaminants
- Precautions in transporting children, if applicable
- First aid and cardiopulmonary resuscitation (CPR) certification
- Recognition and mandatory reporting of child abuse and neglect

Home-Based Inspections

- As a reminder, providers must be open and available at all times during the hours of operation submitted to the Department.
- Providers must allow inspection of the residence where care is being provided, by Department staff, other authorized inspection personnel, and parents of children in care, during normal working hours or when children are in care.
- If the provider is unavailable on the 1st attempt for an inspection, Licensing will attempt a 2nd inspection. If on the 2nd attempt an inspection does not occur, Provider Certification staff will try to notify provider. If the provide is still unavailable, a notice will be sent to the provider, the application will be closed in EdLink and the provider will need to reapply.



Resources for Providers

Provider Help Desk

The Provider Help Desk Team prides itself on building a solid rapport with providers and early childhood stakeholders in Louisiana.

The collaboration is designed to offer support and assistance as they concentrate on providing quality care to children and families.

Provider Help Desk Support

- Assigned Regional Program Specialist
- CCAP Provider Help Desk Ticket System
- Training for New Providers
- Provider Technical Assistance
- Provider Quarterly Training
- Quality Control Training
- Provider Certification

Provider Help Desk Support

- Provider Appointments
- EdLink and KinderConnect Assistance
- CCAP 11RC-P Provider Redetermination Notices
- Quality Rating Bonus
- School Readiness Tax Credits
- Tax Documents
- And Much More!

CCAP Provider Help Desk Ticket System

To properly submit a ticket, ensure the following:

1. Choose a Help Topic that aligns with your concern. If the Help Topic is “No Longer Attending,” the ticket should only include the names of children who should be removed from the site’s roster.
2. To address multiple issues, use multiple tickets, with each individual ticket noting an individual issue. Do not submit duplicate tickets on the same issue already submitted.
3. When a ticket is closed, please do not reopen.
4. The ticket system should be used first to receive assistance with an issue or concern.
5. Neither client nor provider verifications should be uploaded in the ticket system or sent to a staff e-mail address. This delays processing time. Verifications should be sent to the designated fax or e-mail address: 225.376.6060 or LDECCAP@la.gov.

Provider Ticket System

Log In

The screenshot shows the Louisiana Department of Education's Provider Ticket System interface. At the top left is the department's logo, featuring a stylized bird and the text "LOUISIANA DEPARTMENT OF EDUCATION". To the right of the logo, the text "Guest User | Sign In" is displayed. Below the logo and sign-in text is a navigation bar with four items: "Support Center Home" (with a home icon), "Knowledgebase" (with a book icon), "Open a New Ticket" (with a ticket icon), and "Check Ticket Status" (with a checkmark icon). Below the navigation bar is a search bar with the placeholder text "Search our knowledge base" and a green "Search" button. To the right of the search bar are two buttons: a blue "Open a New Ticket" button and a green "Check Ticket Status" button. The main content area has a heading "Welcome to the Provider Support Center" followed by a paragraph explaining the ticket system and a note about email requirements. Below this is a horizontal line, followed by contact information for Foster Care inquiries and verification submittals, a link to the Child Care Criminal Background Check System, and information about where to find CCAP forms. The final paragraph provides contact information for SAI forms and other verification forms.

LOUISIANA DEPARTMENT OF EDUCATION

Guest User | Sign In

Support Center Home Knowledgebase Open a New Ticket Check Ticket Status

Search our knowledge base Search

Open a New Ticket

Check Ticket Status

Welcome to the Provider Support Center

To better serve you, the Louisiana Department of Education Child Care Assistance Program (CCAP) Provider Help Desk uses a ticket system. Every support request is assigned a unique ticket number which can be used to track your request online. Please note that an email address is required to submit a ticket.

For Foster Care inquiries, contact: DCFS.fostercare@la.gov

For verification submittals/confirmation, contact: LDECCAP@la.gov

Child Care Criminal Background Check System (C.C.C.B.C.S.) link:
<http://cccblsdoe.la.gov/>

CCAP forms, updates, and additional resources can be found [here](#).

If you have SAI forms or any other verification forms, contact:
LDECCAP@la.gov. A ticket is not needed. Your email with documentation serves as a ticket.

Provider Ticket System

Provider Profile

DEPARTMENT of
EDUCATION
Louisiana Believes

Guest User | [Sign In](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Parish *

Parish *

Name of Child Care Center *

Name of Childcare Provider *

Provider Number *

Email Address *

Phone Number *
 Ext:

Help Topic

*

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Provider Ticket System

Create a Ticket

123456789

Email Address *

RonniesKids@gmail.com

Phone Number *

225-123=4567 Ext:

Help Topic

Child Case Status / Homeless application

Provider Issue Details

Please Describe Your Issue

Provider Number *

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Parent Susie Q submitted her homeless application. She interviewed with the local school system, but has not heard anything yet. Its been 5 days; please help.

all changes saved

[Create Ticket](#) [Reset](#) [Cancel](#)

Provider Ticket System

Help Topics

- No Longer Attending
- General Help
- KinderConnect: Tablet Check In/Out, Tablet Not Received, Returning/Replacing a Tablet
- Payments: Incorrect Payment Rate, NonPayment, Overpayment, SAI
- Child Case Status: Change Report status, Client verification request, homeless, initial, redetermination application status, Wait List
- Remittance/Finance: 1099, Grant Award letter, Remittance Advice request
- Authorization Updates: Missing authorizations, change in type of care
- Provider Certification: Initial, Renewal, Changes, CHOL, CHOWs, closures
- Eligibility Changes: Changing providers, summer care, adding a sibling

Provider Ticket System Confirmation



Guest User | [Sign In](#)



Support Center Home



Knowledgebase



Open a New Ticket



Check Ticket Status



Support ticket request created

Veronica Buckley,

This email serves as confirmation that the Louisiana Department of Education has received your request and you will receive an email with your ticket number within one business day.

Our goal is to meet the needs of Louisiana providers as quickly and efficiently as possible. We sincerely thank you for your dedication to the children and families you serve.

For additional support please visit our website at www.louisianabelieves.com and check out the [frequently asked questions about CCAP \[JC1\]](#) or review the [Provider Guide](#) at:

Sincerely,

The Louisiana Department of Education CCAP Provider Help Desk

Provider Ticket System Internal View

DEPARTMENT OF EDUCATION
Louisiana Believes

Welcome, **Veronica**. | [Admin Panel](#) | [Profile](#) | [Log Out](#)

Dashboard Users Tasks **Tickets** Knowledgebase

Open Closed 2022 State By Help Topic Search New Ticket

Ticket #022113

123456789

Status: Open	User: Veronica Buckley (1) (Manage Collaborators)
Priority: Normal	Email: RonniesKids@gmail.com
Department: Select Parish	Source: Web (76.165.199.99)
Create Date: 11/13/2023 7:04 PM	

Assigned To: — Unassigned —	Help Topic: Child Case Status / Homeless application
SLA Plan: Default SLA	Last Message: 11/13/2023 7:04 PM
Due Date: 11/20/2023 7:04 PM	Last Response:

Ticket Thread (1) Tasks

Veronica Buckley posted 11/13/2023 7:04 PM

Parent Susie Q submitted her homeless application. She lives in Standard Safe House with her 2 kids. One child attends public school. She interviewed with the local school system, but has not heard anything yet. She needs to place the 2 year old in child care so she can look for a job. Its been 5 days; please help.

Created by **Veronica Buckley** 11/13/2023 7:04 PM

CCAP Provider Help Desk Ticket System - Reminders

- The CCAP Provider Help Desk Ticket System is for provider use only. Please do not share with clients.
- CCAP client applications or verifications (i.e., birth certificates, child support, E&T, income, immunizations, Report of Changes forms, etc.) should **NOT** be uploaded into the CCAP Provider Help Desk Ticket System nor to an LDOE team member's email address unless requested.
- Semi Automated Invoices (SAIs) and corresponding attendance logs should be e-mailed to CCAPPayments@la.gov or faxed to 225.376.6056.
- Provider applications and verifications should be submitted in EdLink only.

Bulletins 139 & 137

The provider will comply with all applicable state and federal laws, regulations, and other standards and requirements, as amended, in providing services under their CCAP Provider Agreement, which include but are not limited to:

- State Licensing requirements for Type III Early Learning Centers found in [BESE Bulletin 137- Louisiana Early Learning Center Licensing Regulations](#) and [BESE Bulletin 139 - Louisiana Child Care and Development Fund Regulations](#) for CCAP-certified centers.

DCFS Rates and CCAP Concerns

Providers experiencing difficulty with receiving the correct payment for children in foster care can contact the Department of Children and Family Services (DCFS) at DCFS.Daycare@la.gov and CCAPChildWelfare@la.gov for assistance:

- Please include the provider name, provider number, child's name, and the case identification number (CID) with all payment inquiries.
- As a reminder, payment discrepancies should be reported within 30 days of the missing or incorrect payment.

Fraud Prevention

Quality Control staff conducts compliance reviews to identify and check for fraud and other program violations for both providers and participants.

Risk areas monitored include the following:

- False statements that affect eligibility and payments (for example, submission of fraudulent documentation)
- Provider operating while exceeding licensed capacity
- Provider claims payment for hours of care not rendered (for example, scans conducted outside of Provider's hours of operation or for child care services never received)
- Altered Documentation (i.e., unauthorized signature, use of white-out to alter dates, income, etc.)

Early Childhood Connections

CCAP Provider Help Desk	Provider Ticket System or call 225.250.7635 or 225-614-5917 or email ldeccap@la.gov
CCAP Payments	CCAPPayments@la.gov
CCAP Provider Certification	Provider Certification
EdLink Support Center	EdLink Ticket System
Early Childhood Connection Newsletter	EC Connections Newsletter
KinderConnect	KinderConnect Support ; call 1-888-829-9258

Closing



Please share next steps that you will implement in your daily practices that support quality and compliance with required mandates.

Contact Information


Presenters:

Veronica Buckley - Veronica.Buckley@la.gov

Tomeka Tate-Clayton - Tomeka.Tate-Clayton@la.gov





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Thank You!