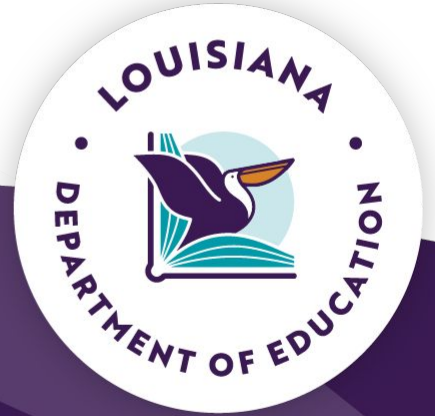


# Early Childhood Provider Updates



February 1, 2024

# Welcome!



# Agenda

- Welcome
- Child Care Assistance Program (CCAP) Reminders & Updates
- Licensing Reminders & Updates
- Child Care Criminal Background Check (CCCBC) Reminders & Updates
- Teaching and Learning Reminders & Updates
- Guest Speaker:
  - Taffy Morrison, Navigators for a Healthy Louisiana
- Upcoming Events



# Child Care Assistance Program (CCAP)

Reminders & Updates



# Child Care Assistance Program (CCAP) Reminders & Updates

- The Department is finalizing contacting families certified to the Waitlist from October 1, 2022 - June 30, 2023.
  - Please contact the Department at [LDECCAP@la.gov](mailto:LDECCAP@la.gov) if a family is on the waitlist for an application date in that time period and has not received a Waitlist Verification Form; include the family's full name and case ID number.
- When received, families should review the Waitlist Verification Form and note any changes since submitting their original application. Changes may include income, provider choice, or Employment and Training (E&T) hours. Families should check "Yes" if all information remains the same, sign the form, and return the form to the Department as quickly as possible.
- If there have been changes, the family should submit a CCAP 10 Report of Changes Form with the updates noted and return the CCAP 10 form along with the Waitlist Verification Form.

Waitlist Verification Forms

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).



# Child Care Assistance Program (CCAP) Reminders & Updates

- As Waitlist Verification Forms are returned for cases with application dates between October 1, 2022 - June 30, 2023, those families are being certified for services, if still eligible.
- As slots become available, additional eligible applicants from July 1, 2023 and on will be removed from the waitlist, based on the date of the application.
- If an eligible family enrolled their child while on the waitlist, the provider will only be reimbursed from the time the family was certified for services.
  - If a Semi-Automated Invoice (SAI) is required, payment will begin from the date the household was certified for services and removed from the waitlist.
  - Providers must complete and sign the SAI and return it with the attendance logs for the requested dates, within 10 days of the invoice date.

SAI Requests for Back Pay

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).



# Child Care Assistance Program (CCAP) Reminders & Updates

It is important for all providers to begin their Licensing renewal application and CCAP certification renewals timely. Failure to timely submit and renew licenses or provider certification in EdLink may cause the following:

- The system to remove children's authorizations from your roster (CCAP can not pay for children at a site that is not licensed or certified)
- CCAP payments to be delayed
- A delay in the renewal of your certification, that may result in having to reapply for CCAP certification
- A break in CCAP certification or payments

Renewal Delays

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).



# Child Care Assistance Program (CCAP) Reminders & Updates

As the Department begins transitioning to a new payment and processing system, it is important for providers to submit their KinderConnect attendance records weekly for all CCAP-enrolled children. As a reminder:

- Authorizations must be utilized by families at the time child care services are rendered.
- KinderConnect attendance records will be examined as part of the underutilization review of CCAP attendance. Please refer to [KinderConnect-Submit Attendance QRC](#) for detailed instructions.

KinderConnect Attendance Submission

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).





# Child Care Assistance Program (CCAP) Reminders & Updates

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:

- Demonstrate they are seeking employment by registering for a HiRE account with the Louisiana Workforce Commission or
- Participate in a Transitional Living Program

Homeless Employment and Training (E&T) Requirements

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).



# Child Care Assistance Program (CCAP) Reminders & Updates

To expedite the processing of Provider Help Desk tickets, new streamlined submission processes are being implemented. Please note the following changes:

1. The subject line on the ticket should state only a single concern within the ticket (i.e., if the subject line says, “remove a child,” the ticket should only include the names of children who should be removed from the roster).
2. To address multiple issues, use multiple tickets. Each ticket should note an individual issue.
3. Please do not submit duplicate tickets for the same issues.
4. Please allow 30 days from date of submission for case status updates on intake or redetermination applications before initiating a ticket.
5. Use the ticket system first for assistance with an issue or concern. When emailing for additional help, the ticket number must be included in the email.
6. Client applications, provider or client verifications, Semi-Automated Invoices, attendance logs, or Change Reports should not be submitted in the ticket system or sent to a staff email.

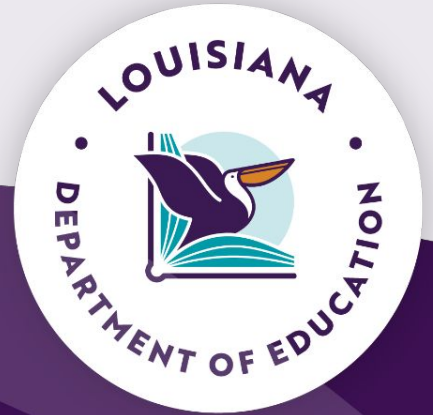
Provider Help Desk Ticket Processes

For questions contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).



# Licensing

Reminders & Updates



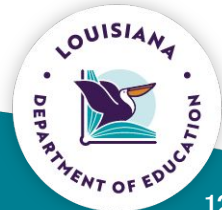
# Licensing Reminders & Updates

## 2023 Top Cited Deficiencies

<b>Regulation</b>	Type I	Type II	Type III	<b>Total</b>
CPR/First Aid	25	26	187	238
Orientation Training	18	13	152	183
CCCBC	15	5	70	90
Tornado Drills	8	3	75	86
Medication Management Training	7	8	67	83

Top Cited Deficiencies for 2023

For questions contact your [licensing consultant](#).



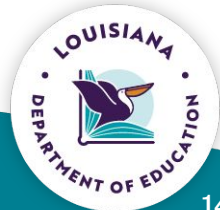
# Licensing Reminders & Updates

- Children with allergies or special diets shall not be served foods identified as restricted by the parent.
- Any special dietary needs, restrictions, or food allergies or intolerances must be listed on the child's information form.
- Information regarding food allergies and special diets of children shall be posted in the food preparation area, with special care taken to ensure that individual names of children are not in public view.
  - If a parent chooses to allow the site to post the child's name and allergy information in public view, the site shall obtain a signed and dated authorization from the parent.



# Licensing Reminders & Updates

- Emergency evacuation practice drills must be conducted at least twice per year.
- In addition to this drill, tornado drills must be conducted at least once per month in the months of March, April, May, and June at various times of the day.
  - Documentation of these drills must include all children.
- A sample [practice drill](#) form can be found in the [Licensed Centers Library](#).



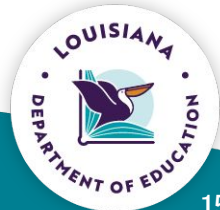
# Licensing Reminders & Updates

## Licensing renewal applications

- must be submitted in EdLink prior to the first day of the month in which the current license expires in order to ensure that there is no interruption of service and authorizations are not dropped
  - For example, if the center's license expires March 30, 2024, the renewal application must be submitted by no later than February 29, 2024
- can be started up to 90 days prior to the expiration date
- must include all required documentation

Renewal Application

For questions contact your [licensing consultant](#).



# Licensing Reminders & Updates

- Each center has an assigned licensing consultant.
- The center's licensing consultant can be identified by the first letter of the center's name, excluding the articles "A," "An," and "The."
- If there are any questions regarding Bulletin 137, please contact your licensing consultant for assistance.
- A licensing consultant can be contacted via the email address below or via phone at 225.342.9905.
- Please do not contact a licensing specialist with questions regarding the Bulletin.

Assigned Licensing Consultant  
For questions contact your [licensing consultant](#).

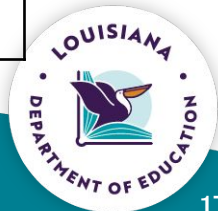




# Licensing Reminders & Updates

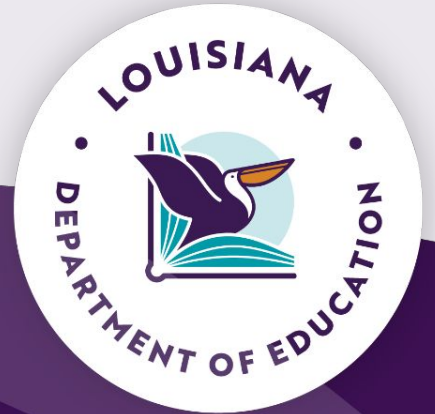
First Letter of the Center's Name	Licensing Consultant
L, T	<a href="mailto:alicia.bourgeois2@la.gov">alicia.bourgeois2@la.gov</a>
M, S	<a href="mailto:alicia.brown@la.gov">alicia.brown@la.gov</a>
D, J, K	<a href="mailto:autumn.sullivan@la.gov">autumn.sullivan@la.gov</a>
A, N, O, U, V, W	<a href="mailto:curieni.jackson2@la.gov">curieni.jackson2@la.gov</a>
C, I, Y, Z	<a href="mailto:daryneshia.weaver2@la.gov">daryneshia.weaver2@la.gov</a>
B, E, F, H, Q, X	<a href="mailto:nyshekita.travis@la.gov">nyshekita.travis@la.gov</a>

Assigned Licensing Consultant  
For questions contact your [licensing consultant](#).



# Child Care Criminal Background Check (CCCBC)

Reminders & Updates



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

In accordance with federal regulation 45 CFR §98.4, the CCCBC Section must request the following for applicants who have legally resided in another state within the past five (5) years:

- A name-based search of the Criminal History Record Information (CHRI) of the State(s);
- A name-based search of the Sex Offender Registry (SOR) of the State(s); and
- A name-based search of the Child Abuse and Neglect (CAN) Registry State(s).



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

- The provider must download the out-of-state forms and unique instructions located in the “Attachments” section of the CCCBC application.
- The provider must then upload the completed forms into the CCCBC System in order to complete the application process.
  - Please note, some states require original documents to perform checks. If original forms are required by other states, the provider must mail the completed original CAN and CHRI forms to the LDOE; the LDOE will then mail the original documents to the other state(s).
- The Department will review the uploaded forms for completeness and request background checks from each particular out-of-state’s agency.

CCCBC Applications with Out-of-State Residential History

For questions contact [ldcccprocessing@la.gov](mailto:ldcccprocessing@la.gov).



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

- There may be times when CCCBC fingerprints are unsuccessful. This can cause a delay in the application process.
- Fingerprint rejections occur due to the following:
  - poor image quality
  - fingerprint missing (actually forgetting to scan a specific finger)
  - too much pressure applied to the electronic digital scanning system
- Fingerprint rejections require an additional fingerprint submission. It is possible that an applicant may be required to submit fingerprints four times before a name-based search can be performed by the Federal Bureau of Investigation.

Fingerprint Rejection

For questions contact [ldeccbcprocessing@la.gov](mailto:ldeccbcprocessing@la.gov).

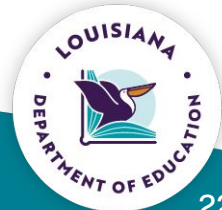


# Child Care Criminal Background Check (CCCBC) Reminders & Updates

- Applications remaining in “In Progress” status five business days after a fingerprint submission could possibly be due to fingerprint rejection.
- Applicants are notified by e-mail of a fingerprint rejection. Status of a fingerprint submission can also be verified using [Idemia’s appointment enrollment site](#).
  - Applicants whose fingerprints are rejected will be instructed to schedule an appointment to re-submit fingerprints, using the specified link listed on the appointment enrollment site.
- Additional fingerprint fees are not required if fingerprints are re-submitted within 30 days of the first fingerprint submission.

Fingerprint Rejection

For questions contact [ldeccbcprocessing@la.gov](mailto:ldeccbcprocessing@la.gov).



# Child Care Criminal Background Check (CCCBC) Reminders & Updates

- The following steps are recommended to submit successful fingerprints:
  - Ensure that hands are clean, dry, and free of any residue or oil-based substance
  - ensure fingerprinting scanning area is cleaned and dry
  - use the electronic digital fingerprinting option
  - verify whether prints are accepted before departing the location
- Only electronic digital fingerprinting submissions are accepted, unless otherwise stated by the LDOE.
- Please inform the CCCBC Section by [email](#) if an applicant has a condition that may cause fingerprinting issues, prior to their fingerprinting appointment.

Fingerprint Rejection

For questions contact [ldeccbcprocessing@la.gov](mailto:ldeccbcprocessing@la.gov).



# Teaching and Learning

Reminders & Updates





# Teaching and Learning Reminders & Updates

Community Network Lead Agencies are currently working with sites to conduct local Spring CLASS® observations for the 2023-2024 academic year:

- All early childhood classrooms are required to have a local spring observation.
- A representative from your local Community Network Lead Agency will be reaching out to schedule observations for your site, if they have not already done so.

Spring 2024 CLASS® Observations

Contact your [Community Network Lead Agency](#) with questions.



# Teaching and Learning Reminders & Updates

Third-party observations are also being scheduled and conducted by the Picard Center:

- Third-party observations are designed to provide an additional level of review to ensure reliability.
- The month before the scheduled observation, the Picard Center will send an email providing the site with the timeframe in which the observations will occur.
  - Please respond with any potential dates that the site is not available for observations.

# Teaching and Learning Reminders & Updates

As established in Bulletin 140, Community Network Lead Agencies and early childhood sites must work together to submit a count of all publicly-funded children twice each academic year (October 1 and February 1).

- A representative from your local Community Network Lead Agency will be reaching out to collect February 1 child count data for your site.

Program partners:

- are encouraged to follow the protocols provided by your Community Network Lead Agency when collecting February 1 child count data for your site and
- should count all full-time, publicly-funded children only once based on their primary funding source and age as of September 30, 2023.

February 1 Child Count

Contact your [Community Network Lead Agency](#) with questions.



# Teaching and Learning Reminders & Updates

- Director and staff member School Readiness Tax Credit (SRTC) forms were mailed from Louisiana Pathways beginning in January 2024.
  - If you have not received your forms by the middle of February, please contact Louisiana Pathways via phone at (800) 245-8925 or email [cowanj@nsula.edu](mailto:cowanj@nsula.edu).
- The Provider SRTC notices for 2023, that show Certificate of Star Rating and Average Number of Children, will be mailed by the Department in March 2024.

School Readiness Tax Credits (SRTCs)

Contact [Demita.Walker@la.gov](mailto:Demita.Walker@la.gov) with questions.



# Teaching and Learning Reminders & Updates

- For tax filing assistance, teachers and families can call 211 to make an appointment with a VITA (Volunteer Income Tax Assistance) program for your area: VITA programs offer free tax preparation for qualifying individuals.
- Directors should also share information with families about the family tax credit. This [one-pager](#) contains information for families regarding eligibility, amounts, and assistance with tax preparation.

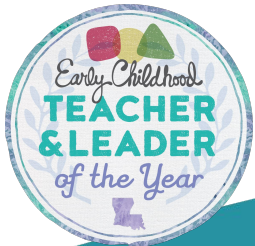
School Readiness Tax Credits (SRTC)

Contact [Demita.Walker@la.gov](mailto:Demita.Walker@la.gov) with questions.



# Teaching and Learning Reminders & Updates

Allen (2)	Franklin (1)	Ouachita (3)	Terrebonne (2)
Ascension (1)	Iberville (2)	Plaquemines (4)	Vermilion (2)
Assumption (1)	Jefferson (1)	Rapides (7)	Vernon (1)
Calcasieu (1)	Lafayette (3)	St. Bernard (1)	Washington (1)
DeSoto (1)	Lafourche (1)	St. John the Baptist (1)	West Baton Rouge (2)
East Baton Rouge (5)	Orleans (1)	St. Landry (1)	Zachary (1)



Early Childhood Teacher and Leader of the Year Representation

Contact [earlychildhood@la.gov](mailto:earlychildhood@la.gov) with questions.



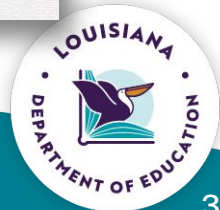
# Teaching and Learning Reminders and Updates

- Teacher Leader Summit (TLS) 2024 will be held Tuesday, May 28 - Thursday, May 30 at the New Orleans Ernest N. Morial Convention Center.
- This year's Summit theme is "Leading the Next Level." Teacher Leader Summit sessions will focus on our ability to lead the next level of our vision for success.



Teacher Leader Summit 2024

Contact [events@emergentmethod.com](mailto:events@emergentmethod.com) with questions.



# Teaching and Learning Reminders and Updates

Educators will use Cvent to register for the event. The LDOE strongly encourages the email address used for Cvent to be the participant's official professional email address:

- [Early Bird Registration](#) for TLS 2024 opened on **January 5, 2024**. Early Bird Registration will be on a first-come, first-served basis and will close on **February 2, 2024**.
- [Regular registration](#) will begin on **February 3, 2024**, and close on **March 15, 2024**, or at sellout. There will be no onsite registration. All registrations **must** be completed in advance of arriving at the event.



Teacher Leader Summit 2024 Registration

Contact [events@emergentmethod.com](mailto:events@emergentmethod.com) with questions.





# Teaching and Learning Reminders & Updates

- New this year, the 2024 Early Childhood Conference will be held at two locations, in order to make it easier for providers from across the state to be able to attend:
  - **Shreveport, LA event date: September 7th**
  - **Baton Rouge, LA event date: October 5th**
- At each site, ECC 2024 is expected to be held on one day only, a Saturday, to provide more opportunity for educators and providers to attend.

Early Childhood Conference 2024

Contact [events@emergentmethod.com](mailto:events@emergentmethod.com) with questions.



**Guest Speaker:  
Taffy Morrison,  
Healthy Navigators for Louisiana**



**Louisiana Department of Education  
&  
Navigators for a Healthy Louisiana  
Partnership:**

**Updates & The Road for Health Ahead**



**Navigators for a Healthy Louisiana**

**Navigat<sup>o</sup>rs**  
FOR A HEALTHY LOUISIANA

# Navigators for a Healthy Louisiana



**Navigators**  
FOR A HEALTHY LOUISIANA

## LDOE & Navigators for a Healthy Louisiana Partnership:

In partnership with the Louisiana Department of Education, Navigators for a Healthy Louisiana is educating Type III and FCC Early Childhood Educators and staff on affordable health insurance options to meet their individual needs and those of their family members.



# Navigators for a Healthy Louisiana

Navigators for a Healthy Louisiana is a free federally funded non-profit program supported by a grant from the U.S. Department of Health and Human Services Center for Medicare and Medicaid Services under the Affordable Care Act to assist Louisiana residents across the state in all parishes with access to low-cost or no cost health insurance options depending on their eligibility.

We provide:

- One-on-one assistance with applying, updating info and educating about health insurance options for Marketplace, Medicaid and LaCHIP
- How to utilize health coverage services & locate providers
- How to access preventable health services
- Onsite enrollment opportunities at centers
- Flexible meeting times-before, during or after hours (with director approval)



# Where Are We Now-Who Have We Reached

## Since LDOE Early Childhood Navigator Partnership Launched:

- 105 Centers and FCC Providers engaged
- 1,393 Educators participated
- 91 Outreach events
- 617 Directors & educators attend presentations



# How are Navigators Assisting Educators, Directors, FCC Providers & Staff

## **Assisting educators, directors & FCC educators who:**

- Have been terminated from Medicaid and lost their health insurance coverage for themselves and their family to transition to an affordable Marketplace Health Insurance Plan
- Have no health insurance coverage (lose coverage due to divorce, change of job, new Louisiana resident, aged out of parent's plan, etc.) to obtain comprehensive health insurance coverage
- Need to update their Medicaid and Marketplace accounts to ensure the continuance of coverage
- Want to understand the coverage better the Medicaid and Marketplace benefits they current have or add additional benefits
- Have family members (immediate and extended) who have been terminated or have no health insurance obtain health insurance coverage they would like to refer

# How are Navigators Making a Difference in Educators Lives



*I am going through a divorce and my husband dropped my insurance coverage through his job. A Navigator helped me apply and sort all the plans offered to make sure I received coverage that I could use, afford and also covered all my medicine. I was excited to get a great Blue Cross Blue Shield plan that did all of this. Thank you.*

*An educator who has cancer lost her Medicaid and was scared she would not be able to afford to continue her cancer treatment. Her director found out about the new LDOE Navigator partnership and referred her. A Navigator the same day assisted her in getting a Marketplace Health Insurance Plan. She received a plan that has \$0 premium & deductible and covered all her cancer doctors' and medications at no cost to her.*

*A center director didn't have health insurance for several years because all the private plans she checked out cost over \$800 a month. She just kept hoping she would not get seriously sick or hurt. She submitted an online form and thought what do I have to lose. Surprisingly and to her relief, during her Navigator appointment at her center she learned she was eligible for tax credits and got a plan for \$50 a month.*





# How are Navigators Making a Difference in Educators Lives

I was concerned for my staff cause they were not able to get preventive care like mammograms. I feel good knowing now they can.

Since my center's onsite enrollment day, I have referred two additional staff members. It is great to have this resource available anytime to help me staff.

As a director, I am glad to be able to promote affordable health insurance options to my staff.

I lost my coverage, and they were able to help me fill this gap to meet this basic life need in my life. Thank you.

# What Do We See Moving Forward

WE ARE HERE TO HELP

## Goal:

**100% of All Educators & Family Care Providers have comprehensive health insurance coverage that meets their needs**

- ✓ Assist more educators & providers secure health insurance coverage & benefits
- ✓ Transition staff who lose & are terminated from Medicaid to other health insurance options
- ✓ Make sure plan chosen meets their budget and healthcare needs
- ✓ Be a referral source as needed...new staff, staff experiencing life changes, family members

# What Can You Do To Improve Your Health & The Health of Your Staff?



**We want to work with your center and staff**



# What Does This Look Like?

## When you contact us:

- Meet with director/owner to discuss needs of staff
- Schedule 20-minute staff presentation(s) at the center
  - Presentation usually scheduled during lunch & naptime, professional development or continuing education days
- Sign-up interested staff requested assistance
- Schedule onsite center Navigator inquiry/enrollment day (lunch & naptime)
- Refer staff as needed throughout the year for services
- Enjoy a healthier and appreciative staff!



# Connecting with Navigators for a Healthy Louisiana

## Schedule an educational presentation for center staff and educators by:

- Filling out the online form and checking you are a director or
- Contacting Taffy Morrison directly [taffy.morrison@swlahec.com](mailto:taffy.morrison@swlahec.com) or 985-960-0098

**Educators can directly be connected to a local parish Navigator** for free one-on-one assistance with checking eligibility, applying for a Marketplace, Medicaid or LaCHIP Insurance Plan, or for updating existing accounts by choosing an option below. **Takes less than 2 minutes.**

- Scan the **QR code** located below & on all our material to fill out the online form  
□ Name, Parish, Contact Number, Email Address, Center Name, Referral Source, Comments
- Go to [www.GetCoveredLA.org](http://www.GetCoveredLA.org) and fill out the Early Childhood online form
- Call 1-800-435-2432



# Navigators for a Healthy Louisiana

## Contact Information

**Taffy Morrison**  
**LDOE Navigator Partnership Liaison**  
**Navigators for a Healthy Louisiana**  
**Statewide Community Outreach Manager**  
**[taffy.morrison@swlahec.com](mailto:taffy.morrison@swlahec.com)**  
**(985) 960-0098**



# Upcoming Events



# Upcoming Events

The LDOE team holds webinars that focus on topics related to early childhood quality or operations while also helping to expand new directors' network of peers.

This month's topic is *"Affordable Health Insurance Options for Your ECE Educators and Staff."* Participants will learn about the Louisiana Department of Education Early Childhood team's partnership with Navigators for a Healthy Louisiana, which provides early childhood educators free one-on-one assistance with exploring and applying for low-cost or no-cost health insurance options.

Attendees can access the webinar using the information below:

- **Date:** February 23, 2024 at 12:00 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/92298578944>
- **Phone Number:** 1-346-248-7799
- **Meeting ID:** 922 9857 8944

Monthly Office Hours for New Directors

Please contact [earlychildhood@la.gov](mailto:earlychildhood@la.gov) with any questions.



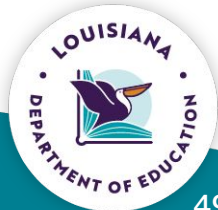


# Upcoming Events

The Department hosts monthly webinars for early childhood providers. These webinars include important reminders and updates for all provider types.

Providers can access the next provider webinar using the information below:

- **Webinar Date/Time:** Thursday, March 7, at 1 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/93597745872>
- **Phone Number:** 1-312-626-6799
- **Meeting ID:** 935 9774 5872



# Contact Info

## Child Care Licensing

- Call 225-342-9905
- Email [ldelicensing@la.gov](mailto:ldelicensing@la.gov) or email licensing consultants directly

## Child Care Assistance Program (CCAP)

- Call 225-250-7635 or 225-252-9543
- Email [ldeccap@la.gov](mailto:ldeccap@la.gov) or enter a [ticket](#) at the Provider Help Desk

## Child Care Provider Certification

- Email [providercertification@la.gov](mailto:providercertification@la.gov)

## Child Care Criminal Background Checks (CCCBCs)

- Call 225-342-2716 or 225-342-5311 or email [ldcccbbcprocessing@la.gov](mailto:ldcccbbcprocessing@la.gov)

## General Early Childhood Support

- Email [earlychildhood@la.gov](mailto:earlychildhood@la.gov)

