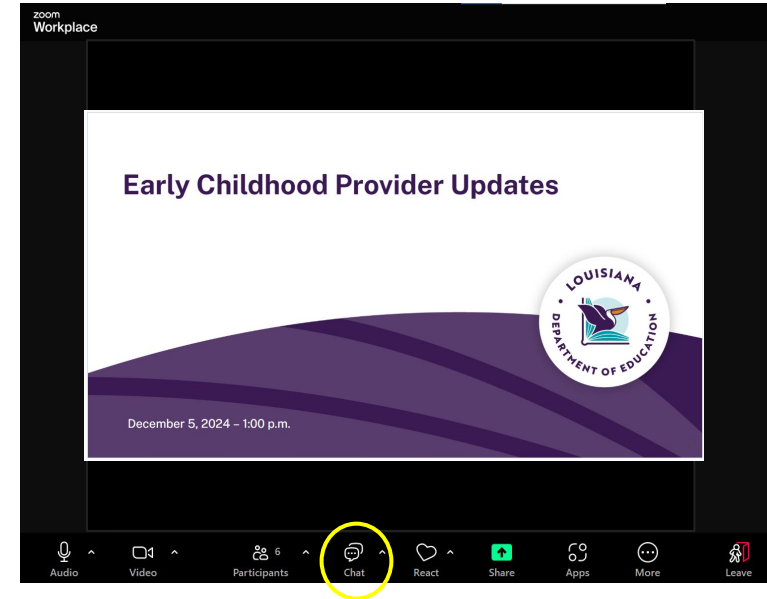


# Questions During the Webinar

- Utilize the “Chat” feature during the webinar to share with the Department questions you may have.
- **Include your e-mail address with your question**, so that we may follow up with you directly for some individual questions.



October 2, 2025 – 1:00 p.m.



# Early Childhood Provider Updates



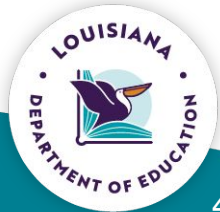
October 2, 2025 – 1:00 p.m.

# Welcome



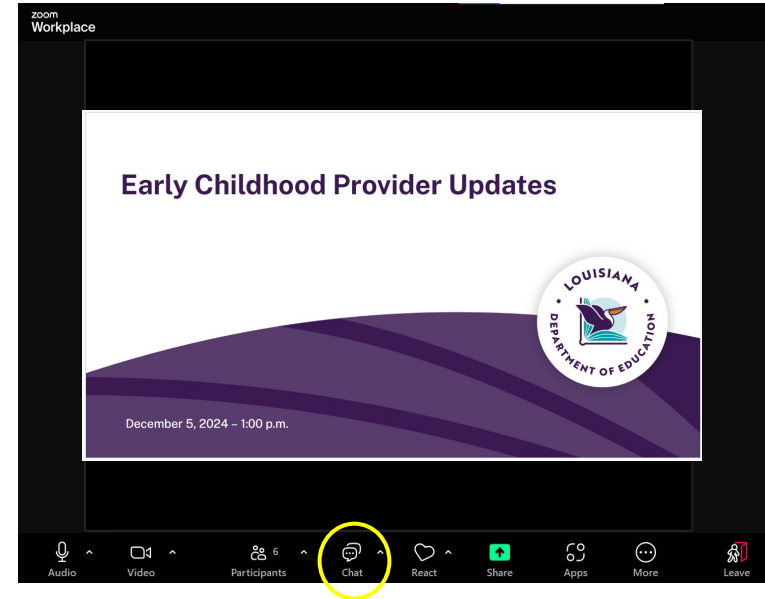
# Agenda

- Welcome
- Child Care Assistance Program (CCAP) Reminders & Updates
- Licensing Reminders & Updates
- Child Care Criminal Background Check (CCCBC) Reminders & Updates
- Teaching and Learning Reminders & Updates
- Announcements & Upcoming Events



# Questions During the Webinar

- Utilize the “Chat” feature during the webinar to share with the Department questions you may have.
- Please direct questions in the chat to “ASK QUESTIONS”
- **Include your e-mail address with your question**, so that we may follow up with you directly for some individual questions.

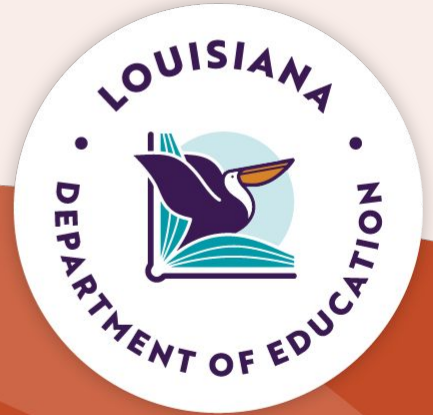


# Child Care Assistance Program (CCAP)

Reminders & Updates



# General CCAP Reminders & Updates



# CCAP Provider Ticket System

The [CCAP Provider Help Desk](#) has transitioned to a [new ticket system](#). The new system streamlines access while including features that enhance timely resolution of provider queries.

- Additional information and helpful resources will be shared with all providers following the webinar via e-mail.
- Any providers having any difficulty using the [new ticket systems](#) can use the CCAP Provider Help Desk email, [CCAPPHD@la.gov](mailto:CCAPPHD@la.gov), in the interim, to submit queries or questions about the new system.
  - Provider Help Desk staff will continue to research and share resolutions to aid providers.
  - When e-mailing inquiries, please include a topic, your site's name, and your site's provider number in the subject line.





# Redetermination Extensions

- In preparation for the transition to the new CCAP application portal, the LDOE will be extending the certification period for Louisiana families.
- The new anticipated recertification periods will be as follows:
  - October 2025 - December 2025 Redeterminations will be extended to April 2026 and June 2026.
- It is critical throughout this transition that families continue to keep their family case information updated by submitting changes via the [Report of Changes](#) form.



# Prospective Payments & Provider Renewals

Due to paying providers with Prospective Payments, it is imperative that Type III license renewal and CCAP certification renewals are completed timely:

- An application for renewal of a license and certification shall be submitted using the Department's online electronic system.
  - Each center is solely responsible for timely completing the online license and certification renewal application.
- "Timely" means that a license/certification renewal must be submitted no later than the last day of the month prior to the month in which the current license expires.
  - For example, if your license and certification expire October 31, you must submit your license and certification renewal by September 30.
  - Notice is given 60 days prior to the expiration date via EdLink email alert.
- If you do not **submit** your complete license and certification renewal at least 30 days *prior to the expiration date* and if you have not received notice of renewal from Licensing by the 15th of the renewal month, note you may experience a delay in payments.

Please adhere to the guidance above to avoid payment delays.



# Preventing Delay of Provider Approvals for Renewal

Annual current approvals from the Louisiana Department of Health (LDH), Office of State Fire Marshal (OSFM), and/or City Fire (if applicable) are required before the expiration of the license:

- In the event there is a delay in receiving these approvals, the provider must submit, with the renewal application, documentation (e.g., a payment receipt, a typed statement from the site owner or director) attesting that the site is awaiting current approval from the Department of Health, Office of State Fire Marshal, and/or City Fire (if applicable).
- When the self-attestation documentation is submitted along with a timely license renewal application, LDH, OSFM, and/or City Fire approvals will be accepted up to 90 calendar days after the date of the license renewal.



# Submission of Attendance Records

As noted in *Bulletin 137* and the CCAP Provider Agreement, provider “Daily Attendance Records” must include all of the following information:

- Child(ren) first and last name
- EXACT arrival and departure time

Note: Include if child leaves and returns during the same day

- First and last name of person with whom the child arrived and to whom the child is released
- First and last name of staff maintaining record(s)

In addition to using the KinderConnect system, the Provider shall keep a required Daily Attendance Log for children with the information listed above.

Reminder: A copy of the original attendance record(s) must be submitted to the agency upon request for any of the following:

- SAIs, Attendance Verification, Compliance Monitoring, etc.



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# New Process for Improper Payments

The Fraud Management Unit (FMU) has the responsibility of auditing Child Care and Development Funds (CCDF) and other payments to ensure integrity in the issuance of the funds:

- The Louisiana Legislative Auditor (LLA), the Administration for Children and Families (ACF), and internal auditors can view and sanction errors on cases as far back as 7 years.
  - Providers are encouraged to keep records for this time span.
- When discrepancies are identified by the Department or another auditor, the errors must be corrected. This may result in the issuance of additional funds or the recoupment of funds.
  - In such circumstances, providers receive a notice that explains the discrepancy.

Please note that there is a new process for recoupment of overpayments: Recovery of funds from active providers will be deducted from regular CCAP weekly payments.



# CCAP Monthly Call for Providers

Providers can access the next CCAP Monthly Call using the information below:

- **Webinar Date/Time:** Thursday, October 16, 2025 at 1 p.m.
- **Webinar Link:** [CCAP Monthly Call for Providers](#)
- **Phone Number:** 1 470 381 2552
- **Meeting ID:** 939 7378 5023
- **Passcode:** 082226

Child Care Assistance Program Reminders & Updates

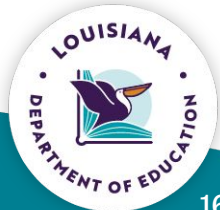
For questions, contact [LDECCAP@la.gov](mailto:LDECCAP@la.gov).



# CCAP New Provider Training

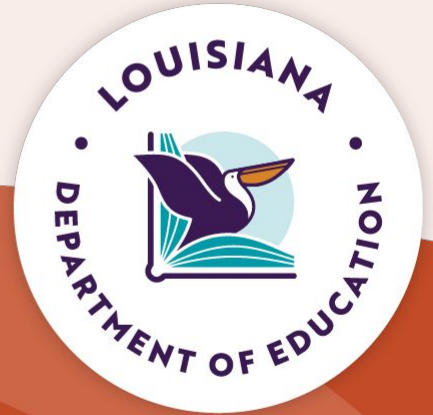
Providers can access the next CCAP New Provider Training using the information below:

- **Webinar Date/Time:** Thursday, October 23, 2025 at 1 p.m.
- **Webinar Link:** [CCAP New Provider Training](#)
- **Phone Number:** 1 470 250 9358
- **Meeting ID:** 921 5221 7544





# CCAP B-3 Seats Reminders & Updates



# CCAP B-3 Seats Reapplication

All current B-3 Seats families have been notified in the month assigned to them by the LDOE, to submit a new application to continue to receive funding for the CCAP B-3 Seats program through 2025-2026, and the reapplication window is now closed.

- Children will remain in the B-3 Seats program until their eligibility redetermination for 2025-2026 is completed by the Department.
- Children who will age out of B-3 Seats should have applied if ongoing care is still needed.
- Providers should NOT drop the child(ren) from care until notice is received from the Department once the case is certified.

CCAP B-3 Seats Reminders & Updates

Please contact [LDOEB3@la.gov](mailto:LDOEB3@la.gov) for support.



# CCAP B-3 Seats Reapplication

- Families were advised to add any sibling(s) in need of care to their reapplication. Providers will receive an authorization notice if the family is certified as eligible and when payments for new children will be added.
- If a child drops, please notify the Department by e-mailing [LDOEB3@la.gov](mailto:LDOEB3@la.gov) and include the child's first initial, first three letters of last name, your provider number, and date of drop.
- At this time, the Department is not able to provide a timeline for when all case certifications will be completed.



# CCAP B-3 Seats Payments

Payments for seats for currently-enrolled children are being made by the LDOE directly to providers, via the same banking accounts on file for CCAP voucher seats, on Thursdays each week.

- At this time, the Department is paying providers the state max rate for each child, based on their age on September 30, 2025, that was enrolled through the Community Network Lead Agency prior to April 15.



# CCAP B-3 Seats Payments

- Due to prioritizing the transition of all current families, transfer requests are not being accepted at this time. This option will be available later this fall.
- Providers should not charge families in the B-3 Seats program a co-payment beyond the co-payment that may be required by the LDOE.
- Providers may not charge a registration fee to CCAP B-3 families at this time.
- For part-time children who have aged out of the CCAP B-3 seats program, the Department is paying providers for 20 units of part-time care each week.

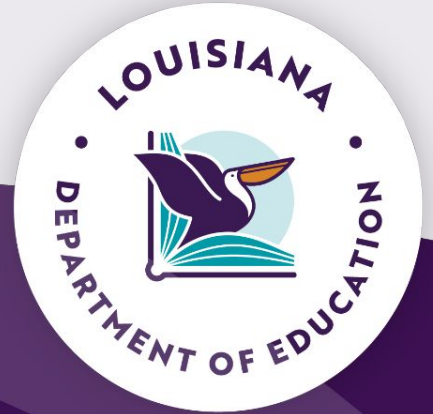
CCAP B-3 Seats Reminders & Updates

Please contact [LDOEB3@la.gov](mailto:LDOEB3@la.gov) for support.



# Licensing

Reminders & Updates



# Orientation Training

Orientation training is not just about showing new staff how to clock in or where the break room is located: orientation training sets the groundwork for creating a safe and nurturing environment where children can flourish and staff can perform confidently and competently.

- Orientation should cover essential policies, procedures, expectations, safety protocols, and daily routines.
- Orientation should also familiarize the new staff with the values and culture of the center.
- If done right, orientation bridges the gap between hiring and hands-on work, ensuring that new staff members start with the tools and knowledge needed to succeed.

Licensing Reminders & Updates

Contact your [Licensing Consultant](#) with questions.



# Orientation Training

As a reminder, [Bulletin 137](#) requires the following:

- Within seven calendar days of the first day present at the center, and prior to assuming sole responsibility for any children, each staff member shall receive center-specific orientation to the policies and practices of the center.
- Within seven calendar days of the first day present at the center, and prior to assuming sole responsibility for any children, each staff member shall complete the LDE Key Training Module 1 and the DCFS online Mandated Reporter Training.
- Within 30 calendar days of the first day present at the center, and prior to assuming sole responsibility for any children, each staff member shall complete the LDE Key Orientation Training Modules 2 and 3.
- All staff members responsible for transporting children shall receive additional orientation training prior to assuming transportation duties.

Licensing Reminders & Updates

Contact your [Licensing Consultant](#) with questions.





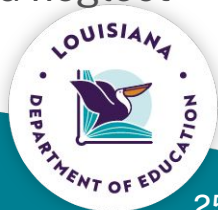
# Child Neglect and Abuse Mandatory Reporter Training

Early learning center staff are often among the first outside of the home to observe signs of abuse or neglect. Because of this, early learning staff are classified as mandatory reporters. In order to fulfill this role effectively, completion of the Child Neglect and Abuse Mandatory Reporter training is essential.

This training helps staff recognize warning signs such as the following:

- Unexplained bruises, burns, or injuries
- Inappropriate sexual knowledge for age
- Poor hygiene or signs of malnutrition

[Bulletin 137](#) requires all staff members to annually complete the online child abuse and neglect Mandated Reporter Training provided by DCFS.



# Room Capacity

Overcrowding of rooms can be unsafe. Too many children in a small space can increase the risk of inadequate supervision as well as accidents and injuries.

Adhering to the room capacity helps maintain safer supervision and reduces stress of staff members when they are not overwhelmed by too many children.

As a reminder, [Bulletin 137](#) requires the following:

- a minimum of 35 square feet of usable indoor space shall be available per child
- in rooms with cribs, there shall be adequate open floor play space available for crawling, walking, pulling up and playing that is free of routine care furniture

# Child Care Criminal Background Check (CCCCBC)

Reminders & Updates



# CCCBC Application Processing: Marital Status

To ensure comprehensive background checks for child care applicants, it is imperative that all aliases and maiden names are included on the CCCBC application.

- Applicant's who are married, divorced, separated, or widowed must provide both their current surname and maiden name.
  - If the applicant did not legally change their surname after marriage or divorce, it remains essential to include the spouse's or ex-spouse's surname as an alias for the applicant.
- The Department of Children and Family Services conducts a name-based search in the State Central Registry to identify all associated records, including aliases.
- This step is crucial for ensuring thoroughness of the background check and preventing oversight of relevant records due to name changes or variations.
- Applications missing maiden names or aliases will be returned for corrections.



# Teaching and Learning

Reminders & Updates



# School Readiness Tax Credits (SRTC)s

Early childhood educators must have a valid Early Childhood Ancillary Certificate (ECAC) by December 31, 2025, to qualify for certain levels of SRTC)s.

- Directors and teachers with an expiring Early Childhood Ancillary Certificate must submit a renewal application **at least four to six weeks before expiration**, via the [Louisiana Educator Portal](#) (LEP).
- Incomplete applications or applications submitted after November 1 may not be processed by the Certification Team before the deadline and thus may not qualify for re-leveling and a potential increase in SRTC)s for tax year 2025.

Teaching and Learning Reminders & Updates

Submit certification questions at <https://ldoe.force.com/s/ask-certification>.



# School Readiness Tax Credits (SRTC)

For re-leveling on the Louisiana Pathways Career Ladder, new credentials and certifications should be submitted via e-mail to [cowanj@nsula.edu](mailto:cowanj@nsula.edu) or via mail to Louisiana Pathways before December 31, 2025, at the address below:

Louisiana Pathways  
Attention: Career Development  
1800 Warrington Place  
Shreveport, LA 71101-4425

Teaching and Learning Reminders & Updates

For questions contact [cowanj@nsula.edu](mailto:cowanj@nsula.edu).



# October 1 Child Count

Per [Bulletin 140](#), Community Network Lead Agencies (CNLAs) and publicly-funded sites are required to count publicly-funded children served at each of those sites as of October 1 and submit to the LDOE by October 31.

CNLAs will work with each publicly-funded early learning site in capturing accurate data as of October 1, 2025:

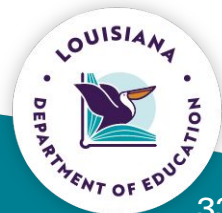
- Child Count is intended to count every publicly-funded child birth through age four at each publicly-funded site in the state.
- Child Count is intended to be an unduplicated count:  
Only count children under one funding source.





# October 1 Child Count

- Sites should count the age of the child as of **September 30, 2025**, not based on the age configuration of the classroom.
- Full-time children enrolled during the “regular” learning day are included in Child Count. **Part-time children are not included in Child Count.**
- Full-time children attending a Family Child Care (FCC) should be included in Child Count if the provider is participating in accountability and maintains a certificate of Academic Approval.
- To assist in verifying child data, it is recommended that sites maintain a copy of classroom rosters based on October 1 enrollment.

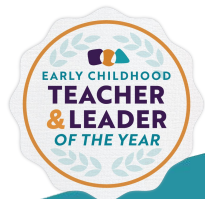


# The 2027 Early Childhood Teacher and Leader of the Year Nominations Portal is Now Open!

The search is now on for next year's Early Childhood Teacher and Leader of the Year honorees:

- Part of the selection process includes recommendations from teachers, directors, district employees, parents, colleagues, self-nominations and community members.
  - If you know an outstanding early childhood teacher or leader who works in a type III early learning center, please submit a nomination and/or self-nominations.
- The [nominations portal](#) is open through **October 17, 2025**.
- Multiple nominations are accepted, as well as self-nominations.
- **At the end of the nominations process, the LDOE will review nominees, and the nominees will be encouraged to apply for the award.**

To learn more about the current and previous Early Childhood Teacher and Leader of the Year honorees, visit the [Awards Resources library](#).



Teaching and Learning Reminders & Updates

For more information, please contact [earlychildhood@la.gov](mailto:earlychildhood@la.gov).



# Louisiana Educator Certification Portal: Early Childhood Ancillary Certificate (ECAC) Office Hours

The LDOE will host dedicated Office Hours to support educators with the Louisiana Educator Certification Portal, specifically focusing on application for the Early Childhood Ancillary Certificate (ECAC). Providers can access the Office Hours using the information below:

**Option 1: Office Hours Date/Time:**

Tuesday, 10/7 at 3:15-4:00 p.m.

**Webinar Link:**

<https://ldoe.zoom.us/j/96706002759>

**Phone Number:** 1 470 250 9358

**Meeting ID:** 967 0600 2759

**Passcode:** 806802

**Option 2: Office Hours Date/Time:**

Tuesday, 10/16 at 3:00-3:45 p.m.

**Webinar Link:**

<https://ldoe.zoom.us/j/96593320776>

**Phone Number:** 1 470 250 9358

**Meeting ID:** 965 9332 0776

**Passcode:** 657356

Announcements & Upcoming Events

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



# Certification Portal Available Resources

Resources are posted on [TeachLouisiana.net](https://TeachLouisiana.net):

- [Applicant Guide](#)
- [Early Childhood Director Guide](#)
- [Early Childhood Director Training -recorded session](#)
  - Full session for Directors and CCR&R representatives that sign renewal applications
  - Applicants may view minutes 12 -35 for a demonstration of the Initial ECAC and ECAC Renewal applications
- [Logging into the Louisiana Educator Portal -Individual Applicants](#) article on the Teacher Certification Help Center

Louisiana Educator Portal

For questions, contact [Teacher Certification Help Center](#).



# Announcements & Upcoming Events



# 2025 Early Childhood Conference



## **Know Before You Go: Shreveport Registrants**

Event check-in opens at 7:30 a.m.; there is no on-site registration. The opening session kicks off at 9:00 a.m.

- Check your inbox for an e-mail from Whova regarding the LDOE Early Childhood Conference, for instructions on how to access the Whova app, including your invitation code.
- To get ready for the conference, download the Whova app in advance on your mobile device from the [App Store](#) or [Google Play](#).
  - Build your personalized conference schedule
  - Connect and network with fellow attendees
  - Receive real-time updates and announcements

Announcements & Upcoming Events

Please contact [Events@emergentmethod.com](mailto:Events@emergentmethod.com) with questions.



# 2025 Louisiana Child Care Parent Poll

The Louisiana Policy Institute for Children, in partnership with the Louisiana Department of Education, is administering its annual survey to help further understand the child care needs of Louisiana families with children under the age of 5:

- The [2025 Louisiana Child Care Parent Poll](#) opens Wednesday, October 15, and can be shared in [English](#), in [Spanish](#), or in [Vietnamese](#).
- This survey is for any parent, guardian, or caregiver raising children under the age of 5, not just for moms and dads.
- Participation in this survey is entirely voluntary and will not affect families' eligibility for child care or any other services. Families do not need to complete this survey to continue participating in any public program, including the Child Care Assistance Program (CCAP).
- All answers will be kept confidential, and participants can answer the survey without giving their name.
- The survey will take less than 15 minutes to complete.

Announcements & Upcoming Events  
Contact [info@policyinstitutelala.org](mailto:info@policyinstitutelala.org) with questions.



# 2025 Louisiana Child Care Parent Poll

Please share the Louisiana Child Care Parent Poll with families in one of the following ways:

- Download printable flyers (available in [English](#), [Spanish](#), and [Vietnamese](#)) with the survey link and post them on a parent information board.
- Share the survey on Facebook and/or Twitter:
  - This [social media toolkit](#) has several templates and graphics for Facebook posts and Twitter posts to help promote the survey.
- Send a letter about the Parent Poll (to be released by the Department on October 15) home to families.
  - Print and distribute or e-mail the content of the Parent Poll letter to families.

**The poll closes October 29.**

Announcements & Upcoming Events

Contact [info@policyinstitute.org](mailto:info@policyinstitute.org) with questions.





# KinderSystems Webinar

Learn about CenterTrack, a Child Care Management System (CCMS) free to Louisiana child care providers! Interested participants can access the webinar using the information below:

- **Webinar Date/Time:** Wednesday, October 22, 2025 at 12:00 p.m.
- **Webinar Link:** [CenterTrack Webinar](#)
- **Webinar ID:** 160 165 2409

Please note that attendees need to register for the webinar prior to attending.



# Monthly Office Hours for New Directors

The LDOE team holds New Director 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 "Developmental Screening, Referral, and Supports for Young Children with Disabilities." Participants will learn about developmental screening and the benefits of identifying young children with disabilities early and accurately. Participants will also be provided guidance on implementing developmental screenings, coordinating identification, and communicating with families.

Attendees can access the webinar using the information below:

- **Webinar Date/Time:** Friday, October 31, 2025 at 12:00 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/93015014527>
- **Phone Number:** 1-346-248-7799
- **Meeting ID:** 930 1501 4527
- **Passcode:** 012444

Please note: This will be the last Office Hours for New Directors for 2025. The Office Hours resume in January 2026.

Announcements & Upcoming Events

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



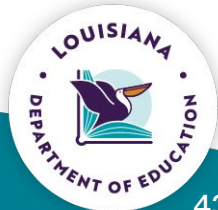
# Monthly Provider Webinar

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

- **Webinar Date/Time:** Thursday, November 6, 2025 at 1 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/93597745872>
- **Phone Number:** 1 470 250 9358
- **Meeting ID:** 935 9774 5872
- **Passcode:** 641464

Announcements & Upcoming Events

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



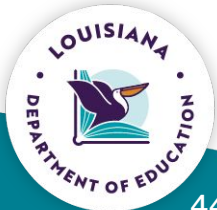
# Provider Webinar Slides

This month's webinar slides will be available early next week in the [Quality Providers Library](#) on the [LDOE website](#).



Announcements & Upcoming Events

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



# Contact Information



## Child Care Licensing

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

## Child Care Assistance Program (CCAP)

- Call 225-250-7635 or 225-614-5917
- E-mail [ldeccap@la.gov](mailto:ldeccap@la.gov) or enter a [ticket](#) at the Provider Help Desk

## Child Care Provider Certification

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

## Child Care Criminal Background Checks (CCCBCs)

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

## General Early Childhood Support

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

