

Office of Early Childhood Care and Education

Frequently Asked Questions

Child Care Assistance Program (CCAP) Before, During and After a Disaster

1. QUESTION: Is there anything I should do to be sure that I continue to receive CCAP payments?

ANSWER: If your center or Family Child Care location is located in a parish that the Louisiana Department of Education (LDOE), the Office of State Fire Marshal, and/or the Office of Public Health has determined as an area impacted by the disaster, your eligibility to receive CCAP payments may be suspended until you complete and submit the required [Reopening Form](#).

2. QUESTION: How will I know if I am in a parish that has been declared a disaster parish?

ANSWER: This information will be posted on the LDOE website as it happens. Continue to check the [LDOE website \(https://doe.louisiana.gov/early-childhood\)](https://doe.louisiana.gov/early-childhood) for updates. Providers are also encouraged to check www.emergency.louisiana.gov for updates.

3. QUESTION: Will CCAP Certification in the center or Family Child Care location be suspended even if there is no damage?

ANSWER: To protect the health and safety of the children in care, decisions regarding suspension of eligibility to receive CCAP payments are made based on the situation across a parish. Continue to check the [LDOE website](#) so that you are fully informed and do not experience a delay in your eligibility to receive CCAP payments.

4. QUESTION: What if my Family Child Care location or center is damaged?

ANSWER: Complete the [Reopening Form](#), regarding the condition of your location. Before reopening, appropriate inspections (Licensing, Fire Marshal, State Sanitarian) may be needed. The provider must inform Provider Certification at providercertification@la.gov, (225) 250-7635 or (225) 614-5917 prior to reopening the original facility location. Providers also must contact the Department of Health at (225) 342-7550 to schedule priority inspections.

5. QUESTION: What if my eligibility to receive CCAP payments is suspended and I don't complete the required actions to be reinstated until after the deadline?

ANSWER: The families you have been serving will be required to choose an eligible provider to continue receiving CCAP or their case will be closed. If you are later reinstated and the family wants to return to your location or center, the family will have to complete a [CCAP 10 \(Report of Changes Form\)](#) or reapply if their case has been closed.

6. QUESTION: What do I do with the KinderConnect time and attendance tablet if I know my home or facility may flood?

ANSWER: In the event of a disaster, the KinderConnect time and attendance tablet may not be relocated without the Department's approval. The tablet is programmed to function at a designated site with the authorized children. If assistance is needed in relocating the tablet to a different location, contact KinderConnect at 1-888-829-9258 prior to moving the tablet. The provider must make a formal request through the KinderSystems Support Desk explaining the necessity to relocate the tablet. The provider must email SupportLa@KinderSystem.com or call 1-888-829-9258, Monday - Friday, 7:00 a.m. - 7:00 p.m., before relocating the tablet. If a request to relocate the KinderConnect time and attendance tablet is denied, CCAP payments will not be honored.

7. QUESTION: What should I do if the tablet is damaged?

ANSWER: You must inform KinderSystems Help Desk if the equipment was damaged due to a disaster. Call the KinderConnect Provider Help Line at 1-888-829-9258 or email supportLA@kindersystems.com for further assistance.

8. QUESTION: If my location or center is damaged, can I provide care for the children at another location?

ANSWER: No, this is not allowable. It is a violation of your Provider Agreement for children to be cared for at another location other than the one on the Provider Agreement. Also, the Division of Licensing must approve and inspect any alternate location before children can be cared for at the center or home. The State Fire Marshal and Department of Health (as applicable), must also inspect sites prior to children receiving care to ensure readiness to care for children.

9. QUESTION: What should I do if I must close suddenly and cannot electronically record time and attendance because the attendance equipment is not working?

ANSWER: You must keep a daily attendance log in addition to the KinderConnect tablet. The attendance log must include the child's name, date and time of arrival and departure, and by whom the child was released to. The parent or household designee must sign the attendance log each day.

10. QUESTION: What is my responsibility regarding the attendance tracking device when I return to my site?

ANSWER: You should connect the equipment as soon as you return to the site where the internet connection on your Provider Equipment Agreement is located. This will enable you to determine if the equipment is in proper working order and if your internet is still working properly. If you need assistance, call the KinderConnect Provider Help Line at 1-888-829-9258 or email supportLA@kindersystems.com for further assistance or your internet provider as applicable.

11. QUESTION: What do I do if my KinderConnect time and attendance equipment will not work or the internet is down when I return to the location where care is provided?

ANSWER: You must call the KinderConnect Provider Help Line at 1-888-829-9258 within 48 hours of equipment failure so that you will not have a lapse in payments. You must also keep an attendance log that includes the time each child is signed in and out, and the log must be signed by the parent or household designee. You should also contact your internet provider for connection assistance. If there will be a delay in service from your internet provider, you should email the CCAP Provider Help Desk at CCAPPHD@la.gov of the proposed date of service.

If you have other questions, call LDOE at 1-877-453-2721 or contact the Provider Help Desk at (225) 250-7635 or (225) 614-5917.