Getting Started with CAFE

Go to this webpage to apply online through CAFÉ – https://cafe-cp.dcfs.la.gov/providerservice/

Must use Internet Explorer or Firefox to go to webpage.

Signing In – Existing Providers

1. Existing providers that have an existing account may input their current User ID and password. This is only used for providers that have already created an existing account in the CAFÉ portal. **NOTE: If you do not have an account, go to the next page.**
2. The provider should refer to 'forgot password', 'Forgot User ID' or 'need help logging in' if they need assistance recalling existing account information.
3. Once you have logged in go the directions on page 8 on Completing an Application.

Louisiana CAFE Provider Portal

Louisiana.gov > Department of Children and Family Services >
Louisiana.gov > Department of Education >

IF you have an account already, enter your User ID and Password here and click LOGIN.

🔒 **Provider Sign In**
Sign in using your LA CAFÉ account

User ID:

Password:

Forgot Password?

Forgot User ID?

Need help logging in?

LOGIN

▶ **Tracking of Time Services (TOTS)**

TOTS for Providers is the electronic time and attendance process that LDE uses to keep track of the time children spend in care with child care providers. TOTS gives child care providers with internet access the ability to view their authorizations and the attendance reports for their authorized children online.

▶ **Important Information for Providers**

ChildCare
The Child Care Assistance Program (CCAP) helps low-income families to pay for child care while working or attending school or training. Parents may select any Type III early learning center, before and after school child care center, military child care center, registered Family Child Care Provider or In-Home provider that has been certified for CCAP by the Louisiana Department of Education (LDE) CCAP Provider Certification. After signing into LA CAFÉ, you will be able to complete an application to become a CCAP provider.

Foster care is a protective service for children and their parents who must live apart because of child abuse, neglect or special family circumstances requiring the need for out-of-home care. Foster care is intended to provide temporary/short-term care for a child. The goal of the foster care program is to maintain the child in a safe and nurturing environment, which is supportive of his development while assisting his parents in resuming responsibility and custody or until an alternative permanent placement for the child is found. The first goal of foster care is to reunite the child with his or her biological family.

▶ **About LA Café Provider Portal**

Get Started

If you don't have an account already, click here to get started!

▶ **Internal Revenue Service**

Click here to go to IRS

▶ **Child Care Provider Help Line**

If you need help using TOTS, please contact the Provider Help Line at 1-888-281-0326

For links to other state and local services, click

Signing In – Creating a NEW Account

1. To create a new CAFÉ account, click the "If you don't have an account" option.

Step 1: Your Personal Information – Please enter you First Name and Last Name at a minimum.   You must complete all mandatory fields labeled with an asterisk (*).

NOTE – You are highly encouraged to enter an email address and choose how you wish to receive notifications in relation to your application.

Step 2: User ID, Password, and PIN – Create a User ID, Password (must enter twice) and a 6 digit PIN and enter that information. You MUST retain this account information. It will be needed to log in to your CAFÉ account and sign applications in the future.

Step 3: Security Check – Enter the numbers and/or letters as they appear. This is a part of the security of the application.

Step 4 – User Acceptance Agreement – Click the box below as indicated. This box indicates that you have read and agreed to the CAFE LDE Customer Portal Account User Agreement.

Once you have completed all of these steps, select "Create Account." This will take you to the "Security Questions and Answers" page.

Setup Your Security Questions and Answers - You must answer ALL of the security questions before continuing. Once all questions have been answered, select the "Submit" button to continue. You will then be taken to the "My Account" homepage.

NOTE: If you forget your PIN, go to the" My Account" section to retrieve this information.

Completing a NEW Application

Once you have successfully logged in or created a new account, the "My Accounts" page is displayed as shown below.

1. Select "My Applications" to start a new application. You may also view any previously submitted applications and incomplete applications here too.
2. ALL fields with an asterisk (*) are mandatory and must be completed.
3. <u>PLEASE NOTE:</u> PROVIDERS THAT NEED TO SUBMIT RENEWALS/MIDPOINTS SHOULD SELECT "MY RENEWALS AND MIDPOINTS"

- Providers should select "Submit Renewal or Midpoint" to begin the application process.
- Bu the arrow you should see your license number, type and submit a renewal
- If you wish to finish an incomplete application, please select "Incomplete Applications"
- To view previously submitted applications and their status, please select "Submitted Applications."
- If you need to exit Café', logout using the logout link on the screen. **If you fail to logout using this link, the system will lock you out for 15 minutes**

A PDF application will open in CAFÉ.

- **NOTE: If no application opens, then ensure you have the latest version of Adobe Acrobat Reader installed. A link is provided at the very bottom of the page that will take you to the Adobe website to install it.**
- Make the correct selections on the PDF form.
- Providers will be required to enter a Unique Identifier for each Applicant/Owner. You will need to retain for use later to link your CAFÉ account to your license number when issued.
- **Please note that the information needed to link your CAFÉ account to your license is your License number, DOB and Unique Identifier.**

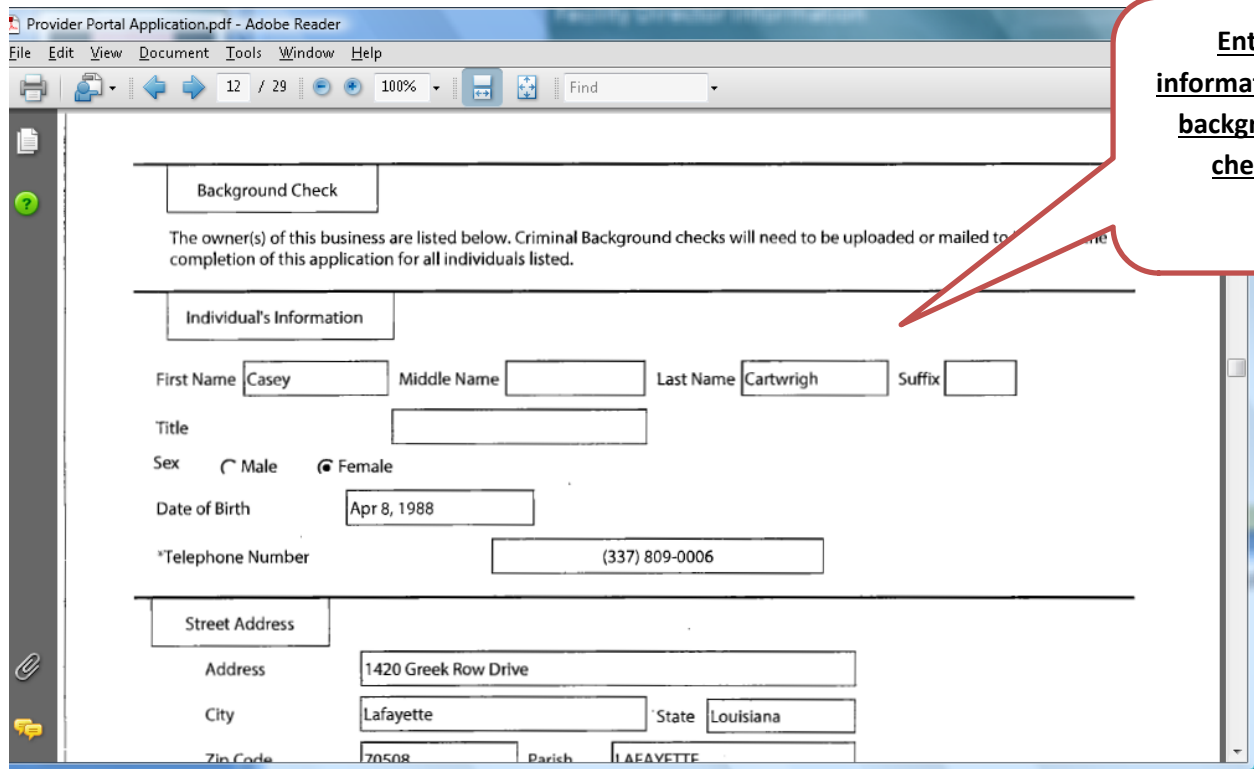1. ALL fields with an asterisk (*) are mandatory and must be completed.

NOTE: The facility director information may be the same as the applicant information.

This information is pre-populated. Check to make sure it is correct.

- The Background Check information is needed for the Director and Director Designee working at the Facility.
- This will be pre-populated by CAFÉ. It serves as notice to the provider that a background check is required for each owner and director.

- Please make sure all Disclosure information 1 through 8 is completed.
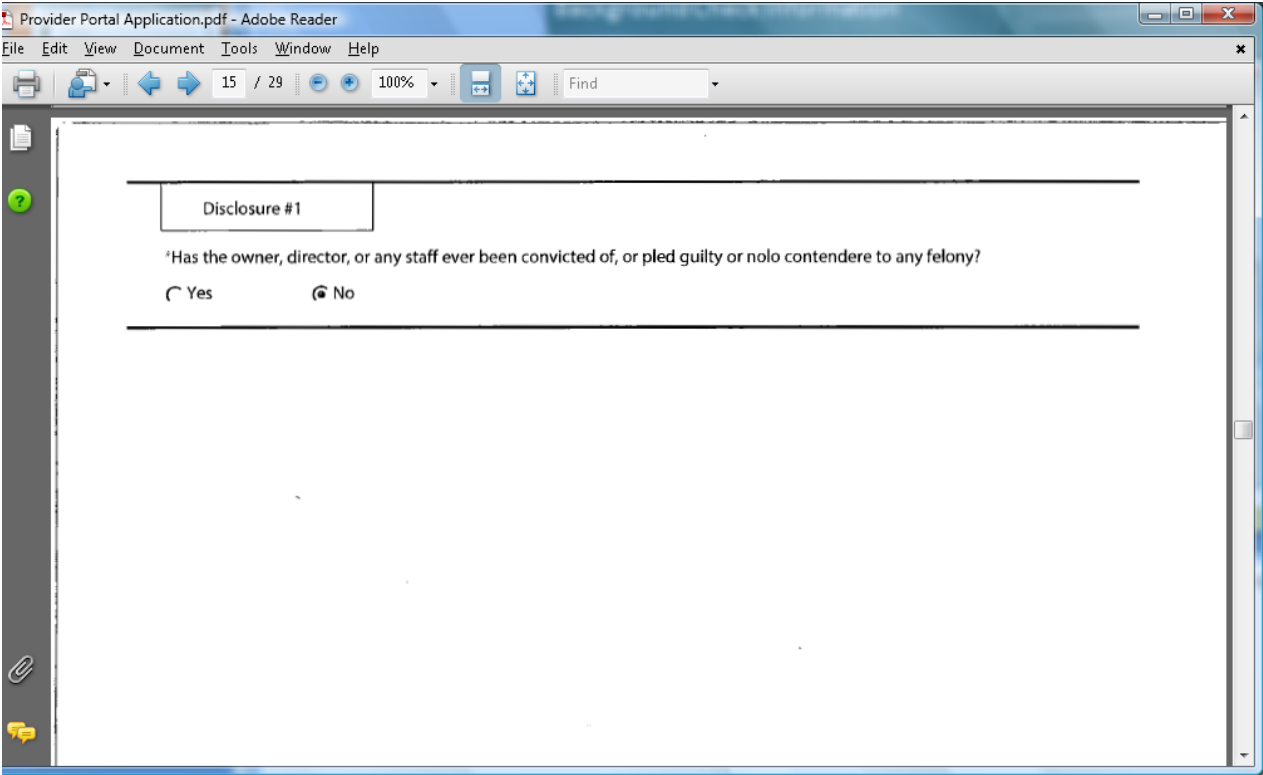
- The Emergency Preparedness is very important. All providers must complete an Emergency Preparedness evacuation plan. This information is a major part of the application and must be completed accurately by the provider.

- The Emergency Contacts are also an important part of the Emergency Preparedness plan. Two contact people are needed on all applications.

- Once you have completed the PDF, click submit to complete the provider application.
- Providers will have to click submit to complete the application. CAFÉ will review the form and prompt users to complete any mandatory fields that are blank. It should also be noted that providers can Save and Exit their application and return to it later to complete it. Also, incomplete applications will be deleted if not submitted after 30 days.

Scroll to the bottom of the PDF and click SUBMIT to complete the application.
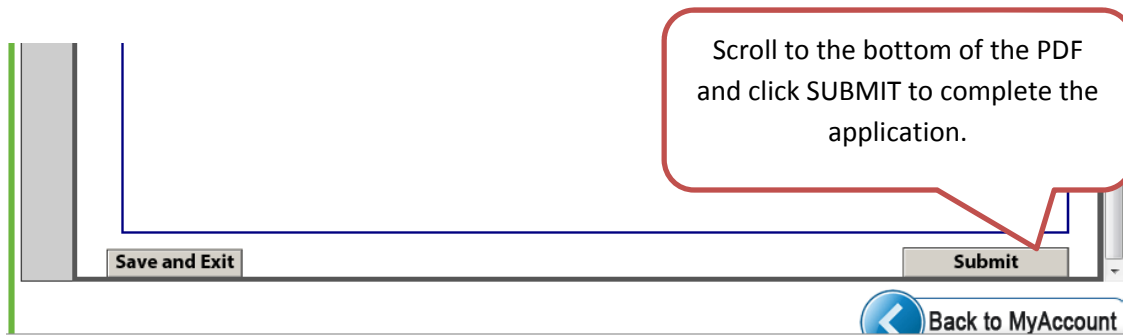
- Once you have successfully submitted your application you will be taken to the Electronic Signature page.

- The Electronic Signature Section is needed from every provider before finalizing the application for submission.
- Your PIN will be needed to complete your electronic signature.

- A CAFÉ Application Number is generated with the submission of the application.
- To upload documents you must first install the Dynamic Web twain that you will be prompted to use. As the pop up appears, click on all users.
- If your document does not upload, please check the size, and type of file to verify it matches with the requirements.
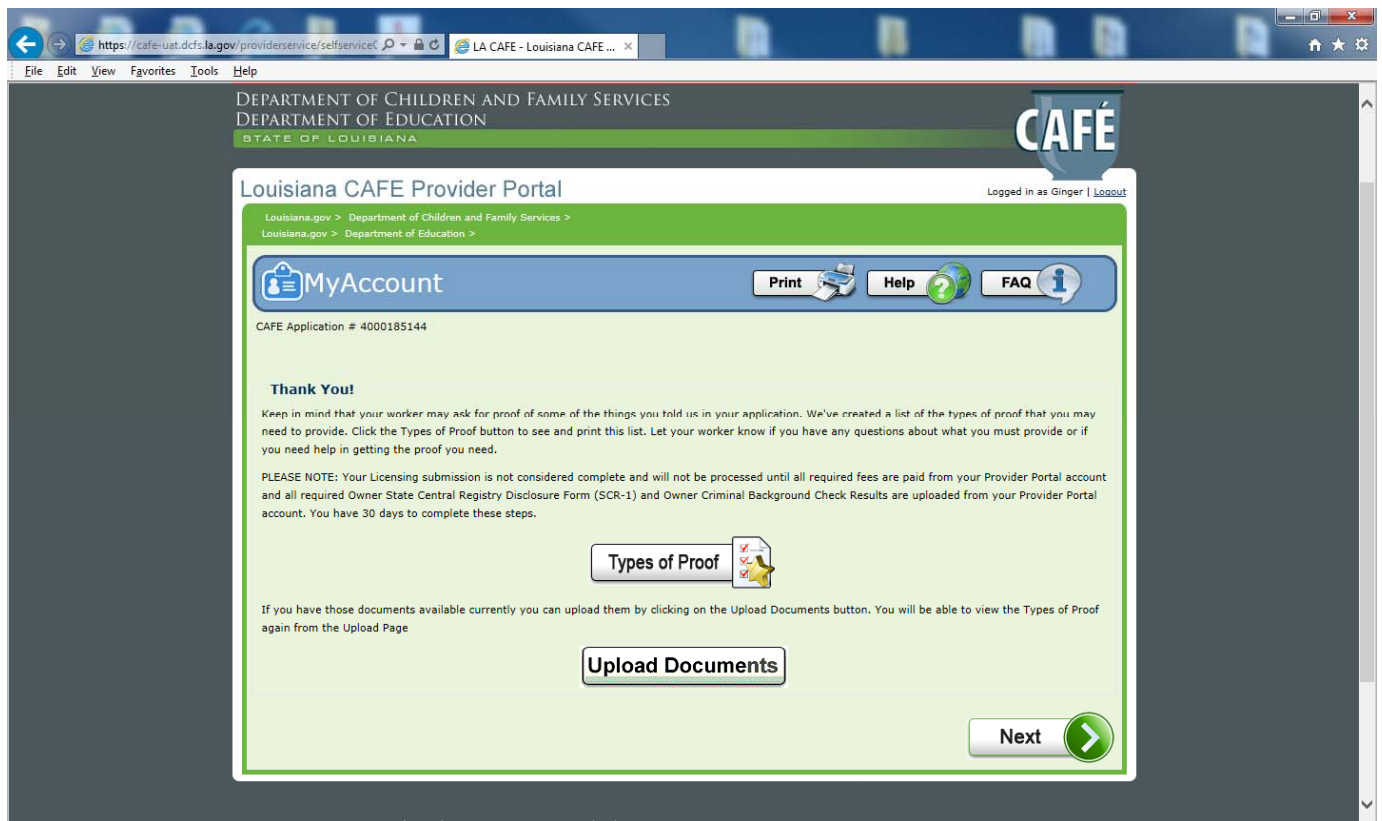
- After completing your electronic signature, you will be brought to the document upload screen. Click on the "Upload Documents" button to get to the next screen. On the Document Upload screen you will be asked to select a document to upload and indicate the facility or individual the document pertains to.
- Select the facility and the Individual the document pertains to concerning the CBC andSCR1 before uploaded to CAFÉ. You must upload each separately. Your application will not be submitted unless both documents as well as the payment is received.
- The next step is to key in the security pin before uploading the documents.
- Documents can be no larger than 3MB and must be a JPEG, scanned PDF, PNG, or GIF format.
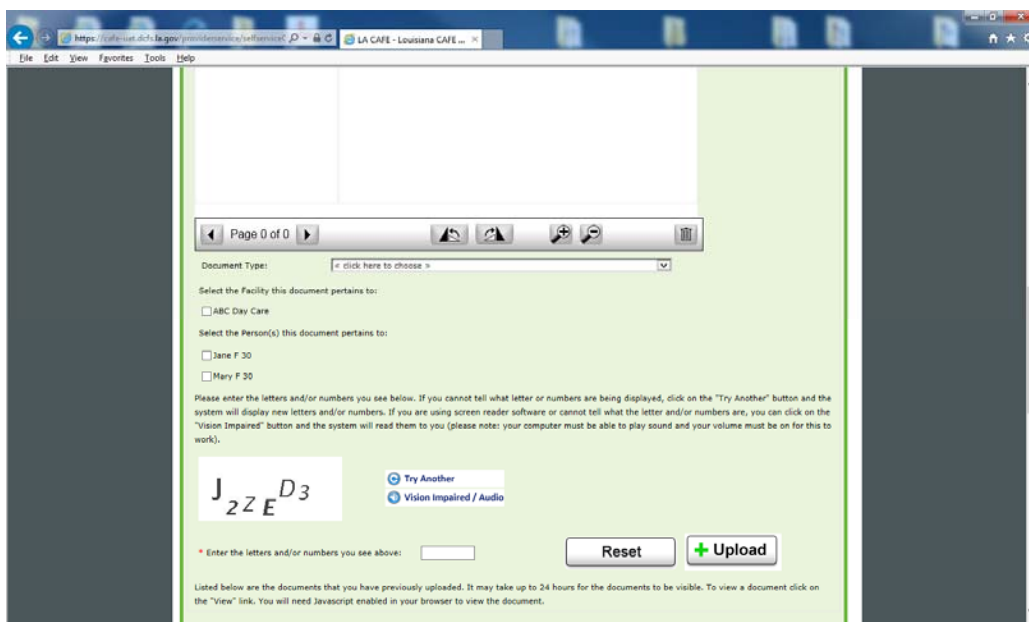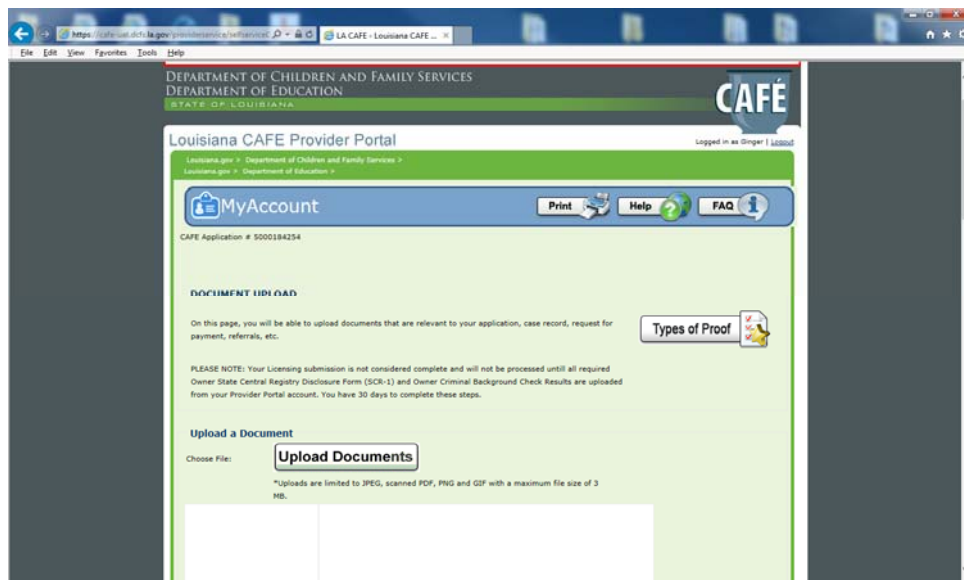
- **The next page gives the provider the option to print their application and pay the fee. The application will not be submitted for processing until the CBC, SCR1 and Fee is paid in CAFÉ.**

- The License fee generated to be paid in CAFE

- Enter the required information for payment which includes credit card information and security pin.

- The credit card is authorized and the button "Pay Now'' should be selected.

- This page allows the provider to print the processing page for their records.