

How to Report a Change in Location or Change in Information for a License

1. Call LDE Licensing at 225.342.9905 for your Unique ID and your date of birth on record.
2. Create an account in CAFÉ if you do not already have an LDE Provider CAFÉ Account. Complete an online renewal application.
3. Upload documentation of satisfactory Criminal Background Checks for all owners, directors, and director designees each center via CAFÉ (if applicable).
4. Pay your fee via CAFÉ (if applicable). Additional capacity fees may be charged if you have a change in capacity.
 - 15 or fewer children: \$25
 - 16-50 children: \$100
 - 51-100 children: \$175
 - 101 or more children: \$250

Below are instructions for using CAFÉ. If you do not have a CAFÉ account, begin with Step 1. If you have a CAFÉ account, navigate to [CAFÉ](#), log in, and begin with Step 5.

1. Create a [CAFÉ](#) Account. Click the link in the red box.

The Provider Portal screen reader program of choice is Non Visual Desktop Access (NVDA). Download the free software at [NVDA Download](#).

PLEASE NOTE: Adobe Reader and WebTwain are needed to upload documents and complete forms in your Provider Portal account. Download the latest versions at [Adobe Download](#) and [WebTwain Download](#).

2. Click the Next button in the red box below.

Louisiana CAFE Provider Portal

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



Are you in the right place?

If you already have a LA CAFÉ Provider online account, [Click here to log into your account](#)

Getting Started

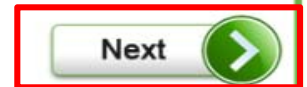
Before you can begin using LA CAFÉ, you will need to create a secure account. Once you have created a secure account, you can:

- Apply online for Licensing, CCAP Provider Certification, or to become a Foster Care/Adoptive Parent
- Renew your CCAP Provider Certification through a renewal or midpoint.
- Renew your License.
- Report changes.
- Upload necessary documents to earn/retain your Provider Certification/License
- Check the status of an application/renewal/midpoint that you have recently submitted
- View Payment Information
- View notifications that may remind you about important information relating to your accounts
- Update your online account information(password, pin, security questions, etc...)

What happens next?

After you create a secure account, you will be taken to your personal account dashboard known as "My Account." From here you can apply for a new License, CCAP Provider Certification, or to become a Foster/Adoptive Parent. You can also check the status of an application you have recently submitted, continue working on an application that you have saved, submit an application for renewals/midpoints, check your payment details, upload documents for review, and update your online account information.

Click on the "Next" button at the bottom of the screen to create an account and start using LA CAFÉ. If you already have a LA CAFÉ Provider account, [click here to log into your account](#)



3. Complete Steps 1-4 for “Setting Up Your Account” and click “Create Account”.

DEPARTMENT OF CHILDREN AND FAMILY SERVICES
 DEPARTMENT OF EDUCATION
 STATE OF LOUISIANA

CAFÉ

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Print
Help
FAQ

Setting Up Your Account

There are five steps to setting up a secure account. After completing the four steps on this page, you will be taken to another screen to setup your security questions. Keep in mind that this is a secure website run by the State of Louisiana. By law, we must keep your information private and secure.

If you already have a LA CAFÉ Provider online account, [click here to log in](#). Some items have an asterisk (*) next to them. You must fill these items in before you can create your account.

Step 1 : Your Personal Information

Please fill in your name and email address below.

We strongly suggest you provide an e-mail address so you will be able to recover your User ID if it is ever forgotten.

* First Name: Middle Name: * Last Name: Email address:

* Are you currently a Child Care Provider or do you intend to become a Child Care Provider? Yes No

Email notifications are mandatory for all child care providers.

* Would you like to receive reminders by email when you have unread items in your CAFÉ Notifications folder? Yes No

Step 2: User ID, Password, and PIN

To log in to your account, you will need to create a user ID and password. For both of these, you should choose something that's easy for you to remember but hard for other people to guess.

Keep in mind that you will need your PIN when electronically signing anything you submit. So it's a good idea to write this down and keep it in a safe place.

Your User ID must be between 8 and 64 characters long, include at least 1 letter, and cannot contain two consecutive special characters. You can include letters, numbers, and the following special characters: "_", ".", "-", and "." (underscore, at symbol, hyphen, and period) when creating your User ID. We suggest using your email address so it will be easy to remember.

* User ID:

Password must be between 8 and 64 characters long and must contain at least one English upper case character (A-Z), at least one English lower case character (a-z), and at least 1 digit(0-9).

* Password:

Enter your password exactly as you entered it before.

* Re-type password:

PIN must be 6 numbers.

* PIN:

Step 3 : Security Check

Please enter the letters and/or numbers you see below. If you cannot tell what letters or numbers are being displayed, click on the "Try Another" button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letters and/or numbers are, you can click on the "Vision Impaired" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

L 3 N L M 5

Try Another
 Vision Impaired / Audio

* Enter the letter and/or numbers you see above:

Step 4: User Acceptance Agreement

CAFÉ Provider Portal Account User Agreement

General

The CAFÉ Provider Portal is offered to you, the user ("User"), conditionally upon acceptance of the terms and conditions herein, without modification. User access and use of this site constitutes acceptance of these terms and conditions.

The Provider Portal is a State of Louisiana computer system, provided as a public service. The general public may use this system to conduct business with the State. User agrees to use this web site and Provider Portal as permitted by applicable local, state, and federal laws. User agrees, therefore, not to: 1) knowingly and without authorization, alter, damage, or destroy the State's or another user's computer system, network, software, program, documentation or data contained therein; 2) use this service to conduct or attempt to conduct business or solicit the performance of any activity that is prohibited by law. In addition, taking any action which results in blocking access to this website by other users will be deemed an unauthorized use.

* Please check the box to let us know that you have read and agreed to Louisiana's User Acceptance Agreement above.

Create Account

4. Answer all seven security questions with **different answers** and click “Submit”.

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DEPARTMENT OF EDUCATION
STATE OF LOUISIANA

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Setup Your Security Questions and Answers

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please provide answers to the questions below. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

You must provide an answer for every question. **Please keep in mind that you must provide a different answer for each question.** If you forget your password, you will need to supply answers to at least 3 of these questions to reset your password.

Once you have answered each question, click on the "Submit" button at the bottom of the page. Please note that you will need to provide answers to ALL questions before you can continue.

If you click on the "Exit" button, you will be logged out and will need to answer the questions when you log back in before continuing.

- * What is your mothers birth date? (ex. 07/26/1954)
- * What are the last four numbers of your drivers license/ID card number?
- * What is the name of your favorite childhood friend?
- * What is the first name of your maternal grandmother?
- * What city were you born in?
- * What is your natural hair color?
- * What are the last four digits of your phone number?

Exit

Submit

5. Click “Provider Profile” in the red box below.

Louisiana CAFÉ Provider Portal

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MyAccount

MyAccount

- MyAccount Home
- My Applications
- My Renewals and Mid-Points
- Provider Profile
- Notifications
- Report Changes
- DCFS Placement Providers
- Vendors
- Manage My Account
- Logout

MyAccount

MyAccount can help you manage your applications, Provider Profile information, and view payments with just the click of a button. To start using MyAccount, select one of the options listed below. Please note that if you hit the back button or refresh button in your browser from this page, you may be logged out.

<p> My Applications</p> <p>Submit an application to become a CCAP Provider, obtain a license, or apply to become a Foster/Adoptive Parent.</p>	<p> My Renewals and Midpoints</p> <p>Submit an application for a Renewal or Midpoint for an existing Provider account.</p>
<p> Provider Profile</p> <p>View your payments or submit an Emergency Preparedness Plan.</p>	<p> Notifications</p> <p>Check your notifications to view important reminders related to your Provider account.</p>
<p> Report Changes</p> <p>Report Changes to your Provider account, such as Direct Deposit information, a change of Location notice, or an additional Background Check.</p>	<p> DCFS Placement Providers</p> <p>Submit an expense reimbursement form or download a home evaluation form.</p>
<p> Vendors</p> <p>View or Update Referrals, or Submit an invoice form</p>	<p> Manage My Account</p> <p>Change your password, PIN, security questions, and other account information.</p>

6. Under “LDE Account Type:” select “LDE Licensing (Child Day Care)” and click “+Add Account”.

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Select Profile

Below are all of the accounts to which you are currently linked. To view specific information regarding one of your accounts, select the "View Details" link next to the account that you wish to view. You can also unlink yourself from an account by selecting the "Remove" button next to the account that you would like to unlink from your accounts.

Provider TIPS/License #	Type	View Details	Remove
You have not linked to any accounts yet. To link to an account select the account type you wish to link to below and click "Add Account"			

If you would like to add an account, select the account type below and click the add button.

DCFS Account Type:

- Foster/Adoptive Parent
- Residential Provider
- TFC/Private Foster Care Agency
- Non-Certified Relative Caregiver
- Vendor
- DCFS Licensing (Child Residential Facility, Maternity Home, Juvenile Detention Center)

LDE Account Type:

- CCAP - I provide care as a Family Child Care provider (six or fewer children) or I provide care in a child's home
- CCAP - I provide care as part of a school, on a military base, or in an early learning center
- LDE Licensing (Child Day Care)

+ Add Account

[Back to MyAccount](#)

7. Call LDE Licensing at 225.342.9905 to receive your Unique ID and the Date of Birth on record for your license. Complete the three mandatory fields and click “Next”.

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Add Provider ID

In order to view your existing Provider account information, you need to provide some information to identify yourself with your existing accounts. Please enter your License Number along with your Social Security Number and Date of Birth to help retrieve your Provider account information.

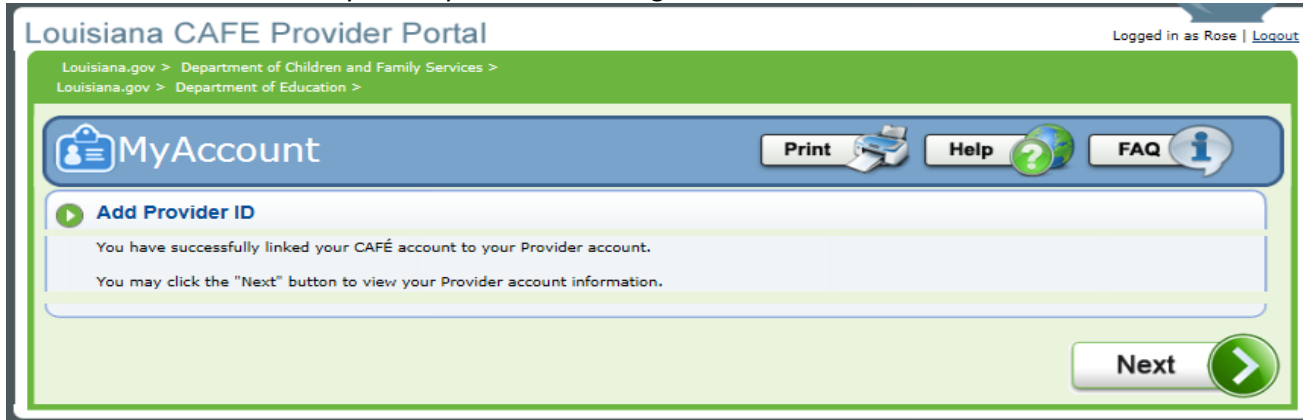
* Enter your License Number:

* Unique ID (Please make note of this Unique ID.): - -

* Date of Birth: Ex: mm/dd/yyyy

[Previous](#) [Next](#)

8. You have successfully linked your LDE Licensing Profile. Click "Next".




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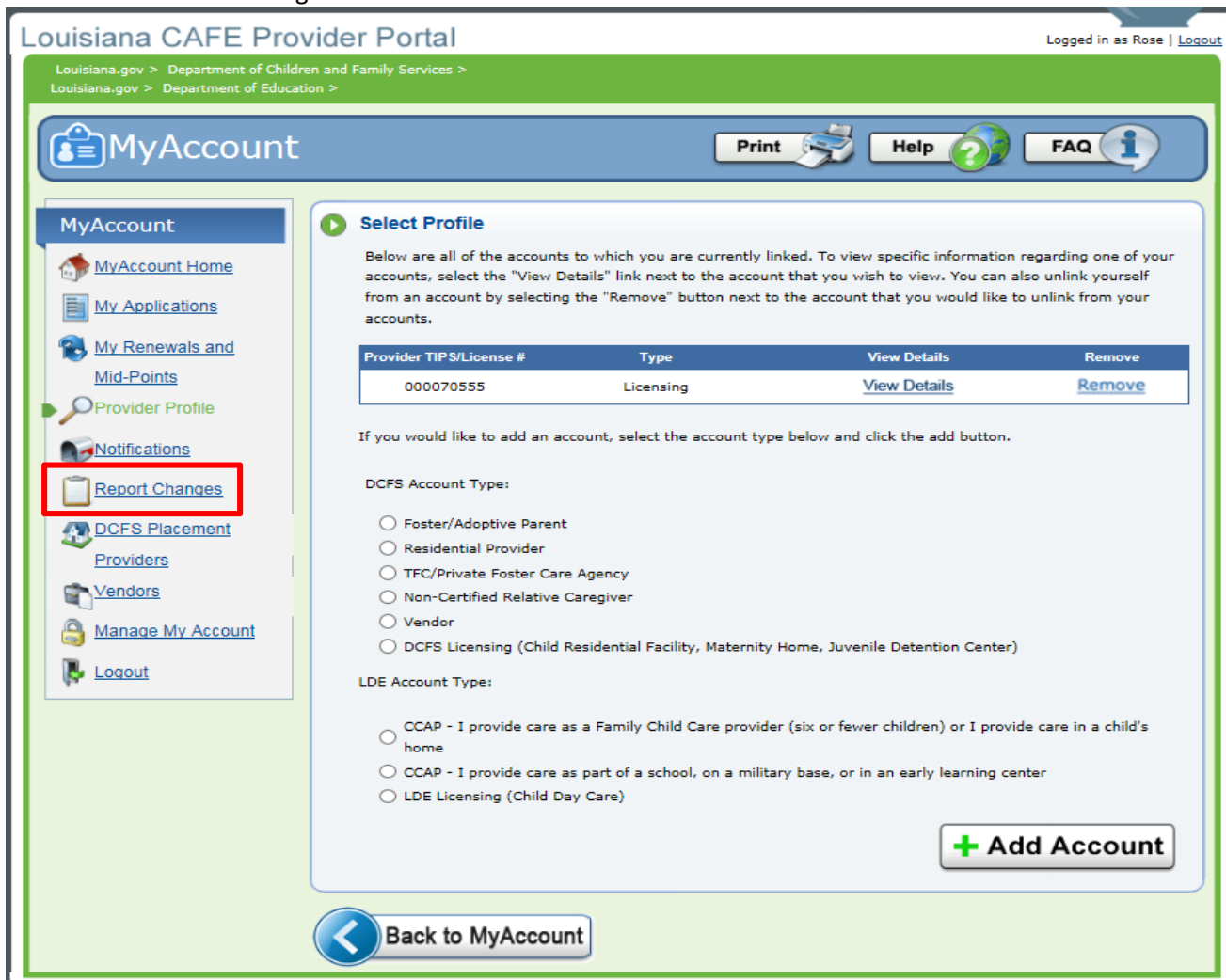
MyAccount Print Help FAQ

Add Provider ID

You have successfully linked your CAFÉ account to your Provider account.
You may click the "Next" button to view your Provider account information.

Next 

9. The Provider Profile page displays. Now you will see your License linked on this page. Click "Report Changes" on the left-hand navigation.



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- [Notifications](#)
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- [DCFS Placement Providers](#)
- [Vendors](#)
- [Manage My Account](#)
- [Logout](#)

Select Profile

Below are all of the accounts to which you are currently linked. To view specific information regarding one of your accounts, select the "View Details" link next to the account that you wish to view. You can also unlink yourself from an account by selecting the "Remove" button next to the account that you would like to unlink from your accounts.

Provider TIPS/License #	Type	View Details	Remove
000070555	Licensing	View Details	Remove

If you would like to add an account, select the account type below and click the add button.

DCFS Account Type:

- Foster/Adoptive Parent
- Residential Provider
- TFC/Private Foster Care Agency
- Non-Certified Relative Caregiver
- Vendor
- DCFS Licensing (Child Residential Facility, Maternity Home, Juvenile Detention Center)

LDE Account Type:

- CCAP - I provide care as a Family Child Care provider (six or fewer children) or I provide care in a child's home
- CCAP - I provide care as part of a school, on a military base, or in an early learning center
- LDE Licensing (Child Day Care)

+ Add Account

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10. Click the “Change of Location” link next to the License number you are reporting a location change for. Click the “Report Change” link to report any other change next to the License number you are reporting a change for.

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New Change Request

Select the account for which you would like to submit a change request from the table below. Please note that only CCAP and Licensing Providers are able to submit a change report.

To submit a change request for a different account, click [here](#) to link the profile to your account.

TIPS Provider/Licensing #	Type	Report Change	Report a Change of Location
000070555	Licensing	Report Change	Change of Location

Incomplete Forms (Forms you have started but not yet submitted)

If you have started a form to report changes, but have yet not submitted it, a "continue" link will be displayed below. You can click on that link to return to your online form.

Please keep in mind that you must submit the online form within 30 days or by your License Expiration Date, whichever comes first. After 30 days or your License Expiration date, incomplete forms are deleted and you will need to start a new online form.

Form #	Start Date	Form Name	Submit By Date	Action
You do not have any Incomplete Forms.				

Submitted Forms

The table below displays forms you have submitted to DCFS.

PLEASE NOTE: Your LDE License to Operate a Child Care Facility submission is not considered submitted and will not be processed until all required fees (if applicable) are paid from your Provider Portal account and all required forms (Owner State Central Registry Disclosure Form (SCR-1) and Owner Criminal Background Check Results) are uploaded from your Provider Portal account. You have 30 days from your application completion date or until your license end date, whichever comes first, to complete these steps.

Form #	Submit Date	Form Name	Form Summary	Status
You do not have any Submitted Forms.				

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print the summaries. If you don't have this program on your computer, you may install it for free by clicking on the button below:

[Back to MyAccount](#)

11. Check the box next to the type of change(s) you are reporting, enter the license number, and click “Confirm Changes”.

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Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records. [Highlight Existing Fields](#)

Report Changes

*What information needs to be changed?

- Change of Location
- Add a Director
- Add a Director Designee
- Facility Contact Information has Changed
- License Type Change
- Name Change
- Transportation Change
- Night Time Care Change
- Age Range Change
- Capacity Change
- Change of Facility Hours

*What is your license number?

[Confirm Changes](#)

***Note: Once you confirm your selections, you will not be able to change your selection without starting a new change report.

[Back to MyAccount](#)

12. Once finished, click “Submit”. There is a “Submit” button at the bottom of each page.
13. Upload your documents (if applicable).
14. Pay your fee (if applicable).