



LOUISIANA DEPARTMENT OF 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 (LDE), the Office of State Fire Marshal, and/or the Office of Public Health determine as impacted by the disaster, your eligibility to receive CCAP payments may be suspended until you complete and submit the required Re-Opening Request 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 LDE website as it happens. Continue to check the [LDE website \(www.louisianabelieves.com\)](http://www.louisianabelieves.com) for updates. You are also encouraged to check www.emergency.louisiana.gov for updates.

3. QUESTION: Will my CCAP in my center or Family Child Care location be suspended even if I have 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 LDE website so that you are fully informed and do not experience an avoidable delay of your eligibility to receive CCAP payments.

4. QUESTION: What do I do if my CCAP registration is suspended?

ANSWER: If your eligibility to receive CCAP payments is suspended, instructions that you must follow to resume receiving CCAP payments will be posted on the LDE website with a due date assigned for the action to be completed.

The LDE website will include a list of parishes where eligibility to receive CCAP payments has been suspended for all providers. The Family Child Care Provider Re-Opening Request Form with instructions will also be posted on the website. If you do not complete and return the Re-Opening Request Form by the date requested, your eligibility to receive CCAP payments will end and families will be required to choose another provider to continue receiving CCAP.

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

ANSWER: Complete the Re-Opening Request Form regarding the condition of your location or center and return to it LDE. Information regarding where to send the form will be given on the form. Appropriate inspections (Licensing, Fire Marshall, State Sanitarian) may be needed.

6. 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?

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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 contact their LDE worker to change providers or reapply if their case has been closed.

7. QUESTION: What do I do with the Point Of Service (POS) device/finger imaging equipment if I know my home or facility may flood?

ANSWER: You must safeguard the POS device and finger image scanning equipment so that it is not damaged.

8. QUESTION: If the POS device and finger image scanning equipment are damaged, what should I do?

ANSWER: Call the Provider Help Line at 1-888-281-0326.

9. 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.

10. QUESTION: What do I do if I must close suddenly and cannot electronically record time and attendance because the POS device and scanning equipment is not working?

ANSWER: You must keep an attendance log any time the POS machine is not available. The attendance log must include the date, time, and by whom, the child was dropped off or picked up. The parent or household designee must sign the attendance log.

11. QUESTION: What is my responsibility regarding the POS device when I return to my center/location?

ANSWER: You should plug in the POS device as soon as you return to the location or center where the phone line or internet connection on your Provider Equipment Agreement is located. This will enable you to determine if it is in proper working order. If you need assistance, call the Provider Help Line at 1-888-281-0326.

12. QUESTION: What do I do if my POS device will not work or the phone line is down when I return to the location where care is provided?

ANSWER: You must call the Provider Help Line at 1-888-281-0326 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.

If you have other questions call LDE at 1-877-453-2721.