



Child Development & Early Learning Section
627 N. Fourth St.
Baton Rouge, LA 70802

(O) 225.342.0694
(F) 225.219-4248
www.dcfslouisiana.gov

Bobby Jindal, Governor
Ruth Johnson, Secretary

Child Care Assistance Program (CCAP) Before, During and After a Disaster: FAQs & Reinstatement of Eligibility to Receive CCAP Payments Following Disaster

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

ANSWER: If your center or Family Child Day Care Home (FCDCH) is located in a parish that the Department of Children and Family Services (DCFS), the Office of State Fire Marshal, and the Office of Public Health determine as impacted by the disaster, your eligibility to receive CCAP payments may be suspended until you complete the required Re-Opening Request Form.

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 DCFS website as it happens. Continue to check the DCFS website for updates.

QUESTION: Will my CCAP in my center or FCDCH 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 DCFS website so that you are fully informed and do not experience an avoidable delay in continuance of your eligibility to receive CCAP payments.

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

ANSWER: If your eligibility to receive CCAP payments is suspended because your home or center is located in a parish that is declared a disaster parish, instructions that you must follow to resume receiving CCAP payments will be posted on the DCFS website with a due date assigned for the action to be completed.

The DCFS website will include a list of parishes where eligibility to receive CCAP payments has been suspended for all providers. The Family Child Day Care Home Re-Opening Request Form will also be posted on the website. The Center Re-Opening Form will also be posted. You will be required to complete a Re-Opening Request Form and fax, scan, or mail it to DCFS within 5 working days. Information regarding where to send the form will be given on the form.

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. Contact DCFS or your Child Care Resource and Referral Agency to be sure that you are eligible before providing care for CCAP eligible children.

QUESTION: What if my FCDCH or center is damaged?

ANSWER: Complete the Re-Opening Request Form regarding the condition of your home and return to it DCFS. Information regarding where to send the form will be given on the form. Your home will require an inspection prior to reopening.

Please note: additional questions and answers are on the other side of this page.



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 they want to return to your home, the family will have to contact their worker to change providers or reapply if their case has been closed. You would be required to complete a new form CCAP 7B (CCAP Rate and Availability Verification Form) for each child that returns to your care.

QUESTION: What do I do with the 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.

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

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

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

ANSWER: No, this is not acceptable. 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 you signed and is on file with DCFS. The **POS device may not be used at another location without approval from DCFS.** Attempting to use the equipment at another location is also a violation of your current Provider Equipment Agreement and may result in loss of eligibility to participate in CCAP.

NOTE: This does not cover every possible type of disaster. If you experience a particular problem or situation, always refer to the DCFS website and/or call Provider Directory at 1-888LAHELPU (1-888-524-3578). You may be able to complete a new Provider Agreement or addendum specific to your circumstances.

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

ANSWER: If you must close suddenly, the parents must be called to pick up the children. They cannot be cared for at another location. Keep an attendance log any time TOTS 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.

QUESTION: What is my responsibility regarding the POS device when I return to the home?

ANSWER: You should plug in the POS device as soon as you return to the home 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 Desk at 1-888-281-0326.

QUESTION: What do I do if my POS device will not work or the phone line is down when I return home?

ANSWER: You must call the Provider Help Desk 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 1-888-LAHELPU (1-888-524-3578) and ask for Provider Directory.

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