

FREQUENTLY ASKED QUESTIONS
Child Care Assistance Program (CCAP) General Information for Households

1. What is the status of my case?

Please contact the Department at 1.877.453.2721

2. How do I locate a child care provider?

Contact the Child Care Resource and Referral Agency for your parish. See the map [here](#).

Check the early learning center's licensing report [here](#).

Check whether the early learning center is quality rated [here](#).

3. How do I know that my verification was received?

Please contact the Department at 1.877.453.2721

4. I want to close my case. What do I need to do?

Please contact the Department at 1.877.453.2721

5. I want to change child care providers. What do I need to do?

The Department will need verification that the balance owed to your current provider is paid and the new provider must complete a Rate and Availability Verification form. Both forms must be returned to the Department. The Department will inform you if and when you are approved to change providers.

6. What changes must I report?

A household must report the following within 10 days:

- Change of residence
- Change in household composition
- Change of child care provider
- Change in the location of where care is provided
- Change in the number of days or hours that the child is in care
- The beginning or ending of a disability
- A child receiving child care benefits moves out of the home or is no longer in the provider's care
- Change in employment, including an interruption for at least 6 weeks
- Change in employer or change in the number of hours worked
- Change in the amount of the household's gross monthly income of more than \$100 in earned income or \$50 in unearned income

- Change in job training or educational program, including an interruption for at least 6 weeks
- Change in the number of hours of attendance

7. My case closed because I did not send my redetermination form back by the due date. Do I have to reapply?

If you did not send the redetermination form by the due date, but the form is received or postmarked before close of business on the last day of your certification period and all verification is included, then that form can be used to determine your eligibility for continued assistance.

If the form is received, but not all required verification is attached, the Department will send you a request for the missing verification. If the verification is received by the last day of your certification period, and you remain eligible, the case will be certified without you losing CCAP.

If the verification is not received by the last day of your certification period, your case will be closed.

If this verification is received within 30 days after the end of your certification, eligibility will be determined using the form submitted, but the application date will be the date that all verification was received.

8. What is TOTS?

TOTS stands for Tracking of Time Services. TOTS is the electronic time and attendance process used to track the time children spend with providers. Children who participate in the Child Care Assistance Program (CCAP) must be checked in and out each day using the TOTS machine. Payments to the child care providers are based on the attendance data from TOTS.

Each household receiving CCAP must be finger scanned to use TOTS.

9. Where do I get my finger scanned?

Every community will have at least one TOTS machine as specified locations. To view the list of locations, click [here](#).

Each household receiving CCAP must be finger scanned to use TOTS.

10. Will my case close if my provider loses their license?

If your provider loses their license, you will be required to select another qualified provider. If you do not select another provider by the deadline given by your case analyst, your case will close.

If you need to find a new provider, contact the Child Care Resource and Referral Agency for your parish. See the map [here](#).

11. Who can get case specific information?

Any active household member can receive case specific information.

12. How can I get a birth certificate?

You should contact your local health unit for information on how to obtain a birth certificate. You can get further information at the Louisiana Vital Records and Statistics website at www.dhh.louisiana.gov.

13. How can I get a social security card?

You would need to contact the Social Security Administration for a card or verification of your social security number.

14. How do I appeal a case decision?

Please contact the Department at 1.877.453.2721

15. How do I report suspected fraud?

For more information, contact Dudley Garidel at (225) 342-1518.