



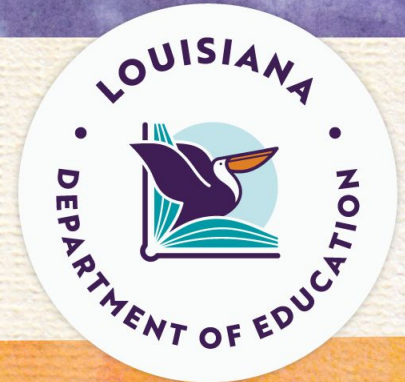
EARLY CHILDHOOD

CONFERENCE 2024

SHAPING LOUISIANA'S FUTURE



The Provider Exchange
Child Care Assistance Program (CCAP)



Objectives

Participants will engage in a session designed to:

- Review strategies that guide CCAP compliance
- Address areas that better support providers
- Learn success stories of best practices
- Share wisdom of growth with the early childhood community

Agenda

- I. Greetings and Introductions
- II. Who's in the Room?
- III. Providers Frequently Asked
- IV. By Providers for Providers
- V. Lessons Learned
- VI. Wisdom to Grow By
- VII. Early Childhood Connections



Who's In The Room?

Who's in the Room?

Participants will convene in 3 to 4 groups to share the following:

- Number of years as a provider
- Provider Type (Type III, Family Child Care, In-Home, CCR&R, EC Agency, etc.)
- Position (Owner, Director, staff, Coach, Early Childhood staff, etc.)
- Why participants chose to become an early childhood provider

Each group will choose a representative to share.



Providers Frequently Asked

Providers Frequently Asked

- Case Statuses:
 - Initials - submit with all verifications as required and noted on application
 - Redetermination submissions - submit within 45 days of the certification end date with household changes, as applicable
 - Homeless Clients - Local Education Agency (LEA) deems homeless status per the McKinney-Vento Homeless Assistance Act
 - Special Needs - submit Individualized Education Plan (IEP), Individualized Family Service Plan (IFSP) or doctor's statement with application
 - Report of Changes (including summer care) - submit early and ensure its signed and dated
- Additional Verifications - clients must ensure mailing address and phone number are current; verifications should not be submitted in the CCAP Provider Help Desk Ticket System or LDOE staff email

Providers Frequently Asked

- Semi-Automated Invoices (SAIs) - submit invoice and corresponding attendance logs before expiration on SAI to CCAPPayments@la.gov or LDECCAP@la.gov. SAIs should not be submitted in the CCAP Provider Help Desk Ticket System or a staff work email.
- Payment Status - queries per unpaid invoices can be emailed to CCAPPayments@la.gov
- Payment Discrepancies - payment discrepancies should be reported within 30 days in the [CCAP Provider Help Desk Ticket System](#)

Providers Frequently Asked

- EdLink Issues - can't upload documents, application not visible, login to the system not working - email [EdLink Support](#)
- KinderConnect - immediately report when child(ren) not visible in portal or parents cannot check child(ren) in or out
- Capacity Removals - child(ren) who never enrolled or no longer attends should be reported immediately in the [CCAP Provider Help Desk Ticket System](#)
- Provider Certification - 12 clock hour trainings are required annually as noted in Bulletin 139 and the Provider Agreement



By Providers for Providers

By Providers for Providers

1. Providers will brainstorm to share one suggestion of how CCAP can better assist them in their role as a certified provider. The suggestion may be a training need, an area that needs improvement, or an innovative idea that may benefit all certified providers.
2. Participants will highlight an area of service that has supported or helped providers from the CCAP team or early childhood community.

Each group will choose a representative to share.



Lessons Learned

Lessons Learned from Providers

- In their groups, providers and stakeholders will review best practices that have aided them as a provider. Procedures that support compliance with CCAP, health and safety, or early childhood mandates are suggested areas to share.

Each group will choose a representative to share.



Wisdom to Grow By

Wisdom to Grow By

1. In the final group session, participants will dig deep into their toolbox of wisdom to share milestones of learning and growth that has guided them in the field of early childhood.

Consider the following:

- a.) What has motivated you to move forward amidst the challenges of being an early childhood provider or entity?
- b.) What advice can be shared with new providers?

Each group will choose a representative to share.

Early Childhood Connections

The image features a central white rectangular area with a fine, woven texture. This area is set against a dark purple, marbled background. To the right and bottom of the white area, there are several overlapping, L-shaped decorative elements in dark blue, orange, and teal. The text 'Early Childhood Connections' is centered within the white area in a bold, black, sans-serif font.

Early Childhood Connections

CCAP Provider Help Desk	Provider Ticket System or call 225.250.7635 or 225-614-5917 or email ldeccap@la.gov
CCAP Payments	CCAPPayments@la.gov
CCAP Provider Certification	Provider Certification
EdLink Support Center	EdLink Ticket System
Early Childhood Connection Newsletter	EC Connections Newsletter
KinderConnect	KinderConnect Support ; call 1-888-829-9258

Closing



- Providers can better assist parents by ensuring all verifications are submitted with initial and renewal applications.
- Required annual trainings for providers must be current before the certification period ends.
- Attendance logs will be submitted with SAI invoices.
- Payment discrepancies will be reported within a 30 day window.
- Household changes should be reported immediately.

Contact Information

Presenters:

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Thank you



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LOUISIANA DEPARTMENT OF
EDUCATION