



FREQUENTLY ASKED QUESTIONS (FAQ)

Updated 6/25/2024

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I am a parent and an early childhood educator

Q: I'd like to participate in the CCAP for Child Care pilot. When should I apply?

A: New applicants (meaning you have not yet been approved for the CCAP for Child Care pilot) may apply at any time! Applications for this pilot may be submitted online in English and Spanish at <https://dhs.ri.gov/programs-and-services/child-care/child-care-providers/CCAP-for-Child-Care-Staff>

Should you need to submit a paper copy of the application, you may access the printable PDF [here](#). The PDF should be returned by mail or hand delivered to the Department of Human Services Office of Child Care, 25 Howard Ave, Building 57, Cranston RI 02920.

Please note, processing times for paper applications may take longer than the processing of electronic applications.

Q: I'm already participating in the CCAP for Child Care Pilot. How will the extension of the pilot impact my current pilot benefits coverage?

A: If you are currently approved to participate in the pilot, your benefits coverage will close one year after your approved application was submitted. This means if your current benefit was approved October 1, 2023, it will remain active until October 1, 2024. You may reapply for an additional year of benefits beginning September 1, 2024 (30 days prior to your current benefit expiration date).

Q: When will I be able to reapply if I am a current pilot participant?

A: We will notify you approximately 30 days prior to your current benefit expiration date. We recommend you reapply around this time, as this will give our team time to process your application and to prevent any gaps in benefits coverage. The pilot application may be found on [CCAP for Child Care Staff Pilot | RI Department of Human Services](#)

Q: If my renewal application is approved for an additional year, when will my coverage begin?

A: Approval date for your additional year of benefits is the date your application is submitted, or the date after your current benefit ends, whichever is later.

- For example, if your current benefit period began on August 23, 2023, and you submit a renewal application on August 1, 2024, your additional year of benefits would begin August 23, 2024 (to allow for a full additional year of benefits).
- However, if your current benefit period began on August 23, 2023, and you submit your renewal application on September 6, 2024, your additional year of benefits would begin



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September 6, 2024. There would be a 2-week gap in benefits for which you would be financially responsible.

Q: Will the renewal application be different?

A: The eligibility requirements during the pilot extension are the same and may be referenced at [CCAP for Child Care Staff Pilot | RI Department of Human Services](#). If you are renewing your pilot benefit, you must reapply so that our team can verify that you still meet eligibility requirements, which includes providing current employment and salary documentation. All applicants will be required to create a JotForm account for this extension year of benefits. Jotform is the platform that will securely store all CCAP for Child Care Pilot applications. To create an account, you will enter your name, email, and preferred password.

Q: How do I know if my household income qualifies? What does it mean to have an income that is 300% of the federal poverty level?

A: The Federal Poverty Level is determined by household size. For the purposes of the pilot, income will include earned income received by the applicant (child care employee) and the second parent in a two-parent household. This income is the salary or hourly wages earned from employment before taxes.

A chart outlining the CCAP income requirements by FPL may be found here: [CCAP Family Eligibility & How to Apply | RI Department of Human Services](#). The information on the 300% limit is summarized below. If your family size is larger than 10, please review the full CCAP income chart at the link above.

Standard FPL	Family Size								
	2	3	4	5	6	7	8	9	10
Limit 300%	\$61,320	\$77,460	\$93,600	\$109,740	\$125,880	\$142,020	\$158,160	\$174,300	\$190,440

Q: How will I receive communication about this pilot?

A: All communication related to the CCAP for Child Care pilot will come from CCAPforChildCare@pcgus.com and will be sent to the email address in your application. Please be sure you maintain a working email. If you are not receiving emails from CCAPforChildCare@pcgus.com, first check your junk or spam folders. Then contact CCAPforChildCare@pcgus.com for additional assistance. If you need assistance setting up an email account, please reach out to CCAPforChildCare@pcgus.com.

Q: I already receive CCAP benefits. Should I still apply for this pilot? If I already have CCAP benefits, can I get my copay waived?

A: If you already have CCAP benefits, you are still eligible to apply for the pilot to have your copay waived. If you currently receive CCAP benefits, participating in the pilot will have no impact on your existing benefits other than to waive any assigned copayment. You will continue to receive your existing CCAP benefits, and your participation in this pilot will cover your current copay. You should continue to recertify and respond to all notices that you receive from DHS related to your existing CCAP benefits.



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Q: How long will it take to review my application?

A: It may take up to 30 days to complete an application review. Applicants submitting a renewal application are encouraged to submit their renewal application 30 days prior to their current benefits expiring to avoid any gap in coverage.

Q: How will I know if I'm approved or denied as a CCAP for Child Care pilot participant?

A: You will receive an email notification from CCAPforChildCare@pcgus.com. This will be sent to the email listed in your application. Applications may take up to 30 days to review and process.

Q: Do I have to work as a teacher in a classroom to be eligible?

A: No, the CCAP for Child Care pilot is available to employees of a DHS licensed child care center and family child care home who are employed during operating hours for a minimum of 20 hours per week. This includes both:

- **Educators:** an employee at a child care center, family child care, or group family child care who is directly involved in the care, development, and education of children ages six (6) weeks to thirteen (13) years.
- **Child care staff:** any adult employed by a child care center, family child care, or group family child care during operating hours.

Q: How long will my CCAP benefits last under the pilot?

A: If your application is approved, benefits will be issued for a 12-month certification period beginning the week your complete application was received and ending 12 months later. When renewing benefits, the benefits will be issued for an additional 12-month certification period, beginning the date the application is submitted, or the date after your current benefits ends, whichever is later.

Q: Will my benefits be impacted if my employer closes for the summer or over holidays? Meaning, if there is a period of time where I'm not working an average of 20 hours a week because our program runs seasonally, will my benefits be reduced?

A: Your benefits will not be impacted if your employer closes for the summer or over holidays. We ask that you alert the Department for data purposes in any of the following situations:

- You are no longer employed at a DHS licensed child care program.
 - Should you change jobs and start work at a new DHS licensed child care program, please report this change to CCAPforChildCare@pcgus.com for consideration of your continued eligibility.
- You work less than an average of 20 hours per week for a DHS licensed child care program in a 4 week span.
- Your family moves out of Rhode Island.
- Your child(ren) receiving care no longer reside in your household.
- Your household income increases over the 300% FPL.

Q: Are benefits effective on the date of application submission or on the date of approval?

A: Once an application is approved, CCAP for Child Care benefits become effective from the date of the complete application was submitted. For example, if the application is submitted on August 15th, and the application is approved on August 30th, the CCAP for Child Care benefits



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are effective beginning the week of August 15. The only exception to this approach may be for renewal applications. For renewal applications, the date benefits are effective is the date the application is submitted, or the date after your current benefits end, whichever is later.

Q: If I change jobs (i.e., take a new job at another child care program), will I lose my CCAP benefit?

A: If you end employment at one DHS licensed child care program and take a new job at another DHS licensed child care program, please report this change in employment to CCAPforChildCare@pcgus.com. Our team will confirm your change in employment, but this change will not impact your pilot benefits.

Q: If my household income increases to more than 300% of the federal poverty level (FPL) before July 31, 2025, do I have to report this, and will I lose my CCAP benefit?

A: If your household income increases to more than 300% of the Federal Poverty Level, you are required to report this change in income to CCAPforChildCare@pcgus.com, which will be reviewed by DHS.

Q: Can I enroll my child while my application is pending?

A: You may enroll your child in a CCAP approved DHS licensed child care program at any time. However, if you are not approved by the pilot, you will be responsible for the full cost of care. If you are approved by the pilot, you will be responsible for the cost of care up until the approval date.

Q: Will I have a copay?

A: Families approved for CCAP for Child Care under this pilot program will not have a copay.

Q: Does this apply to all existing early childhood educators and staff as well as new hires through July 31, 2025?

A: Yes. The CCAP for Child Care pilot applies to current staff as well as new staff hired on a rolling basis. There are no requirements for how long a staff member must be employed before applying. The last date to apply for CCAP benefits under this program will be July 31, 2025.

Q: Do children have to enroll with a CCAP approved provider?

A: Yes. To use the CCAP for Child Care benefit under this pilot, children must enroll with a CCAP approved provider. To find a CCAP approved provider, visit: <https://earlylearningprograms.dhs.ri.gov>. You can also contact our partner, BrightStars at (401)739-6100 or info@BrightStars.org for assistance finding a CCAP approved child care provider for your family.

Q: What if my child is enrolled at a provider who is not a CCAP Approved Provider?

A: To use the CCAP for Child Care benefits under this pilot, your child must be enrolled with a CCAP approved provider. It's important to note DHS licensed child care programs may apply to become CCAP approved at any time. They may do so by reaching out to CCAPforChildCare@pcgus.com.



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Q: Can Family Child Care Providers apply for this pilot? Can they enroll their own children in their program?

A: DHS licensed Family Child Care providers (FCC) are eligible for CCAP for Child Care benefits under this pilot. However, FCCs cannot enroll their own children, or other children who live in their household, in their own program. They must use their CCAP for Child Care benefits under this pilot to enroll their children with another CCAP approved provider.

Q: If I work at a CCAP approved Child Care Center, can I enroll my child in the program where I work?

A: Yes. You can enroll your child with the CCAP approved Child Care Center where you work. However, your child cannot be enrolled in the classroom where you work (that is, you are not directly caring for your own child).

Q: How many hours will my CCAP for Child Care benefit be authorized for?

A: There are two allowable categories for authorized time coverage which will be determined based on the work schedule (hours worked) by the parent/early childhood educator:

1. Three-quarter time: 20-29 hours per week
2. Full-time: 30 hours or more per week

This will be determined as part of the application review process and may change throughout the pilot period pending a change in the parent's work schedule.

Q: What happens when the pilot ends?

A: The pilot will end on July 31, 2025, and at this time, you will be unable to apply for this benefit. If you are already participating in the pilot, your certification period may extend past this. However, when your certification period under the pilot ends, your benefits will terminate and you will be responsible for your own child care expenses.



I am CCAP provider

Q: How will I know if a child who wants to enroll is approved under this pilot?

A: The family enrolling a child participating in CCAP for Child Care will present you with an eligibility notice, which contains the child's CCAP for Child Care case number and instructions on how to report online to PCG they have enrolled in your program.

Q: I am currently serving a pilot family. How will I know if the family is reapplying or is approved for an additional year?

A: Our team will send you a notice 30 days and 10 days prior to an approved pilot family's benefit closure date. Please speak directly with the family to confirm if they are re-applying for the pilot benefit.

Once approved, the family enrolling a child participating in CCAP for Child Care will present you with an eligibility notice, which contains the child's CCAP for Child Care case number and instructions on how to report online to PCG they have enrolled in your program.

If a family is not approved for an additional year of benefits or does not submit a renewal application prior to their benefit period ending, the family is responsible for the cost of child care at the end of their benefit period.

Q: How do I enroll a child in CCAP under this pilot? Is it different than other CCAP enrollments?

A: Enrollment will be an online process, similar to the current enrollment process for CCAP. However, the pilot will use the online tool Jotform to collect data, which is separate and apart from the Provider Portal.

- The link to enroll a child is: <https://pcgus.jotform.com/231984401165051>.
- Many providers may currently be familiar with Jotform, as this is the platform where Eligibility Forms for the Early Educator Pandemic Retention Bonus are submitted. This will allow DHS to track specific pilot information separately from the existing CCAP data.

Q: How will I be paid for children under the pilot? How often should I expect payments?

A: Payments for care will be issued monthly and will include payment for two bi-weekly cycles. Payments will be sent by direct deposit or paper check by Public Consulting Group (PCG). Please note, failure to submit timely attendance will delay payments.

Q: How and when should I charge a pilot family tuition?

A: If a family has not yet been approved for the pilot (pending application), you may charge them tuition. Once a family has been approved for the pilot, the pilot will pay their tuition. This means you will stop charging the family for tuition (or their family copay). As pilot payments are issued monthly, approved families should not be asked to pay tuition while the program waits for their pilot payment.

If a family has paid tuition and the pilot coverage is backdated to cover the same time period, you should reimburse the family the tuition they paid and request payment from the pilot.

Reimbursements may not include a 'credit' to the program, rather it is a return of funds to the family.



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- For example, a family enrolls in your program on September 1, stating they've submitted a pilot application. Because they have not been approved for the pilot, you charge them tuition. On September 15, the family is notified they are approved for the pilot with their coverage beginning September 1. You would reimburse the family for the tuition they paid out of pocket and submit an enrollment report to the pilot with an enrollment date of September 1, so the pilot can cover the cost of care.

Programs will be notified at least 10 days in advance of the expiration of a pilot family's coverage, which allows for the CCAP provider and family to establish a payment plan once the pilot benefits end.

Q: Do I have to submit attendance records? If so, how will I do this?

A: Bi-weekly you will receive an email request to submit attendance for children enrolled in CCAP for Child Care. Attendance will be collected in a system outside of the Provider Portal. Note that for children currently eligible for and enrolled in CCAP benefits, you will continue to submit attendance through the Provider Portal, and you will also submit enrollment and attendance for that child through the Pilot (see below).

The other primary responsibility for CCAP providers is to notify our team when a CCAP for Child Care pilot participant dis-enrolls their child. This may be done via online submission in Jotform: <https://pcqus.jotform.com/231984401165051>.

Q: What are the implications for children already enrolled in CCAP in my program? Do I need to verify attendance for both?

A: For children currently receiving CCAP benefits, you will continue to verify attendance as normal for CCAP through the Provider Portal. You will also need to verify attendance for children enrolled in the CCAP for Child Care pilot through a separate online portal, as families enrolled in CCAP for Child Care who are also enrolled in CCAP will have their copays waived through the pilot.

Q: How will I receive communication about this pilot?

A: All communication related to the CCAP for Child Care pilot will come from CCAPforChildCare@pcqus.com and will be sent to the email address in your application. Please be sure you maintain a working email. If you are not receiving emails from CCAPforChildCare@pcqus.com first check your junk or spam folders. Then contact CCAPforChildCare@pcqus.com for additional assistance.

Q: Will I receive a 1099 Form at the end of the calendar year for funds received?

A: Yes, you will receive a 1099 form from Public Consulting Group (PCG) at the end of each calendar year funds are received for tax purposes.

Q: Will the pilot extension change any processes for CCAP providers?

A: All processes for the pilot will remain in place. This includes:

- Submitting enrollment/disenrollment outside of the provider portal. The direct link to report enrollment, disenrollment, or changes in schedule is: <https://pcqus.jotform.com/231984401165051>



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- Attendance will be submitted by email, sent on a bi-weekly basis. These emails are sent to the CCAP point of contact in the DHS CCAP database, or a preferred email identified by the program.
- Payments will be issued monthly. To request a PDF payment schedule, please contact CCAPforChildCare@pcgus.com

If you have any additional questions or need technical assistance, please contact:

CCAPforChildCare@pcgus.com for assistance in English or Spanish