



Rhode Island Department of Human Services (DHS) Child Care Assistance Program (CCAP) Family Reminders

Communicating With Your Provider

It is very important that families maintain constant communication with their child care provider about the status of their CCAP application, eligibility, certificate number, copay, and number of authorized hours. **You are responsible for giving your provider your CCAP Benefits Decision Notices and certificate number.** This is the only way providers know about your family's approval status and copay. Consistent communication will ensure all parties know what to expect and can agree on the provided services and payments. It also reduces the burden of correcting payments and system errors for both the provider and the Office of Child Care.

Included in Your CCAP Certificate

Certificates cover the number of hours and the children listed on your Benefit Decision Notice. Quarter time covers up to 9 hours, half time covers 10–19 hours, three-quarter time covers 20–29 hours, and full time covers 30 hours or more. Your provider cannot charge extra unless you are picking up before or after business hours or – for full time recipients – are exceeding 50 hours a week (if the provider has a policy in place for this). **Providers are not allowed to charge CCAP families waitlist fees, registration or enrollment fees, enrichment fees, annual fees, field trip fees, or withdrawal from care fees.** For the full list of allowable and unallowable fees, visit <https://dhs.ri.gov/programs-and-services/child-care/child-care-providers-staff-resources/handbooks-forms>.

Parent-Provider Agreement

This form is given to you by your provider when you enroll. It is a form documenting the hours of child care you are requesting and serves as an agreement between you and the provider acknowledging that DHS CCAP will be accepted as your payment (not including your family copay, if any). **The days and times you bring your child to care should reasonably match the hours on this form. A new agreement must be filled out and signed at least once a year, or anytime your child's schedule will change long-term.**

Signing Your Child In and Out

Recording the time your child arrives and leaves your child care program is extremely important to keep your child safe during emergencies, to ensure payments to your provider by DHS are correct, and is required by CCAP and DHS licensing regulations. **Your child's name, exact arrival time, exact departure time, and a parent/guardian (or staff) signature for each time is required** to be recorded on your provider's attendance sheet or software.

Absences

It is very important to let your provider know as soon as possible if your child will be absent or if you are planning to no longer send your child to their program. This ensures that the provider can accurately submit attendance to DHS.