



Rhode Island Department of Human Services

CCAP for Child Care Pilot

FREQUENTLY ASKED QUESTIONS (FAQ)

Updated 7/25/2025

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As of June 2025, the CCAP for Child Care pilot has been extended through 7/31/2028. Beginning on August 1, 2025, a new pilot application will open that will be aligned with the updated pilot regulations.

Updates include:

- An applicant must first apply for regular CCAP through DHS.
 - To submit a pilot application, the applicant must attach confirmation that they have applied for DHS CCAP within the last sixty (60) days (e.g., a pending certificate notice, a screenshot of their HealthSource RI online portal or HealthyRhode mobile app showing a pending CCAP application a receipt from field office stating the same information) or a copy of their DHS Benefit Decision Notice within the last sixty(60) days.
- While an application may be submitted with just the proof of regular CCAP application, the pilot application cannot be processed until the DHS Benefit Decision Notice is submitted. Because applicants must first apply for regular CCAP through DHS, the pilot application will not collect certain information such as birth certificates, immigration documentation, or household income. Applicant paystubs or an employer letter will still be collected to verify need hours and employment status.
- To align with regular CCAP, the pilot benefit period will be extended to a 24-month certification period. Please note, at the 12-month mark, a required mid-certification employment verification request will be sent to the applicant to confirm they are still working at a DHS-licensed child care program. Failure to respond or if the applicant is no longer working at a DHS-licensed child care program will close their pilot benefit.

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 previously 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:



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- As of August 1, 2025, CCAP for Child Care pilot applicants must first apply for regular CCAP through DHS. To submit a pilot application, the applicant must attach either confirmation that they have applied for DHS CCAP within the last sixty (60) days (e.g., a screenshot of their HealthSource RI online portal or HealthyRhode mobile app showing a pending CCAP application, a receipt from field office stating the same information) or a copy of their DHS Benefit Decision Notice within the last sixty (60) days.
- Processing times for paper applications may take longer than the processing of electronic applications.
- Applicants with a current active pilot benefit may only apply for the pilot beginning 30 days prior to their pilot benefit expiring. Applicants are notified 60 days prior to their pilot benefit expiring; we advise applicants to apply for regular CCAP through DHS (if not actively approved) when this notice is received.

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, 2024, it will remain active until October 1, 2025. You may reapply for continued pilot benefits beginning September 1, 2025 (30 days prior to your current benefit expiration date). Remember, reapplying for the pilot requires applicants to first apply for regular CCAP through DHS. If you do not apply prior to your pilot expiration date, you will have a gap in coverage and will be financially responsible for payment to the provider.

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](#). Remember, reapplying for the pilot requires applicants to first apply for regular CCAP through DHS. If you are not already covered by regular CCAP, we recommend you apply when you receive notification that your pilot benefits are expiring in 60 days. This will help ensure that you do not have a gap in child care coverage.

Q: If my renewal application is approved, 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, 2024, and you submit a renewal application on August 1, 2025, your benefits would begin August 23, 2025.
- However, if your current benefit period began on August 23, 2024, and you submit your renewal application on September 6, 2025, your additional year of benefits would begin September 6, 2025. There would be a 2-week gap in benefits for which you would be financially responsible.

Q: Will the renewal application be different?

A: As of August 1, 2025, an eligibility requirement includes first applying for regular CCAP through DHS.



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- If approved for regular CCAP with a copay, applicants will submit the Benefit Decision Notice with their pilot application. Please note that families approved for regular CCAP with a \$0 copay should not apply for the CCAP for Child Care benefit.
- If denied for regular CCAP but still working for a DHS-licensed child care program, applicants may still apply for the pilot with the Benefit Decision Notice(dated within 60 days of submitting the pilot application).

applicants must still be employed by a DHS-licensed child care program on average at least 20 hours weekly and the household income must be under 300% FPL.

The eligibility requirements 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 proof of a regular CCAP application through DHS submitted in the last 60 days,

All applicants will be required to create a JotForm account for pilot 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. Income includes both earned and unearned income per the CCAP Regulations and will be determined through your regular DHS CCAP application.

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%	\$63,450	\$79,950	\$96,450	\$112,950	\$129,450	\$145,950	\$162,450	\$178,950	\$195,450

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 regular CCAP benefits through DHS and have a family copay, you are still eligible to apply for the pilot to have your copay waived. If you currently receive regular CCAP benefits, participating in the pilot will have no impact on your existing benefits other than



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covering any assigned copay. If you have a \$0 copay, there is no need to apply for the pilot. If you are later assigned a copay through DHS, you can apply for the pilot at that time. Those receiving regular CCAP benefits who are approved to participate in the pilot will continue to receive their existing CCAP benefits through DHS, and participation in the pilot will cover the copay. You should continue to recertify and respond to all notices that you receive from DHS related to your existing regular CCAP benefits.

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. Remember that to submit a pilot application you must already have applied for regular CCAP through DHS and be able to provide proof of that submission. Your pilot application cannot be submitted without this proof. Once you receive your regular CCAP Business Decision Notice from DHS approving or denying your regular CCAP application, you will add that decision notice to your pilot application. Once received, your pilot application will be reviewed and processed.

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 24-month certification period beginning the week your complete application was received and ending 24 months later. When renewing benefits, the benefits will be issued for an additional 24-month certification period, beginning the date the application is submitted, or the date after your current benefits ends, whichever is later.

Mid-certification (around the 12-month mark) a mandatory employment verification request will be sent to you. This request will ask you to submit documentation that you are still working in a DHS-licensed child care on average 20 hours per week. Failure to submit verification, or if you are no longer working in child care will result in closure of your pilot benefits.



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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 resides in your household.
- Your household income increases over 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 (including proof that you have submitted a regular CCAP application through DHS) is submitted on August 15th, and the application is approved on August 30th, the CCAP for Child Care benefits are effective beginning the week of August 15th. 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), 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. You must share the PDF Eligibility Notice with your CCAP provider, so they can submit an enrollment report within the first week your child is enrolled in care (or approval for the pilot).

Q: Will I have a copay?

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



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Q: Does this apply to all existing early childhood educators and staff as well as new hires through July 31, 2028?

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, 2028.

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 BrightStars at (401) 739-6100 or info@BrightStars.org for assistance finding a CCAP approved child care provider for your family.

You must share the PDF Eligibility Notice from PCG with your child's provider so they can submit an enrollment report to PCG within the first week of care (or approval for the pilot). For renewal applications, you should still share this PDF Eligibility Notice with your child's provider. Failure to provide your child care provider with the PCG Eligibility Notice in the first week of care or upon approval may result in a gap in benefits and may shift the financial responsibility for tuition to the parent.

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 dhs.childcare@dhs.ri.gov

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 (or their assistants) 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



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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, 2028, 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 date. 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 a 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 from PCG, 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. In alignment with regular CCAP through DHS, you must enroll a child within their first week of care (or approval for the pilot). Failure to promptly enroll a child and complete attendance may result in lost payments.

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 continued 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 and any approved back billing. 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.



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Q: I just found out a family was approved for the pilot last month. How do I back bill for their attendance?

A: You must report enrollment of a child within their first week of care (or approval for the pilot). If you are delayed in enrolling a child, please contact CCAPforChildCare@pcgus.com as soon as possible. Back billing is permitted for up to 90 days prior to the enrollment report if sign-in and sign-out sheets are provided.

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.

- 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://pcgus.jotform.com/231984401165051>. Any delay in reporting disenrollments may result in a recoupment or held payment.

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



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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@pcgus.com and will be sent to the email address in your application. Please be sure to 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.

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://pcgus.jotform.com/231984401165051>
- 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