



Early Childhood All-Provider Meeting

Office of Child Care
February 2025



All-Provider Meeting Ground Rules

1. There are many providers on this call. To ensure we remain on schedule, please feel free to utilize the chat for questions and we will respond with the appropriate contact information.
2. Please refrain from presenting individualized questions/concerns that are not pertinent to the larger group. These can be handled offline by DHS Office of Child Care
3. Concerns and issues are critical for discussion but should be phrased as solution-focused/solution-seeking.

Today's Agenda

Today, the Office of Child Care will be focusing on specific agenda items.

01

RISES & Licensing– Updates to the Field

02

Child Care Assistance Program – Updates to the Field



RISES/Licensing Updates



Release 2 is live!

- Online Licensing Applications
- Online CCAP Applications
- Online Licensing and CCAP Renewals
- Online Change Requests
- Online Payments
- Enhanced Licensing Visits
- Enhanced Licensing Visit Reporting and Communications
- Integration with Workforce Registry
- Integration with BrightStars



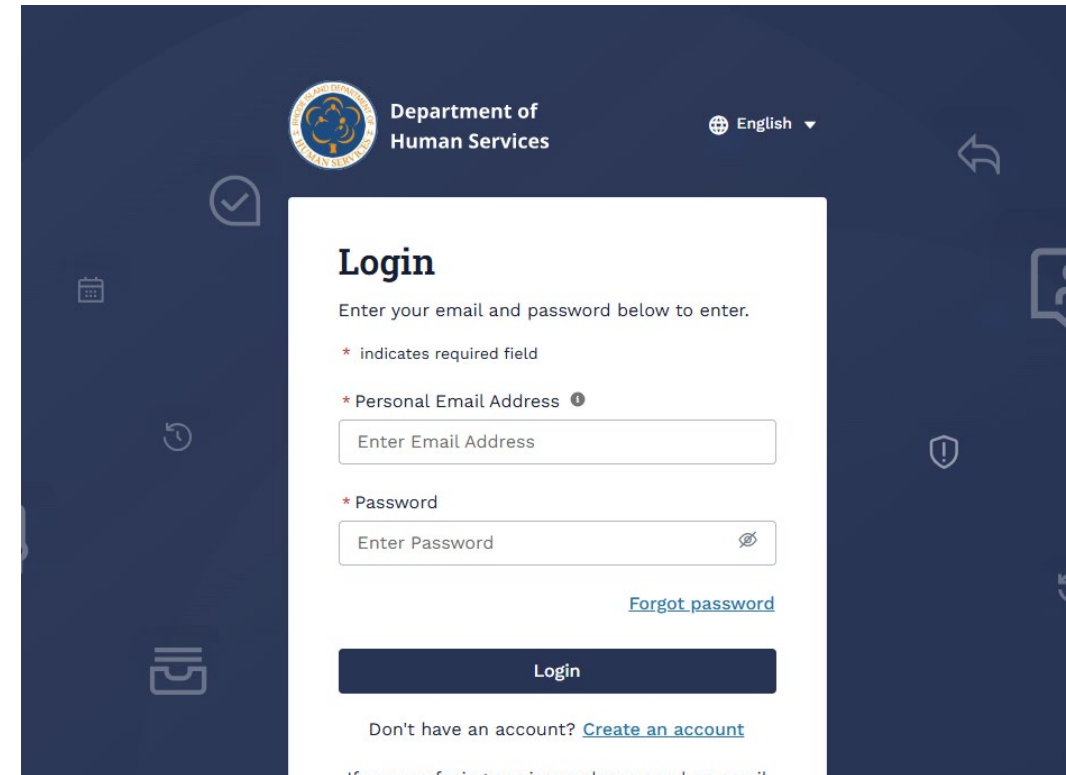
To Start...

Log into the workforce registry.

<https://ridhsrises.my.site.com/rises/s/login>

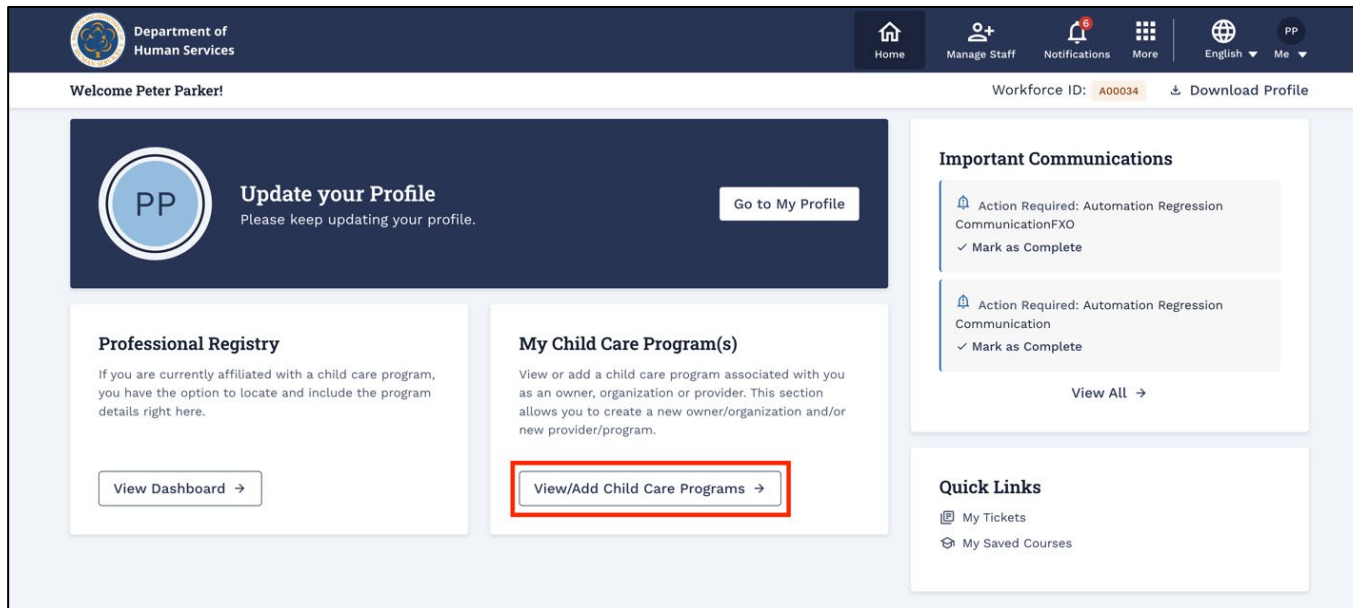
If you do not currently have a workforce registry account, your first step is to register for one.

Ensure all staff are also in the registry

A screenshot of the login page for the Department of Human Services. The page has a dark blue header with the department's logo and name on the left, and a language dropdown set to 'English' on the right. The main content area is white and titled 'Login'. It instructs users to 'Enter your email and password below to enter.' and includes a note that an asterisk indicates a required field. There are two input fields: '* Personal Email Address' with a placeholder 'Enter Email Address' and '* Password' with a placeholder 'Enter Password' and an eye icon for toggling visibility. Below the password field is a link for 'Forgot password'. A dark blue 'Login' button is positioned below the input fields. At the bottom, there is a link 'Don't have an account? Create an account' and a partially visible line of text 'If you are facing any issue please send an email'.

Once logged in...

If you have been identified as the owner/operator of your program(s) or are a family child care provider, you will be able to see your programs listed under the **My Programs** tile




Depending on your provider type
(Center or Family Child Care
Provider) your next screen will
look slightly different



Family Child Care Providers

You will see tiles that show information regarding you as an owner of your family child care (Note: There are multiple listed as this is part of our testing environment. FCCs will just see one tile.)



Department of
Human Services

Home

Manage Staff

Notifications18

More


English

Me

Back

Workforce ID: A00028Download Profile

Family Child Care




First1509 Last1509

1509 Main Street, Providence,
Rhode Island, United States,
01509

Status

Active

Select Program →




First2444 Last2444

2444 Main Street, Harrisville,
Rhode Island, United States,
02444

Status

Active

Select Program →



Tony's Little Lambs

48 Apple Seed Dr, Smithfield,
Rhode Island, United States,
02828

Status

Active


Select Program →

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Program Information

Both provider types can access their program(s) information by using the **Select Program** button.



Retest Notification

25 Howard Ave, Cranston, RI,
United States, 02920



Type

Independent Owner

Status

Active

No. of Programs

1

Owner

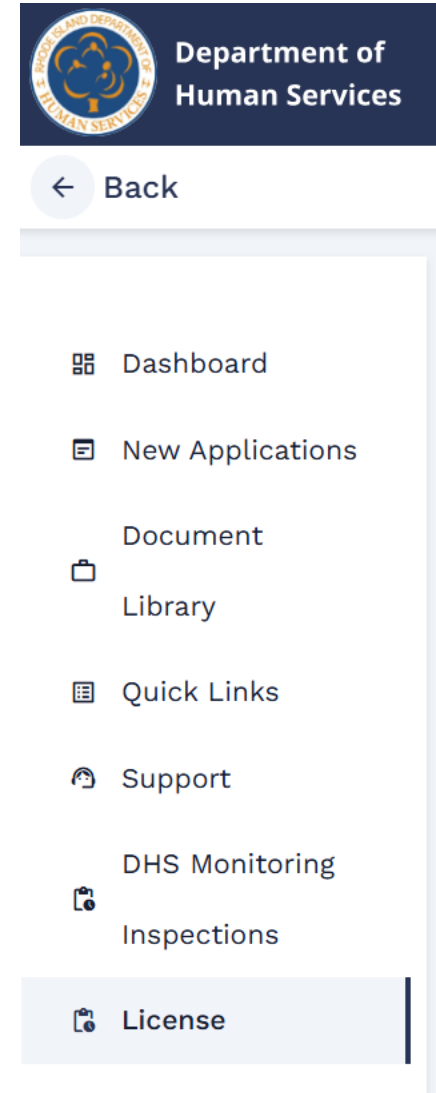
Sarah Nardolillo

Programs →



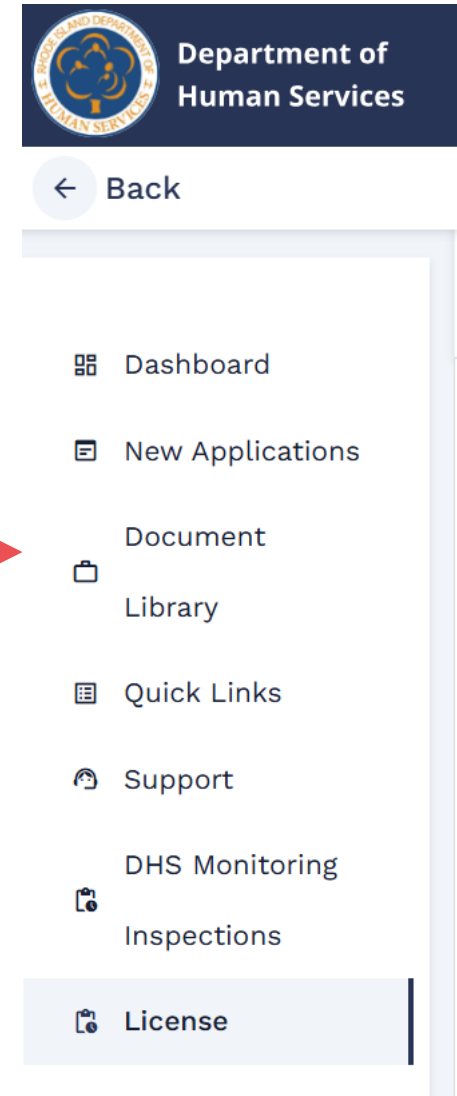
Next Steps

Get in and click
around!



Next Steps (continued)

To prepare for your next renewal, select Document Library



- These renewals can be completed in RISES. However, as part of your first renewal you will be required to upload all the required documents (as if you were a new provider). This ensures that after your first renewal, DHS and you have access to all your current documents, making future renewals and change requests much easier.

1



What this means...

Paper Renewals accepted through **8/31/2025**. This means anyone with a license expiration date of **9/30/2025** or earlier can still submit a paper application through **8/31/2025**. Any renewals received after **8/31/2025** must be submitted through RISES.

However – effective immediately, we will **NO LONGER BE ACCEPTING APPLICATIONS VIA THE OLD PORTAL – earlylearningprograms.dhs.ri.gov**.

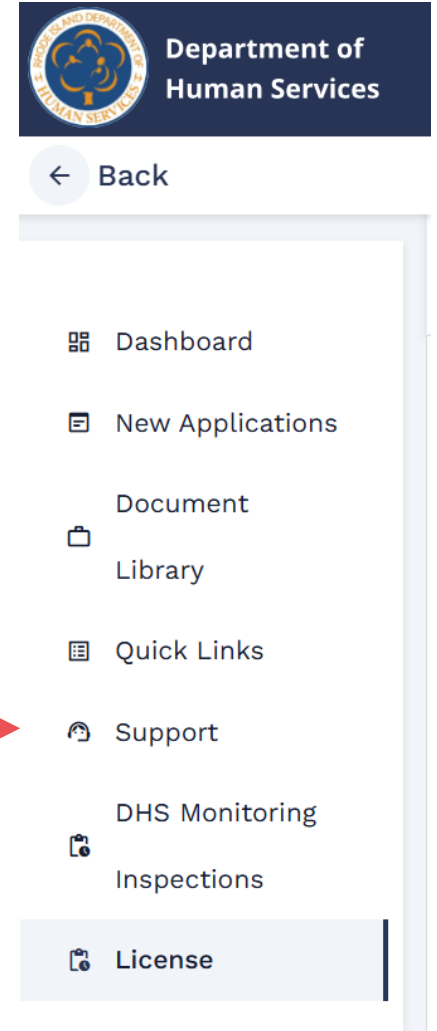
If you would like to use an electronic system, please use the RISES system. We will reject all applications coming in through the other online portal and you will have to re-submit.



What do I do if the information I see is not accurate?

Please enter a help desk ticket by selecting the
Support Ticket option

DHS will then be able to contact you to make the
appropriate changes to correct the error



How DHS Plans to Support Providers During this Transition

DHS is working with our contracted vendors to develop training opportunities specific to the needs of each provider type which can be accessed in a variety of ways.

There will be opportunities for in person and online support as well as one on one/individual support if needed in the coming weeks.

DHS recognizes that we currently receive documentation as it relates to background checks for our family child care provider community. We are committed to supporting FCCs in uploading these documents.



How DHS Plans to Support Providers During this Transition

(continued)

You don't need to wait until a renewal or change request to upload your required documents.

Simply go to your **Document Library** section to get started

- Additional information on how to do this can be found in the **RISES User Guides** that can be found here: [Rhode Island Start Early System \(RISES\) | RI Department of Human Services](#)

STAY TUNED!

There will be a financial incentive for any program/provider who uploads all their required documentation and has it approved by DHS prior to 5/31/2025

More Information on this incentive will be sent out in the coming week.



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How DHS Plans to Support Providers During this Transition

(continued)



DHS continues to add to the resources on the DHS website

Additional user guides and tutorial videos will be added in both English and Spanish

<https://dhs.ri.gov/programs-and-services/child-care/workforce-registry>

How can you start this work as a provider?

- Ensure that all your regulatory staff (Administrator/Director, Education Coordinator, Site Coordinator, any multi-site program managers, or yourself if you are an FCC) have **created a workforce registry account in RISES**
 - Ensure that all of you staff are associated with your program
- Go into your **Document Library** in RISES to see what documents you will be required to upload as part of your first renewal (or before 5/31/25 in order to receive a financial incentive).
 - This is a great time to update your family and/or employee handbook and ensure that all of your documents align with DHS regulations.
- Get into the system and familiarize yourself with it.
 - The **RISES Child Care Center and Family Child Care Provider User Guides** will be a great place to start should you have any questions or are unsure what to do.
- If something doesn't seem to be working correctly, please use the **Support** button to put in a help desk ticket.
 - We anticipate receiving questions, especially at the beginning. Please allow us 48 hours to respond.



Partnership

We at DHS recognize that this next phase of RISES is new to our providers. It is new for us at DHS as well. We want to move forward in this process with patience and understanding of any of the challenges our team or you as providers face. We are confident that this new system will streamline all of our work, making it easier for you to focus on other aspects of your programming. We are excited to launch this next phase with a sense of partnership with our valued provider community. Please stay tuned for updates and news regarding RISES as we move through this calendar year.



Partnership

Make sure that you are receiving DHS Office of Child Care emails!!!

All information about this transition will be sent out via email. If you are not receiving emails, please email Nicole Chiello at Nicole.Chiello@dhs.ri.gov



Child Care Assistance Program



RI Bridges Breach

Thank you for your patience as we navigate the RIBridges breach. We truly appreciate the time you have taken to read our ongoing communications as well as your patience as we navigate portal access and payment reconciliations.

Timeline Recap	Current Status	Next Steps
<ul style="list-style-type: none">• RIBridges breach occurred on Friday, December 13, 2024• DHS provider management staff entered enrollments/disenrollments as submitted by providers from 1/21 - 2/4/25• CCAP payments for Batch 15, 16, 17, 18, and 19 were based on enrollments with attendances marked <i>Absent – Notice Available</i>• Provider access to the portal was restored February 10, 2025• Providers will enter attendance in the portal as normal starting in Batch 20	<ul style="list-style-type: none">• Providers have CCAP Portal access and have reset their passwords. If you have not yet done so, please prioritize resetting your password.• Please log in frequently! If you don't log in within 60-days, you will be locked out and will have to reset your password again.	<ul style="list-style-type: none">• Payment reconciliation and backbilling• Multifactor authentication




CCAP Eligibility Updates

The income limit for families applying for CCAP has increased

- The income limit for families increased from 200% to 261% of the Federal Poverty Level effective 1/1/25
- The annual Federal Poverty Level adjustment was effective 2/16/25

With both increases now in effect, a **family of 2** (one parent and one child) can now earn up to **\$55,202** annually and still be eligible for CCAP (\$14,322 more than last year at this time!)

- **Family of 3: \$69,557** annually (\$17,917 more than last year)
- **Family of 4: \$83,912** annually (\$21,512 more than last year)

			 Child Care Assistance Program (effective 02/16/25) Family Co-Share Levels - 2025 Annual Federal Poverty Level							
			Family Size							
Level	Standard FPL	% of Gross	2	3	4	5	6	7	8	9
0	< 100 %	0 %	\$21,150	\$26,650	\$32,150	\$37,650	\$43,150	\$48,650	\$54,150	\$59,650
1	100 % - 125 %	2 %	\$26,438	\$33,313	\$40,188	\$47,063	\$53,938	\$60,813	\$67,688	\$74,563
Co-Share			\$8 - \$10	\$10 - \$13	\$12 - \$15	\$14 - \$18	\$17 - \$21	\$19 - \$23	\$21 - \$26	\$23 - \$29
2	125 % - 150 %	5 %	\$31,725	\$39,975	\$48,225	\$56,475	\$64,725	\$72,975	\$81,225	\$89,475
Co-Share			\$25 - \$31	\$32 - \$38	\$39 - \$46	\$45 - \$54	\$52 - \$62	\$58 - \$70	\$65 - \$78	\$72 - \$86
3	150 % - 261%	7 %	\$55,202	\$69,557	\$83,912	\$98,267	\$112,622	\$126,977	\$141,332	\$155,687
Co-Share			\$43 - \$74	\$54 - \$94	\$65 - \$113	\$76 - \$132	\$87 - \$152	\$98 - \$171	\$109 - \$190	\$120 - \$210

CCAP Policy & Procedure Updates

Completed

- New CCAP provider orientations are now available in both English and Spanish on the [Center for Early Learning Professionals \(CELP\)](#). Earn 2 professional development credits for completing!
- Family Advisory Council – parents thoughtfully provided feedback across nine (9) meetings, and we will be analyzing their responses to inform our work in the Office of Child Care!

In Progress This Year

- An updated CCAP Provider Handbook
- Provider monitoring will resume this year after pausing for the RIBridges data breach
- Extending families' 12-month certification period to 24 months
- Newly added children to receive a full certification period when added to a family already participating in CCAP
- 90 days of CCAP for active job seekers
- Improvements to Business Decision Notices (BDNs) for ease of use and clarity

In Progress for 2026

- Paying prospectively (ahead of time)
- Paying based on enrollment not attendance
- Providing child care services through grants or contracts



Next Steps

DHS is going to continue to have these all-provider meetings approximately 3x per year. A copy of the presentation will be disseminated to the group at the end of every meeting.

Meeting Schedule:

Tuesday, June 3rd , 2025 –

1-230pm (ENG), 530-7pm (SPA)

Thursday, September 11th

1-230pm (ENG), 530-7pm (SPA)

Any feedback or recommendations? Email **Nicole Chiello** at Nicole.Chiello@dhs.ri.gov any time.

Couldn't attend? Copies of the meetings are always available at the following link:
<https://dhs.ri.gov/programs-and-services/child-care/child-care-providers-staff-resources/handbooks-forms>

