



FREQUENTLY ASKED QUESTIONS (FAQ)

Updated 8/15/2023

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I am a parent and an early childhood educator

Q: How do I apply for CCAP for Child Care? What if I need help with my application?

A: Applications for this pilot may be submitted online in English and Spanish at <https://pcgus.jotform.com/231933854703055>

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: 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.

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%	\$59,160	\$74,580	\$90,000	\$105,420	\$120,840	\$136,260	\$151,680	\$167,100	\$182,520

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



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CCAPforChildCare@pcgus.com or 833-930-3540 for additional assistance. If you need assistance setting up an email account, please reach out to CCAPforChildCare@pcgus.com or 833-930-3540.

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.

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

A: It may take up to 30 days to complete an application review.

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 home or group family child care home who is directly involved in the care, development and education of children ages six (6) weeks to thirteen (13) years for any portion of the day.
- **Child care staff:** any adult employed by a child care center, family child care home or group family child care home 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.

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.



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- 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 15 and the application is approved on August 30, the CCAP for Child Care benefits are effective beginning the week of August 15.

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 with your old and new employer before making a determination if your benefits can continue.

Q: If my household income increases to more than 300% of the federal poverty level (FPL) before July 31, 2024, do I have to report this, and will I lose my CCAP benefit?

A: Yes. 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, you will be responsible for the full cost of care until the date your application for this pilot is approved.

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, 2024?

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, 2024.

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.



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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@pcqus.com.

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, 2024, and at this time you will be unable to apply for this benefit. 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: 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 RIBridges. 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: 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 RIBridges. Note that for children currently eligible for and enrolled in CCAP benefits, you will continue to submit attendance through RI Bridges and 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 RIBridges. 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?

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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.

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

CCAPforChildCare@pcgus.com or call our toll-free number **833-930-3540** for assistance in English or Spanish <https://pcgus.iotform.com/231933854703055>