

Child Care Assistance (CCA) Family Eligibility

September 2025



Health and
Human Services



How to Apply for Child Care Assistance

Options for Applying

- ▶ Mailing an application to the Department's Centralized Child Care Assistant Unit; 2309 Euclid Ave Des Moines, IA 50310
- ▶ Completing an electronic application on the child care client portal



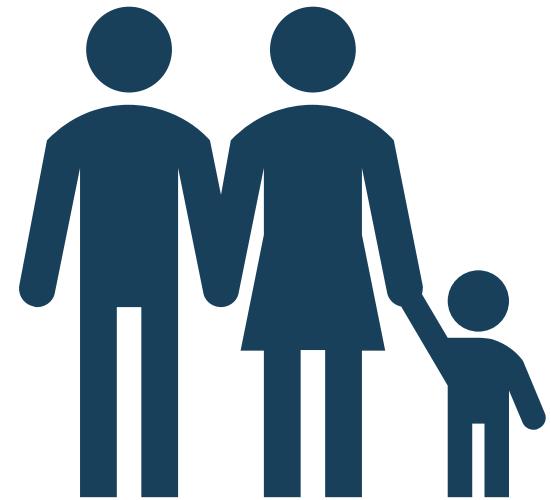
Different Programs

Families receiving protective child care services. The application is submitted by the social worker.

Foster parents needing child care services for foster children. An application may go through a social worker.

Participants in PROMISE JOBS-approved activities. Promise jobs handles approving the family.

Any child on promise jobs all questions should go through the promise job worker for that family.



Pilot Program

To be eligible for the pilot program an individual must be working at least 32 hours per week in a direct care position at a licensed center.

- Or be registered as a child development home or as a non-registered child care home accepting CCA.

A direct care position is where the individual is regularly in ratio in classrooms and providing care to enrolled children.

Are co-providers at C2 development homes eligible?

- Yes, co-providers can participate in this pilot program.

Are assistants and substitutes at a CDH eligible?

- No assistants and substitutes at a child development homes are not eligible for this pilot program.

Employees must apply either via portal or electronic application.

Need Requirements

Family Need Requirements

A child who needs care who is under the age of 13 (or under the age of 19 if the child has special needs) and have income under the program's limits and work an average of 32 hours per week (28 hours per week if the family has a special needs child needing care); or

Attend an approved training or education program full-time

Attend approved training part-time and also work part-time for a total of at least 32 hours per week (28 hours per week if the family has a special needs child needing care); or

Are looking for work; or become unable to work or attend school because of an approved medical reason.

Required Documents

Employment:	School:
Send 30 days of pay stubs that show gross wages, & the number of hours worked, or other proof of income & hours worked for the last 30 days.	A copy of their class schedule that includes enrollment dates and class times.
If applicable, for proof of tips, send page stubs showing tips, employer's statement, or your tip records.	
If applicable, for new jobs, send proof showing hire date, first pay date, hourly rate, & weekly number of hours worked.	

Family Eligibility Breakdown

What are Units?



A unit is a block of hours that a child gets approved for. Units that are determined for a child is based on the families need.

1 unit = 5 hours

The Certificate of Enrollment shows how many units a child is approved for school days.

The Certificate of Enrollment shows how many units a child is approved for non-school days.

The Child Care Assistance program will only pay for the dates and authorized days, hours, and units listed on the Certificate of Enrollment.

What is the Certificate of Enrollment?

Certificate of Enrollment shows how many units a child is approved for.

Certificate of Enrollment shows the time period a child is approved for.

If the family needs additional units they must contact family eligibility team to obtain authorization.

If additional hours/units are authorized, providers will receive another Certificate of Enrollment indicating the new child care hours/units.

Any payment for care outside of approved hours/units should be referred to the contract the family signed with the provider.

Certificate of Enrollment

Certificate of Enrollment

[REDACTED]
Davenport, IA 52804

Effective Date: 08/11/2025

Issue Date: 08/20/2025

Dear [REDACTED]:

[REDACTED] is a parent/guardian who is eligible for the Child Care Assistance Program and is approved to enroll the child(ren) listed below for care with you:

The following children are approved for care:

Name: [REDACTED]

Co-Pay Fee: \$0.00 effective 08/11/2025

Care is approved from 08/10/2025 thru 08/09/2026

Variable Schedule:



Maximum Child Care School Units/Week: 7

Maximum Child Care Non-School Units/Week: 15

School Day Schedule							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Hours	Varying Hours Daily Max: 2 Weekly Max: 7						
Units							

Non-School Day Schedule							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Hours	Varying Hours Daily Max: 3 Weekly Max: 15						
Units							

Example:

- ▶ Child was approved from 8/10/25-8/9/26
- ▶ School units 7 max a week and 2 max a day
- ▶ Non-School units 15 max a week and 3 max a day

What are Copays?



Copays are the amount the family owes the provider. Copays are calculated based on the need of the family.

The Certificate of Enrollment shows the amount of copay.

Copays are the provider's responsibility to collect from the family. The state does not collect the copays for the families.

Backup Providers

Backup providers are only eligible to bill for the actual time the children are in their care while the parent is going to school, working, or doing approved job search activities.

Backup providers are not eligible to bill for days of absence.

Backup providers cannot bill for a child if the child went to their primary provider the same day.

The attendance record that is submitted will be compared with that of the regular provider to verify eligibility for payment.

Provider Changes

Reporting Changes:

- ▶ Families must notify the department of any changes in providers, work hours, class schedule, income, address or household composition within 10 days of the change.

Common Changes that may affect providers include:

- ▶ Provider changes
- ▶ Unit Changes
- ▶ Co-Pay Adjustments

Backpay:

- ▶ If a family misses their review date and expires then reapplies in a month the family will not be backdated. For example, if a family expires on 7/31/25 and they don't turn in their review until 8/20/25, the earliest the family could be approved is 8/20/25. Any care done between 7/31/25-8/19/25 is between the client and the provider. Please refer to your contract for payment as the state will not reimburse for the gap in service.

Application Process

Application & Review Processing Times

CCA Applications & Reviews may take up to 30 days to process.

Families can submit an application up to 45 days before child care is needed.

Families can submit a review up to 45 days before the end of their current eligibility period.

The fastest way for families to apply or submit a review is through the Child Care Client Portal.

Peak Busy Season

July – October months are the busiest for the family eligibility unit.

There will be longer hold times on the toll-free line.

There will be longer processing times for applications, reviews, and changes.

Encourage families to submit paperwork early – ideally 30 to 45 days before care is needed or benefits are set to expire.

Recommended Contact Methods



- **Phone:** Most efficient option, but please note there may be extended hold times during peak busy season.



- **Email:** A good alternative if the family sends one complete email with all required documents attached in PDF format.



- **Fax:** Can be accepted for submitting documentation.

Phone: 866-448-4605 Option 3

Email: ccaapps@hhs.iowa.gov

Fax: 515-564-4032



Questions

Registration & Payment Unit
866-448-4605 Option 4
crsacca@hhs.iowa.gov



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