

## Who Can Get CCA?

You may be able to get CCA if you:

- Have a child who needs care and is under the age of 13 (or under the age of 19 if your child has special needs), **AND**
- Get help from the Family Investment Program (FIP) **OR**
- Your family meets gross monthly income guidelines if you don't get FIP.

**And you must be doing ONE of the following:**

- Working an average of at least 32 hours per week (28 if you have a child with special needs)
- Attending an approved training or education program full-time
- Working and attending training for a total of at least 32 hours per week (28 if you have a child with special needs) **OR**
- Looking for work

## Eligibility Period

**Family eligibility will be established for a 12-month period.** Even if your family experiences a temporary loss of employment or education, you will continue to be eligible for child care for up to three months to allow you to find a new job or reenroll in school.

Note: Care provided while you attend postsecondary education and training has a 24-month lifetime limit.

## Rights and Responsibilities

You have the right to:

- Look at complaint files on providers in your local HHS office.
- Ask for references from your provider.
- Check references from your provider.
- You may have to pay a part of your child care costs. This is based on your family's income and the number of people in your family.

**Your child care needs and child care provider will need to be approved before you get help with your child care costs.**

- ▶ You are responsible for reporting providers to HHS who do not meet health and safety standards by calling 1-866-448-4605.
- ▶ To report suspected abuse or neglect, call the toll-free Abuse or Neglect Hotline at 1-800-362-2178.

It is the policy of the Iowa Department of Health and Human Services (HHS) to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

If you feel HHS is not providing services according to this policy, you may send a letter to:  
**Iowa Department of Health and Human Services**  
Bureau of Human Resources  
321 E. 12th St., Des Moines, IA 50319-1002  
or via e-mail [inclusion@hhs.iowa.gov](mailto:inclusion@hhs.iowa.gov)



## Child Care Assistance





## What is Child Care Assistance?

**Child Care Assistance (CCA)** helps pay for the care of your child while a parent or caretaker works or attends school.

It might also be used to care for children while a parent or caretaker is looking for work or is temporarily unable to care for children because of medical reasons.

## Who Can Help Me Find Child Care?

Iowa Child Care Connect (C3) has a tool to help families find child care. Visit [childcaresearch.iowa.gov](http://childcaresearch.iowa.gov) to learn more!



Iowa Child Care Resource and Referral (CCR&R) team members can help with resources related to types of care and how to choose the best fit for your family.

For more information, please call 855-244-5301

or visit online at [iowaccrr.org/families](http://iowaccrr.org/families).

## Who Can Care For My Child?

You can choose who you want to care for your child. CCA can be used to pay a variety of different types of providers. The provider you choose must be at least 18 years old and cannot be a parent or guardian of your child.

You can choose a:

- Licensed child care center
- Licensed before and after school program
- Registered child development home
- Nonregistered child care home — the person must pass the child abuse and criminal record checks
- Person who cares for your children in your own home, if you have three or more children who need care

If your provider has not been approved by HHS, they will need to contact the CCA Unit: 1-866-448-4605

Your provider must meet certain requirements, pass background checks and meet health and safety standards.

For more information about how to identify quality child care, finding other assistance programs, and links to early intervention and child development resources, go to our website at:

[hhs.iowa.gov/programs/programs-and-services/child-care/child-care-tools-and-resources](http://hhs.iowa.gov/programs/programs-and-services/child-care/child-care-tools-and-resources)

## How to Apply

You can apply for CCA at your local Department of Health and Human Services (HHS) office.



You may also apply online or print a CCA application from our website at [go.iowa.gov/EWcp](http://go.iowa.gov/EWcp)

## Mail the completed application to:

Human Services River Place Office  
2309 Euclid Avenue  
Des Moines, IA 50310-5703

## Questions?

Call the centralized CCA unit at 1-866-448-4605

If you take part in activities approved by the PROMISE JOBS program, call your PROMISE JOBS worker.

## Exit Eligibility

If, at the end of your 12-month eligibility period, your income goes above the monthly eligibility threshold, you may continue to be eligible under the CCA Plus or CCA Exit eligibility programs. Family income cannot exceed 250 percent of the Federal Poverty Level (or 275 percent for a child with special needs).