

## Who can help me find child care?

The Iowa Child Care Resource and Referral System (CCR&R) will give you information about the different types of care and how to choose excellent care.

They can help you find child care that is the best fit for your family.

Information about the CCR&R is available at [www.iowaccrr.org](http://www.iowaccrr.org), or 855-244-5301.

## Your rights and responsibilities

You have the right to:

- Look at complaint files on providers in your local DHS 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 DHS who do not meet health and safety standards.

**You can report suspected abuse or neglect to the Abuse/Neglect Hotline at 1-800-362-2178.** This is a free phone call.

## Statement on Nondiscrimination

It is the policy of the Iowa Department of Human Services (DHS) 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 DHS has discriminated against or harassed you, you can send a letter of complaint to:

Iowa Department of Human Services, Hoover Building, 1st floor - Bureau of Human Resources, 1305 E. Walnut, Des Moines, IA 50319 or via e-mail [contactdhs@dhs.state.ia.us](mailto:contactdhs@dhs.state.ia.us).



# 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 get Child Care Assistance (CCA)?

You may be able to get Child Care Assistance 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.

Also, you must be doing one of the following:

- Working an average of at least 28 hours per week,
- Attending an approved training or education program full-time,
- Working and attending training for a total of at least 28 hours per week, **or**
- Looking for work.

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

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.

## Exit Eligibility (CCA Plus)

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** exit eligibility program.

Family income cannot exceed 225 percent of the Federal Poverty Level.

## How do I apply?

You can apply for Child Care Assistance at your local Department of Human Services (DHS) office.

You may also apply online or print an application from our website at <https://ccmis.dhs.state.ia.us/clientportal/>.

Mail the completed application to:  
Human Services River Place Office  
2309 Euclid Avenue  
Des Moines, IA 50310-5703

Questions? Call the centralized child care unit at (866) 448-4605.

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

## Who can care for my child?

You can choose who you want to care for your child.

Child Care Assistance 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

You will get forms from DHS to take to your child care provider. Your provider will need to fill out the forms and return to Child Care Assistance Unit, Hoover State Office Building, 1305 E Walnut St., Des Moines, IA 50319.

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: <http://dhs.iowa.gov/childcare/tool-and-resources>.