DATE: March 21, 2022

TO: Licensed Family Day Homes and Licensed Family Day Systems

SUBJECT: New Provider Portal

Dear Child Care Provider,

As you all know firsthand, 2021 was a challenging year for child care providers across the Commonwealth. Although 2022 has started off the same way, hopefully, it will be less challenging moving forward. Please accept my gratitude for continuing to face those challenges head-on to ensure that children receive safe quality care.

I'm writing to share some exciting news. The Department is pleased to announce the launch of the new Child Care Application Processing System (CCAPS), an online provider portal for child care providers that will simplify and streamline licensing and background check processes. The online system will allow providers to securely submit Virginia Central Registry Search requests, background check portability requests, applications for licensure, file for exemptions, make payments, and much more. This new system will help expedite processing licensing transactions and help programs maintain staff records for quality assurance and regulatory purposes. Due to the magnitude of this project, we are implementing different features of the system in multiple phases throughout 2022.

Effective immediately, existing and prospective child care providers are able to submit requests for Virginia Central Registry Searches and background check portability through the online portal. Please be advised that Virginia Central Registry Searches require the request form to be downloaded directly from the portal. After a notary signature is obtained, return to the portal to upload the form and submit payment in order for your request to be processed. Prospective child care providers are also able to submit initial applications for licensure or initial filings for exemption. Additional features of the online system will be made available later in 2022.

In order to utilize CCAPS, you must create an account by entering your email address and creating a password that is at least 12 characters in length. The password must include three of the following: numbers, uppercase letters, lower case letters, and special characters. The provider portal contains a "Useful Links" tab containing Quick Reference Guides (QRG) to walk you through creating an account, navigating the provider portal, submitting background check requests, and more. The link to start this process is: https://cclicensing.doe.virginia.gov.

If you have any questions related to the online system, please contact your assigned licensing representative or email ccapshelpdesk@doe.virginia.gov. We are excited to provide you with this online option!

Sincerely,

Jeffrey S. Williams
Director, Office of Child Care Health and Safety