

	<b>Agency Name</b>	Office of Family Support (OFS)			
	<b>Chapter No./Name</b>	00. Miscellaneous Issuances Manual			
	<b>Part No./Name</b>	E. Executive Bulletins			
	<b>Section No./Name</b>	E-2300 Executive Bulletins			
	<b>Document No./Name</b>	E-2320-02 OFS Family Assistance Call Center			
	<b>Dates</b>	<b>Issue</b>	April 13, 2007	<b>Effective</b>	April 13, 2007

Please refer to E-2320-00, OFS Family Assistance Call Center, issued June 22, 2006, and E-2320-01 issued November 29, 2006.

Effective April 13, 2007, another phase of the OFS Family Assistance Call Center will be implemented. The Call Center will now provide information regarding the Child Care Assistance Program (CCAP) to all callers and will provide specific information about case status to CCAP applicants and recipients. The Call Center will also provide information to CCAP providers about their case status, certification/registration and licensing requirements, and maximum daily rates.

The Call Center may be reached by dialing 1-888-LAHELPU (1-888-524-3578). Staff should advise CCAP applicants, recipients, and providers of the availability of the automated service at each contact.

Please contact your FS/CCAP Regional Program Specialist if you have questions.