



## What's next in the CCAP Process?

**Thank you for submitting your CCAP application for benefits! We are providing the following tips to give you the best and quickest access to your case information.**

### **1) In order to finish your request we'll need:**

**Proof** - documents that support what you've told us:

- If you've given us everything, then skip to **Number 2**
- If you still have more to submit, **review the checklist** of items you were given in-person or by mail. **The best way** to submit them is by email to: [imaging@bouldercounty.org](mailto:imaging@bouldercounty.org) you can also **submit those items by mail, or the drop box at the county office.**
- **Need help finding a provider:** Call the Mile High United Way referral line at 1 877 338 2273 or visit [www.coloradoshines.com](http://www.coloradoshines.com) for assistance.

### **2) How will I know that my benefits are approved or denied?**

You ***WILL*** receive ***an email or phone call*** from a CCAP technician and you ***will receive a letter with CHILD CARE AUTHORIZATIONS via mail or email*** once your benefits have been determined. ***It is very important for us to be able to contact you. Please provide a current phone number AND email address.***

If you do not have access to internet to read emails at home or on your phone, you may use computers at your county Housing and Human Services office, your library, the Workforce Center, and other community agencies with public computers.

We want to provide you with excellent customer service. You can help us do that by waiting to contact CCAP about your benefits during the first seven (7) days after receipt of your application/ verification as this will allow us to focus on processing your case as quickly as possible. If you need to speak to CCAP please call **303.441.1000** or email us at [ccap@bouldercounty.org](mailto:ccap@bouldercounty.org)

### **3) How long will it take to process my benefits?**

We will work as efficiently as possible to complete your application. We have 15 days to complete the application screening process and let you know if you are approved, pending or denied. The application is good for 60 days. You will have 15 days to submit any remaining information to us once application is initially screened. All subsequent verification will be processed within 10 days of receipt in the County Office.

**If you are having difficulty getting verifications, contact the CCAP team at 303.441.1000 or via email at: [ccap@bouldercounty.org](mailto:ccap@bouldercounty.org) for assistance.**

## How do I MAINTAIN my CCAP Benefits?

**Keep important information in a safe place:** You will receive a lot of information and to help you organize we recommend you keep everything in one, safe place.

**Keep your contact information current:** We want to help you, and we need to be able to reach you to do so. This includes your mailing address, phone number, e-mail address, and any message contacts you may have. The ***best*** way to do this is provide it in writing by mail or e-mail. You can also leave a voicemail message at **303-441.1000** or come to the office in-person. Remember we will need verification of any **residential** address changes in writing (this can be a lease, bill, vehicle registration, etc.).

**Report changes timely:** Keeping your household information, income, and deductions current will allow us to authorize all the benefits for which you are eligible. The ***best*** way to do this is provide it in writing by mail or e-mail. You can also leave a voicemail message or come to the office in-person. We will make those changes to your case as quickly as possible. You may be asked to provide proof for some changes. If so, you will receive a letter asking for the proof.

### **Things to report IMMEDIATELY during your time with CCAP:**

- If your gross monthly income goes above the 85% State Median Income level for your household size, this includes unemployment, child support, in-kind income, SSDI, lump sum payments, etc.) You must report this income change to CCAP within ten (10) days.
- If you change your eligible activity (from one activity to another such as work to job search, school to work), you have FOUR (4) weeks to report that change to CCAP.
- Please let us know if you move out of county, we have a thirty (30) day transition period that may be available to you as you establish your child care case in your new county.
- Provider changes are to be reported ***10 days before*** the change. Remember you have a separate contract with your child care provider; please be sure to talk to them prior to making a move so that you are giving them proper notice.

**Turn in your Recertification (RRR) Packet on time** this will prevent delays in receiving your benefits. You can mail it, scan and e-mail it, fax it, or drop it off at the correct office.

- Your RRR packet will be mailed to you 45 days before the due date.
- RRR's are due on the 15<sup>th</sup> or 16<sup>th</sup> of month depending on the month.
- RRR's are not considered complete until entire packet is completed, signed and all corresponding verifications are returned to the office.

**Co-operation with Child Support:** is continuous requirement for any child requesting care only. If you stop cooperating with Child Support we will be notified and your case may shut down. If you have any questions regarding your child support compliance you can contact the Child Support Services Unit at **303.441.1000**.

**Attendance Tracking System:** As of April 2018, CCAP uses a web-based system called ATS (Attendance Tracking System) for CCAP families to mark attendance for their CCAP authorized care. The state released a number of helpful You Tube videos to teach families and child care providers how to use the system. See our website [www.bouldercountychildcare.org](http://www.bouldercountychildcare.org) for videos. Look under FAQ's and read the second question to click on videos.

When a parent receives their CCAP child care authorization, they will receive a welcome email from the state. They need to click on the link provided in that email and select an eight (8) digit number code to be used for all their attendance tracking log ins while on CCAP. That number is used at all child care centers and homes for all children that have active authorizations for care. It does not change per child or per provider. Parents must never share this PIN with their provider for any reason.

Please study these parent ATS videos to learn the system you will use every time you drop off or pick up your child (ren) for CCAP care. If your child is transported by bus or goes to child care immediately afterschool, the provider will check child in when they arrive to care and it is the parent's responsibility to confirm/modify/deny that [pending attendance transaction made for them within nine(9) calendar days. Attendance left in pending mode will not be reimbursed by CCAP, so it is important to check the ATS kiosk frequently to avoid out of pocket expenses.

**Communication:** Please let us know if you have any questions about benefits, we are happy to speak or meet with you.

### **How do I know the status of my case?**

Keep yourself updated, manage your supports and upload documents for your convenience. Sign up for Boulder County Connect. This will allow you to see your most current case status- such as when your Redetermination is due, what you are approved for, and parent fees.

**[www.BoulderCountyConnect.org](http://www.BoulderCountyConnect.org)**

### **Websites for additional information and resources:**

**<https://coloradopeak.secure.force.com/>**

**[www.bouldercountychildcare.org](http://www.bouldercountychildcare.org)**

**[www.bouldercountycrr.org](http://www.bouldercountycrr.org)**

**[www.BoulderCountyHHS.org](http://www.BoulderCountyHHS.org)**

If you would like to determine if you are eligible for or would like to apply for other Boulder County public assistance programs please visit [www.coloradopeak.secure.force.com](http://www.coloradopeak.secure.force.com) or call **(303)441-1000**.

BOULDER COUNTY CCAP PROCESSES

For LEAP assistance please email [leap@bouldercounty.org](mailto:leap@bouldercounty.org) or call **(303)441-1000**.

If you would like to receive more information on developmental screenings for your child please visit [www.eicolorado.org](http://www.eicolorado.org)