



Update for CCAP Providers

March 25, 2020

Dear Boulder County CCAP providers,

We, like you, are evaluating constantly-evolving information and trying to make the best decisions possible. This email contains updates to Boulder County CCAP policy and practice, designed to support you and our CCAP families in these unprecedented times.

Emergency COVID-19 Absence Policy:

- Boulder County CCAP will pay up to 15 absences per month, per child, to all providers, beginning March 1, 2020. We are committing to this through June 30, 2020, as the situation evolves. If there are major changes to the community situation (e.g. social distancing orders are loosened, schools open), we will re-evaluate this policy in May. We understand the importance of continuity and will communicate any changes by June 1, 2020.
- For childcare providers that have closed, you will receive 15 paid absences per month, per child.
- For childcare providers that are open, you will be paid when the child attends as you currently are through the ATS.
- Here is an example of how it will work:
 - If Sam attends full time (20 weekdays per month) and attends all 20 days, you will be paid for 20 days through ATS.
 - If Sam attends 3 days and then is out the remainder of the month, you'll be paid for his 3 days, plus 15 absences.

Parent fees:

- Parent fees will adjust per our normal policy
 - If a parent loses their job, or is not working for any other reason, and reports \$0 income to CCAP, their parent fees will be reduced to \$0, starting the month following the month in which zero income is reported.
 - If their provider closes, the parent account goes on hold and their fees stop until they resume care or enroll with another provider.
- CCAP will also reduce parent fees based on request. Parents can email CCAP@BoulderCounty.org and provide a brief explanation of the need for the request. These requests will be processed as quickly as possible.

Applications:

- Clients can apply online through PEAK at www.Colorado.gov/PEAK
- Completed paper applications can be scanned or pictures of the application can be emailed to Imaging@BoulderCounty.org. Applications are here: www.BoulderCountyChildCare.org
- We may be able to expedite applications for emergency child care for essential workforce, please email with this request CCAP@BoulderCounty.org

CCAP Redetermination:

- All CCAP families must complete the redetermination process every 12 months.
- For all redeterminations due in May, we will be using DocuSign to simplify and expedite the process electronically. Clients can use any electronic device (computer, cell phone or tablet) to fill this form out through DocuSign and submit it electronically. Families that don't have an electronic device can work with us to complete it on paper.

- For families with March or April redetermination: scanned documents or photographs of documents should be submitted to Imaging@BoulderCounty.org.
- If families lose their redetermination packet, they can email CCAP@BoulderCounty.org and one will be emailed through DocuSign.

Other options:

- The Boulder County Department of Housing and Human Services (BCDHHS) is working on potential funding options to support emergency child care providers that are open. Details will be shared as soon as we have them.
 - BCDHHS will stay apprised of [Colorado Emergency Child Care Collaboration](#) policies and coordinate benefits to providers to the best of our ability as information becomes clear.
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Action Required:

- Please send a list of the school age CCAP children in care who have entered your program, or who are now attending full days, since school has closed. We will use this information to verify and change authorizations so you will be paid through ATS.
 - For any absences in March, you must submit manual bills by May 15. The manual billing form will be available on the CCAP website by the end of this week www.BoulderCountyChildCare.org. Please submit as soon as possible for quick processing and timely payment.
 - Please remind parents who are due for redetermination in March to turn in their documentation as soon as possible if they have not already done so.
 - Please remind all your families that CCAP is still up and running and taking new applications.
 - Watch for an invitation to a town hall/video chat later in the week, for technical assistance and troubleshooting CCAP issues.
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We are grateful for the essential services you provide our community, and we want to be responsive. Please let us know if there is anything else we should be considering.

Boulder County Department of Housing and Human Services

We're Working Remotely!

CCAP@BoulderCounty.org | BoulderCountyChildCare.org

CCAP Provider Services: 303-441-3544 or acrawford@BoulderCounty.org

CCAP Billing: CCAPBilling@BoulderCounty.org