

Boulder County Child Care Assistance Frequently Asked Questions

What is CCAP? The Child Care Assistance Program provides child care subsidies to TANF and Low Income families who are working, searching for employment, or attending school up to a first Bachelor's degree. Families must meet income and activity guidelines, and pay a portion of their child care expenses in order to remain eligible.

Who is Aspen Family Services? AFS is a third party contractor who administers the Child Care Assistance Program for Boulder County. Phone: 303 604-1043 x2828 and Fax: 720-240-0008.

How do I apply for CCAP? Call Aspen Family Services at 303 604 1043 x2828 and request a prescreening to determine if you are potentially eligible. If so, you will be invited to an orientation either at the Longmont HHS (529 Coffman Avenue, Longmont) or at Aspen Family Services (450 Courtney Way, Suite 101, Lafayette). At that time you will bring your completed application and required documents. You will have 15 days from this orientation date to submit any missing documents.

What documents do I bring to orientation? Upon completing the prescreening, you will be mailed a CCAP application and a list of required documents including but not limited to original birth certificates, photo ID, proof of residency verification, and verification of all household income. Additional documents will be required depending on whether you are using CCAP to work, go to school, look for a job or are self-employed.

When will my CCAP child care begin? The start date for CCAP benefits will be the date that the Aspen Family Services caseworker determines that all eligibility requirements are met (not the date on the application) and all required documents have been received.

How is the monthly parental fee calculated? That amount is based on family size and income, the number of hours you and any other adults in your household work or attend educational or training programs, and the number of hours your child is in care. Full-time care is anything over 5 hours and Part-time care is 5 hours or less. This fee is paid directly to your child care provider.

When will I receive my swipe card? CCAP cards are issued and mailed to your home address within 4-7 business days. Please contact your CCAP caseworker if it takes longer.

How many cards will I receive? CCAP clients will be issued two CCAP cards which must be swiped in and out of care to track when child(ren) are in CCAP attendance.

I am having a hard time pinning the swipe card. Who can help me? You will be mailed a separate pinning letter giving you instructions on how to add a secure personal identification number (PIN) to your card. If you need more assistance, call your Aspen Family Services caseworker.

What if I forget to use the swipe card? If you forget to swipe, you MUST return to the child care provider and perform a "Previous Check-in/out function on or before 9 days from your missed swipe date; otherwise, your child care provider will not be paid and you may be responsible for the full non-CCAP rate. There are limited exceptions that are considered case by case: new provider, new CCAP client, problem with swipe machine, damaged/lost card.

What if I lose my swipe card? Contact your Aspen Family Caseworker immediately if your CCAP card is lost, stolen or damaged. Call 303.604-1043 x2828.

If I receive a replacement swipe card do I need to re-pin it? No, you do not need to re-PIN the card unless you wish to change the personal identification number.

I seem to be forget to bring my swipe card with me. Can't I leave it with my child care provider? No, a provider can never have possession of their clients' CCAP card. If this ever happens they will no longer be a CCAP provider. If your provider ever requests to store your CCAP card, please notify your caseworker immediately.

How do I find a provider that accepts CCAP? Call Boulder County Child Care Referral Children's Services at 303.441.3544 (English) and 303.441.4294 (Spanish). They hold the most updated list of CCAP providers and contact information. They can provide you with the names of providers near your work, home or school according to the ages of your children and your specific needs.

If I live in Boulder County and work in another county, do I have to use a provider in Boulder County? No, as long as your child care provider accepts Boulder County CCAP.

I am moving to or from another county. Can't I simply transfer my CCAP benefits? No, they are not transferable. Each county has set eligibility rules and income guidelines. CCAP benefits are awarded from the county where you reside. You must advise your current caseworker before your move and apply for CCAP in the new county of residence.

I have been told that I must "comply with Child Support Services". What does that mean? Boulder County CCAP recipients must complete a Child Support Application if the CCAP child's birth parents are not living together. Once you are enrolled in CCAP, then contact the Child Support offices at 303 678 6300 or stop by HHS office, 529 Coffman Street, Suite 190, in Longmont for an application. Office hours are from 8am-4:30pm. Please do NOT request or complete the child support application before you are accepted into CCAP. There is a \$20 one-time child support application fee. You will have 30 days from the date you were CCAP approved to submit your completed child support application.

Can you explain the various types of child care providers that can accept CCAP? Yes, there are various types.

- ***Licensed family child care home*** -must hold a valid Colorado license number and be in compliance with the rules and regulations required by the state. Licensed homes provide care for up to six children plus two additional school age children in a home setting. Child care may be available during any part of the day including weekends on a part-time or full-time basis. Licensed home providers set their hours, plan their curriculum and set their own policies on discipline, meals, potty training and other similar child rearing issues. Licensed home providers have first aid and CPR training, as well as training in child care related courses, and are inspected by the child care licensing inspectors.
- ***Licensed child care center***- these child care centers provide care for five or more children in a non-residential setting. Child care centers must be licensed to provide child care services and must comply with state regulations. The ages of children in care are specified on the license but may include infants, toddlers, preschoolers or school-age children. Child care centers are

inspected by the State Health Department and local fire officials in addition to child care licensing inspectors. This setting should provide activities to promote your child's development while interacting with other children.

- **Qualified Providers or legally exempt providers** are not required to be licensed to provide child care and may participate in CCAP. This can be child care with a friend or a family member. Like the licensed providers, they need to complete a fiscal agreement and POS agreement. In addition, qualified providers sign an agreement listing Child Care standards for non-licensed providers who meet certain standards. These providers must be 18 years or older, attend orientation for CCAP, submit to a fingerprint and background check for all adults in the household 18 years or older with a fee for each adult paid by the provider, Complete and turn in all necessary forms for the CCAP program.
- **Care in your home**- You may choose someone to care for your children in your home. This type of care does not require a child care license. The person doing the care could be a relative, neighbor or friend. The provider cannot be a parent or step-parent of the child in care and must be at least 18 years old.
- **Care in someone else's home**-You may choose to place your children in someone else's home. If your children are the only ones for whom care is being provided, no license is required. The caregiver could be a relative, friend, or neighbor who is at least 18 years old.

The POS machine is not working properly. Who do I call? Contact ACS at 1 877-779-1932 if you are having technical issues with the POS device and it is not working. Always reference the POS user manual which lists all the error codes and assists with troubleshooting.

What if the CCAP family fails to pay the parental fee? If a client has not paid their parental fee, they must make acceptable arrangements to pay those fees or their benefits will be terminated.

If I know that a child's schedule will change (e.g. a non-school day for a school age child, so the parent wants the child to attend all day), how do I get paid the difference? Encourage the parent to contact their CCAP caseworker BEFORE THE CHANGE to request a written change in the child's authorization schedule before care is provided. You run the risk of not being paid for the difference in care if this change is not made officially by the parent.

How do I record attendance? During 2010, Boulder County began using a new payment system that requires CCAP clients to swipe their card at a Point of Sale (POS) device to record attendance. Your clients are required to use this card at your location to record attendance. If they miss a swipe, they need to return to your location and perform a "previous check-in/out" within 9 days of the missed swipe date. Also as part of a licensing requirement for attendance, providers are required to keep a sign in/out sheet for parents in addition to using the POS.

Can I use my cell phone to connect to the POS device? No, all POS devices must be connected using a land-based phone line.

Who is responsible for purchasing thermal paper for the POS device? When the POS device is shipped to the provider, it will come with 2 thermal rolls of paper. Providers will be responsible for purchasing additional thermal rolls as needed at office supply stores or online stores.

The POS device works, but the phone line does not. What can I do? The POS device stores entries for up to 9 days so that they can be transmitted when the problem is solved. When this happens, a “Store and Forward” message will display.

The denied message reads “Check-out first”. How do I know what day and time to use? The POS receipt reads the information needed. For example, an attempted check-in on 2/14 will read: denied-AB reason: check-out first- 2/13. Always reference the POS user manual which lists all the error codes and assists with troubleshooting. If you need individual assistance understanding the POS receipts call Sarah Jane Geraldini at Aspen Family Services 303 604 1043 x 2817.

My daughter is on CCAP. I would like to become a CCAP provider and care for my grandchildren. What do I need to do? Whenever someone wants to become a provider for a relative on CCAP, they need to put the information in writing and direct it to their relative’s CCAP caseworker. Aspen Family Services, 450 Courtney Way, Suite 101, Lafayette, CO. 80026. Fax number is 720 240 0008. Once the letter is received; the caseworker will contact the relative and review with them the requirements.

Effective May 1, 2012, providers will only be allowed to submit manual claims to Boulder County Human Services Finance for the following reasons:

1. The parent is new to CCAP and has not yet received the POS card. The provider may only manually bill for the first month.
2. The provider is new to CCAP and has not yet received the POS machine.
3. A lost or damaged POS card-not to exceed five (5) days.
4. POS data issue that has been reported to the caseworker and documented in the case notes.

In addition, when manual claims are submitted, the provider must submit copies of the signed in/out sheets.