

## Boulder County Child Care Assistance Frequently Asked Questions

### **PARTICIPANTS**

#### **What is CCAP?**

The Child Care Assistance Program helps low income families pay for child care while 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 expense each month in order to remain eligible. Monthly payments for care are based on the number of hours the parent works or is in school, the household size and income, and the amount charged by the child care provider. Families must use their CCAP benefits card to ensure payments are made for the care they utilize. Parents can select any licensed child care center, before or after school program or approved in home provider that has an active provider agreement with Boulder County.

#### **How do I apply for CCAP?**

There are several ways to apply for CCAP.

1. You can visit one of our two convenient county locations to obtain an application. Complete and submit the application along with any required documentation and you will be contacted to discuss the next steps. We are located at 3460 N. Broadway in Boulder and 1921 Corporate Center Circle, Suite 3F in Longmont. Our general phone number at the county is 303.441.1000 should you have additional questions.
2. You can also visit our website at [www.BoulderCountyChildCare.org](http://www.BoulderCountyChildCare.org) and download an application.
3. You can apply on line through the CCAT application on the State's website.

#### **What documents do I need to submit:**

- Your completed CCAP application.
  - Verification of all household income including: child support, SSI, Unemployment etc.
  - Original photo ID – for adult members of your household
  - Social Security Cards – for adult members of your household.
  - U.S. citizenship verification- **Original** (or certified) birth certificates for all children needing CCAP.
  - Teen parents will need to provide an original birth certificate as well.
  - Proof of county residency- utility bill, lease, official government mail in your name or in the name of the person with whom you reside.
  - Name of the child care provider you will be using including the name of the center, address, phone, fax and provider ID #.
  - Visitation information (copy of court order or written information signed by both parents)
- **If you are working we will also need one of the following:**
- The last 3 months of pay stubs of all adult members of your household **OR**
  - Completed verification of employment form for any new job(s) less than 90 days.
  - The Verification of Employment Form detailing your specific work schedule, rate of pay and your pay frequency.
- **If you are self-employed we will also need:**
- The last 3 months of pay stubs or ledgers including all income and expenses with supporting invoices and receipts for all self-employed adult members of your household.
  - Copy of your recent tax return showing you filed as self-employed, EIN number or W-9.
  - Statement of anticipated work schedule.
- **If you are a student we will also need:**
- A letter from your school verifying the program you are in, that you are making satisfactory progress, the degree or certificate you will receive, and your anticipated graduation date.

- A copy of your school schedule, including days and times of your class. As well as, the start and end dates of the quarter, semester, or session.
- A copy of your current Financial Aid Award Letter
- **If you are a Teen Parent you will need:**
  - A copy of school schedule and verification that you are in a High School diploma or GED program. If you live with parent, relative- a letter from them stating that you live with them and a bill in their name showing the address where you and your child reside.

### **When will my CCAP child care begin?**

The County will be able to begin processing your CCAP benefits when the completed application AND all of the required verifications have been received. CCAP benefits will begin the date your CCAP caseworker determines that all eligibility requirements are met and when all required documents have been received (not the date on the application).

### **How is the monthly parental fee calculated?**

The parental fee 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 per day and Part- time care is 5 hours or less. The parent fee is paid by the CCAP family 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 than one week. Be sure to always update your mailing address and contact information when there are changes.

### **How many cards will I receive and who can help me PIN my cards?**

CCAP clients are issued two CCAP cards per family no matter how many CCAP children are enrolled in the program. Clients will need to PIN each card individually (we recommend that they use the same PIN number for both cards to avoid potential confusion). The PIN-ing instructions will be mailed separately from the actual cards so it is important to look for this letter. If you are having a problem pinning your card, please call your county caseworker directly or call 303.441.1000 M-F 8a-4:30pm for assistance.

**Remember you MUST swipe the card in and out at the child care provider's location each time your CCAP child uses CCAP care.**

### **How do I use the CCAP card?**

You can meet with your CCAP eligibility technician and they will go over the steps required to use the CCAP card. They have a demonstration unit and you can practice swiping your child in or out of care. If you are unable to meet and review the steps in person we have helpful YouTube videos available for you to view.

Below are the links:

- Full version: <http://www.youtube.com/watch?v=ZgfdXUgblfk>
- Short version: <http://www.youtube.com/watch?v=Rbpk06eHjdM>
- Common errors: [http://www.youtube.com/watch?v=Tjl\\_Nxvl3W0](http://www.youtube.com/watch?v=Tjl_Nxvl3W0)

### **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 rate on days where a swipe is missing. There are some limited exceptions that are considered on a case by case basis. These exceptions include: A new provider without a POS machine on site, a new CCAP client waiting on their CCAP card to arrive (4-7 days), technical problems with the swipe machine, or if there is a damaged/lost card reported within 72

hours. Every CCAP client signs a client responsibilities agreement which on #13 that states "I agree to use my CCAP card to check my child(ren) in and out of care daily or I may be responsible for payment of the child care costs".

### **What if I lose my swipe card or if it is damaged?**

Contact your County CCAP caseworker directly or call 303.441.1000 within 72 hours of the loss or damage. State your name, phone number, explain your situation and provide the caseworker with the 16 digit number on the front of the remaining CCAP card (if you have that). That will help your caseworker order a replacement card for you. Be sure to verify that your mailing address is still current.

### **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 forget to bring my swipe card with me. Can't I leave it with my child care provider?**

This is not allowed under any circumstance. A provider can never have possession of their clients' CCAP cards. If this happens they will no longer be a CCAP provider. If your provider ever requests to store your CCAP card, please notify your CCAP caseworker immediately.

### **How do I find a provider that accepts CCAP?**

Call the Child Care Subsidy and Referral Program at 303.441.3544 (English) and 303.441.3564 (Spanish). They hold the most updated list of CCAP providers and their 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.

### **What is the GAP and Child Care Certificate Program?**

If your family is enrolled in CCAP, the child care certificate program will make sure that your child care provider is reimbursed the GAP between the CCAP rate and the average market rate. While YOU won't see any direct financial benefit, the extra money paid to your provider will help to improve the availability of care for your children. You may find more providers are willing to accept CCAP when they know they will receive the GAP payment. Call 303.441.3564 for eligibility requirements and more information.

### **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 the childcare 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 that are specific to their county. 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 within 30 days of being accepted into CCAP if the CCAP child's birth parents are not living together. Contact the Child Support offices at 303.441-1000 or stop by HHS Longmont at 1921 Corporate Center Circle, Suite 3F 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. You can also download an application from the Child Support Website at

<http://www.bouldercounty.org/family/child/pages/childsupport.aspx>

## **Can you explain the various types of child care providers that can accept CCAP?**

Yes, there are several 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, and complete and turn in all necessary forms for the CCAP program. Examples of when you might use a qualified provider:
  - **For 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.
  - **For 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.

## **My daughter is on CCAP. I would like to become a CCAP provider and care for my grandchildren. What do I need to do?**

Contact Joyce Westbrook, Boulder County CCAP provider specialist for more information. Email: [jwestbrook@bouldercounty.org](mailto:jwestbrook@bouldercounty.org) or phone 303.441.1059. Once you have spoken with Joyce she will contact the relative and review with them the requirements.

## PROVIDERS

### **The POS machine is not working properly. Who do I call?**

Contact Xerox 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 an analog 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 Joyce Westbrook at 303.441.1059.

### **Reminder for PROVIDERS - 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 9 days.
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