

# CCAP provider news

DENVER COUNTY CHILD CARE ASSISTANCE PROGRAM

## Future News

By: Jamie Glennon,  
Communications Specialist

We are now combining the CCAP outreach and billing newsletters as one.

You will now receive this quarterly newsletter with your billing statements each January, April, July and October. You can also download this news at [www.denverccap.org](http://www.denverccap.org). If you'd prefer to receive it electronically, please send an e-mail to [denverccap@denvergov.org](mailto:denverccap@denvergov.org) with "Sign Me Up" in the subject line.

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## Denver Human Services director's corner

By: Juanita Rios-Johnston, DHS Family and Adult division director

I hope this letter finds you in good health and spirit!



This year has started with a bang. A new leader has taken charge of our nation. Many families across the country are facing economic challenges, and in our own backyard, Denver Human Services has been making many adjustments to several programs, including the Child Care Assistance Program, in response to budget challenges.

To address these budget challenges, we invited parents and providers to participate in focus groups. This feedback has helped guide us in making recommendations to the Denver Welfare Reform Board about the child care budget. We greatly appreciate the open feedback we received. Your endless caring and commitment to Denver's children is much appreciated and needed in our community.

As you are aware, the Denver Welfare Reform Board made several policy changes to help address budget challenges. These include a wait list for new clients, paid absence change policy, bringing re-determinations from 12 months to six months and parent fees aligning with state rules. There is more information about these policy changes

in this newsletter.

Another way we are addressing the budget challenge is by transitioning child care eligibility functions from Aspen Family Services to Denver Human Services. This change is expected to be complete by June 2009. The decision to move the child care eligibility functions is not due to any dissatisfaction with Aspen Family Services, but a cost savings measure. I want to take this time to thank Marsa Williams and Aspen Family Services staff for all the support they have given to Denver families and providers.

As we transition the child care eligibility functions to DHS, we will be in constant communication with parents and providers to make it a seamless transition. You will begin to hear more from Kate Owen who is the operations administrator for TANF, CCAP and Family Medicaid. She is the person leading the eligibility transition process. Kate brings vast skills in community collaboration, project management, restructuring and organizational development. She was formerly the director for the Girls Scouts.

Kate and I hope to visit several child care centers in the near future to hear how we can better support you.

We thank you for your continued support, and I hope you have a great Spring!

# ¡Espero que esta carta lo encuentre bien de salud y animado!

*Por Juanita Ríos-Johnston, Directora de la División de Familia y Adultos*

Este año comenzó con una explosión. Un nuevo líder está a cargo de nuestra nación, las familias de todo el mundo están enfrentando desafíos económicos, y en respuesta a dichos desafíos de presupuesto a nivel local Servicios Humanos de Denver (Denver Human Services) ha estado realizando muchos ajustes a varios de los programas, incluyendo el Programa de Asistencia con el Cuidado Infantil (CCAP por sus siglas en Inglés).

Para tratar estos desafíos de presupuesto, invitamos a los padres y a los proveedores a participar en grupos de discusión. Estas opiniones han ayudado a guiar nuestras recomendaciones para el Denver Welfare Reform Board sobre el presupuesto de cuidado infantil. Apreciamos enormemente las opiniones recibidas. Su continuo afecto y compromiso con los niños de Denver se aprecia enormemente y es muy necesario en nuestra comunidad.

Como usted sabe, el Denver Welfare Reform Board hizo varios cambios en sus normas para tratar mejor el tema de los desafíos en el presupuesto. Entre estos se encuentra una lista de espera para clientes nuevos, cambio en las políticas de ausencia, redeterminaciones por mudanza desde los 12 meses hasta seis meses y las tarifas para padres de acuerdo a las reglas estatales. Hay más información sobre estos cambios de políticas en este boletín de noticias.

Otra manera en la que tratamos el

desafío del presupuesto es transfiriendo las funciones de elegibilidad de Aspen Family Services a Denver Human Services, lo cual se espera que finalice en junio del 2009. La decisión de transferir las funciones de elegibilidad no se debe a ningún tipo de insatisfacción con Aspen Family Services, sino que es una medida para ahorrar costos. Quiero aprovechar esta oportunidad para agradecer a Marsa Williams y al personal de Aspen Family Services por todo el apoyo brindado a las familias y proveedores de Denver.

A medida que transferimos las funciones de elegibilidad a DHS, estaremos en comunicación constante con los padres y proveedores para que la transición sea impecable. Usted comenzará a recibir mensajes de Kate Owen quien se desempeña como administradora de operaciones para TANF y Family Medicaid, ya que ella es la persona que manejará el proceso de transición de elegibilidad. Kate cuenta con amplias habilidades en el desarrollo de las organizaciones y la colaboración comunitaria, ya que antes fungía como CEO de las Girls Scouts.

Kate y yo también esperamos visitar varios centros de cuidado infantil próximamente para saber como podemos apoyarlos mejor.

¡Les agradecemos su apoyo constante y les deseamos una muy feliz primavera!

## Conviértase en un Proveedor del Programa Preescolar de Denver

*Por Jamie Glennon, Communications Specialist*

El Programa Preescolar de Denver (Denver Preschool Program o DPP) surgió como resultado de una iniciativa de voto aprobada por los electores en noviembre del 2006 diseñada para aumentar el acceso y la calidad de los programas educativos para la infancia en la Ciudad y Condado de Denver para todos los niños en su último año de preescolar antes del jardín de infantes (kindergarten).

El DPP ayuda a los padres ofreciéndoles ayuda con el pago de la matrícula de preescolar que ellos elijan. Al mismo tiempo, el DPP también ofrece ayuda a los proveedores de preescolar con subsidios y dirección técnica para los programas preescolares.

Si usted es un proveedor licenciado y está de acuerdo en participar en un sistema de mejoramiento de calidad, entonces califica para participar en DPP. Para más información, por favor contacte a Pamela Harris al 303-825-6246 x352 o a Sarah Pacetti al 303-825-6246 x345.

# Changes to CCAP and Who to Contact

By: Jamie Glennon, Communications Specialist

Denver recently implemented four policy changes that went into effect earlier this year. Here is some more information about those changes.

## Waitlist

Denver now has a waitlist for new clients applying for Denver's Child Care Assistance Program (CCAP). The waitlist **excludes** TANF and teen parents and existing CCAP clients.

If you have a customer that wants to **apply for CCAP, please have them call 720-944-1142**. Clients can call this number to apply, request to be put on the waitlist and ask about recent CCAP policy changes.

If you have a customer that is **already enrolled in CCAP** and they have a question about their case or re-determination, please have them call **303-604-1043**, to speak directly to their assigned caseworker.

## Re-Determinations

When existing CCAP clients need to re-apply to maintain eligibility, they will receive a letter and re-determination paperwork in the

mail 45 days prior to its due date. These clients will **not** be dropped from the program or placed on the waitlist, as long as we receive their re-determination paperwork by the due date. Please remind clients to turn in re-determination paperwork on time.

## Parent Fees

Both parents and child care providers should have received a new Child Care Certificate stating the new parent fee. If you have not received this paperwork, please call Aspen Family Services at 303-604-1043 to request this information.

## Paid Absences

Beginning March 1, 2009, Denver CCAP changed its policy to pay for three paid absences a month. If you have questions about the paid absence policy change, please call Kate Owen at 720-944-1365.

## Billing & Payment Inquiries

Child care providers should contact the Business Office of Child Care for billing form or fiscal agreement inquiries.

## Aspen Family Services Change of Address

By: Jamie Glennon, Communications Specialist

We've recently moved! Please make sure you have our current address, phone and fax number on file.

### Aspen Family Services

450 Courtney Way, Suite 101

Attention: CCAP

Lafayette, CO 80026

Phone: 303-604-1043

Fax: 720-890-2655

## Cambio de domicilio de Aspen Family Services

Por Jamie Glennon, Communications Specialist

¡Nos mudamos recientemente! Por favor, asegúrese de contar con nuestra dirección, teléfono y número de fax actualizados.

### Aspen Family Services

450 Courtney Way, Suite 101

Atención: CCAP

Lafayette, CO 80026

Teléfono: 303-604-1043

Fax: 720-890-2655

# Become a Denver Preschool Provider

By: Pamela Harris, Denver Preschool Program

The Denver Preschool Program (DPP) is the result of a ballot initiative approved by voters in November 2006 designed to increase access to and quality of early childhood education programs for all City and County of Denver children in their last year of

preschool before kindergarten.

DPP helps parents by providing them with a tuition credit to use at the preschool of their choice. At the same time, DPP also offers help to preschool providers in the form of quality improvement grants and coaching support for their preschool programs.

If you are a licensed provider and agree to participate in a quality improvement system, then you are eligible to participate in DPP. For more information, please contact Pamela Harris at 303-825-6246 x352 or Sarah Pacetti at 303-825-6246 x345.

# Como contactar a la oficina de CCAP

By: Jamie Glennon, Communications Specialist

En enero, Denver implementó cuatro cambios en sus normas. A continuación les presentamos información sobre dichos cambios.

## Lista de espera

Ahora Denver ha creado una lista de espera para los nuevos clientes que presentan solicitudes para el Programa de Denver de Asistencia con el Cuidado Infantil (Child Care Assistance Program o CCAP). La lista de espera **excluye** a TANF y a padres adolescentes y a clientes que ya participan en CCAP.

Si usted tiene un cliente que quiere **presentar una solicitud a CCAP, por favor pídale que llamen al 720-944-1142**. Los clientes pueden llamar a este número para registrarse, pedir que se los ponga en una lista de espera o preguntar sobre los recientes cambios en las normas de CCAP.

Si usted tiene un cliente que **ya está inscripto en CCAP** y tiene alguna pregunta sobre su caso o redeterminación, por favor pídale que nos llame al **303-604-1043**, para hablar directamente con la persona asignada a su caso.

## Redeterminaciones

Cuando una persona que ya es cliente de CCAP necesita volver a presentar su solicitud para mantener su elegibilidad, recibirá por correo una carta y unas formas de redeterminación 45 días antes de la fecha de vencimiento. Estos clientes **no** serán excluidos del programa o puestos en una lista de espera, siempre y cuando recibamos sus formas de redeterminación antes de la fecha de vencimiento. Por favor, hágales acordar a sus clientes que presenten las formas de redeterminación a tiempo.

## Tarifas para padres

Los padres y los proveedores ya deberían haber recibido el nuevo Certificado de Cuidado Infantil estipulando la nueva tarifa para padres. Si usted no lo ha recibido por favor llame a Aspen Family Services al 303-604-1043 para solicitar la información.

## Faltas pagas

A partir del 1ro de marzo del 2009, Denver CCAP cambió su norma para cubrir el pago de tres ausencias por mes. Si tiene alguna pregunta sobre el cambio en la norma de faltas pagas, por favor llame a Kate Owen al 720-944-1365.

## Preguntas Sobre Cobros y Pagos

Para cualquier pregunta sobre cobros o de su Acuerdo Fiscal, los proveedores de cuidado de Niños deben ponerse en contacto con la oficina de Negocios de Cuidado de Niños (BOCC).

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## Noticias futuras

Por Jamie Glennon, Communications Specialist

Queremos informarle que la oficina de CCAP y la oficina de finanzas van a combinar sus boletines informativos.

Usted recibirá el boletín trimestral junto con las facturas de cobros cada enero, abril, Julio y octubre. Usted también puede descargar estas noticias en el sitio [www.denverccap.org](http://www.denverccap.org). Si usted prefiere recibirlo electrónicamente, por favor envíenos su dirección de correo electrónico a [denverccap@denvergov.org](mailto:denverccap@denvergov.org) en la sección "Sign Me Up".

# Business Office of Child Care News

## Spring Brings Many Innovations

By: Hilaire Brockmeyer

The Business Office of Child Care (BOCC) has been cementing our processes and procedures to align with the Department's goals of updating policies. We are taking a cooperative and integrated approach to firming up our way of doing business, so that no matter who you have as a billing technician, your payments, adjustments, and fiscal agreements are processed timely and consistently.

If you have received a renewal fiscal agreement within the last four months, you may have noticed a change in the format and timeliness of those documents. We have automated the fiscal renewal process to better serve providers and have them in your hand at least 60 days prior to the current fiscal agreement expiration date. We request you return your completed renewals as quickly as possible to allow ample processing time.

In February, the BOCC mailed a letter to providers stating that we

will not accept billing forms that are turned in prior to the last day that care was provided in a month. For example: if you are providing care in April, the last day of the month falls on a Thursday. If you provide care on the 30th, do not mail or drop off your billing form before May 1st.

If we receive billing forms with a postmark, signature, or cashier date-stamp before the last day of care was completed, it will be returned to you for a new signature and date. It is not appropriate to project any care that may be provided. All care must be completed before billing forms are submitted for payment.

The amount of allowable absences changed in February from seven to three, per month, per child. If you notice a pattern of unexplained, frequent, and/or consistent absences it is your responsibility, to notify the eligibility case manager within ten calendar days of estab-

lishing a pattern. This is important now that the amount of allowable absences has decreased.

Additionally, if a child is absent more than three days in one month the provider must bill those days as absences. It is inappropriate to bill the county using a code of F, P, T, or V when a child is not present. Each month providers are selected to submit their sign-in/out sheets to verify that the billing forms are filled out correctly. Any findings of incorrect billing or missing sign-in/out sheets are fully recoverable.

Gloria J. Martinez is leaving the BOCC April 3, 2009. She has been selected for a temporary position reassignment in Family and Adult Services at Denver Human Services. Due to budgetary challenges, DHS is using internal personnel to fill vacancies in critical service areas. Martinez was selected for her great customer service and bilingual skills. She will be reassigned for a period of up to two years. We will miss her.

## Ask Hilaire: Advice Column

**Q:** What faxed documents will the Business Office of Child Care accept?

**A:** Any form that requires an original signature will not be accepted by fax. This includes billing forms and fiscal agreements. All supplemental documentation requested by your billing technician will be accepted. Occasionally, a billing technician may request that you submit a document by fax such as a

copy of your license, payment policies, or certification/qualification proof, all of which will be accepted by the BOCC.

**Q:** I found some billing forms that I forgot to submit for 2008, can I still turn those in?

**A:** No. According to state rule Volume III, 3.911 L: Provider Responsibilities: Providers shall bill counties

monthly for services authorized, based on county payroll policies, and forfeit payment for services if the original billing form is submitted more than sixty (60) calendar days following the month of service.

Except in extreme circumstances billing forms submitted more than 60 days after the month of service will not be paid by Denver County.

# April—June 2009 Payroll Calendars

APRIL						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Billing received by the 10th will be paid the 20th  
 Billing received by the 17th will be paid the 27th

MAY						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Billing received by the 8th will be paid the 18th  
 Billing received by the 15th will be paid the 25th

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Billing received by the 5th will be paid the 15th  
 Billing received by the 12th will be paid the 22nd

The Billing Technicians at the Business Office of Child Care work diligently to process provider billing forms timely and accurately. Therefore it is important for providers to understand the steps involved in processing payroll.

## How can you help

Please refrain from contacting your billing technician until the close of the current month's payroll, *after* you received your remittance statement. Allowing your technician to focus on completing initial payroll processing will speed the results of addressing problems when they arise. The technicians have been instructed not to process any adjustments until the last week of the month.

The Business Office of Child Care processes payments on an ongoing basis. Every Monday those payments are released by our bank. If you are an exempt provider and receive your payments on a Quest card, your money is available for immediate withdrawal. If you have elected direct deposit, the funds will be available to you according to your bank's policy, but typically

by Wednesday of your pay week.

When billing technicians are not issuing payments for child care, they are working to address all provider financial related concerns.

The billing technicians conduct a bi-weekly exempt provider orientation and licensed providers are invited to attend as well. They spend two hours walking new exempt providers through the paperwork that is required to become an exempt provider. This includes the fingerprinting process required for a Colorado Bureau of Investigations background check.

The billing technicians are also processing renewal fiscal agreements, fiscal agreement amendments and payroll adjustments every week.

The Business Office of Child Care prides itself in its tireless pursuit of excellent customer service and provider satisfaction. Please contact Hilaire Brockmeyer if you have comments regarding our customer service.

## Calling the Business Office of Child Care

By: Hilaire Brockmeyer

The BOCC technicians experience a high volume of calls each day. In order to expedite our response time, please have your **provider ID number , household number of the client you are inquiring about, and the names or the child(ren)** in question.

Remember, due to client confidentiality, the billing technicians cannot give any personal information about a clients case. We are happy to answer questions pertaining to payments for current authorizations including units authorized and termination dates.

Please wait to inquire about

payments until after you have received your remittance statement for the current month from the state.

Any specific inquiries pertaining to client information should be directed to the assigned eligibility case manager.

# Provider Verification

By: Hilaire Brockmeyer

We have noticed an increase in calls from both providers and creditors requesting verification of employment for CCAP providers.

As a reminder, a fiscal agreement with the City and County of Denver to provide CCAP child care for our clients does not make you an employee of Denver Human Services. It is not appropriate to give your billing technician's phone numbers as your work number or to request that creditors contact us directly.

When special circumstances arise that you need verification of your fiscal agreement dates or past payments paid to you by Denver Human Services you may contact your billing technician and request a letter.

Please have the contact

information for the individual who is requesting verification of past payments or fiscal agreement dates, so we may directly address the letter to the individual.

Payments to providers are dependant on client's authorizations, eligible activities, provider fiscal agreement status, and licensing validity (if the provider is licensed). Therefore we will never project future payments that may be received by a provider. Client circumstances change frequently, and we do not want to give information that may turn out to be incorrect.

Verification letters are written on a case-by-case and as needed basis. We reserve the right to decline a request for verification at any time.

# Requesting Changes in Authorizations for Holiday and Summer Care

By: Annette Martinez

With summer right around the corner, we want to remind providers that a "Change in Authorization" request must be completed by the parent/guardian before the change goes into effect.

This will help the Business Office of Child Care when processing billing forms for months when a school-aged child will require full-time care. By providing this information early, the case manager will be able to change the number of full-time units authorized to meet the needs of the client's authorized activities.

The "Change in Authorization" form is on page 9 of this newsletter. It is not required that a client use the form provided, however all information requested on the form must be provided for the change to be entered.

Providers, you can assist your clients by mailing the form with your billing forms at least one month before the change request is effective.

Your billing technician will forward the request to the appropriate case manager on the client's behalf.

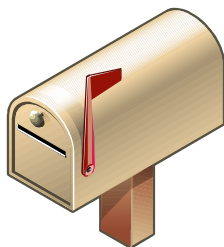
# Changes to Provider Information

By: Hilaire Brockmeyer

The Business Office of Child Care created a standardized form for changes in the location, phone number, and household make-up for exempt providers.

Any time a provider experiences a change, please alert your billing technician within ten calendar days. It is always best to let your billing technician know before any changes occur.

Licensed providers should contact their licensing specialist to update their license for the new location.



Additionally, please contact Aspen Family Services to request that all open authorizations be changed effective with the new license information.

It is critical that providers keep us informed as to the child care providers address, the address where care is provided, phone numbers, and the members of your household over the age of 18 if you are an exempt provider.

For your convenience the BOCC has included the provider change form on page 8 of the newsletter.

# BUSINESS OFFICE OF CHILD CARE CHANGE REQUEST FORM

All exempt providers must notify the Business Office of Child Care within ten days of any changes to their mailing address, location of child care provided, and phone number. You must notify your billing technician within ten days of any individuals who are 18 or over who move into or leave your household.

## ADDRESS CHANGE

Please circle one:                      Mailing Address              Address Where Care is Provided              Both

Name (please print): \_\_\_\_\_

Provider ID Number: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip: \_\_\_\_\_

Effective date of new address: \_\_\_\_\_

Please attach verification of new address (copy of lease, water bill, electricity bill, or mail from a government entity received at the new address)

## PHONE NUMBER CHANGE

New Phone Number: \_\_\_\_\_ circle one (home / cell / work)

## CHANGE IN HOUSEHOLD MEMBERS

Someone has left the household:

Name of individual no longer residing with you (please print): \_\_\_\_\_

Relationship to provider: \_\_\_\_\_

New household member age 18 or over:

Name of new individual (please print): \_\_\_\_\_

Any previous names used: \_\_\_\_\_ Relationship to provider: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Has this person lived outside of Colorado within the past 2 years? Circle one: Yes / No

Signature of new household member: \_\_\_\_\_ Date: \_\_\_\_\_

## PROVIDER SIGNATURE / DATE

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Provider ID # \_\_\_\_\_

# CHANGE IN CHILD CARE AUTHORIZATION FORM

\_\_\_\_\_, 2009

Eligibility Technician Name: \_\_\_\_\_

Subject:       **REQUEST FOR CHANGE OF CHILD CARE AUTHORIZATION**

**Please accept this form as written request for a change to my child care authorization due to the upcoming break/vacation from school:**

\_\_\_\_\_  
(Enter the holiday, vacation, extended leave, illness etc.)

**During the following date range, I will need (circle one or more types of care):  
full-time / part-time / alternative care as follows:**

Date From: \_\_\_\_\_ Date to: \_\_\_\_\_

HH# \_\_\_\_\_

Name of Child(ren): \_\_\_\_\_

**If you require additional information or have any questions, please contact me at**

( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_\_. Thank you.

Sincerely,

\_\_\_\_\_  
(Parents / Guardians Signature)

\_\_\_\_\_  
(Print Parent / Guardians Name)

\*\*Note: Providers please include with billing form **at least one month prior** to the effective change date. Please attach a copy of the school calendar if applicable.

# Important Phone Numbers / Números de teléfono importantes

By Jamie Glennon, Communications Specialist

Questions about how to apply, request to be put on the waitlist and ask about recent CCAP policy changes—call **720-944-1142**.

Questions about an existing case or re-determination—call Aspen Family Services at **303-604-1043**. Parents can speak directly to their caseworker.

Questions about a billing forms or fiscal agreements—contact your billing technician at the Business Office of Child Care.

Si tiene preguntas sobre la solicitud, como inscribirse en la lista de espera o los cambios recientes en las normas de CCAP—llame al **720-944-1142**.

Si tiene preguntas sobre un caso existente o una redeterminación – llame a Aspen Family Services al **303-604-1043**. Los padres pueden hablar directamente con el administrador de su caso.

Si tiene preguntas sobre las formas de factura y acuerdos fiscales – contacte a su técnico en facturación en la Oficina de Negocios de Cuidado Infantil (Business Office of Child Care).

## Business Office of Child Care Contacts / Contactos en la Oficina de Negocios de CCAP

Provider Name Starts with the Letter	Billing Technician	Phone	E-mail Address
A – C	Annette Martinez	720-944-2156	Annette.Martinez@denvergov.org
D – Ka	Marlene Archuleta	720-944-2015	Marlene.Archuleta@denvergov.org
Ke – Q	Mattie Martinez	720-944-2153	Matilda.Martinez@denvergov.org
R – Z & Mile High	Allison Newell	720-944-2543	Allison.Newell@denvergov.org
Supervisor	Hilaire Brockmeyer	720-944-1505	Hilaire.Brockmeyer@denvergov.org

