



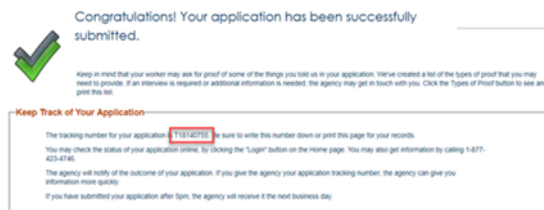
Submitting an Inquiry to CAPS For Summer Transition Program (STP) Families

Step One:

- Provide families with the “How to Apply for CAPS” document. This document shows families how to apply for CAPS on the Georgia Gateway Website.

Step Two:

- Ask the family to notify you after they have submitted the CAPS application on the Georgia Gateway website.
 - Families must provide you with the Tracking Number (Application Number) they received after applying. The number starts with a “T” and is needed to complete the next steps.
 - Here is an example of the information the family will receive if they are potentially eligible for CAPS. The tracking number is shown in the red rectangle below.



- Ask the family to consider signing a Release of Information that allows you to obtain the status of their CAPS application. If the family agrees, provide the release to the family.

Step Three:

- Using the steps outlined on the next page under the heading “Steps for Inquiry Submission,” submit an inquiry to notify CAPS that the family has applied for the program or to check on the status of an application. You must use the tracking number (for new applications) OR the case number (for renewal applications) to identify the application.
 - If the family received a message that they are not eligible for CAPS after completing the pre-screener in Gateway for a new application, it means the income or activity information entered by the parent does not meet CAPS eligibility.
- If checking on the status of an application, attach the release of information form.

Final Steps:

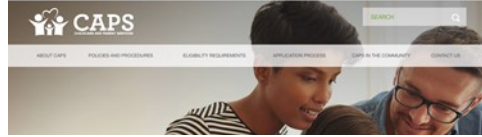
- Once the inquiry is received, CAPS staff will review the status of the application.
 - Applications for families enrolled in Summer Transition Program will be processed by designated CAPS staff.
- Families will be contacted for an interview.
 - Families must meet all CAPS requirements, including income and activity, to qualify.
- Families are notified by mail when an eligibility determination is made.
- If approved, the CAPS scholarship will be issued to the provider and will be visible in the MaxStar billing portal within 48 hours of scholarship creation.



Steps for Inquiry Submission

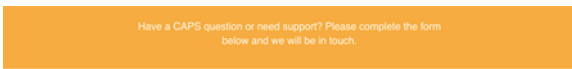
Step One: Go to the CAPS Homepage

- Go to <http://www.caps.dec.al.gov/> and select “Contact Us” in the upper right-hand corner.



Step Two: Select Your Role

- Select “Child Care Provider”



The Contact Form will gather detailed information from you to help CAPS answer your questions and support your need. Review the form to make sure all required fields, designated with an asterisk (*) are completed and then click the Submit button. Please provide as much information as possible.

* Choose one of the following that best describes your role.

Family Child Care Provider Foster Parent State Agency Community Partner

Step Three: Completing the Form

- Complete all applicable fields. Any fields with an asterisk are mandatory. In the CAPS Case number field, enter the application tracking number for new applications and the renewal number for renewal applications.

* Choose one of the following that best describes your role.

Family Child Care Provider Foster Parent State Agency Community Partner

* Provider Name * Your Name

Provider Maximum ID No. License or Exemption No.

Parent/Guardian
First Name Last Name

Step Four: Select A Reason for Contacting CAPS

- Select “Assisting a family enrolling in the Summer Transition Program (STP)”

* Choose one of the following that best describes your reason for contacting us.

- Assisting a family enrolled in my program with CAPS renewal
- Billing/payment issue (e.g. billing portal questions/concerns, billed but not received payment, unable to see service weeks in billing portal, can view certificate but unable to bill)
- Need general CAPS program information
- Children enrolled in CAPS are no longer attending my childcare program
- Issue with certificate (incorrect rate or type of care)
- Issue with certificate (expired before end of benefit period)
- Question or concern with certificate renewal
- Improper payments (under or overpayment)
- Improper payments (classified certificate, e.g. special needs, DFCS custody)
- Assisting a family transitioning off a DECAL grant
- Issue with a certificate or payment for child(ren) in foster care
- Assisting a family enrolling in the Summer Transition Program (STP)



CAPS

CHILDCARE AND PARENT SERVICES

Step Five: Provide Additional Information or Attach a Release

Include the following language for each family :

- *“CAPS Application for family transitioning from Summer Transition Program”*
- *Parent Name:*
- *Child(ren) Names:*
- *CAPS Application Number: (Provided by Family and starts with “T”- see above)*

* Explain clearly your reason for contact with specific details. The character limit for this field is 1000 characters.

CAPS Application for family transitioning from Summer Transition Program
Parent Name: xxxxxxxxxxxx xxxxxxxxxxxx
Child(ren) Name: xxxxxxxx xxxxxxxx and xxxxxxxx xxxxxxxx
CAPS Application Number: Txxxxxxxxx

Step Six: Eligibility Determination

Application and documents will be reviewed, If documents are missing,

- the family will be contacted and Meghan McNail will be notified.
Parent will be contacted for interview

If family is eligible

- A CAP Scholarship will be issued and certificates will be sent to family and provider

If family is not eligible

- The family and Meghan McNail will be notified

Important Information:

If the family receives a message that they are not eligible after completing the Pre-Screener, please ensure that the family has selected “YES” for the question “Do you have an existing Childcare case that needs to be renewed?”. If they have and still receive the error, contact CAPS.