



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

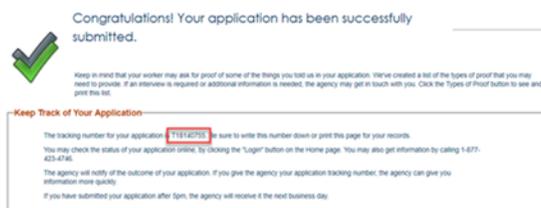
New Families to CAPS:

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) 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 through their Gateway Customer Portal when eligibility determination has been completed.
- If approved, the CAPS scholarship will be issued to the provider and will be visible in the provider billing portal within 48 hours of scholarship creation.



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

Existing Families to CAPS:

Step One:

- Provide families with the “How to Complete a Change” document. This document shows families how to submit a “Change Request” to their existing CAPS case on the Georgia Gateway Website.

Step Two:

- Ask the family to notify you after they have submitted the CAPS Change Request-Change in Childcare provider on the Georgia Gateway website.
 - Families must provide you with the Tracking Number (Change Request confirmation) they received after completing the requested change to their existing case. The tracking/confirmation number starts with a “T” and is needed to complete the next steps.
 - Here is an example of the information the family will receive once the change request has been submitted in Gateway. The tracking/confirmation number is shown in the red rectangle below.

Congratulations! Your change has been successfully submitted.

Your tracking number is T [REDACTED]

- Ask the family to consider signing a Release of Information that allows you to obtain the status of their CAPS Change Request. 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 completed the change request as an update to their existing CAPS case. You must use the tracking number AND the case number to identify the families CAPS case.

Final Steps:

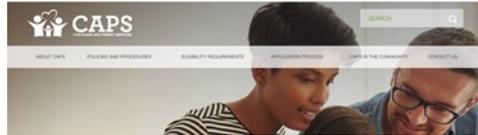
- Once the inquiry is received, CAPS staff will review the status of the STP change request.
 - Change requests for families enrolled in Summer Transition Program will be processed by designated CAPS staff.
- Families will be contacted by designated CAPS staff to verify information submitted in their change request.
- Families are notified through their Gateway Customer Portal when the change request has been completed.
- The CAPS scholarship will be issued by email to the provider and will be visible in the provider 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.state.ga.us/> 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)



Step Five: Provide Additional Information or Attach a Release

Include the following language for each family :

- *“CAPS Application for family transitioning to Summer Transition Program”*
- *Parent Name:*
- *Child(rens) 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: Txxxxxxxxxxx

Step Six:

Eligibility Determination for New Families

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 CAPS Scholarship will be issued and will be sent to family and provider

If family is not eligible

- The family and Meghan McNail will be notified

Change Requests for Existing Families

Change requests will be reviewed, contact will be made to the family.

- If CAPS is unable to contact the family to complete change request, Meghan McNeil will be notified.

Change request completed

- Families are notified through their Gateway Customer Portal when the change request has been completed.
- The CAPS scholarship will be issued by email to the provider and will be visible in the provider billing portal within 48 hours of scholarship creation.