



UNIVERSAL PRESCHOOL UPDATE

8.19.25

PURPOSE

This document offers Universal Preschool updates to local providers.

UPDATES

By now, most of you have started school and enrollments should be settling down a little bit. We still have UPK applications being submitted every day so **BE SURE TO CHECK YOUR CHILDREN IN SELECTED STATUS** regularly and reach out to offer them a tour if you have seats. If you do not have seats, please decline the children who are in selected status so that they can choose another provider.

Links on the JI UPK Page

There are several documents that have been sent out by CDEC that are linked on the JI UPK page at jointinitiatives.org/upk. They include the following:

- UPK Calendar Submission and Frequently Asked Questions
- CDEC Memo: 4 year old Preschool Services Funding and Payments
- A link to the Metrix IQ UPK Payments Office hours and slides
- CDEC Memo: CCCAP and UPK Fund Stacking Implementation
- CDEC Memo: Metrix Message to Providers on Payment
- CDEC Memo: 3 year old preschool services funding and payments
- The August CDEC Provider Slides

If you have questions about any of these documents, please feel free to reach out to the JI UPK Team.

Provider Agreements

If you have not yet received your DocuSign from the state, please reach out to Elizabeth Wallace at elizabeth.d.wallace@state.co.us. If you have received it and have not returned it, please get that done immediately as we are told that the August payment will not be issued to any provider that doesn't have a fully executed provider agreement. These DocuSign items are being sent to the Authorized Representative on your set-up form. If that has changed, please send an email to Noreen at nslt@mac.com.

August Pre-payments and Metrix Enroll

August Pre-payments were issued on August 15 for those who applied and were qualified to receive that payment. If you have not received that payment and were expecting it, please submit a ticket to coupkpayments@metrixiq.com. For those who did not apply for an August

pre-payment, you will be paid on September 15 based on your enrollment as of September 1. Please be sure that you have updated all of your information in Metrix Enroll so that you can receive that payment. That is also where you will be able to see your payment report. Payment issues must be resolved by Metrix IQ by submitting a ticket to coupkpayments@metrixiq.com.

Submitting your UPK Calendars

A CDEC memo was sent to all providers asking you to submit your UPK calendars by September 15 using the CDEC submission form. The memo is linked on the JI page at jointinitiatives.org/upk. CDEC has also issued a calendar FAQ that will be posted on the UPK page but can also be found [here](#).

If you have questions about your calendar, please reach out to Noreen at nslt@mac.com or 719-338-7223.

FAQs

Q. How do I unenroll a child if they are leaving my school?

A. Children are unenrolled in the same place that you went to enroll. See pages 31 thru 34 in the Provider Handbook (link at jointinitiatives.org/upk)

Q. What if a child is in enrolled status but they never actually started with me:

A. Contact one of the JI staff so we can withdraw the child, rather than unenrolling. This will ensure that you do not receive payment for the child, which you ultimately will have to return to the state if the child never attended. PLEASE be sure that you review your enrolled list before the end of August and let us know of any children who did not start with you.

Q. If a child starts with me but then moves to another provider before the end of August, will I still get paid for the dates that the child attended?

A. Yes, but you will need to submit a ticket to Metrix IQ for payment as part of the reconciliation process (which happens quarterly). Please wait until you receive your September payment to be sure that you were not paid, and then submit a ticket to coupkpayments@metrixiq.com.

Q. How do I know what hours a child is eligible for?

A. Download your enrollment report (see instructions on page 47 of the provider handbook). There is a supplemental hours column: Child Eligibility: Hours Per Week. The highest number of hours listed in that column are the hours the child is eligible for. If it says 30 HPW anywhere in that column, the child is eligible for 30 hours but to receive those 30 hours, the child must be enrolled in a full or extended day program. There have been some glitches with these reports. If you are unsure, please reach out to any member of the JI staff and we will look up the child's eligibility hours. If it is a new application, it can take between 4 and 6 weeks for the state to review the application and determine eligibility. Notices are NOT being sent to parents so the enrollment report is the only definitive source for supplemental hours. JI has a master enrollment spreadsheet if you are having issues.

Q. What should a family do if they would like their eligibility re-determined?

A. Ask them to submit a help desk ticket to help.upk.colorado.gov asking for an eligibility redetermination. Have them attach all relevant documents to the help desk request so that the state can move the request through quickly.

Q. What if a family didn't submit their income documentation when they originally submitted their application?

A. Have the family reach out to any JI staff member to provide them with instructions on how to upload their documents. We will then submit a ticket to the state asking them to look at the documents and determine eligibility.

Hopefully, this has been helpful to you. Let us know if you need additional assistance. Here's to a great UPK year!

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