



UNIVERSAL PRESCHOOL UPDATE

7.14.26

PURPOSE

This document offers Universal Preschool updates to local providers.

UPDATES

Hello UPK Providers!

We hope that you are having a great summer and look forward to supporting you as UPK ramps up for the fall.

As a reminder, technical assistance has been moved to the state BUT there are some things that you can do without having to submit a help desk ticket. To assist you with this, we have added **Frequently Asked Questions** to the JI UPK page at jointinitiatives.org/upk. When you have some free time, take a look at this as they may help you with your next steps if you need to accomplish a task that we usually helped you with.

If you have a question that is not on the FAQ, or you're still not sure what to do, please reach out to us for support and assistance. Providers should contact me via email at nslt@mac.com or call at 719-338-7223. Families who need navigation assistance should contact Heather at hmayheu@jointinitiatives.org or call 719-630-0927.

Heather and I both have the same level of permissions (we have read-only access to BridgeCare) so please do not send families to Heather to make a change in their application. She can't do it, and neither can I. However, we may be able to provide you with some advice as to how to get your task done as quickly and easily as possible.

Finally, the help desk has limited capacity (although I am sure the state is trying to address that as we speak) so if you do need to submit a help desk ticket, it takes up to 72 hours, so plan accordingly. IF YOU HAVE SUBMITTED A TICKET AND ARE NOT GETTING A RESPONSE WITHIN 72 HOURS, PLEASE SEND ME AN EMAIL AS WE ARE TRACKING THAT INFORMATION.

All links for the help desk, Metrix IQ and Procurement are on the JI UPK page, should you need them.

Let us know how we can help.