



UNIVERSAL PRESCHOOL UPDATE

8.20.26

PURPOSE

This document offers Universal Preschool updates to local providers.

UPDATES

Following the communication from CDEC that you received today ([available HERE](#)) about the roles of the state vs. Joint Initiatives, I wanted to provide some clarification.

First, while most of the technical support is being done by the state through the help desk, there are several things that you can do on your own without submitting a ticket. Those are listed in the FAQs that are on the JI UPK site at www.jointinitiatives.org/upk. PLEASE EITHER READ THOSE OR GO THROUGH THE PROVIDER HANDBOOK BEFORE SUBMITTING A TICKET. If you are not sure or don't understand, reach out to me at nslt@mac.com before submitting the ticket and I will help you.

If you go directly to a help desk ticket, you may wait for up to two weeks for a response. Tickets are being addressed on a first-come, first-served basis and due to budget cuts, the state and their vendors are understaffed. If you can avoid having to go to the help desk, then you should.

Heather and I can now see all applications in El Paso County except for those with IEPs. If you have a question about an application or how to get something done with it, reach out to me via email and include the child's name and your question. If a family needs help finding a provider with seats, that's Heather at hmayheu@jointinitiatives.org. We both answer our emails within 24 hours except in unusual circumstances.

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Second, even if you haven't received a contract addendum, you will still be paid. Your UPK contract is good through June of 2027. The addendum will give you formal permission to take advantage of some of the changes in the Mega Rule, which are also summarized on the JI UPK page if you are interested. The only reason to be concerned about your contract is if you are a new provider for 2026-27 and have not yet received a contract for UPK from Procurement. Otherwise, patience is the name of the game.

Third, we have had several questions about eligibility for supplemental hours. Remember that you can download your enrollment spreadsheet from your portal and, following the instructions in the Provider Handbook, see what your families are eligible for. If anywhere in that column there is 30 hours, then the family is eligible for 30 hours. Again, look at the provider handbook and if you have questions, reach out.

The state realizes that this transition has not been particularly smooth, but you do have JI/Alliance for Kids support and advice available to make it easier. And we are working on state committees to make things even better as we move into the year.

We look forward to hearing from you!