



UNIVERSAL PRESCHOOL UPDATE

8.31.26

PURPOSE

This document offers Universal Preschool updates to local providers.

UPDATES

Hello! You all should have received the email from the state that is below. I have some good news for you! **We are one of the ones that have volunteered to assist in clearing tickets so I have full access to BridgeCare to make any changes that are needed in apps, etc.**

As of today, please send me an email directly with whatever you need done. If you are requesting something that has to be assigned to someone else on the contact center team, I will advise you of that so you can submit the ticket. Otherwise, I can save you from having to submit the ticket and you can get help immediately (i.e. within 24 hours). This also pertains to families who need assistance with their application. You can send them to me but I would like an email, please, as I have to create a ticket for recordkeeping at the state.

A couple of quick reminders: **Please be sure that all of the children that you served in August are in enrolled status so you will be paid.** Remember that UPK pays in arrears so you will be paid for August on September 15 as long as your start date was in August.

Also, a reminder that if families need assistance with finding a provider, contact Heather Mayheu at hmayheu@jointinitiatives.org. I am the only one who can adjust an application but she will provide support to families if they are looking for a provider.

Also, as noted below. **You can now both increase and decrease your seats as needed.** You will not be able to decrease a seat if someone is in matched, accepted or enrolled status but if you have an open seat that you would like to not have shown as available, you can decrease your seats in that program.

That's all for now. If you just need clarification on something, you can call me but otherwise, I would prefer an email with all of the information needed to complete whatever you need completed.