



COLORADO

Department of Early Childhood

At the start of the program year, as providers prepare classrooms, complete enrollment, and support families, the Universal Preschool (UPK) team remains committed to providing timely assistance. Thank you for your patience as we continue making system and process adjustments. We wanted to provide a brief update on our progress.

Working in close partnership with Early Childhood Councils (ECCs) and our external vendor, Metrix, the UPK support team has made significant headway in resolving outstanding requests and providing support to families and providers. Since introducing our surge plan on August 17, 2026, the UPK support system's ticket volume has dropped by 66%, reducing the backlog from 912 tickets to approximately 350 by the end of this week. We're actively tracking incoming requests to refine system processes and improve support. Thank you to Angie Shehorn, Diana Herrera, and Noreen Landis-Tyson from the ECCs, as well as the team at Metrix, for their invaluable support with ticket resolution, strategic planning, and clear communication.

UPK Ticket Submission Process

The UPK Contact Center ticket submission process applies to all requestors (providers, families, etc.).

- Upon submission via email or webform, you will receive a unique ticket number.
- All future updates from UPK will reference this ticket number; use it to search your inbox for action items.
- The support workflow includes an initial response, a follow-up after 3–4 days if there is no reply, and automatic closure after 7 days.
- To reopen a closed ticket, reply to the email thread with your original ticket number.

Tuition and Fee Transparency: Action Required

We are receiving an increase in family inquiries regarding tuition and out-of-pocket costs for additional hours.

- **Requirement:** Per the provider agreement, your UPK Provider profile must explicitly detail your fee structure and/or provide a direct link to your published rates.
- **Next Step:** Please review your profile today to ensure this information is accurate and easily accessible to families.