

Imagine a world...

Meet the Martins



The Martins have one son in preschool and just gave birth to their second child, Ana. For various reasons, the family has made the decision that **both parents will need to work full-time**. They are beginning their research to figure out what care and education options exist for them.

They've already heard that ECE is going to be expensive. They're **hoping to find some solutions to help them budget and pay** accordingly.

Meet Miss Mary at Kiddos Academy



Mary was inspired about a year ago to open her own school focused on both early childhood and prek care and education. She has a particular type of school she wants to open and **she's hoping she can get up and running by the coming school year**.

Mary's inspirations are tempered by some challenges she knows lay ahead of her like financing and regulatory compliance. But, **she's committed to her dream**.

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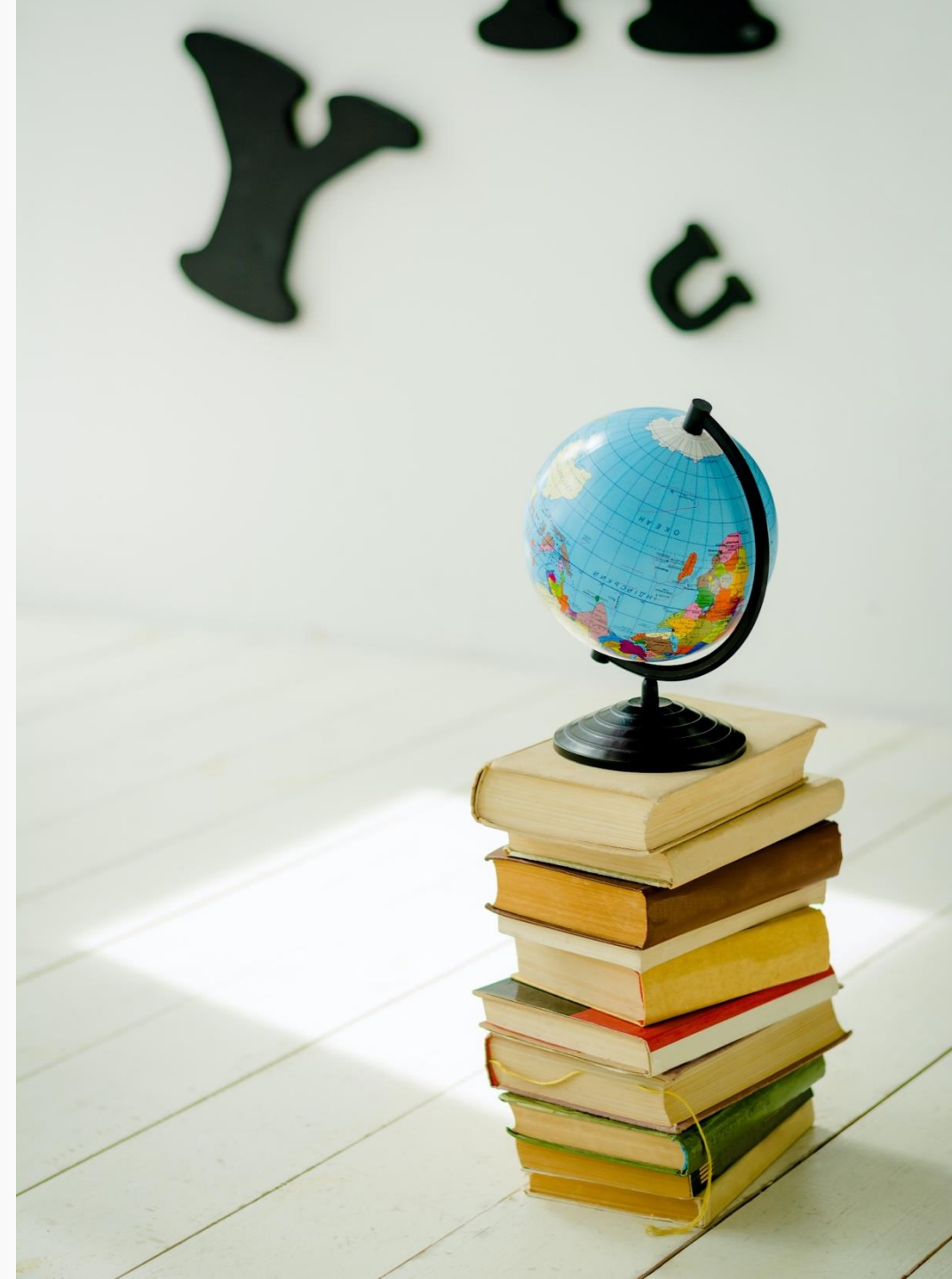
In this world ...

The Martins feel in control of their children's education. From applying for admission to obtaining financial aid to collaborating with Miss Mary, **they receives proactive, real-time information and dignified support** that gives them confidence and peace of mind.

Miss Mary has been able to create a **safe and nurturing environment that is financially sustainable** and staffed with **quality teachers**. She can **focus on driving outcomes** for her families instead of keeping the doors open or processing bureaucratic red tape.

The State can **ensure quality, equitable early childhood education and care** is being delivered across Colorado and **that public funds are being used appropriately**.

Across Colorado, families and providers are empowered to **form lasting relationships** like the Martins and Miss Mary. In collaboration with **one-on-one support from the new Department** of Early Childhood, **Coloradoans are assured of the best outcomes** for early childhood.



Miss Mary is able to follow a clear and aligned regulatory process for starting up a new program in Colorado

Licensing

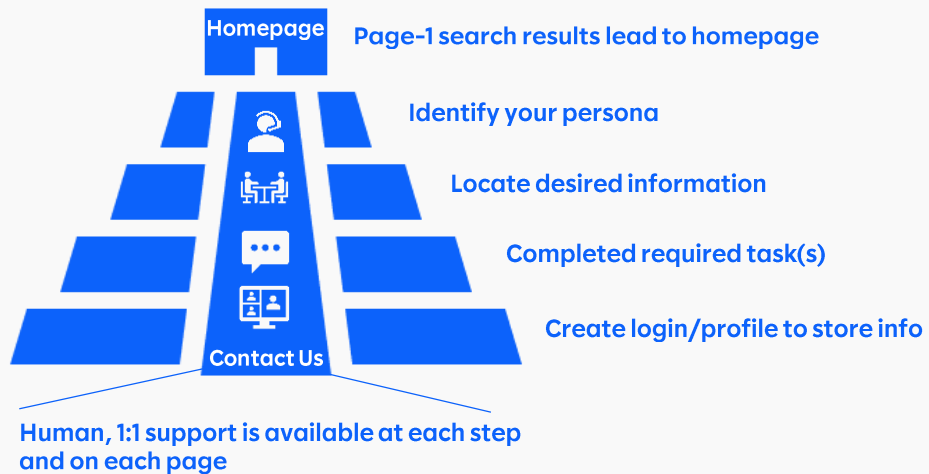
- ☐ Select location / site
- ☐ Pull building permits
- ☐ Submit application
- ☐ Pay application fee
- ☐ Background check
- ☐ Enter Colorado Shines rating system
- ☐ License issued

Teacher Credentialing

- ☐ Recruit
- ☐ Consolidated teacher/Staff background check
- ☐ Hire
- ☐ Register in PDIS
- ☐ Complete e-Learning courses or attend live training events
- ☐ Apply for credentials
- ☐ Take competencies self-assessment
- ☐ Create individual professional development plan

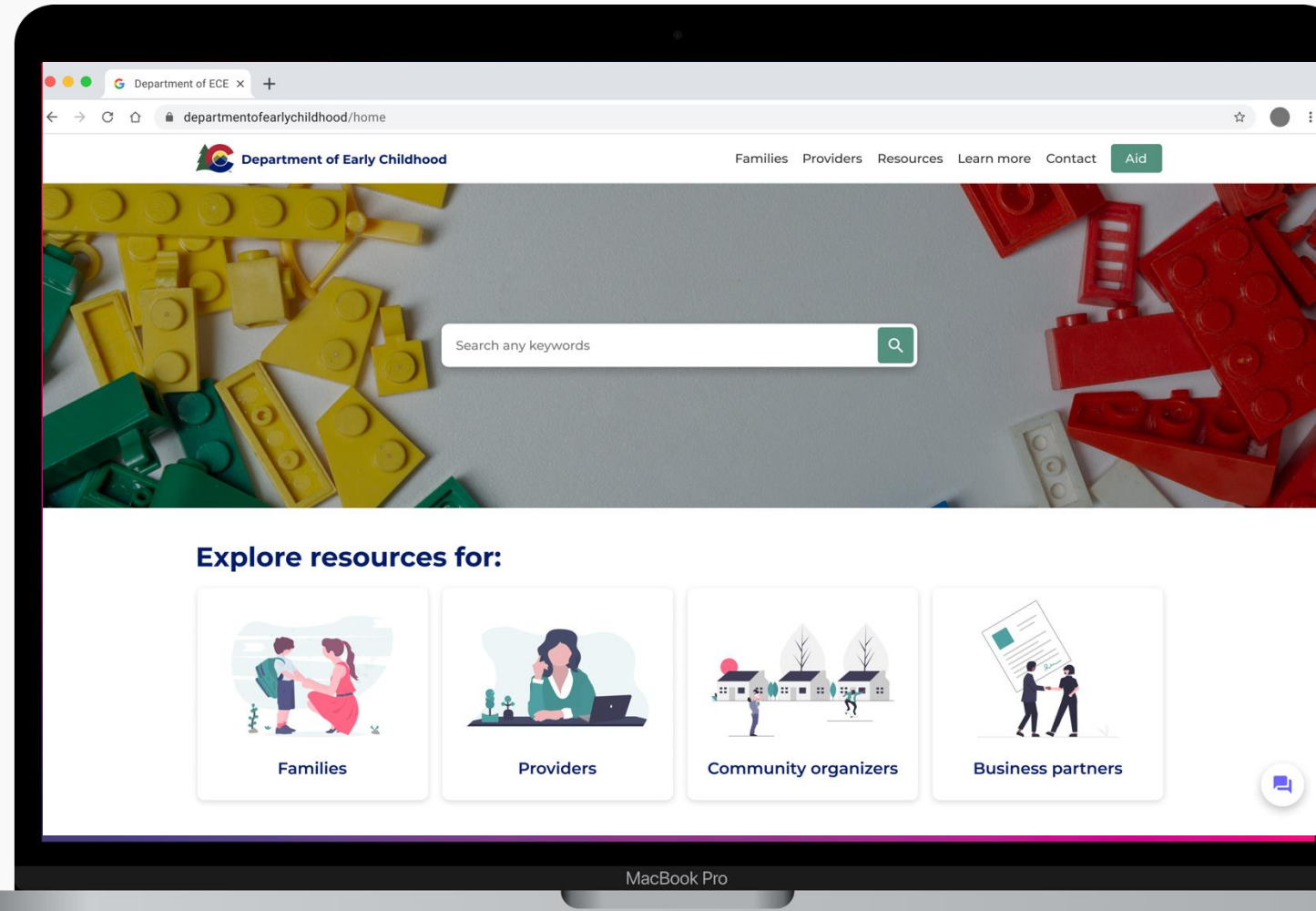


Miss Mary and the Martins can visit [an easily accessible one-stop-shop portal](#)



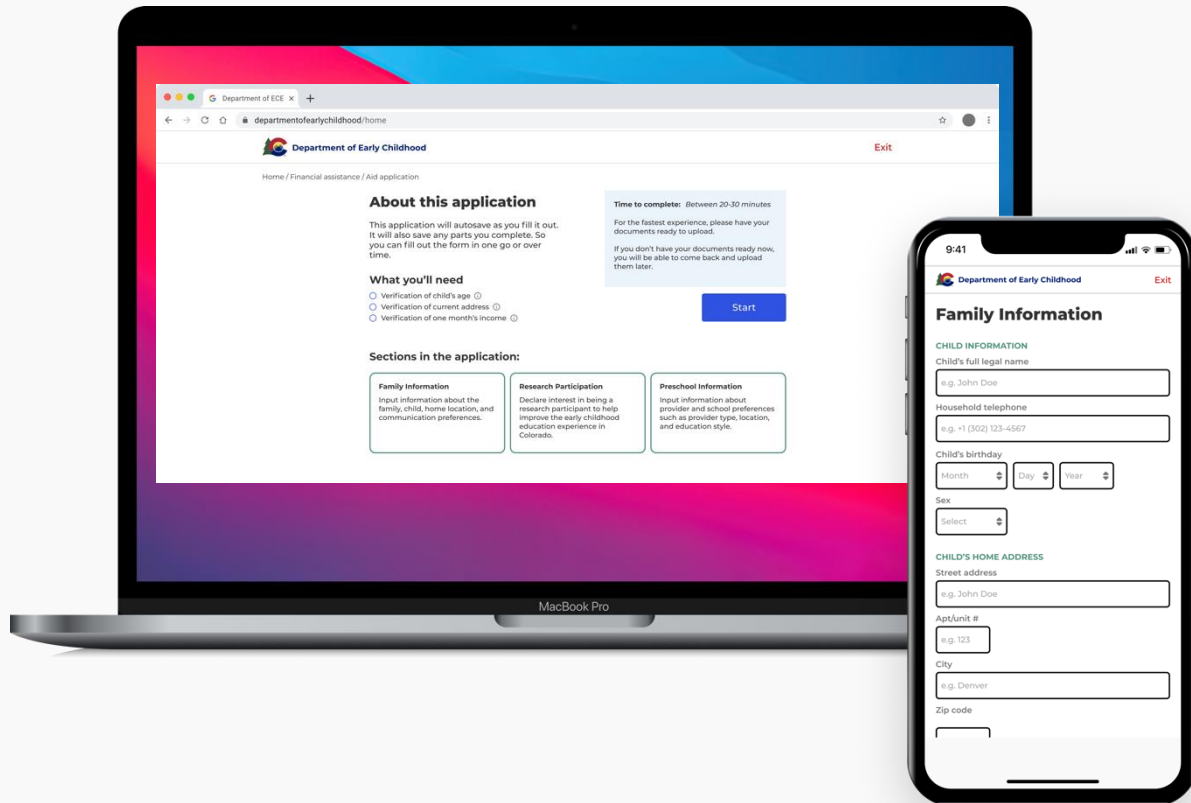
Features:

- ✓ Mobile-first design for information about standing up a center
- ✓ Simple, culturally relevant language
- ✓ Up-to-date provider search info (waitlist times, spots available, etc.)
- ✓ Clarity about resources, processes, and documents pertinent to undocumented families and staff
- ✓ Natural language search / knowledge base
- ✓ Built-in translation / NOT Google Translate
- ✓ Persistent customer feedback survey



The Martin's enjoy a dignified and logical financial aid application experience

Single page website that can also be printed and placed in commonly visited locations like clinics, grocery stores, libraries, etc.



Department of ECE

departmentofearlychildhood/home

Department of Early Childhood

Parents Providers Resources Learn more Contact Aid


Home / Financial assistance / Process

Understanding the family financial aid process

01 Gather documents

This application asks questions about you, please have the following documents handy:

- ☐ Driver's license
- ☐ Proof of income
- ☐ Proof of address
- ☐ Checking account balance



02 Fill out the application

Online

Fill out the online application and submit it directly through the site.

[Go to application](#)

Mail or hand in

Download an application at [codepece.assistance](#) or request one by calling: 1-800-725-3434

Provider submission

Ask if your school or care provider can fill out and submit the application for you.

03 Receiving aid

Process Timeline

An email confirmation will be sent letting you know that we received your application was received. Within a week, a case worker will reach out to you to go over your application and any questions you might have about the application experience.

First-time applicants

Aid and any additional assistance that you might qualify for will be presented after completing the application. Need to switch a different care provider? Don't worry about filling out another application. Aid will follow your child from care provider to care provider.

Renewal applicants

An email will be sent reminding you to review the information submitted from the initial application. When it's time to renew, we've updated our renewal process so you only have to update what's changed and you're on your way.

Additional Information

Missing documents?

Don't worry! You can still start the application, save it, and come back later to finish it.

Call us

You can call our help line and one of our support agents will answer any questions you may have.

1-800-234-6567

Chat with us

You can click the link below to start a chat with a support agent to help you along the way.

[Start a chat](#)

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The Martins receive proactive process updates that empower and maintain transparency

Immediately after clicking the submit button on their application, the Martins received a **confirmation email and text message** with a tracking ID#.

They were **confident** that their application was submitted and being reviewed according to **the process visualized on the CDEC website**.

They were also given a **clear timeline** on when to expect to hear back if they were approved or denied for funding.



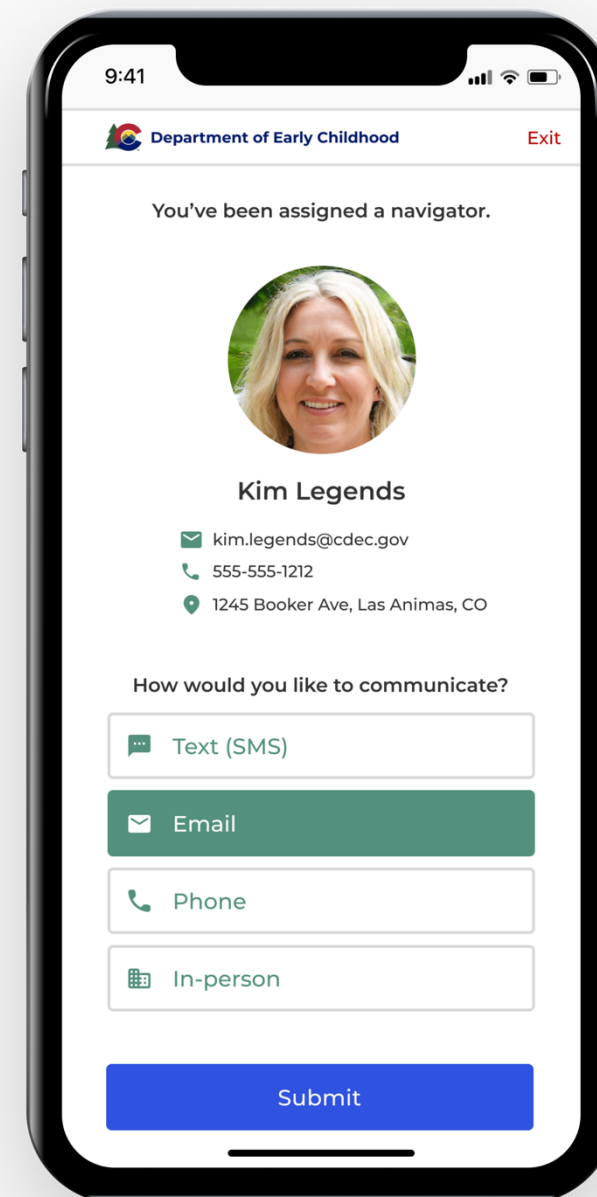
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Compassionate and sensitive support is provided to the Martins along their journeys

After submitting their financial aid application online, the Martins are contacted by their assigned navigator to fill out some additional details in the application. They are comforted by knowing their navigator, Kim, will be with them all along their journey.

Within 24 hours, Kim sends the Martins a good faith letter which they can take to Miss Mary in order to complete the kids' admissions applications and get on the waitlist. Miss Mary is confident in granting admission – especially knowing that by doing so she will receive a bonus via a CSQI grant.

After a week, Kim sends the final determination information to Miss Mary who then holds a meeting with the Martins to discuss their options based on their total aid package, including information about additional sources of funding such as a local grants.



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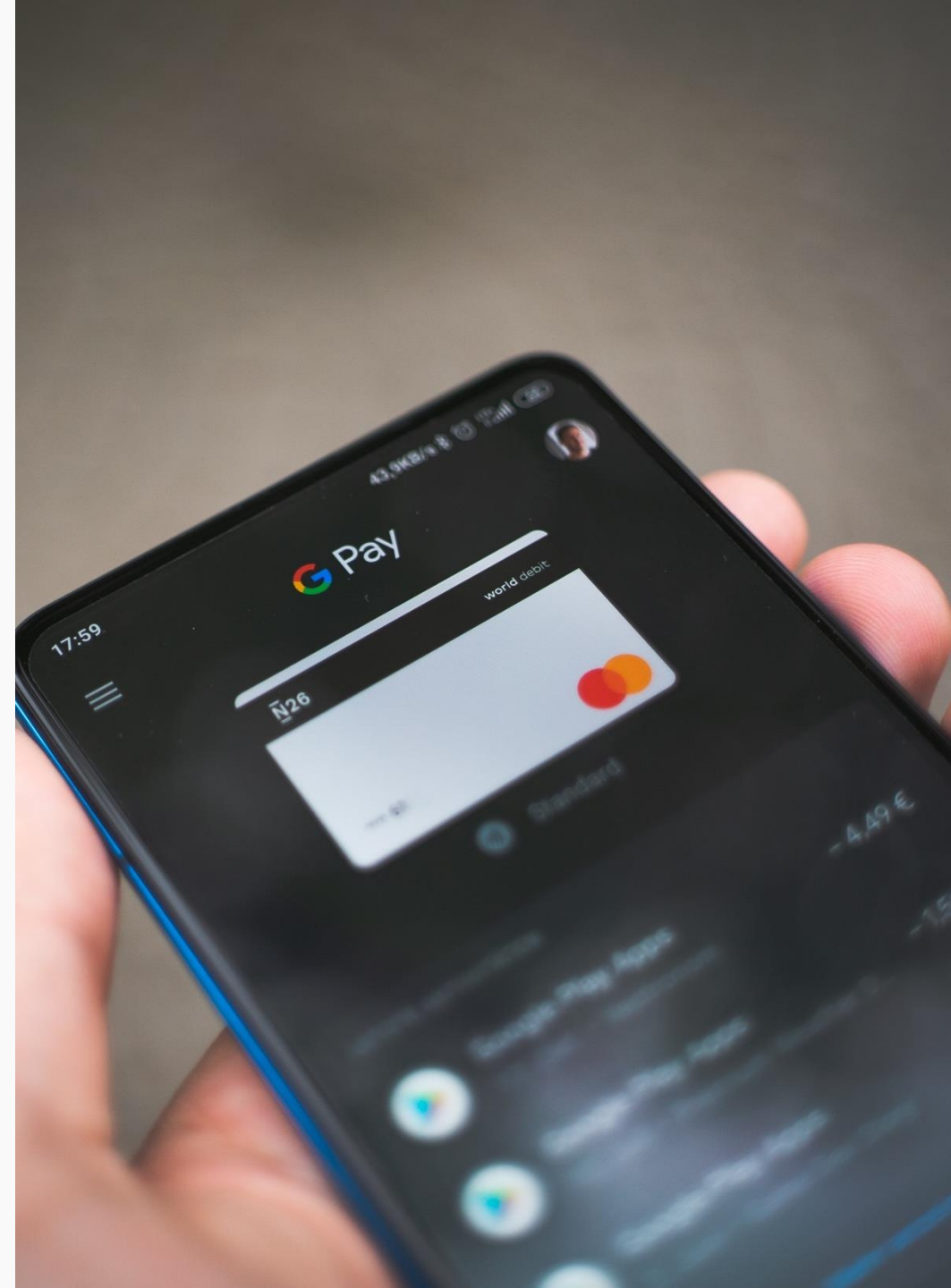
After enrollment, the Martins and Miss Mary both enjoy a collaborative payment system

Because payment follows enrollment, Miss Mary...

- Has the ability to create an agreement with the Martins to define how attendance impacts enrollment
- Can budget effectively because she receives her funding payments from the State at the beginning of the month
- Can open a spot in her classroom for a new student should the Martins' need to disenroll at some point

Because funding follows the child...

- They are empowered to make care and education choices that are best for their family

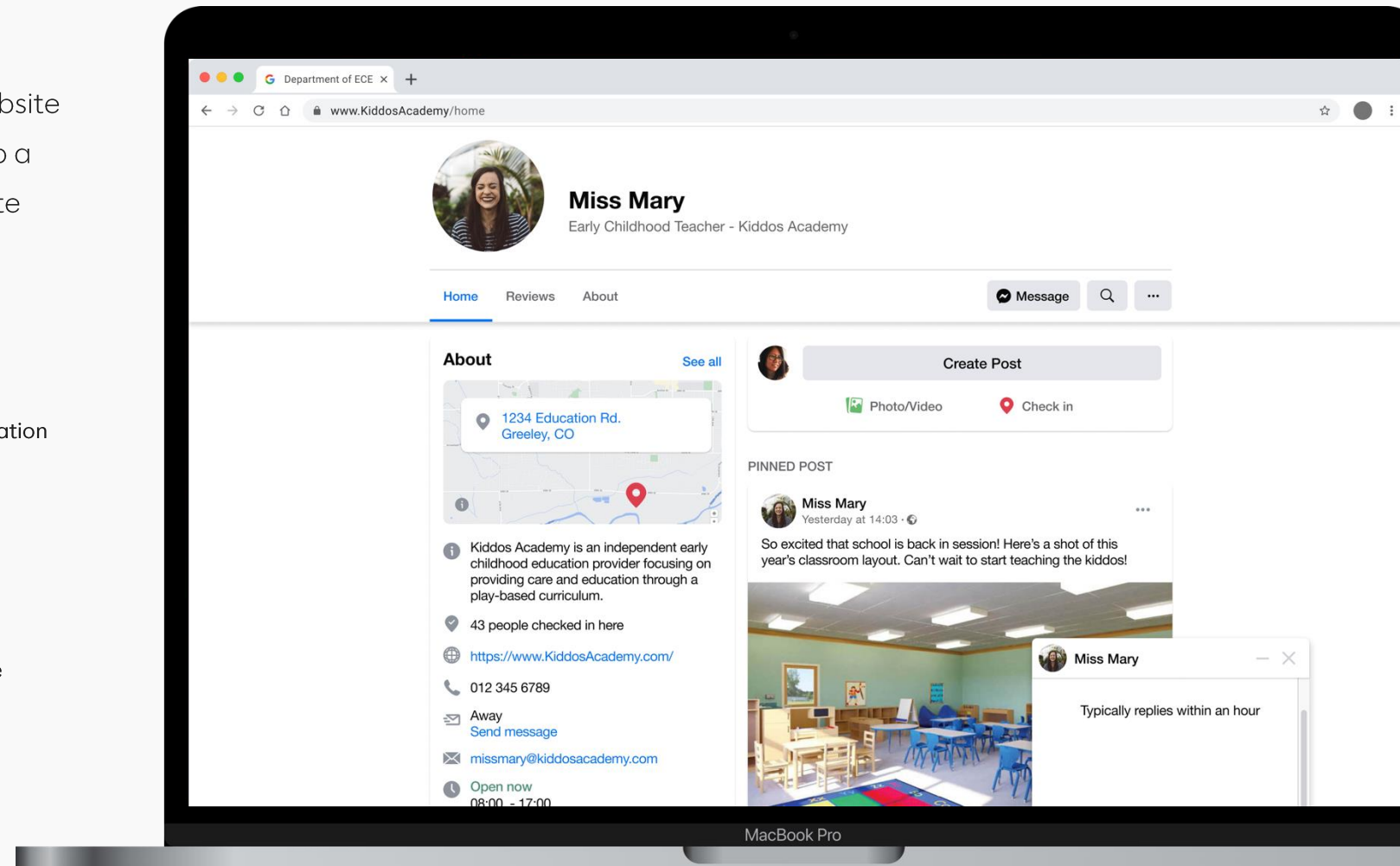


Virtual collaboration between the Martins and Miss Mary drives desired outcomes

The Martins and Miss Mary have a mobile-friendly website they can access to direct message each other, post to a classroom wall to collaborate with other, and promote events and other reminders like picture day.

Features:

- ✓ ClassDojo-type responsive web app for family/provider collaboration
- ✓ Integrated ATS check-in features
- ✓ Virtual wall for group conversations
- ✓ Direct messages with teachers
- ✓ Calendar reminders
- ✓ Preference center to set communication channel, topic, and type
- ✓ Simple, culturally agnostic, multi-language enabled



Because funding determination follows the Martins, they have options available should the need arise

Due to unforeseen circumstances, the Martins must look for a new program closer to Mr. Martin's new job. Luckily, their navigator, Kim, and Miss Mary can help them transfer their financial aid to the new program.

1

**Family communicates
2-weeks notice of new
provider to State**

2

**State confirms
enrollment with
new provider**

3

**State redirects
payment to
new provider**



Proactive notifications keep everyone on schedule when it comes time for redetermination

After a year, the Martins received a text to update any changes to their personal/financial information for redetermination. Luckily, they aligned their eligibility timeline to tax season, so they had all the necessary documents ready to go to start the process.



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