

## Child Care Up date 3/14/2007

### **CYS Delegate Agency Transfer to another CYS Delegate Agency**

Currently, COPA does not allow access to a family file if child/ren are still enrolled at another agency. **Agencies who are enrolling children and find that the family is already in COPA, must first obtain approval from the Children Services and Finance Divisions in order to gain access to the family file.**

**CYS must first determine if the family will be a shared case or transfer case before releasing access to the file. Agencies must first submit the required IDHS forms relating to Shared/Transfer cases to CYS Finance for review.**

Questions regarding Shared/Transfer cases or submission of required forms, email your questions to Sandra Alaniz at [CY00860@cityofchicago.org](mailto:CY00860@cityofchicago.org). or call 312-743-2080.

Agencies may not be required to submit a new Child Care application 3455, if the family has current CYS eligibility. Agencies can verify CYS family eligibility and enrollment status by calling Martha Rashedi, Finance at 312-743-1633. Should you have any questions regarding access to COPA family files, please contact Craig Zemke at 312-743-1446.

### **CYS Delegate agency with multiple sites:**

Agencies must always record enrollment changes on COPA first prior to transferring children to a new site/program into CCMIS via a "Change of Information Form". Children transferring from one site/program to another, must submit a Change of Information Form to CYS via IMEDGE and must send a hard copy of the case file to the new site if an IMEDGE file does not exist.

Children transitioning between a Early Head Start Collaboration program into a Head Start Collaboration program within the same delegate agency, need not submit a new Child Care application 3455 if the child/family has more than 60 days of eligibility remaining. Children can be enrolled via a Change of Information Form indicating the change from one program activity to another. Should you have any questions please call Martha Rashedi at 312-743-1633.

### **IMEDGE/COPA Reminders**

Agencies are required to create IMEDGE case files and meet applicable deadline dates pertaining to eligibility. Should agencies experience problems with the IMEDGE system, **CYS has a scanning station available for delegate agency use in the Finance Division, located on the fourth floor.** Agencies with multi-sites should develop alternative plans if one of their sites has problems. Agencies should designate an alternative site for immediate assistance and/or cross training.

To report problems with IMEDGE, scanners or scanning process, email problems to Chandra Cannon [cysimedge@cityofchicago.org](mailto:cysimedge@cityofchicago.org) or call 312-743-2085.

To report problems with Activity numbers and Program models in COPA, email La Tasha White-Grey at [cy00515@cityofchicago.org](mailto:cy00515@cityofchicago.org) or call 312-743-2084. To report problems with COPA System call the Help Desk at 866-647-2489 or email [cysmis@cityofchicago.org](mailto:cysmis@cityofchicago.org).

#### **Requests for Additional Information**

Questions regarding "Requests for Additional Information" email your questions to Annette Rallins at [CY00326@cityofchicago.org](mailto:CY00326@cityofchicago.org) or call 312-743-1443.

#### **Shared/Transfer Cases**

Questions regarding Shared/Transfer cases or submission of required forms, email your questions to Sandra Alaniz at [CY00860@cityofchicago.org](mailto:CY00860@cityofchicago.org). or call 312-743-2080

#### **Outstanding Child Care Billings**

Questions regarding Child Care billings/Supplementals that have been submitted for reimbursement that are 45 days outstanding, email your questions to PhuongY Nguyen at [CY00974@cityofchicago.org](mailto:CY00974@cityofchicago.org) or call 312-743-1053.

#### **Child Care Technical Assistance**

Questions regarding the eligibility or requests for on site technical assistance email questions/requests to Nakia Brandt to [CY00046@cityofchicago.org](mailto:CY00046@cityofchicago.org) or call 312-743-4836.

#### **Special Handling for Child Care Billings**

Requests to expedite the processing of Child Care billings/Head Start Vouchers can be emailed to PhuongY Nguyen to [CY00974@cityofchicago.org](mailto:CY00974@cityofchicago.org) or call 312-743-1053.