

Customer and Provider Portal

CAPP Q&A

CAPP Primary Business Objective:

“...to implement a public facing web portal which provides customers and providers a user friendly tool to access benefits and other services and initiate a holistic provider management process.”

What is CAPP?

CAPP (Customer and Provider Portal project) is an agency modernization project with two major components:

1. The customer component of this project involves offering SRS benefits customers a new cash, food and child care assistance online application experience with user-friendly functions like “help”, password reset, and the ability to track their application submission status online.
2. The provider component of this project involves streamlining the process for child care providers to apply for licensing with KDHE and enrollment with the Department of Social and Rehabilitation Services (SRS) through a single online application. Additionally, the portal will provide a means for managing qualifications, education, and compliance information for child care professionals and facilities in a way that will allow parents and others to access and utilize the information.

Due to the joint interest and the crossover with child care providers, SRS and KDHE have partnered on this project. Approximately 56% of KDHE licensed child care providers are enrolled with SRS to provide care for children of families receiving child care assistance.

What are the benefits to be gained from CAPP?

- Turns the paper-based application into an online application; supports customer centeredness and workforce efficiencies
- Supports employee success with handling large case loads by utilizing technologies; approximately 11,000 paper-based applications are data entered and processed annually
- Moves the agency toward the goal of using a self service and assisted self service model for customers
- Integrates a customer-centered approach to our service delivery model

How will CAPP improve the provider experience?

- Provides a means to apply for and renew a child care license online, efficiently, and in a user-friendly environment
- Reduces the amount of time for processing an application and receiving a license; application submits directly to KDHE
- Gives providers access to status information on demand in an easily accessible format

How will CAPP increase the quality of child care services in Kansas?

- Provides a single point of information collection and sharing between stakeholders: parents, KDHE, SRS and partners
- Creates the ability for providers to exchange information with KDHE and SRS
- Creates an environment that encourages professional growth and development
- Provides families with tools to make more informed child care decisions

Coming in 2011

Please send questions or comments to cclr@kdheks.gov.

