

- Q. What if a child attends two different camps throughout the summer?**
A. Family will need to submit 2 applications.
- Q. Where do you document for parents who pay a deposit for camp?**
A. We do not refund deposits so we do not document them on the application.
- Q. I am an agency that is not funded by CBH and don't have a CBH Provider Number. How do I register?**
A. You must register using your CBH Provider Number. Contact DBHIDS for assistance at www.SummerCamp_DBHIDS@Phila.gov.
- Q. If I put my email as the agency email will that hold up my agency registration confirmation?**
A. No, it will not.
- Q. Is my user name my full name on the application?**
A. No, your email is your username/login name.
- Q. Can I copy and give out a blank application to a parent?**
A. No. Copied applications will not be accepted. An electronic application must be printed with child's info, agency info and reference number.
- Q. If the parent fills out and signs the application; can we scan it in and send the hand written copy or does the agency need to type everything in?**
A. The agency needs to type in the information on the electronic form. The application cannot be submitted without the electronic camp application form.
- Q. If we can scan everything can we just email it or does it need to be faxed?**
A. No it cannot be emailed, email is not supported since it is an unsecured transmittal. Once scanned it can be uploaded directly to the application.
- Q. Parent wants to send their child to a camp that is not on the list. Can I add it?**
A. No. The camps on the list are participating camps which have been approved by DBHIDS.
- Q. What if the parent doesn't know the camp information prior to giving them the application, is that ok?**
A. If the parent doesn't know the camp info, that is fine. Make sure the reference number, child's info and referral source is on the app before you print it for the parent. The camp information is completed when the parent takes the application to the camp. When the parent brings the application back to the agency the information is added to the electronic application.
- Q. Why isn't the Axis printing?**
A. The Axis will not print on the application. It is only visible on the electronic form. Axis should not be filled in when taken to camp. The Axis may be handwritten when the application is returned with signatures.