



## Program Participation and Technical Assistance Protocol Registered Family Child Care Providers

Protocol Information	
<b>Purpose:</b>	The purpose of this protocol is to provide a timeline for Grow NJ Kids (GNJK) participating programs working towards their first rating and to clearly define the responsibilities of the program, the QIS and the TAS. Grow NJ Kids has a multi-layered technical assistance approach to efficiently support progressive movement through the framework of Grow NJ Kids. This protocol outlines clear parameters regarding the amount of time a Grow NJ Kids Family Childcare Provider will receive technical assistance and support throughout their participation in Grow NJ Kids.
<b>Protocol Timeframe:</b>	24 months - Participating providers are expected to achieve their first rating within 24 months of enrollment in Grow NJ Kids.
<b>NJCCIS FCC Process:</b>	Providers must keep their NJCCIS accounts up to date. Any staff must register and have an individual account in NJCCIS. Providers must associate their staff to their program. Please visit <a href="http://www.njccis.com">www.njccis.com</a> for additional information and refer to the Help Desk for information on associating staff to your program.
<b>Rated Programs</b>	Once rated, GNJK programs will continue to receive support from their TA Specialist during their 3-year continuous quality improvement efforts. Please refer to the "CQI Protocol for Registered Family Child Care" for additional information related to post-rating guidance and support.
<b>Disengagement</b>	Providers that do not adhere to this protocol or the GNJK participation agreement may be disengaged. Disengagement will result in the forfeiture of a current star rating (if rated) and any benefits or incentives related to Grow NJ Kids, including technical assistance. Providers that disengage may re-enroll after 90 days.
<b>Definitions:</b>	<p><b>Program/Provider</b> refers to registered family child care business (home of appropriate age groups being served). These terms are interchangeable.</p> <p><b>FCC:</b> Family Child Care</p> <p><b>QIS:</b> Quality Improvement Specialist - is responsible for recruitment, support, and consultation to Family Child Care Providers during phase 1 of this protocol.</p> <p><b>TAS:</b> Technical Assistance Specialist - is responsible for providing support and consultation to Family Child Care Providers during phase 2 of this protocol.</p> <p><b>CCR&amp;R:</b> Child Care Resource and Referral Agency</p> <p><b>TAC:</b> Technical Assistance Center</p>

## Program Participation and Technical Assistance Protocol Phase 1: Working with your Quality Improvement Specialist

### Step 1: Getting Started

<b>Timeframe:</b>	<b>Months 1-7</b>
<b>Activity:</b>	<b>Enrollment, GNJK Orientation, QIS Assignment and Initial Site Visit(s), FCCERS Overview, Observation and Feedback, Transition to TA Center</b>
<b>Protocol:</b>	<p><b>Provider Responsibility</b></p> <ol style="list-style-type: none"> <li>1. Apply to enroll in Grow NJ Kids (GNJK) through New Jersey’s Child Care Information System (<a href="http://www.NJCCIS.com">www.NJCCIS.com</a>). Provider is notified of acceptance via welcome email through NJCCIS.</li> <li>2. Complete the GNJK Orientation within the first 30 days. Providers that fail to complete the Grow NJ Kids Orientation within 90 days will be disengaged.</li> <li>3. Upon completion of Orientation, a Quality Improvement Specialist (QIS) will be assigned to you and will work with you to schedule an initial site visit.</li> <li>4. Review and sign the GNJK FCC Participation Agreement.</li> <li>5. Register for and complete the overview training for the of Birth to Three Early Learning Standards and/or Preschool Teaching and Learning Standards.</li> <li>6. Register for and complete the online ERS Overview for FCCERS-3.</li> <li>7. Continue meeting with your QIS, and:             <ol style="list-style-type: none"> <li>a. identify areas for improvement related to the FCCERS-3 observation and Pre-Assessment of Personal Care Routines.</li> <li>b. create an action plan to address those areas.</li> <li>c. implement the action plan.</li> </ol> </li> <li>8. Read and review the Grow NJ Kids Self-Assessment/Standards document for Family Child Care.</li> </ol> <p><b>QIS Responsibility</b></p> <ol style="list-style-type: none"> <li>1. QIS will be assigned to program upon notification of provider’s completion of GNJK Orientation.</li> <li>2. Contact the provider within 2 weeks of assignment and schedule an initial meeting/visit within 30 days.</li> <li>3. Review this protocol with the provider and staff and answer questions related to the GNJK Orientation and processes.</li> <li>4. Share, review and collect the signed GNJK FCC Participation Agreement.</li> <li>5. Provide an overview of NJCCIS, how to navigate the Grow NJ Kids dashboard, find training within the Workforce Registry, and other relevant areas of the system. Provide information related to GNJK Training, how to access training and current courses that are available.</li> <li>6. Complete the Pre-Assessment of Personal Care Routines (PCR) and review identified needs.</li> <li>7. Provide program with a copy of the FCCERS-3 tool. Provide an overview of the tool.</li> <li>8. Complete a 3-hour observation of the FCC program using the FCCERS-3 tool and provide feedback from FCCERS observation. Support the provider in the development of a FCCERS Action Plan.</li> <li>9. Provide a basic explanation of Self-Assessment/Standards for Family Childcare (provide PDF copy) and answer any preliminary questions.</li> <li>10. Be available for support and consultation as needed.</li> <li>11. Gather data and information collected for transition to Technical Assistance Center (TAC) and establish communication with the TAC before transitioning within NJCCIS by month 7. Collaborate with TA Center for a smooth transition of the FCC provider to TAC.</li> </ol>

## Program Participation and Technical Assistance Protocol

### Phase 2: Working with your Technical Assistance Specialist

#### Step 2: Self-Assessment and Planning for Improvement

Timeframe:	<b>Months 7-9</b>
Activity:	<b>TAS Site Visits, Self-Assessment and Quality Improvement Planning</b>
Protocol:	<p><b>Provider Responsibility</b></p> <ol style="list-style-type: none"> <li>1. Expect phone or email contact by the Technical Assistance Center/Technical Assistance Specialist (TAS) within 2 weeks of the transition by the QIS.</li> <li>2. Meet with the Technical Assistance Specialist (TAS) within 30 days of the transition</li> <li>3. Share your FCCERS-3 observation results and action plan with the TAS</li> <li>4. Complete the Grow NJ Kids Self-Assessment in NJCCIS.</li> <li>5. Develop a Quality Improvement Plan (QIP) in NJCCIS.             <ol style="list-style-type: none"> <li>a. Identify focus areas</li> <li>b. Create SMART goals with TAS support</li> </ol> </li> <li>6. Once the QIP is developed, work with your TAS to submit a classroom enhancement incentive request via NJCCIS, if eligible.</li> <li>7. Identify educational and training needs and develop a Professional Development (PD) for self and/or staff.</li> <li>8. Begin implementing action items from all areas of your QIP (both from FCCERS and GNJK self-assessment), including the use of standards-based lesson plans and/or the chosen curriculum (if applicable).</li> </ol> <p><b>TAS Responsibility</b></p> <ol style="list-style-type: none"> <li>1. Contact provider within 2 weeks of the transition by phone call or email.</li> <li>2. Complete an initial site visit/meeting within 30 days of assignment.</li> <li>3. Issue the \$100 FCC Transition gift-card incentive at first on-site visit.</li> <li>4. Gather information and begin relationship building.</li> <li>5. Review and provide guidance on the Grow NJ Kids Self-Assessment and documentation, curriculum, and training requirements.</li> <li>6. Review Self-Assessment on NJCCIS and provide feedback as needed.</li> <li>7. Provide support on development of the QIP.             <ol style="list-style-type: none"> <li>a. Supports Provider in creating SMART goals for focus areas</li> <li>b. Review data from their Environment Rating Scale (ERS) observations</li> <li>c. Review any additional plans (PD, Strengthening Families, etc.)</li> </ol> </li> <li>8. Identify provider’s training and educational needs, materials, and scholarships available and support the development of their Professional Development Plan(s)</li> <li>9. Submit classroom enhancement and/or curriculum materials request to incentive coordinator, if applicable.</li> <li>10. TAS will provide support through phone, in-person, email, or virtual meeting as needed.</li> <li>11. Share information and encourage participation in upcoming webinars, PLCs, and networking meetings, and training.</li> </ol>

### Step 3: Quality Improvement

<b>Timeframe:</b>	<b>Months 10-21</b>
<b>Activity:</b>	<b>QIP Implementation and Rating Readiness preparation</b>
<b>Protocol:</b>	<p><b>Provider Responsibility</b></p> <ol style="list-style-type: none"> <li>1. Follow your QIP plan of action and work to address all areas identified for improvement in the QIP. Adjust as needed.</li> <li>2. Ensure staff have completed or are working to complete the required training for the desired star rating that your program wishes to achieve.</li> <li>3. Begin compiling documentation and evidence for the GNJK standards you have met, including training records.             <ol style="list-style-type: none"> <li>a. Ensure documentation is accurate, up-to-date, and reflects evidence of the standard being met.</li> <li>b. Upload documentation to the file cabinet on NJCCIS.</li> </ol> </li> <li><b>4. Determine submission date for rating. This should occur on or before months 22-23.</b></li> <li>5. Participate in check-in meetings with your TAS. Nature of the check-ins (phone calls, emails, visits) will be determined by the needs of the Provider.</li> <li>6. Request guidance and support from your TA Specialist as needed.</li> </ol> <p><b>TAS Responsibility</b></p> <ol style="list-style-type: none"> <li>7. Provide coaching, mentoring, and on-site support.</li> <li>8. Provide guidance and coaching tailored to the needs of the program and the goals identified in the QIP, including on-site support related to the FCCERS.</li> <li>9. Continue working with provider to support the goals identified in the QIP, including the use of standards-based lesson plans and/or the chosen curriculum (if applicable).</li> <li>10. Review all Level 2 standard documentation and confirm all standards have been met.</li> <li>11. Review a sampling of uploaded documentation and provide feedback as necessary.</li> <li>12. Review and provide feedback on training completion and provide advisement on PD plans as needed.</li> <li>13. Conduct follow-up FCCERS-3 observation and provide feedback prior to filing for rating</li> <li>14. Provide support through phone, in-person, email, or virtual meeting as needed</li> <li>15. Share information and encourage participation in upcoming webinars, PLCs, and networking meetings, and training.</li> </ol>

### Step 4: File for Rating

<b>Timeframe:</b>	<b>Months 22-23</b>
<b>Activity:</b>	<b>Rating Readiness and File for Rating</b>
<b>Protocol:</b>	<p><b>Provider Responsibility:</b></p> <ol style="list-style-type: none"> <li>1. Ensure you and all staff members meet the Grow NJ Kids training and professional development requirements for the desired star rating and that this is reflected on NJCCIS.</li> <li>2. Within NJCCIS, ensure all personnel information is up-to-date including current position, employment history, and training records.</li> <li>3. Review all documentation in collaboration with TAS and is uploaded to the NJCCIS File Cabinet.</li> <li>4. Complete the QIP in NJCCIS.</li> <li>5. Submit a new File for Rating Request on NJCCIS.</li> <li>6. Complete and submit program/provider rating readiness checklist (indicating the 2-month rating window) and submit to GNJK Rating via</li> </ol>

email.

7. Request guidance and support from your TA Specialist as needed.

**TAS Responsibility:**

1. Ensure Provider is in good standing with the NJ Office of Childcare Licensing.
2. Review most recent ERS scores, provide in-class coaching support, as necessary and permissible.
3. Review all submitted documentation and training records prior to the program filing for rating to verify they meet the minimum training hours/points requirements for the desired star-rating for which they are applying.
4. Support and provide advisement on the file for rating process through NJCCIS. Review file for rating request in NJCCIS.
5. Review program’s rating readiness checklist prior to submission via email to GNJK Rating.
6. TAS and TA Supervisor must agree to sign off on the File for Rating form in NJCCIS.
7. TAS will provide support through phone, in-person, email, or virtual meeting as needed.
8. Share information and encourage participation in upcoming webinars, PLCs, and networking meetings, and training.

### Step 5: Rating

<b>Timeframe:</b>	<b>Month 24</b>
<b>Activity:</b>	<b>Transition to Rating Process, Rating, and CQI Plan</b>
<b>Protocol:</b>	<p><b>Provider Responsibility:</b></p> <ol style="list-style-type: none"> <li>1. Wait for notification from rating entity of selected rating window observation dates.</li> <li>2. Prepare for formal FCCERS-3 observation by GNJK rating.</li> <li>3. Once rating process is complete, schedule a meeting with TAS to discuss the rating summary report and CQI protocol.</li> <li>4. Once rated, begin referring to the GNJK CQI Protocol for Registered Family Child Care Providers for next steps. Providers will stay involved with the TAC by engaging with TAS in quarterly check-ins, have a plan for sustaining changes made in current rating, actively work to implement CQI plan and other activities that improve program and providers professional growth in preparation for re-rating (see post rating guidance).</li> </ol> <p><b>TAS Responsibility:</b></p> <ol style="list-style-type: none"> <li>1. TAS will provide support through phone, in-person, email, or virtual meeting as needed.</li> <li>2. Provide Provider with CQI protocol and review.</li> <li>3. Continue to share information related to TA Center group offerings (PLC, Webinars, Networking).</li> </ol>