



Program Participation and Technical Assistance Protocol for Rated Program (CQI) Registered Family Child Care (FCC)

Protocol Information	
Purpose:	The purpose of this protocol is to provide a timeline for Grow NJ Kids (GNJK) participating programs working towards re-rating and to clearly define the responsibilities of the program 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 (GNJK) and support programs in Continuous Quality Improvement (CQI) beyond initial rating. This policy outlines clear parameters regarding the amount of time and support a Grow NJ Kids program will receive to support post-rating CQI and to prepare for re-rating every 3 years.
Protocol Timeframe:	36 Months – Participating providers must apply for re-rating before their current rating expires.
NJCCIS:	Providers must keep their NJCCIS provider accounts up-to-date. All staff must register and have an individual account in NJCCIS. Providers must associate their staff to their program. Please visit www.njccis.com for additional information and refer to the Help Desk for information on associating staff to your program.
Rating Expiration	GNJK ratings are valid for 3 years. Programs that allow their current rating to expire, will have a 90-day grace period (unrated) after their expiration date to file for rating. Programs that have an expired rating of 91+ days or more will be disengaged by their TA specialist.
Disengagement	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.
Definitions:	<p>Program/Provider refers to registered family child care business (home of appropriate age groups being served). These terms are interchangeable.</p> <p>FCC: Family Child Care</p> <p>TAS: Technical Assistance Specialist - is responsible for providing support and consultation to Family Child Care Providers during phase 2 of this protocol.</p> <p>TAC: Technical Assistance Center</p> <p>CQI Plan: This is your 3-year QIP. CQI Plan and QIP are interchangeable terms. CQI Plan should be developed to reflect the needs and goals of individual programs.</p>

Program Participation and Technical Assistance Protocol (CQI)

YEAR 1

Step 1: Celebrate and Assess

Timeframe:	Month 1
Activity:	Rating Report Review and Self-Assessment
Protocol:	<p>Provider Responsibility:</p> <ol style="list-style-type: none"> 1. Celebrate your great accomplishment, make time to acknowledge yourself, your program, and your staff! 2. Begin to incorporate Grow NJ Kids (GNJK) into family engagement and marketing activities. 3. Review this Continuous Quality Improvement (CQI) protocol. 4. Take time to complete a detailed review of the feedback on your GNJK Rating Report. 5. Complete a new Grow NJ Kids Self-Assessment in NJCCIS to guide your CQI plan (new QIP). <p>TAS Responsibility:</p> <ol style="list-style-type: none"> 1. Set up an appointment to meet with or visit the provider to: <ol style="list-style-type: none"> a. discuss and reflect on the rating process and outcome. b. review rating report results and feedback with provider, if available. c. develop a TA Support plan of how you will plan to support provider for next 3 years.

Step 2: Planning

Timeframe:	Months 2-3
Activity:	Develop CQI Plan
Protocol:	<p>Provider Responsibility:</p> <ol style="list-style-type: none"> 1. Incorporate desired standards from new self-assessment and identify additional goals based on feedback received in the rating report into your new QIP on NJCCIS (this is your CQI plan for the next 3 years). CQI plans should include the following: <ol style="list-style-type: none"> a. Unmet goals from your previous QIP that are still in progress. b. New goals or change any existing goals. c. Areas identified for improvement in your GNJK Rating Report. 2. Create a Professional Development Plan for ongoing training (Annual or 3-year plan). 3. Plan to maintain and update quality improvements made, such as: <ol style="list-style-type: none"> a. Annual Policy Reviews and Updates. b. Annual Assessments (including but not limited to; Strengthening Families, Parents Surveys, Staff Performance Appraisals etc.). c. Completion of annual items in Category 5 (Budget, marketing plan, etc.). d. Annual Individualized Professional Development Plans for self and any staff as applicable. <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. TA will be available for support and consultation as needed. 2. Review Self-Assessment and QIP on NJCCIS, provide feedback as needed. 3. Review any additional plans developed by provider (PD, Annual assessment, etc.).

Step 3: Quality Improvement

Timeframe:	Months 4-11
Activity:	Implementation of Quality Improvements
Protocol:	<p>Provider Responsibility</p> <ol style="list-style-type: none"> 1. Participate in quarterly check-in meetings with your TAS. Nature of the quarterly check ins (phone calls, emails, visits) will be determined by the needs of the provider. 2. Discuss staff training needs (example: curriculum, health and safety, additional required training). 3. Ensure you and any staff are up to date with training requirements. 4. Regularly review, and make updates to your QIP. 5. Determine if additional areas for support are necessary, communicate additional support needs to TAS. <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. TAS will check in quarterly to assess progress of CQI plan. (Minimum one, in-person check-in should occur). 2. Review progress made on QIP, review individual staff training plans, progress made towards annual goals. 3. Share information and encourage participation in upcoming webinars, PLCs, and networking meetings, and training.

Step 4: Annual Review

Timeframe:	Month 12
Activity:	Site Visit with your TA Specialist
Protocol:	<p>Provider Responsibility:</p> <ol style="list-style-type: none"> 1. Review NJCCIS and make any updates as necessary: i.e.-NJ Workforce Registry/NJCCIS, Training, Staffing, Credentials, etc. 2. By the one-year anniversary of the most recently issued star rating, ensure home has received a FCCERS observation. 3. Schedule an on-site visit with your TAS. <p>TAS Responsibility:</p> <ol style="list-style-type: none"> 1. Conduct formal/informal classroom observations in partnership with provider. 2. Assess progress by reviewing the CQI Plan/QIP. 3. Assess additional needs of the program and staff/provider. 4. Review any updated documentation and Year 2 protocol.

Program Participation and Technical Assistance Protocol (CQI)

YEAR 2

Step 1: Quality Improvement

Timeframe:	Months 13-23
Activity:	Implementation of Quality Improvements
Protocol:	<p>Provider Responsibility</p> <ol style="list-style-type: none"> 1. Participate in quarterly check-in meetings with your TAS. Nature of the quarterly check ins (phone calls, emails, visits) will be determined by the needs of the provider. 2. Discuss staff training needs (example: curriculum, health and safety, additional required training). 3. Maintain ongoing communication with Technical Assistance Center (TAC.) 4. Ensure staff are up to date with training requirements. 5. Regularly review, and make updates to your QIP. 6. Determine if additional areas for technical assistance are necessary, communicate additional support needs to TAS. <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. TAS will check in quarterly to assess progress of CQI plan. (Minimum one, in-person check should occur). 2. Review progress made on QIP, review training plans, progress made towards annual goals. 3. Share information and encourage participation in upcoming webinars, PLCs, and networking meetings, and training.

Step 2: Annual Review

Timeframe:	Month 24
Activity:	Site Visit with your TA Specialist
Protocol:	<p>Provider Responsibility</p> <ol style="list-style-type: none"> 1. Review NJCCIS and make any updates as necessary: i.e.-NJ Workforce Registry/NJCCIS, Training, , Staffing, Credentials, etc. 2. By the 2-year anniversary of the most recently issued star rating, ensure home has received a FCCERS observation. 3. Schedule an on-site visit with your TAS. 4. Determine submission date for your next rating cycle which will occur between Months 31-33. <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. Conduct a FCCERS-3 observation in partnership with provider. 2. Assess progress by reviewing the CQI Plan/QIP. 3. Assess additional needs of the program and staff/provider. 4. Review any updated documentation and Year 3 protocol.

Program Participation and Technical Assistance Protocol (CQI)

YEAR 3

Step 1: Quality Improvement

Timeframe:	Months 25-30
Activity:	Rating Readiness and Implementation of Quality Improvements
Protocol:	<p>Provider Responsibility</p> <ol style="list-style-type: none"> 1. Work towards completing and achieving the goals identified in your QIP. 2. Ensure any additional or outstanding training needs are met (adjust for new and current staff to meet training needs to file for rating). 3. Begin rating readiness process: Preparation for document review and submission. 4. Determine next desired star rating level. 5. Review FCCERS observation feedback and implement as necessary. 6. Review, update and finalize items on CQI Plan/QIP. 7. Provider should file for rating through NJCCIS, 4-6 months prior to current rating expiration date. <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. Review most recent FCCERS feedback, provide coaching support, as needed. 2. Review documentation with program leadership, including all training records. 3. Share information and encourage participation in upcoming webinars, PLCs, and networking meetings. 4. Support and provide advisement on the file for rating process through NJCCIS. 5. Confirm program’s desired star rating level and review of the Grow NJ Kids requirements for the desired star rating level with provider.

Step 2: FILE FOR RATING

Timeframe:	Months 31-33
Activity:	File for Rating
Protocol:	<p>Provider Responsibility</p> <ol style="list-style-type: none"> 1. Ensure all required staff training for rating has been fully met. 2. Complete QIP in NJCCIS. 3. Upload all required documentation through NJCCIS file cabinet. 4. Complete and submit program/provider rating readiness checklist (indicate their 2-month rating window). 5. Finalize rating readiness document and file for rating through NJCCIS . <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. Review most recent FCCERS feedback, provide in class coaching support, as necessary. 2. Complete full documentation review, including all staff training records and verification that ALL teaching staff have completed the required number of hours of training for the desired star rating. 3. Support and provide advisement on the file for rating process through NJCCIS. Review file for rating request in NJCCIS. 4. Review provider’s rating readiness checklist prior to submission.

Step 3: Await Rating

Timeframe:	Months 34-36
Activity:	File for Rating
Protocol:	<p>Provider Responsibility</p> <ol style="list-style-type: none"> 1. Prior to formal observation by GNJK rating, ensure program goals are implemented in daily practice. <p>TAS Responsibility</p> <ol style="list-style-type: none"> 1. Provide support as needed.