



Lori A. Shibinette
Commissioner

Karen E. Hebert
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF ECONOMIC & HOUSING STABILITY

BUREAU OF CHILD DEVELOPMENT & HEAD START COLLABORATION

129 PLEASANT STREET, CONCORD, NH 03301
603-271-4242 1-800-852-3345 Ext. 4242
Fax: 603-271-8712 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

May 26, 2022

Dear Early Education and Out of School Time Colleagues,

We are aware of the ongoing issues surrounding the functionality of the NHCIS apps, specifically the Credentialing and GSQ tiles and applications. Although we are proud of the work we've done with NHCIS and excited to have a "one-stop shop" for all things Early Childhood and Out of School Time Professionals, we recognize that some key functionalities are not working as intended and the growing list of "work-arounds" is causing delays and frustrations as you attempt to apply for your Credentials and Granite Steps for Quality.

The Bureau of Child Development and Head Start Collaboration is committed to welcoming programs into the revised quality recognition system. We are thrilled to have created a robust system with the goal of continuous quality improvement for Child Care in New Hampshire and we are excited to connect you with our package of incentives, including the award of quality funds.

With these goals in mind, and in order to more efficiently process applications and award Quality Steps, we announce a temporary pause of the use of NHCIS for Credentialing applications and GSQ applications. This does not mean we are pausing Credentialing or GSQ – we are just going to use paper applications until the fall. Programs that have already submitted their completed application online will continue to be processed. All other programs, including programs that have started, but not yet submitted an application, should plan to submit paper applications with paper documentation moving forward.

To assist those of you with partially completed applications already in NHCIS, we have arranged for the **online applications for Credentialing and GSQ pause to begin on Friday, June 3 at 8:00 AM**. Up until that time you may either complete your online application or download copies of the work you have done to date. After that time, you will need to reach out to us for help in getting any application documents in the GSQ or Credentialing application since it will no longer be visible to the public. In addition, we have included the necessary paper application links below and posted them on the NH Connections website at <https://www.nh-connections.org/providers/quality-care-matters/>.

We anticipate that this change will make applying in the system more manageable for providers at this time and we look forward to the relaunch of NHCIS later this year. Our team is working diligently behind the scenes to implement the fixes needed to make NHCIS the incredible, user-friendly platform it is intended to be.

Please note,

Credential Applications can be sent to:

DHHS/DCYF/Child Development Bureau
ATTN: Credentialing Specialist
129 Pleasant Street
Concord, NH 03301

GSQ Applications can be sent to:

DHHS/DCYF/Child Development Bureau
ATTN: GSQ Manager
129 Pleasant Street
Concord, NH 03301

Sincerely,

A handwritten signature in cursive script that reads "Debra J. Nelson".

Debra Nelson, Bureau Chief
The Bureau of Child Development and Head Start Collaboration

Attachments: [Guidebook and Paper Application for Credentialing](#)
[Paper Application for Granite Steps for Quality: NH's QRIS](#)