

## Granite Steps for Quality (GSQ)

As of October 12, 2022

### Frequently Asked Questions (FAQ)

FAQs are subject to change. In addition, corrections will be made for errors, omissions and changes as needed.

#### General Knowledge

1. What is “Granite Steps for Quality” (GSQ)?
  - a. Granite Steps for Quality (GSQ): NH's Quality Recognition and Improvement System (QRIS) is a system that recognizes program quality. GSQ is designed to assess, improve, and communicate the level of quality in a program.
2. What are the benefits of GSQ?
  - a. NH’s QRIS: Granite Steps for Quality benefits families and children, programs and individuals, as well as the NH Community. Families and Communities deserve high quality care and education.
  - b. Some of the benefits of the GSQ system include training and technical assistance, observations, program assessment, and ongoing practice-based coaching. All of these incentives are included in participation of GSQ and are free of cost to the provider.
  - c. In addition, programs can receive financial incentives through New Hampshire Child Care Scholarship Program participation and quarterly and annual quality incentive funds.
3. How do I apply for NH’s QRIS: Granite Steps for Quality?
  - a. As of June 3, 2022 GSQ Applications are paper only. Please find the application here: <https://www.nh-connections.org/providers/quality-care-matters/> “Granite Steps for Quality Fillable Application”. Please note, we have been made aware of an issue wherein documents that are uploaded to your NHCIS profile may not be visible to GSQ Staff. **Please send hard copy documentation with your paper application.**
  - b. Mail your completed application to:

DHHS/DCYF/Child Development Bureau  
ATTN: Credentialing Specialist  
129 Pleasant Street  
Concord, NH 03301
4. What are blockers that may cause a delay in my GSQ Application review/award?
  - a. Some items that may cause a delay in a GSQ Application review and award include: an expired BRC status, programs having outstanding Statement of Findings with CCLU, or any other CCLU issues that have not been resolved with a program/ providers at a program.
  - b. Submission of an incomplete GSQ Application (incorrect % of credentials/ trainings required).
  - c. Please note that if any of these situations are occurring applicants can still apply for the GSQ system however the review team is not held to the 90 day commitment to review and award a Quality Step. Once BCDHSC hears from CCLU that the program is in compliance, the review team will begin the application review and award process as appropriate.
  - d. If any of these situations apply, please email [NHGSQ@dhhs.nh.gov](mailto:NHGSQ@dhhs.nh.gov) and we will work with CCLU to better assist the applicant.
5. Who can I call for help with my NH’s QRIS: Granite Steps for Quality Application?
  - a. Child Care Aware of NH offers resources for early care and education programs 603-578-1386, ext. 2532 or via email at [ccrta@snhs.org](mailto:ccrta@snhs.org)

- b. ACROSS NH offers resources for Out-of-School Time programs 603-206-6848 or via email at [acrossnh@seresc.net](mailto:acrossnh@seresc.net)
- c. BCDHSC Credentialing Specialist, Annmarie Censullo 603-271-4684, [CredentialMe@dhhs.nh.gov](mailto:CredentialMe@dhhs.nh.gov)
- d. BCDHSC Professional Development Specialist, Andrea Foster 603-271-9304, [NHGSQ@dhhs.nh.gov](mailto:NHGSQ@dhhs.nh.gov)

6. What are the important dates that I need to know?

For Licensed Plus programs (expired or current) that currently bill for child care scholarship to continue receiving incentive funding without a lapse, the following two deadlines apply:

- All LP programs that expire *on or before* August 31, 2022 have until December 31, 2022 to be awarded.
- All LP programs who will expire *on or after* September 1, 2022 have until December 31, 2023 to be awarded.

All NAEYC Accredited programs that currently receive child care scholarship incentive funding have until December 31, 2023 to be awarded.

Date	What	Things to Know
September 30, 2022	<b>Approximate application deadline for program to be awarded by December 31, 2022</b>	The approval process can take up to 90 days. This is the suggested date to apply if a program wishes to be awarded by the December 31, 2022 deadline.
December 31, 2022	<b>Deadline to have applied and be awarded for all LP programs with expiration dates prior to August 31, 2022</b>	In order to not have a break in quality incentive funding, LP providers expired on or before August 31, 2022 must be awarded a Step in the new GSQ system by December 31, 2022.
September 30, 2023	Approximate application deadline for program to be awarded by December 31, 2023.	In order to not have a break in quality incentive funding all NAEYC Accredited providers and LP Providers with an expiration date on or after September 1, 2022 must be in the new GSQ system by December 31, 2023.
December 31, 2023	<b>Deadline to apply and be awarded for all LP programs due for renewal on or after September 1, 2022 and for all accredited programs that receive funding for child care scholarship.</b>	Licensed Plus designation ends. In order to continue receiving child care scholarship incentive funding, all LP and NAEYC Accredited programs must be awarded a GSQ Step by this date.

- 7. If I have more than one site, do I have more than one GSQ application?
  - a. Yes, each site (by license number) must submit a GSQ application if the site wants to participate in the GSQ system. Steps will be awarded by license number.
- 8. What is the renewal process?
  - a. On the NHCIS, GSQ Dashboard, providers will be notified when GSQ expiration date is approaching. 6 months prior to the renewal date, applicants will be able to submit their application on NHCIS.
  - b. BCDHSC staff will reach out to provider with any questions or missing information.
  - c. If a provider applies via paper, providers will need to track their application dates and expirations. Providers can submit applications within 6 months of expiration.
- 9. Once I am award a Step in GSQ, how soon can I apply for a different Step?
  - a. Once awarded a Step in GSQ, a program must remain at that Step for a minimum of one year.
- 10. How is information shared about Granite Steps for Quality programs with families?
  - a. Families receive information about Granite Steps for Quality through the referral process by Child Care Aware of NH. The quality designation and Endorsement will be on Program Profiles in New Hampshire

Connections Information System (NHCIS). Families seeking referrals through Child Care Search will be able to view your quality status online.

11. How long is my GSQ level status valid?
  - a. GSQ Step is valid for three years. Programs should maintain the requirements for their achieved Step throughout the three year period. At time of renewal providers will need to reapply and submit proof of requirements.
  - b. Providers can apply for a higher Step one year after receiving their Step designation.
  
12. What is the difference between an Assessor and a Coach? When/Where are they used? (See ERS/ Coaching section of FAQ)
  - a. Assessor: ERS Assessors will be assigned to a program applying for a Step 3 (if not Accredited or HS/EHS) or Step 4. The ERS Assessor will visit the program to assess required amount of classrooms. Coaching will be assigned based on scores (see Coach below).
  - b. Coach: Practice-Based Coaches will work with programs using two week cycles over the course of 6 months. If a program’s Assessment score (Step 3) is lower than a total average of 3.5 (or, if either the Activities or Interactions Subscales are lower than 2.5) then a coach will be assigned to the program. If a program’s Assessment score (Step 4) is lower than a total average of a 4.5 (or, if either the Activities or Interactions Subscales are lower than 3.5), then a coach will be assigned to the program.
  - c. Assessors and Coaches will be assigned to programs by BCDHSC staff.
  - d. Please note that for 2022 coaching is being piloted in the GSQ system. Please email [NHGSQ@dhhs.nh.gov](mailto:NHGSQ@dhhs.nh.gov) if you are interested in coaching once you have applied for a GSQ Step.
  
13. What if you don't have availability for the children who are inquiring with Child Care Scholarship?
  - a. Programs must be enrolled to receive children who are eligible for CCS and must accept them when enrollment space permits.

**GSQ Application**

1. What is a “Bridges ID” number?
  - a. This is the same as the Resource ID number. This number can range from 5-10 digits. If you do not know this number you can contact Marlene Burton at [Marlene.M.Burton@dhhs.nh.gov](mailto:Marlene.M.Burton@dhhs.nh.gov) for more information.

**Quality Incentives**

1. How much money will my program receive in quality incentive funds?
  - a. The amount of money awarded will vary on program type, Step awarded, and licensed capacity of the program. Please see the award amounts in the [GSQ publication](#) on p. 28-29.
  
2. What is the timeline to be awarded a GQS Quality Step in order to submit GSQ Quarterly Quality Invoice to BCDHSC and receive incentives?

# Quarterly Bonus Incentive	Date <a href="#">by which</a> GSQ Quality Step Must be Awarded <sup>1</sup>	Quarterly Bonus “End of Quarter” Date Invoices must be sent to BCDHSC by this date.	Estimated Date by which Program may Expect to Receive Quarterly Incentive Payment <sup>2</sup>
1	February 28	March 31	April 25
2	May 31	June 30	July 25
3	August 31	September 30	October 25
4	November 30	December 31	January 25 of new year

<sup>1</sup> “A program must be awarded their GSQ Quality Step at least 30 days before the end of the quarter in order to be eligible for that quarter’s GSQ Quality Incentives. Programs that progress to a higher GSQ Quality Step during the quarter, but at least 30 days before the end of the quarter, will receive the funding amount associated with their new GSQ Quality Step” (p.21, *Granite Steps for Quality* Guide)

<sup>2</sup>This timeframe is an estimate. BCDHSC will submit the request for quarterly payments to Finance within one week of the end of each quarter. Finance will process the payment requests and send to Accounts Payable to issue/mail a check to the program. It can take up to 25 days for programs to receive a check in the mail once submitted to fiscal.

3. Where can I find the Quarterly Quality Invoice to submit to BCDHSC?
  - a. You can find the invoices (by program type) here: <https://www.nh-connections.org/providers/quality-care-matters/>
  - b. You can also find an instructional How-To video here: <https://www.youtube.com/watch?v=R6hfBbDcMn8&feature=youtu.be>
  - c. You will email your completed invoice to [NHGSQ@dhhs.nh.gov](mailto:NHGSQ@dhhs.nh.gov) following the timeline listed in question #2 above.
  
4. How can I spend my Quality Incentive money?
  - a. The Site Director is able to allocate funds as they see fit, providing that the money is spent on Quality Improvements. Things that would fall under the Quality Improvement umbrella include but are not limited to: materials for children, materials for staff, classroom furniture, playground equipment, building and grounds improvements, family events, staff bonuses, etc. Programs will be asked to report annually on how they allocated their Quality Funds.
  - b. The Bureau of Child Development and Head Start Collaboration has provided Allowable Usage Guide. It can be found here: [Guide-to-GSQ-Incentive-Funds-V1-9-9-22.pdf \(nh-connections.org\)](#)
  
5. Will annual reporting be required?
  - a. Yes, similarly to those receiving quality incentive payments for programs currently accepting children receiving child care scholarship, there will be a reporting requirement included for programs that receive a GSQ Step.  
A blank copy of the report, as well as instructions, and a sample report can be found here: [GSQ-Incentives.AE\\_Spreadsheet-9-9-22.xlsx \(live.com\)](#)

### **Standard 1: Staff Qualifications**

1. Who are "eligible" staff?
  - a. Eligible staff for early childhood programs are lead teachers and associate teachers as defined by CCLU requirements. The staff member should be both qualified for, and acting as a lead or associate teacher.
  - b. For Out-of-School Time programs, eligible staff are group leaders, site directors and site coordinators, as defined by CCLU requirements. The staff member should be both qualified and serving as a group leader, site director, or site coordinator.
  - c. Credentials must not be expiring within 90 days of GSQ application date (remember, the GSQ application review and approval process can take up to 90 days). Our credentialing specialist will reach out to providers to request a credential renewal if a GSQ application is received with current credentials expiring with-in 90 days of GSQ application date.
  
2. What if 30% of eligible staff is 2.4 do I round up or down?
  - a. If half of your eligible staff is a decimal number, please round up. So in the example listed, the number of eligible staff would be 3.
  - b. Please note, it is not the BCDHSC credentialing specialist duty to notify a program of how many staff need to be credentialed at your program. Please review the Step you are applying for and the amount of

staff credentialed at your program and adjust accordingly. Please then notify BCDHSC in your paper application the % of credentialed staff being counted towards your GSQ Application.

3. I am an admin and I work in a classroom, I also hold a current Administrator credential. Can I be counted towards BOTH an admin and eligible staff for the required credential/ training percentages?
  - a. In order to be counted in both categories, the admin must be working in the classroom WITH children at least 50% of the time (This cannot be due to staff shortages. It must be ongoing as a part of the intended program structure).
  - b. The admin will be required to hold BOTH an admin and a teacher credential.
  - c. This is applicable for both Early Childhood and Out-of-School Time Programs.
4. If somebody is an associate teacher by CCLU standards but operates as an assistant does their associate status with licensing automatically make them eligible staff according to the rubrics?
  - a. For the purpose of GSQ, if the teacher meets the requirements for eligible staff by CCLU definition, then they count towards the eligible staff % requirement regardless of their position or title at your program.
5. What about part time staff, summer only staff, or per diem teachers? They are Lead or Associate Teachers, but are not considered to be all-year staff, would they still be counted in my percentages?
  - a. ALL "eligible" (see question 1 in this section) staff employed by the program at the time of GSQ application count toward percentages, regardless of whether they are per diem, part time, seasonal, etc.

## **Standard 2: Learning Environments - Environment Rating Scales Pathway**

1. Where can I learn more about ERS?
  - a. To find information about implementation ERS within your program you can visit the "[Environment Rating Scales](#)" page of NH Connections.
2. How do I submit proof of my ERS Self-Assessment?
  - a. Send the self-assessments for every classroom in with your completed application.
3. What are the approved ERS Trainings?
  - a. Any [ERSI Training](#)
  - b. Or for free, you can contact CCAoNH and/or ACROSS NH for their ERS training.
  - c. <https://files.constantcontact.com/49b439d5301/995cb3fc-17bf-4bd8-b971-c83892a16563.pdf>
  - d. Out-of-School Time: You can find training information for ERS Overview: SACERS training here: <https://www.acrossnh.org/granite-steps-for-quality>
  - e. Trainings must be current (within the last three years from application date) to be counted.
  - f. Out- of-School Time: Please see the OST section at the bottom of this document for SACER- ERS training opportunities with ACROSS NH.
4. How do we get assigned an ERS Assessor?
  - a. The Bureau of Child Development and Head Start Collaboration will assign the coach and/or assessor as applicable to programs applying for Steps 3 and 4.

## **Standard 2: Learning Environments - Pyramid Model Pathway**

1. Can Out-of-School Time providers or Family Child Care provider choose the Pyramid Model Pathway?
  - a. There is no Pyramid Model Pathway for Out-of-School time or FCC programs. However, if your program serves both Early Childhood and Out-of-School Time, you may choose the Pyramid Model Pathway for

your Early Childhood Program and use choose the ERS (SACERS-U) pathway for the Out-of-School Time component.

2. How do we get assigned a Pyramid Model Coach?
  - a. The Bureau of Child Development and Head Start Collaboration will assign the coach and/or assessor as applicable.
  - b. If you are not currently participating in Pyramid Model but wish to choose the Pyramid Model Pathway, please apply for a Step 1 to begin the process.
3. Where can I access the tools for the Pyramid Model?
  - a. The Program Coach assigned to your program will provide the Teaching Pyramid Observation Tool (TPOT) and/or the Teaching Pyramid Infant-Toddler Observation Scale (TPITOS). You can also learn more about the scales by reading the fact sheets found here: <https://ptan.seresc.net/blog/teaching-pyramid-observation-tool-tpot/>
4. Where can I find current Professional Development opportunities pertaining to Pyramid Model?
  - a. Professional Development opportunities will be listed in NHCIS and are often in the annual training offerings from Child Care Aware of NH and/or ACROSS NH. You can also locate Pyramid Model e-modules on ProSolutions.
5. Where can I learn more about Social Emotional Development and Pyramid Model?
  - a. To find information about how to bring the Pyramid Model Framework to your program you can visit the "[Social Emotional Development](#)" page of NH Connections.
6. How can I access the Benchmarks of Quality (BOQ)?
  - a. Once awarded a Step 1, programs will be enrolled in a Readiness Series. Upon completion of the Readiness Series, a Program Coach will be assigned to work with your Leadership Team to complete the Benchmarks of Quality (BoQ). You can find the document and other helpful tools on the National Center on Pyramid Model Innovations (NCPMI) here: <https://challengingbehavior.cbcs.usf.edu/Implementation/data/index.html>
7. How can I request a TPOT or TPITOS Observation for my program?
  - a. At this Step requirement, your program will already be working with a program coach. The coach will be conducting ongoing observations in your program.
  - b. BCDHSC will connect with your program coach for date of completed assessments.
8. How can I apply for Practice-Based Coaching for my program?
  - a. Practice-Based Coaching is integrated into the GSQ for both Learning Environment pathways and will automatically occur at Steps 1 of Pyramid Model Pathway and is currently optional for Steps 2 or 3 of ERS. (In the future, participation in Practice-Based Coaching may not be optional.)
9. Do I need to do an overview of Pyramid Model before applying for Step 1 Pyramid Model Pathway?
  - a. An Administrator and all Lead Teachers must complete the one hour training on ProSolutions: Building Positive Social Emotional Skills for All Children: Introducing the Pyramid Model Framework. **Note:** This is in addition to the required trainings listed in the GSQ Guide.
  - b. [https://www.prosolutionstraining.com/store/product/?tProductVersion\\_id=2111](https://www.prosolutionstraining.com/store/product/?tProductVersion_id=2111)
10. Since TPOTs/TPITOS are confidential documents, what documentation is needed to provide evidence?

- a. Your Coach will provide BCDHSC with an attestation that the tools have been completed and the dates they were done.

### **GSQ Quality Steps 3 and 4**

1. How many classrooms will be assessed and which ones?
  - a. At a Step 3, one third of your classrooms will be assessed.
  - b. At a Step 4, one half of your classrooms will be assessed.
  - c. In both scenarios, the assessments will be conducted to cover the range of ages you serve. If your program serves infants through school age, the assessments will take place in classrooms representing each of the three ERS tools.

### **Accredited Programs**

1. What should I do if my accreditation is expiring soon?
  - a. If your program intends to renew before your expiration date: Continue with your renewal process. Apply for intended GSQ Step and keep the Bureau of Child Development and Head Start Collaboration informed of your pending accreditation visit. (This is a case by case basis, especially due to the pandemic). If there is a delay in your scheduled visit, please notify the Bureau of Child Development of Head Start Collaboration and we will work with you to achieve the Step for which you currently qualify.
  - b. If your program does not intend to renew accreditation: Apply for the Step that best fits your program structure.
2. My program is provisionally accredited. Can I be awarded a Step 3?
  - a. NAEYC Accredited and Provisionally Accredited Programs can apply to be awarded a Step 3. Programs must keep the Bureau informed of their Accreditation status, including expiration dates, renewal intentions, assessor visitation windows, etc.
3. What is considered approved documentation for NAEYC Learning Environment Standards (Step 3)
  - a. Acceptable documentation includes NAEYC Accreditation Decision Report, NAEYC Renewal Accreditation Report, or Accreditation Evaluation Summary.
  - b. For staff qualifications, a NAEYC certificate will suffice.

### **Head Start/ Early Head Start & Accredited Crosswalk Step 3 and 4**

1. If I am entering GSQ as an accredited/ Head Start and/or Early Head Start program at Step 3 and want to move up to Step 4, can I do this immediately?
  - a. A program must be in the system at Step 3 for minimum of 1 year before moving to apply for Step 4.
2. How would centers navigate having HS/EHS and child care classrooms in one building?
  - a. If you are primarily a center based non Head Start/ Early Head Start program, please use the *Center Based Early Childhood Programs* rubric on p. 18 of the [GSQ Publication](#).
  - b. Programs licensed as a Head Start/ Early Head Start, can choose to be cross walked at a Step 3 by providing the required documentation.
3. If my license has a Head Start classroom under my license, does that mean that the entire center would have to be at Step 3?
  - a. The Head Start and Early Start Head programs would have to have their own license in order to apply at Step 3, otherwise the program would apply using the Center Based application.

### **Endorsements**

1. Where do I find the *Bringing the Protective Factor Framework to Life in your Work* training?
  - a. A free training can be found on NH Children's Trust\*
    - i. First please visit: <https://www.nhchildrenstrust.org/strengthening-families-training>
    - ii. Next, click "learn more and register"
    - iii. This will redirect you to The Children's Trust Fund Alliance. Scroll down to the bottom of the screen and click on, "Visit ProSolutions Training"
    - iv. You will now find 1 free certificate (this does not yield a certificate at the end of the training). You can pay and receive a certificate to upload on your registry OR you can complete a self-study form and submit this on your registry (Self Study form can be found here: <https://www.nh-connections.org/providers/trainings-and-recorded-webinars/> ).

**Out of School Time Programs OR Programs with an Out-of-School Time Population:**

1. If my program's license is from 6 weeks- 12 years (both Early Childhood and Out-Of-School Time) what rubric do we complete?
  - a. If you serve both Early Childhood and OST age children, please honor your program's license and utilize BOTH the *Center Based Programs Rubric p. 15 and Out-of-School Time Rubric on p. 19* of the [GSQ Publication](#).
  - b. If you feel that your license does not best represent the ages you currently serve, or if you have questions regarding your license, please contact CCLU regarding further guidance.
  - c. If you have questions regarding your program structure or have already contacted CCLU to change your license for GSQ and wish to change your license back due to the updated guidance above, please email [NHGSQ@dhhs.nh.gov](mailto:NHGSQ@dhhs.nh.gov) and we will work with you and CCLU to fix your license as soon as possible.
2. What if I offer OST care in emergency situations and/or on case by case basis so I do not want to change my license ages? Will I still need to apply to GSQ using the *Center Based Programs Providing both Early Childhood and Out-of-School Time Services Rubric* on p. 25 of the [GSQ Publication](#).?
  - a. No, if you are keeping your license to serve families in emergency situations and you do not regularly have children in your program who are over the age of 6 years old, you do not need to apply for GSQ following the requirements in this rubric. You can simply apply using the Early Childhood Rubrics.
3. If we are licensed 6 weeks-12years, and have a few kindergarteners do we still utilize the Center-Based Rubrics or would we need to use a different one?
  - a. If you serve both Early Childhood and OST age children, please honor your program's license and utilize BOTH the *Center Based Programs Rubric p. 15 and Out-of-School Time Rubric on p. 19* of the [GSQ Publication](#).
4. If a program is applying for both an OST and Early Childhood GSQ Step, can the program submit the sections separately?
  - a. No. Programs applying for a GSQ Step need to submit their entire application as a whole. If you have questions regarding your individual program structure please email [NHGSQ@dhhs.nh.gov](mailto:NHGSQ@dhhs.nh.gov) .
5. Which ERS trainings should we complete?
  - a. Trainings must reflect ages served in the program. Lead Teachers should complete the ERS training most reflective of their classroom age group. The administrator(s) can take most applicable ERS training (Early Childhood or OST).
6. If I share staff between my Early Childhood and Out-of-School program, how will that effect my percentages?
  - a. Providers must be credentialed the required amount stated on the rubrics for both Out-of-School Time and Early Childhood.

7. I usually have a summer Out-of-School Time program however due to staffing shortages, I am not opening the summer program this year. Do I still need to apply using both an ECE and OST rubric?
  - a. You can apply for the program you are currently running. However, if at any time you reopen the summer program or another Out-Of-School Time program, you must reapply at that time using the correct rubric.