

# Getting the Information and Resources You Need for Child Care Recovery and Stabilization



A New Hampshire Department of Health and Human Services Webinar  
Hosted by Child Care Aware of New Hampshire  
Friday November, 20 2020

**Recorded Webinar**

This presentation is being recorded. The recording of the call and the questions will be posted at:

<http://nh.childcareaware.org/>



# Logistics

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- Please contact CCAoNH if having trouble accessing any information regarding your webinar viewing by calling (603) 903-0830 or (855) 393-1731, ext. 2532.
- If you have questions after this webinar viewing, please send them to [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov) and we will compile the Q&A into a FAQ and post on CCAoNH as soon as possible.

# Today's Speakers (In Order) Are:



**Tracy Pond**  
Host, CCAoNH



**Debra Nelson**  
NH DHHS BCDHSC



**Dianne Chase**  
NH DHHS BCDHSC



**Melissa Clement**  
NH DHHS CCLU



**Denise Martin**  
NH DHHS BCDHSC



**Emma Salerni**  
NH DHHS BCDHSC

# Agenda

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## **Getting the Information and Resources You Need for Child Care Recovery and Stabilization**

Friday November 20, 2020

Welcome & Logistics: Tracy Pond

- DHHS Update: Debra Nelson, Bureau Chief, Bureau of Child Development and Head Start Collaboration (BCDHSC)
- BCDHSC Update: Dianne Chase, Assistant Bureau Chief
- CCLU Update: Melissa Clement, Unit Chief, Child Care Licensing
- NH Connections Update: Denise Martin, Professional Development Specialist, BCDHSC
- Child Care Aware of NH (CCAoNH) Update: Tracy Pond, Program Manager

# DEHS Update

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Helping individuals and families through the pandemic...

Statewide, 1990 individuals have been assisted to date with funding from the Housing Stability Program to maintain their housing

Through the work of the Child Care Recovery and Stabilization Program, there are over 45,000 child care spaces statewide

The Pandemic – EBT Program provided 27,089 children in 15,965 households with assistance to purchase nutritious food



# DHHS Update

Debra Nelson, Bureau Chief, Child Development and Head Start Collaboration (BCDHSC)

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- Revised COVID-19 Guidance for Child Care
- Office of Child Care: PPE/Cleaning & Disinfecting Supplies Update



# BCDHSC Updates:

Dianne Chase, Assistant Bureau Chief

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- CCRSP (Child Care Recovery and Stabilization Program)
- NHEYP (New Hampshire Empower Youth Program)
- CCCAS (Covid-19 Child Care Assistance Supplement)
- Market Rate Survey



# Child Care Licensing Unit Update

Melissa Clement, Chief, CCLU

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# NH C NNNECTIONS

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**Growing our children's future together**

## INFORMATION SYSTEM

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*ALL FAMILIES WILL FIND RESOURCES TO MAKE INFORMED DECISIONS ABOUT CHILD CARE SERVICES THAT MEET THEIR NEEDS. NH PROFESSIONALS, POLICY MAKERS, AND PARTNERS WILL USE THE SYSTEM INFORMATION TO MAKE DATA-DRIVEN DECISIONS THAT IMPROVE PROFESSIONALISM AND WORKFORCE QUALITY TO POSITIVELY IMPACT CHILDREN.*

# New Hampshire Connections Information System

- This system will have multiple components on one landing page. The Child Care Profile is now live for updating by program leadership. This profile is what families see when searching for care.

Apps

The screenshot shows the NH CONNECTIONS Information System landing page. The header is blue with the NH CONNECTIONS logo and tagline "Growing our children's future together". Navigation links for Home, Support, and a user profile (Denise Martin) are on the right. The main content area is light gray and contains a welcome message for Denise Martin, followed by a grid of seven interactive cards. Each card has an icon, a title, a brief description, and a progress indicator. The cards are: Professional Registry (In-progress, 20%), Credentialing, Training (In-progress, 20%), Background Record Checks, Child Care Profile (Last updated 9/30/2020), Licensing (Active), and QRIS (License Plus).

**NH CONNECTIONS**  
Growing our children's future together

Home Support Denise Martin ▾

Welcome Denise Martin,

Welcome to the NH Connections Information System. Once you enter this system you will be able to update your program's public profile, find instructional videos and documents as well as links for getting additional help.

- Professional Registry**  
View and update important information for your Registry profile and more.  
CURRENT STATUS: In-progress (20%)  
[Add Employment details →](#)
- Credentialing**  
Apply for, Renew and Manage your Educator Credentialing activities and more.
- Training**  
Search for, Register and Complete trainings, Download your training transcripts and more.  
CURRENT STATUS: In-progress (20%)  
[Take new training →](#)
- Background Record Checks**  
Apply for, Renew and Manage your Background Record check activities.  
CURRENT STATUS
- Child Care Profile**  
View, update or manage child care profile page information.  
LAST UPDATED: 9/30/2020
- Licensing**  
Apply for, Renew and Manage your program licensing activities and more.  
CURRENT STATUS: Active
- QRIS**  
Apply for, Renew and Upgrade your Program's QRIS ratings and more.  
CURRENT RATING: License Plus  
[You may be eligible for a higher rating →](#)

# A Program Profile

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Select Language ▼



**NH CONNECTIONS**

Growing our children's future together

Business ▼

Residents ▼

Visitors ▼

Governments ▼

Online Services ▼

Careers

## Learning Center

31 South Main Street  
New Hampshire 03858

[Directions →](#)

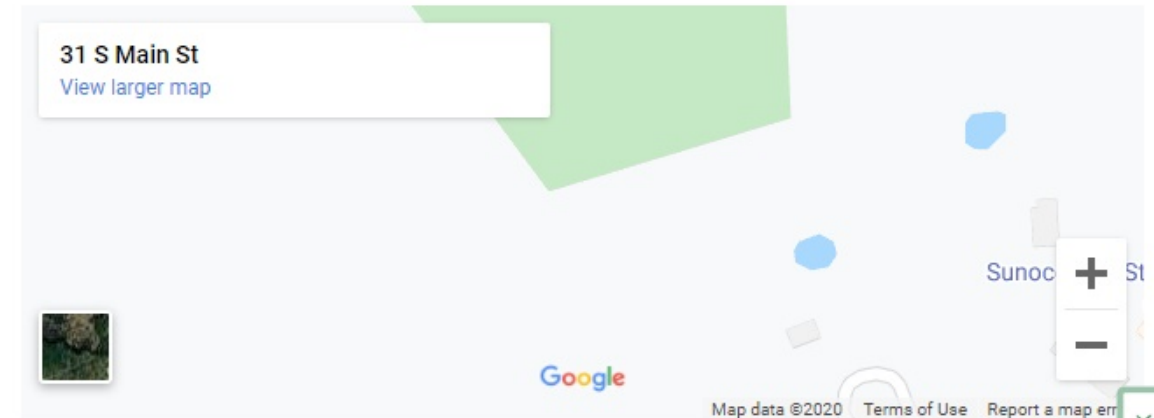
 **Phone**  
(603)

 **Availability**

 **Share**

 **Email**

The provider has chosen not to display the email address.



Child Care providers are responsible for maintaining certain information on this page. If you have questions about a specific child care provider, please contact the provider directly or contact the [DHHS](#) for more information.

# Benefits to updating a Program Profile

 Apps

## PROGRAM DETAILS

- Keep your program information current to market your program to potential families.
- Share information regarding changes in hours, closures, etc.
- Share availability and open spots.
- The Program Profile is both a great marketing and communication tool!

Program Information

Hours of Operation and Rates

Licensing History

Ages Served and Capacity

CCRR Information

QRIS Rating

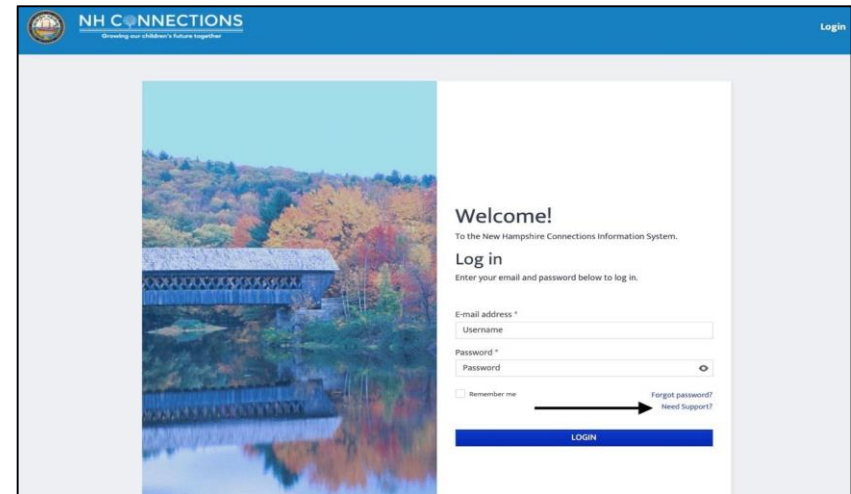
Other Information

# Access to NH Connections Information System:

Contact Child Care Aware of New Hampshire for assistance in accessing the Child Care Search portal

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- Email at [ccrr@snhs.org](mailto:ccrr@snhs.org) or call at [1-855-393-1731](tel:1-855-393-1731) OR [\(603\) 578-1386](tel:603-578-1386), x2531
- CCAoNH Live Chat Support



\* For programs who **have** already logged into their Program Profile for the first time, there is now a link available on CCAoNH website that can be used to log back into your Program Profile to make future edits.

\*For programs who **have not** yet logged into their Program Profile, be on the lookout for a new email from Salesforce with updated Program Profile access. The link has an expiration window, so please be sure to use it promptly

# What's next in the New Hampshire Connections Information System?

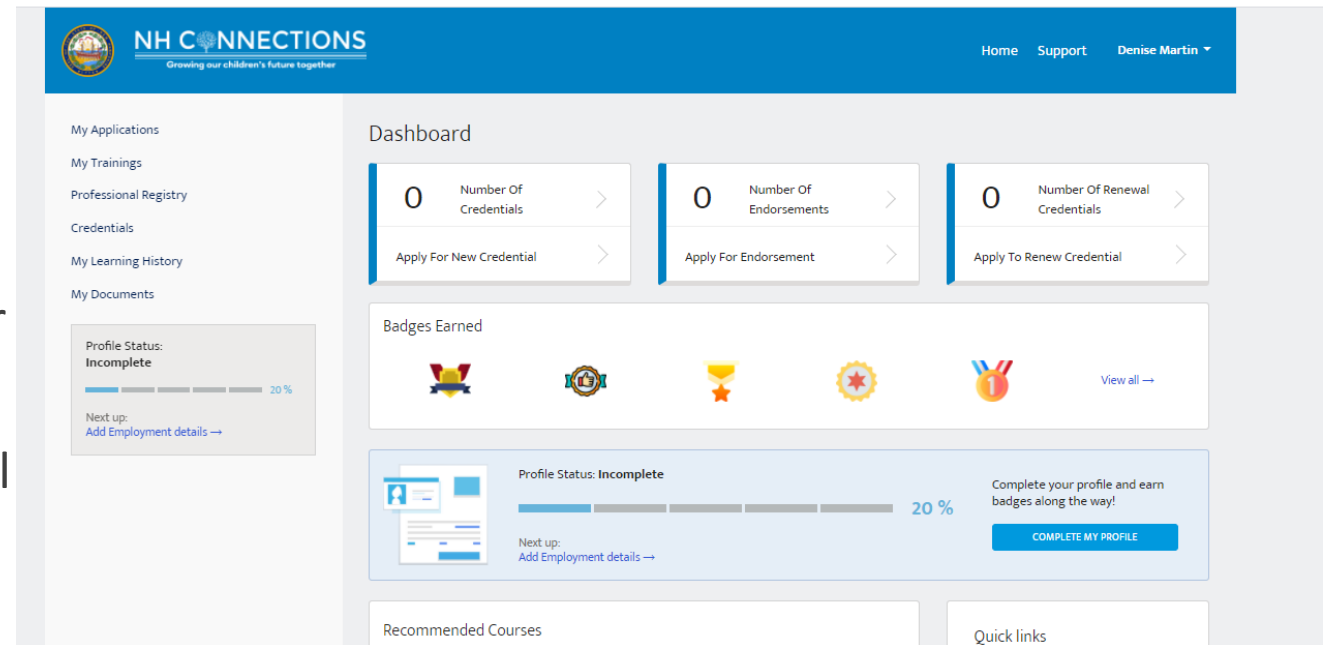
Early December roll out of additional components of the NHCIS.

The Professional Registry: first opportunity for individuals to find or create their account in NHCIS.

Credentialing: renew a credential or apply for a new one.

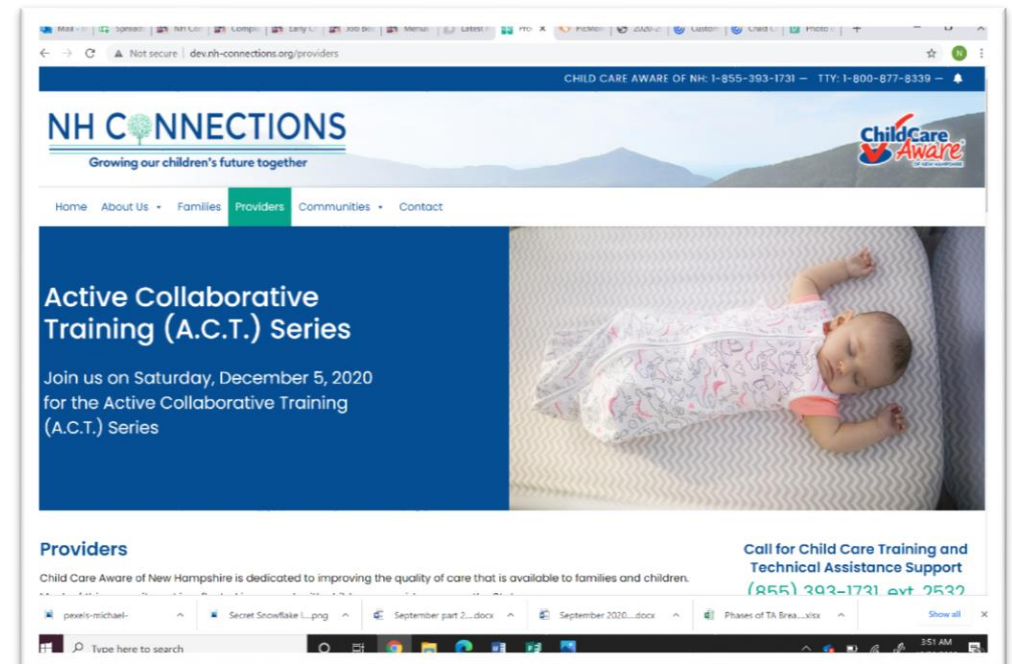
Training: find and register for trainings as well as technical assistance.

More information regarding these new parts of the system will be released later in the month.



# CCAoNH Reminders & Updates

- Child Care Search Portal Technical Assistance
- New Website
  - Launch November 18th
  - Website Prize Give Away Contest
  - Website Info. Sessions: 11/19/20 and 12/3/20 from 6:30-7:30pm
- Progressive Open Enrollment
- Upcoming Special Events
  - December 5th, Active Collaborative Training
  - December 12th, Infant and Toddler Training Institute
  - January 23rd, Keys to Quality Virtual Conference
- Vroom
- E-Community Collaborative
- ProSolutions Training
- Survey on Provider Experiences with COVID



# Information to Share with Families

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**ARE YOU BEHIND ON RENTAL OR MORTGAGE PAYMENTS DUE TO COVID-19 AND NEED HELP?**

**Go to [www.CAPNH.org](http://www.CAPNH.org) for help!**

The Governor's Office for Emergency Relief & Recovery has announced the New Hampshire Housing Relief Program, an initiative designed to keep people from losing their housing and to secure or maintain permanent housing.

Are you on the verge of losing your housing due to COVID-19?  
Do you have past-due housing related expenses that may impact your ability to remain housed?

Applications are available starting June 30th

**Please contact us today!**

[www.capnh.org](http://www.capnh.org) or call 2-1-1 from any NH phone.



**Workforce**



**Housing**



**Food and Nutrition**



**Energy Assistance**



**Child Development**

**NH's Community Action Agencies in action in your communities**



# Questions & Comments

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- After viewing this webinar, any questions can be sent to [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov)
- We will be posting answers to any questions on CCAoNH's website, [www.nh.childcareaware.org](http://www.nh.childcareaware.org).  
Soon to be [www.nh-connections.org](http://www.nh-connections.org).

