

GETTING THE INFORMATION AND RESOURCES YOU NEED FOR CHILD CARE RECOVERY AND STABILIZATION

Hosted by CCAoNH
Friday November 20, 2020
FAQ

1. How can they change a personal email that was originally set up?
 - a. Users can change their e-mail address within their account, HOWEVER, they cannot change their username email address. If they wish to change their username, they must submit a help desk ticket found on the New Hampshire Connections Information System login page.
2. Multi-sites are still having difficulty accessing more than one profile. They are not able to save information in additional sites. This seems to be common with sites that have school age programs.
 - a. DHHS is aware of this issue and it has been fixed. Multi-sites are now able to save all program information. Please submit a help desk ticket if you are still having issues.
3. Programs have trouble saving information they are entering (ex: capacity by age group)
 - a. Please submit a help desk ticket found with any issues or concerns you are having with New Hampshire Connections Information System.
4. What is the website to log in to the NH Child Care Portal?
 - a. <https://www.nh-connections.org/providers/nh-connections-information-system/>
5. Families that call back for additional referrals, there is no record of what they received initially.
 - a. This function is in production.
6. Families are receiving referrals to providers that do not have vacancies.
 - a. That is correct. Programs are busy and may not have their vacancy status current at all times. The intent to ensure families have access to all programs. Families are able to view the vacancy status on the program detail page.
7. New portal does not have counties or regions. (When a family is new moving to NH they are not sure what towns in their region they would be looking for.)
 - a. The county and region list is in production! It will be added to the users' profiles. A family can search by town, zip code or along their commute route.
8. Are credentials currently being accepted?
 - a. Yes, you can mail in credentials now to
 - i. DHHS/DEHS Bureau of Child Development and Head Start Collaboration

Attn: Credentialing Specialist

129 Pleasant St Concord NH, 03301

PLEASE NOTE: online credential applications are on hold for the moment as we are transitioning to the new NH Connections Information System.

9. How long should we be keeping files for the children/staff at our program?
 - i. We require all files on staff and children to be kept current. Once they leave the program we do not have a requirement. We do require that attendance records be kept for 6 months and injury reports be kept for 3 years.
 - ii. Under He-C 4002.04(f) you will see that we ask programs to maintain all records electronic or paper on the premises for one year.
 - iii. Suggestion: Have an "archive" location that you can put staff and child files for that year. Once the year is complete please feel free to destroy the information appropriately.
 - iv. As an aside, please remember that accidents reports should be saved for three years, in a separate folder, not the child's folder.
 - v. In addition, if you participate in NH Child Care Scholarship Program billing or the food program, there may have other more stringent timelines to maintain documentation.