



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

BUREAU OF CHILD DEVELOPMENT & HEAD START COLLABORATION

Lori A. Shibinette
 Commissioner

Karen E. Hebert
 Director

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

March 29, 2022

Dear Providers,

We recently discovered that some programs are experiencing glitches in NHCIS that are causing a delay in submitting their Granite Steps for Quality (GSQ) Application. We apologize for the inconvenience and hope that you will bear with us as we work to address this issue and any other “bugs” we encounter.

As you know, to receive a quarterly bonus, programs must submit their GSQ applications and receive their GSQ Quality Step at least 30 days before the Quarterly Bonus “End of Quarter” date (shown in the chart below). *However, if your program misses the “30 days prior” deadline because of a glitch in NHCIS that delays your application, you will receive the correct quarterly bonus retroactively. Please note, programs must contact us using the points of contact below in order to receive a retroactive quarterly bonus.* This policy begins with Quarterly Bonus #2 for the current year (June 30, 2022).

GSQ Quarterly Bonus Schedule

Quarterly Bonus Incentive #	Date by which GSQ Quality Step Must be Awarded ¹	Quarterly Bonus “End of Quarter” Date	Estimated Date by which Program may Expect to Receive Quarterly Bonus Payment ²
1	February 28	March 31	May 15
2	May 31	June 30	July 15
3	July 31	September 30	October 15
4	November 30	December 31	January 15 of new year

¹e. 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 Bonus. 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 bonus associated with their new GSQ Quality Step” (p.28, [Granite Steps for Quality](#) Publication)

²This timeframe is an estimate. BCDHSC will submit the request for quarterly bonus 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 Fin.

If you have any questions about GSQ, please email us at NHGSQ@dhhs.nh.gov or utilize the Support button on NHCIS explaining the issue you are experiencing and we will be happy to further assist you. For challenges with your Roster on NHCIS, please email CCLUoffice@dhhs.nh.gov. We very much appreciate your ongoing patience as we continue to navigate the GSQ system.

Sincerely,

Debra Nelson

Bureau Chief