

Utah's Child Care Quality System: Program Guide

For Providers



The Department of Workforce Services, Office of Child Care, developed Utah's Child Care Quality System with the guidance of early childhood experts, community stakeholders and child care program owners, directors and professionals.



DIRECTOR LETTER

I want to express my appreciation for your dedication and commitment to the children of Utah and their families. You support a thriving economy by enabling parents to work with the peace of mind that their children are cared for in healthy and safe child care settings.

Your program is a vital part of our state’s network of child care facilities. You play a significant role in educating children in our state, helping them become ready for kindergarten, maintaining positive growth throughout their academic careers, and establishing a foundation for their success into adulthood.

The Office of Child Care is committed to supporting your efforts to serve the families with the best quality of care possible. This guide is designed to further enhance your skills and expertise as you care for children in Utah.

Sincerely,



Rebecca Banner
Director, Office of Child Care
Utah Department of Workforce Services

ACKNOWLEDGMENTS



The Department of Workforce Services, Office of Child Care, developed Utah’s Child Care Quality System with the guidance of early childhood experts, community stakeholders and child care program owners, directors and professionals. The creation of the system was not possible without the help of the following partners:

- Utah Private Child Care Association
- Utah Family Child Care Association
- Early Childhood Utah
- Care About Childcare Agencies
- Utah Afterschool Network
- Utah Registry for Professional Development
- Office of Child Care Advisory Committee
- Utah Association for the Education of Young Children

The Office of Child Care extends special thanks to the Child Care Quality System Subcommittee, which met monthly for 15 months, and continues to meet to provide feedback and input on the system.

In addition, the Office of Child Care worked with several child care program owners to better understand the business of child care and the cost of maintaining high-quality child care. These discussions helped determine the structure and amount of the Enhanced Subsidy Grant. These individuals include the following:

- Johnny Anderson, Owner, ABC Great Beginnings
- Brian Zabriskie, Business Manager and Owner, A to Z Building Blocks
- Jody Zabriskie, Owner, A to Z Building Blocks
- Andrew Drage, Owner, Tender Years

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The dramatic growth of brain development between ages 0 - 3 years has an incredible impact on the cognitive, behavioral and social development of children.

INTRODUCTION: UTAH'S CHILD CARE QUALITY SYSTEM

BACKGROUND

In 2014, the U.S. Congress reauthorized the Child Care and Development Block Grant Act (CCDBG).¹ Prior to 2014, the law had not changed much since 1995 when it was first passed, although there were significant advancements in our understanding of early childhood development. It is clear that the dramatic growth of brain development between birth and three years has an incredible impact on the cognitive, behavioral and social development of children. Research also shows that participation in high quality early childhood experiences leads to positive outcomes for children both while they are participating in those experiences and throughout their educational careers.² These experiences happen in many places, including children's homes and early care and learning programs, and through nurturing relationships with caregivers, parents, grandparents and friends.

As a result of this new information, the reauthorization of the CCDBG includes more guidance on providing financial support to working families to help cover the costs of child care and to support the healthy development of children whose families choose child care. The law requires states to invest in programs that provide high

quality care to children and consider the level of quality of a child care program when establishing payment rates to those programs. In response, the Department of Workforce Services (DWS), Office of Child Care (OCC), developed Utah's Child Care Quality System (CCQS). This system helps support Utah families in making informed decisions about the type of child care program that best serves their child's needs while creating a safe, nurturing, and developmentally appropriate experience.

DEVELOPMENT OF THE CHILD CARE QUALITY SYSTEM

The updated CCDBG requires OCC to consider the quality of early learning experiences provided to children in child care when setting subsidy rates, but did not define the meaning of "quality." Instead, the grant allows each state to determine the approach to meeting this requirement. Although there is a large amount of research supporting positive outcomes for children in high-quality settings, there is no common definition and no single part of a program that leads to positive outcomes for children. Rather, there are many evidence-based practices that should be present to prepare children for kindergarten.

In 2017, OCC began an 18 month process to develop Utah's CCQS with these guiding principles:

1. The system needed to be consumer-friendly, allowing parents to easily understand how to use the system to support their child care choices.
2. The system needed to be flexible, allowing child care programs to determine the areas of quality on which to focus.
3. The system needed to be designed so that higher levels of quality were attainable for child care programs.
4. The system needed to be voluntary, giving providers the choice to participate.

In addition to these principles, OCC relied on current research to decide which practices of quality to include in the system.

Developing the system required working with Utah's child care community. OCC held multiple meetings with these professionals and as a result, the CCQS framework underwent several revisions before being finalized in 2018. This program guide reflects the work of all OCC partners to develop a system that balances the needs of Utah families and its network of licensed child care programs.

On October 1, 2019, CCQS opened for all Utah licensed child care centers. Beginning in 2022, all licensed family child care programs are also able to participate. Parents are now able to make informed decisions about the care provided to their children and ensure that care includes safe, nurturing and developmentally appropriate experiences.

HOW TO USE THIS PROGRAM GUIDE

This guide will:

- Help programs understand the structure, requirements and benefits of the CCQS, including the research supporting each domain.
- Provide a detailed overview of the CCQS Framework including its domains, components and scoring structure.

- Describe the process of applying for and obtaining a CCQS certified quality rating.
- Provide supports, resources and worksheets available from OCC to assist programs in establishing and sustaining best practices that support improved outcomes for children.
- Provide answers to frequently asked questions.



This guide is organized in four easy-to-read sections:

Section 1: Understanding the CCQS Framework

Provides information on eligibility, participation and structure of the framework, including the possible ratings and incentives for achieving high quality.

Section 2: Receiving a Certified Quality Rating

Provides details on each rating, the application process for obtaining a rating, recertifying a rating, applying for a review of a decision related to a rating and other important dates of the process.

Section 3: Getting to High Quality

Explains the supports provided to your program by OCC, including online supports, cost sharing for professional development, Quality Observation Awards, technical assistance and coaching and online training videos.

Section 4: Frequently Asked Questions

Includes a list of frequently asked questions, glossary of terms, resource tools, and roles and contact information for OCC and its partners.



SECTION 1: UNDERSTANDING UTAH'S CHILD CARE QUALITY SYSTEM FRAMEWORK

WHY IS QUALITY CHILD CARE IMPORTANT?

In Utah, 49 percent of children under six years old are in families where there is a need for child care. The research on early childhood development demonstrates the important contributions of child care providers to the healthy development of children while their parents are working. This research reveals that experiences in early childhood are the basis for success in adulthood. In these early years, child care programs help establish a foundation for later academic success. The quality of these programs directly impacts these important outcomes, with high-quality programs leading to positive cognitive, social and emotional development in children.

Extensive research reveals the practices that should be emphasized in order to achieve quality outcomes for children. The Utah CCQS uses this research to include these practices in its framework and include the following:

- Higher levels of education for directors and classroom educators which correlate with higher program quality and improved child outcomes.⁴
- Meaningful engagement of families in their children's learning. This supports children's school readiness and later academic success,

which correlates with improved lifelong health, developmental and academic outcomes.⁵

- Good business and management practices, critical to maintaining high-quality, early education programs.⁶
- Children in programs with smaller group sizes and lower teacher-to-child ratios, as well as care provided in attentive and warm settings. This leads to improved developmental outcomes, including higher cognitive development and pre-literacy scores; decreased behavioral problems and increased positive verbal and nonverbal interactions between children and adults.⁷
- Secure and positive relationships and quality interactions with adults, which supports positive development and learning.⁸

ELIGIBILITY AND PARTICIPATION: WHICH CHILD CARE PROGRAMS ARE INCLUDED IN CCQS?

Licensed Center and Licensed Family programs with a license in good standing issued by the Department of Health and Human Services,

Child Care Licensing Program, are eligible to participate. Participating in Utah's CCQS will:

- Help improve outcomes for children in child care programs.
- Allow programs to highlight the quality of their programs as a marketing tool.
- Empower parents to find a child care program that best meets their needs and the needs of their children.
- Provide incentives for programs that achieve high quality benchmarks.

OVERVIEW OF UTAH'S CHILD CARE QUALITY SYSTEM FRAMEWORK

Ratings within Utah's CCQS System

Utah's CCQS System recognizes multiple levels of quality. This begins with a program maintaining a child care license in good standing, which is the default foundation of quality. The framework then builds to recognize a growing emphasis on quality through four additional certified quality ratings; Certified Foundation of Quality, Certified Building Quality, Certified High Quality and Certified High Quality Plus.

What is a Default of Quality Rating?

Default Foundation of Quality is assigned to eligible licensed programs that serve children whose care is covered by a Utah child care subsidy payment and meet licensing safety requirements but do not apply for a certified quality rating.

Certified Ratings

All certified quality ratings are eligible to receive subsidy payments



Foundation of Quality is determined by the Utah Department of Health and Human Services, Child Care Licensing Program and OCC by recognizing that a program is meeting all required licensing standards and that the program's staff have participated in trainings related to creating quality environments for children. These foundational standards of quality ensure that the children in the program are healthy and safe.



Building Quality is issued to programs that are implementing practices leading to high quality, including participation in classroom observations, incorporating family engagement programming and providing professional development and coaching to staff.



High Quality programs create an environment that not only focuses on the health and safety of the children in the program but also uses practices shown to support good outcomes for children, including positive interactions and trusting relationships between educators and children and ongoing professional development and coaching of staff.



High Quality Plus programs build on the important components of quality established at the High Quality rating and go beyond those required standards. Practices such as achieving a national accreditation, developing strong partnerships with families to support children's development, greater emphasis on early literacy skills and ensuring educators obtain greater levels of training and education are some of the characteristics of a High Quality Plus rating.



Points Framework

A licensed child care program's progression in quality is determined by a system of points tied to five areas or "domains" of research-based practices that help children succeed. The points system is flexible, allowing each program to determine which domains it wants to concentrate on to demonstrate quality. Each level requires

a minimum number of points across the five domains of quality. Each of these domains are selected based on the research discussed in *Why is Quality Child Care Important?* The framework for licensed child care programs is found under Quality Resources at jobs.utah.gov/occ/provider/quality.html

Five Domains of Quality

- 1 Health and Safety.** Points may be awarded for licensing compliance and participation in health and safety programs.
- 2 Learning Environments and Relationships.** Points may be awarded for ratios and group size and practices that support family engagement. Observations assess the environment for children including interactions with caregivers and peers.
- 3 Leadership and Professional Development.** Points may be awarded for the training and educational background of the child care professionals who work in the program.
- 4 Management and Administration.** Points may be awarded for the training and educational background of the administrator responsible for business operations.
- 5 National Accreditation.** Points may be awarded for the program's achievement of a current national accreditation.



Child care programs that achieve a High Quality or High Quality Plus certified quality rating may be eligible to receive an Enhanced Subsidy Grant.



SECTION 2: STEP-BY-STEP GUIDE FOR RECEIVING A CERTIFIED QUALITY RATING

This section describes the process.

1. Apply for a certified quality rating
2. Upload documentation
3. Obtain a certified quality rating
4. Learn about the annual recertification process

Additional details are also provided in the CCQS Policy.

1. APPLY FOR A CERTIFIED QUALITY RATING

Programs are required to submit a completed application through the CCQS Tile on the program's Care About Childcare page. Programs are required to provide the following information on the application:

- Name of the primary director or primary caregiver
- Name of the administrator responsible for business operations

- For centers, a list of all classrooms and names of caregivers assigned to those rooms, including substitutes
- Dates on which the program requests that observations not be scheduled, known as "blackout dates"

2. UPLOAD DOCUMENTATION

To be considered for the certified quality rating, all documentation must be uploaded and submitted through Care About Childcare by the last day of the documentation period. Certificates and credentials must be current and not expire before the end of the documentation period. For more information on documentation, please refer to the Child Care Quality System Timeline for [Center Programs](#) or [Licensed Family Programs](#).

3. OBTAIN A CERTIFIED QUALITY RATING

Once the Office of Child Care receives the completed application, it will process it and coordinate with the program to schedule an initial visit. The process and requirements for the

observation are included in CCQS Policy. Programs are encouraged to require their early childhood educators to watch the online training video, "[What to Expect During Your Observation](#)" prior to the scheduled observation month.

The program applying for a certified quality rating will receive the certified rating no later than 180 days after the application was submitted. A program's certified quality rating will be published on the Care About Childcare website the first day of the month after the certified rating is awarded.

4. LEARN ABOUT THE ANNUAL RECERTIFICATION PROCESS

Programs must recertify their certified quality rating annually. The recertification period begins four months before the expiration date of a program's certified quality rating. Programs begin the recertification process by completing a new application for a rating when the recertification period begins. Programs failing to recertify during the recertification period will receive a default *Foundation of Quality* rating until they apply for and complete recertification. Additional information can be found in the CCQS Policy.

● CCQS REVIEW PROCESS

Programs have the right to request a review of a certified quality rating within 30 days of the Notification of Certified Quality Rating. Review requests must be submitted through the "Rating Reviews" tile accessed through the Program's Care About Childcare profile. Once a review is initiated, any enhanced subsidy grant payments will be frozen until a decision is reached. A requested review may include a new observation, which may result in the program receiving a lower rating. Additional information can be found in the CCQS Policy.





SECTION 3: SUPPORT FOR GETTING TO HIGH QUALITY

Contact your [local CAC](#) about ask to speak with the CCQS Specialist.

The Office of Child Care website provides resources to help programs and caregivers throughout the process.

LEARN ABOUT CCQS

- [Utah's Child Care Quality System \(CCQS\)](#) This video is an introduction to the Child Care Quality System.
- [What to Expect During Your CCQS Observation](#)
- [How to submit a Center CCQS Application](#)
- [About the Child Care Quality System](#)
- [CCQS Fact Sheet](#) A brief overview of the Child Care Quality System. This may be helpful to have available for parents.
- [CCQS Framework for Family Child Care](#)
- [CCQS Center Framework](#)
- [CCQS Timeline for Centers \(Form 683\)](#)
- [CCQS Timeline for Family Child Care Programs \(Form 685\)](#)

PREPARE TO APPLY FOR A CERTIFIED QUALITY RATING

- [CCQS Family Engagement Rubric for Centers](#)
- [CCQS Ratios and Group Size Tables](#)
- [CCQS Family Engagement Rubric for Family Child Care](#)
- [CCQS Timeline for Centers \(Form 683\)](#)
- [CCQS Timeline for Family Child Care Programs \(Form 685\)](#)
- [Program Accreditation Reimbursement Grant Information](#)
- [Program Accreditation Reimbursement Grant Application](#)



PREPARE FOR YOUR OBSERVATION

- [What to Expect During Your CCQS Observation](#)
- [Environment Rating Scales \(ERS\) Courses](#)
- [School Age PQA Fact Sheet](#)
- [Observer Reliability](#)
- [Family Child Care Self-Evaluation](#)
- [Infant Toddler Two-Year-Old Classroom Self-Evaluation](#)
- [Preschool Classroom Self-Evaluation](#)



● Once you have a certified rating

(Add info on PLC's and intensive coaching)

- [Enhanced Subsidy Grants for Centers](#)
A monthly payment for programs that achieve a rating of High Quality or High Quality Plus. The amount is based on the average number of children who receive child care subsidy.
- [Enhanced Subsidy Grants for Family Child Care](#)
A monthly payment for programs that achieve a rating of Certified High Quality or Certified High Quality Plus. The amount is based on the average number of children who receive child care subsidy.
- [Professional Development Cost Sharing](#)
A one time payment to support the cost of professional development.
- [Quality Observation Award](#)
A one time payment that programs can apply for

when observations meet the minimum scores necessary, regardless of rating.

- [Infant and Toddler Quality Incentive](#)
A one time payment for programs that achieve a rating of Certified Foundation of Quality or Certified Building Quality to support quality care for children 36 months and younger.

Planning for continuous improvement

- Support for Professional Development

SECTION 4: FREQUENTLY ASKED QUESTIONS

- **Do I have to participate in CCQS?**

Programs may choose to not participate in CCQS and receive a status of “Not Participating.” Programs with a status of “Not Participating” will be ineligible to receive subsidy or CCQS grant funding from the Office of Child Care.

- **Do I have to participate in every domain and option in the CCQS framework?**

Programs are scored in every domain, however, the system is designed to be flexible, allowing programs to choose which parts of the framework to emphasize to reach quality. While the system is flexible, a minimum number of points are required for each certified quality rating past Foundation of Quality and all certified quality ratings have minimum requirements.

- **Who do I contact if I have questions regarding participating in CCQS?**

After reviewing this guide and the linked CCQS Policy, if programs have questions, they may contact their local Care About Childcare or ccqs@utah.gov.

- **Where can I get more information about the Child Care Quality System?**

Programs may get more information about the Child Care Quality System at careaboutchildcare.utah.gov or jobs.utah.gov/occ/provider/quality.html.

- **What if I disagree with the Certified Quality Rating assigned to my child care program?**

If a program disagrees with its Certified Quality Rating, the owner or director of

record may request a review within 30 days of the Certified Quality Rating notice. Review policies are found at jobs.utah.gov/occ/policy.html.

- **Will changes made during the Certified Rating Period change the rating?**

Once awarded, the Certified Rating will remain in place unless the program becomes ineligible to participate. This would include a license not in good standing or becoming DWS ineligible.

- **What if I sell/buy a child care program during the Certified Rating Period?**

If there is a change of ownership during the Certified Quality Rating Period, the new owner may: Submit a new application or submit a [“Request for Transfer of Certified Quality Rating”](#) form to ccqs@utah.gov within 30 days of the new license becoming active.

- **What if I change directors during the Certified Rating Period and the education of the new director is lower?**

As long as a program maintains a license in good standing, a rating will not be recalculated during the Certified Rating Period. The program may choose to increase professional development opportunities during the time period prior to re-certification.

- **Are part-time and substitute caregivers included when scoring CCQS?**

Yes, all caregivers listed in the Child Care Licensing database, including part-time and substitutes, count in the percentages used to calculate points for Education of Caregiver.

- **Why are observations so important?**

Observations are designed to assess quality practices in an early childhood or school-age care group from the perspective of the children in the program. Quality practices consist of various interactions between staff and children, staff and other adults and between the children themselves. Additionally, observations measure the interactions between children and their physical environment and available materials. The quality of these practices predict certain child outcomes.

- **Who will be completing the observations?**

All observations will be completed by Office of Child Care Approved Observers who are rated as reliable or endorsed in the observation tool which is being utilized for the observation. For more information regarding Office of Child Care Approved Observers, visit Office of Child Care Policy at jobs.utah.gov/occ/policy.html

- **What happens before, during and after the observations?**

Programs can find more information about the observation process by watching "What to Expect During your CCQS Observation" found at jobs.utah.gov/occ/provider/quality.html.

- **What if my staff changes before the observation?**

You can go ahead with the observations or withdraw your application for a certified quality rating and apply again at a later date. Once an application is withdrawn, you must wait at least 90 days to reapply. Withdrawing an application will result in a Default Foundation of Quality rating.

- **What happens if something goes wrong on the day of an observation? Can I decline an observation and have the observer come back another time?**

Observations may only be rescheduled if there is an act of nature that makes conducting the observation impossible. If a program declines an observation, the program's application will not be scored. The program will be assigned a Default Foundation of Quality rating and will not be eligible to apply for a certified rating for at least 90 days.

- **What can I do to get ready for an observation?**

Explore the resources available [here](#) including videos, additional information on the framework, self-evaluations and more. For more information on the observation tool, consider taking an [Environment Rating Scales \(ERS\) course](#).

Can I hire my own external observer?

No, observations must be conducted by Office of Child Care Approved Observers in order to count for a Certified Quality Rating.

- **Where can I find more information about the observation tools?**

Additional information on the observation tools can be found at jobs.utah.gov/occ/provider/quality.html.

- **Where can I find out more information about the Career Ladder and approved courses?**

Helpful information about the Career Ladder System, as well as a Course Catalog of all current Career Ladder approved courses, is found in the "for Professionals" section at jobs.utah.gov/occ.

- **After applying for a certified rating, how do I know which months are included for Career Ladder approved annual training?**

The 12-month documentation period ends on the last day of the program's assigned observation month and begins 12 months prior to that date. All annual Career Ladder approved training must take place within this time frame. A timeline for the recertification and documentation period can be found on page 13 of this guide.

- **How do I submit documentation for Career Ladder approved training hours?**

Courses taken through Care About Childcare and other in-person community trainings are processed and entered on an individual's transcript on the Care About Childcare Workforce Registry automatically. All other Career Ladder approved training hours must be submitted by the individual to URPD on the Care About Childcare website, careaboutchildcare.utah.gov, prior to the end of the 12-month documentation period. It is suggested that each individual verify that all information on their transcript is listed correctly.

- **How do I apply for a new level on the Career Ladder System?**

Individuals can apply for a new level on the Career Ladder through their profile on the [Care About Childcare website](http://careaboutchildcare.utah.gov) through the Career Ladder icon. Once documentation of all applicable requirements for a level are listed on their Care About Childcare transcript, an individual can apply for a new level on the Career Ladder System at any time.

- **How do the Career Ladder annual training hours work if I am the primary director or caregiver and the administrator responsible for business operations?**

If an individual is listed as the primary director or caregiver as well as the administrator of business operations for a program, each of the Career Ladder approved annual training hours will only be counted in one category. In order to receive points in both domains, the individual will need to earn 20 hours of Career Ladder approved annual training as the director and an additional 10 hours of Career Ladder approved annual training in the areas of business and leadership.

- **Can a caregiver at a center be counted in the 'Career Ladder Level 4 or higher' category and the '20 hours of Career Ladder annual training' category?**

Each caregiver employed at a center will only count in one of these two categories. If a caregiver meets requirements for both categories, the caregiver will be placed in the category which will give the program the most possible points.

- **If I am the primary business administrator, how do I find courses in business or leadership that are career ladder approved?**

A great place to start is to use the [Care About Childcare course catalog](#) and use the search features to find courses that count for business and leadership. Once you click on a course you can scroll to the bottom to see the next time that the course is being taught. If you have questions about if a course counts as a business and leadership course, please contact URPD at URPD@usu.edu.

- **How do I submit individual college courses for credit?**

Each individual course must be uploaded to your Transcript in the Care About Childcare website and should be reviewed once processed. It is not sufficient to only upload a college degree to the website.

GLOSSARY OF TERMS

<i>12-month Documentation Period</i>	12-month period that ends the last day of the initially scheduled observation month. Documentation from this period of time is used to calculate points within the Child Care Quality System.
<i>Annual Training</i>	Professional development completed and submitted in the 12-month period ending the last day of the initially scheduled observation month. Training during this time is used to calculate points within the Child Care Quality System.
<i>Caregiver</i>	Any person identified as a caregiver by the child care program and listed in the Department of Health and Human Services, Child Care Licensing Program (CCL) licensing database. Also referred to as an early childhood educator.
<i>CCQS Advisory Committee</i>	Committee responsible for advising the Office of Child Care regarding modifications and adjustments to the Child Care Quality System. The CCQS Advisory Committee is staffed by the Quality Operations Manager and is comprised of the OCC program specialists, the OCC Quality Manager, an early childhood expert, two family-based child care program representatives and two center-based child care program representatives.
<i>Certified Quality Rating Period</i>	12-month period following the date a certified quality rating is effective. The 12-month certification period expires the last day of the 12th month, or when a program's license from the Department of Health and Human Services, Child Care Licensing program becomes inactive or no longer in good standing.
<i>Certified Quality Rating</i>	Child Care Quality System rating determined by applying the Child Care Quality System framework and assigned by the Department of Workforce Services, Office of Child Care.
<i>Certified Quality Rating Reviews</i>	A review process by which a program can request a review of its certified quality rating.
<i>Child Care Program or Program</i>	An individual location of a child care business, also referred to as a "site."
<i>Child Care Quality System Application</i>	Online form that must be submitted to initiate the process required to request a certified quality rating from the Department of Workforce Services, Office of Child Care.
<i>Child Care Quality System Framework</i>	Components and point values for determining a Certified Quality Rating.
<i>Child Care Quality System Self-Evaluation</i>	Recommended self-evaluation tool provided by the Office of Child Care as a resource that may be used by the director or the owner. It should be completed before the observation to evaluate classrooms and identify possible areas to focus attention for quality improvement efforts.
<i>Child Care Quality System Status</i>	Status assigned by the Department of Workforce Services, Office of Child Care to child care programs without a default rating or certified quality rating.
<i>Child Care Quality System</i>	Comprehensive statewide system administered by the Department of Workforce Services, Office of Child Care that supports Utah parents in making informed decisions when selecting child care programs to ensure the care the child receives is provided in a safe, nurturing and developmentally appropriate setting. The system utilizes research-based components of child development to provide quality ratings to eligible child care programs, as well as supporting child care programs in attaining higher levels of quality.
<i>Conditional License</i>	Program has a conditional license from the Utah Department of Health, Child Care Licensing Program.

<i>Denied Participation</i>	Child Care Quality System status referring to a child care program holding a conditional license from the Utah Department of Health and Human Services, Child Care Licensing Program.
<i>Disqualified Child Care Program</i>	Program that has been disqualified by the Department of Workforce Services, Office of Child Care to receive subsidy payments and other funding from the Office of Child Care in accordance with Utah Administrative Code 986-700.
<i>Domain of Quality</i>	One of five components of the Child Care Quality System Framework: Health and Safety, Learning Environments and Relationships, Leadership and Professional Development, Management and Administration, and National Accreditation.
<i>DWS-Eligible Child Care Program</i>	Program that has followed the Child Care Licensing process to indicate the program will accept funding from the Department of Workforce Services, Office of Child Care, including funding for children covered by child care subsidy.
<i>Early Childhood Environment Rating Scale or ECERS</i>	Evidence-based ERS tool used to assess program quality during an observation in classrooms with children ages 36 months to five years old.
<i>Enhanced Subsidy Grant</i>	Monthly payments issued to eligible programs serving children covered by child care subsidies and achieving a rating of High Quality or High Quality Plus, the amount of which is based on the cost of providing quality care for an individual child.
<i>Environment Rating Scale or ERS</i>	Group of evidence-based observation tools used to assess program quality during an observation in classrooms and include the Early Childhood Environmental Rating Scale (ECERS) and the Infant Toddler Environmental Rating Scale (ITERS). Family Child Care Environment Rating Scale (FCCERS) Evidence-based ERS tool used to assess program quality in home-based child care programs for children ages 0 to 12.
<i>Fidelity</i>	Consistently adhering to the standard of implementation of an observation tool set by the tool's author.
<i>Infant Toddler Environment Rating Scale (ITERS)</i>	Evidence-based ERS tool used to assess program quality during an observation in classrooms with children ages 0 to 35 months.
<i>Initially Assigned Observation Month</i>	Month in which classroom observations are initially scheduled by the Office of Child Care to be conducted, which may be different than the month the observations are conducted.
<i>License in Good Standing</i>	Program is licensed by the Utah Department of Health and Human Services, Child Care Licensing Program, but not with a conditional license.
<i>Not Participating</i>	Child Care Quality System Status referring to the following child care programs: (i) program has chosen not to participate in the Child Care Quality System; (ii) program is ineligible to participate due to program type, such as a Residential Certificate program, Family, Friend and Neighbor program and other legally exempt programs; (iii) program is ineligible due to being disqualified by the Office of Child Care; or (iv) program has not applied for a certified quality rating and has not elected to become DWS-eligible.
<i>Observations</i>	Onsite observations conducted by trained and reliable Quality Improvement Specialists utilizing evidence-based assessment tools to assign points within the domain of Quality Learning Environments and Relationships.
<i>Office of Child Care Program Specialist</i>	Employee of the Department of Workforce Services, Office of Child Care.
<i>Primary Caregiver</i>	Person identified as the primary caregiver by the child care program on their application whose training and credentials will be used to calculate points in Domain 3.

<i>Primary Director</i>	Person identified as the director by the child care program on their application and listed in the Utah Department of Health, Child Care Licensing Program (CCL) licensing database.
<i>Public Rule Violations</i>	Violations of Child Care Licensing rules that appear on the program's public record at childcarelicensing.utah.gov .
<i>Quality Improvement Specialist</i>	Employee of an agency contracting with the Department of Workforce Services, Office of Child Care. Specialists are qualified to conduct observations and provide support to programs participating in the Child Care Quality System.
<i>Rating Effective Date</i>	First day of the month following the Department of Workforce Services, Office of Child Care determination of a program's certified quality rating.
<i>Recertification</i>	Process of reapplying for a certified quality rating at the end of the Certified Quality Rating Period.
<i>Reliable Observer</i>	Individual who is trained to utilize an evidence-based classroom observation tool to fidelity. These individuals are referred to as either OCC-approved anchors or OCC-approved observers.
<i>School Age Program Quality Assessment (SAPQA)</i>	Evidence-based tool used to assess program quality during an observation in classrooms with school age children, including children five years old and older.
<i>Utah Registry for Professional Development: Youth and Early Learning Professional Profile (URPD)</i>	Personal profile within the Care About Childcare system that contains contact information, work history information and professional development transcripts.

ROLES OF CHILD CARE QUALITY SYSTEM STAFF

Licensed child care programs will interact with several staff members including Office of Child Care staff, Care About Childcare staff and other Office of Child Care contractors. The following table provides an overview of the various roles within the Office of Child Care and CCQS with which child care programs will likely interact.

Role	Location of Role	Responsibility
Child Care Licensing Program Licensor	Utah Dept. of Health and Human Services	<ul style="list-style-type: none"> Record group size and ratio information during Child Care Licensing inspections.
Care About Childcare Referral Staff	CAC	<ul style="list-style-type: none"> Help connect families with quality child care. Support families in understanding the Child Care Quality System.
Child Care Quality System Specialist	CAC	<ul style="list-style-type: none"> Support programs through the CCQS Certified Quality Rating process. Assist programs needing to upload documentation for verification when applying for a Certified Quality Rating. Support child care programs in utilizing the CCQS Framework worksheet. Provide resources and guidance in obtaining higher points in the framework.

Role	Location of Role	Responsibility
Family Engagement Reviewer	CAC	<ul style="list-style-type: none"> Verify the documents submitted to support the Family Engagement component.
Utah Registry of Professional Development (URPD) Specialist	URPD	<ul style="list-style-type: none"> Provide scholarships to directors and youth and early learning professionals. Process applications and issue funds for Professional Development Cost Sharing and Quality Classroom Awards. Process Professional Development Incentives. Verify the documentation submitted for points in the Health and Safety, Leadership and Professional Development, Management and Administration and National Accreditation domains.
CAC Professional Development Staff	CAC	<ul style="list-style-type: none"> Provide professional development advising for youth and early learning professionals. Support programs and individuals in accessing Career Ladder approved courses.
OCC-Approved Observer	CAC, TCC, UAN	<ul style="list-style-type: none"> Conduct classroom observations. Maintain reliability to an OCC-approved Anchor. Ensure all classroom observations are finalized, in coordination with the OCC-approved Anchor.
OCC-Approved Anchor	OCC, Care About Child-care (CAC)	<ul style="list-style-type: none"> Trained to a high standard of fidelity to the relevant classroom observation tools. Ensure OCC-approved observers maintain reliability to the classroom observation tools. Maintain reliability to the OCC Program Specialists.
Quality Improvement Specialist	CAC, TCC, UAN	<ul style="list-style-type: none"> Assist child care programs with developing individualized Quality Improvement Plans when contracting with OCC for support and grant funding. Provide technical assistance and coaching to programs to achieve goals and measurable outcomes detailed in the program's quality improvement plan. May also act as OCC-approved anchor or OCC-approved observer.
OCC Program Specialist	OCC	<ul style="list-style-type: none"> Train and coach Quality Improvement Specialists. Ensure all OCC-approved anchors and observers are reliable on the classroom observation tools. Ensure observations are scheduled by the partner agencies. Review completed observations. Train and coach Child Care Quality System Specialists. Ensure certified quality ratings are finalized in the Care About Childcare system. Monitor contracts with child care programs receiving technical assistance and grant funding to improve quality.

Role	Location of Role	Responsibility
OCC Professional Development Program Specialist	OCC	<ul style="list-style-type: none"> • Maintain and update Utah's Professional Development System to support CCQS and its Leadership and Professional Development and Management and Administration domains. • Work collaboratively with partners to ensure higher education opportunities are available to child care directors and caregivers. • Approve, maintain and update professional development materials and training courses for early childhood professionals.
CCQS Review Committee	Appointed	<ul style="list-style-type: none"> • Conducts hearings on all reviews that are forwarded to the Committee after completion of the OCC Review. • Issues a final recommendation for the review to the Department of Workforce Services Director of Adjudication.
CCQS Subcommittee	OCC	<ul style="list-style-type: none"> • Subcommittee of OCC Advisory Committee • Advise OCC on making modifications to the CCQS framework.

ENDNOTES

- 1 42 U.S.C. 9858 et seq
- 2 <https://journals.sagepub.com/doi/pdf/10.3102/0013189X17737739>
- 3 <https://rules.utah.gov/publicat/code/r986/r986-700.htm#E5>
- 4 Ann Austen & Alex Fronk, Summary of Significant Results for the Care About Childcare Validation Project, Utah State University. 2015; National Institute of Child Health and Human Development, The NICHD Study of Early Child Care and Youth Development (2006).
- 5 Henderson, A.T. & Mapp, K.L., A New Wave of Evidence: The Impact of School, Family and Community Connections on Student Achievement. (2002)
- 6 Bloom, P. & Sheerer, M. The Effect of Leadership Training on Child Care Program Quality, Early Childhood Research Quarterly, 7, 579-594. (1992);
- 7 National Institute of Child Health and Human Development, The NICHD Study of Early Child Care and Youth Development (2006); Child Trends, Child Care: Research-Based Policy Recommendations for Executive and Legislative Officials in 2017. (January 2017)
- 8 Young Children Develop in an Environment of Relationships: Working Paper No. 1. National Scientific Council on the Developing Child (2004). Retrieved from <http://www.developingchild.harvard.edu>.