



## Qualistar Early Learning Frequently Asked Questions on the CCR&R Redesign

### CCR&R System Redesign

**Q: Is the decision to revise the current structure into the four regions final?**

**A:** Yes. As indicated by our previous discussion, the Division of Child Care requested that we look at the structure of our system and determine ways to ensure greater equity of access and accountability. We chose to respond to that request by evaluating the current CCR&R structure and found that reducing the number of regions made sense. Data on child population, provider population, historic number of referrals and number of square miles were used to guide the new regional boundaries.

**Q: Does Qualistar Early Learning have a vision for the regional hubs?**

**A:** Yes. Qualistar's vision is that the regional hubs will provide early care and education expertise critical to strengthening the quality of early learning services provided in the region. We visualize that the CCR&R hubs will become the hub of activity for all things related to the provision of high quality early care and education. Other funding entities will recognize this expertise and will use this infrastructure to build a system of services and supports that go beyond the core CCR&R services funded by Qualistar. Qualistar understands that this vision will not be realized immediately. We are committed to evaluating the impact of the changes on direct services to families and providers over the next three years and will use data, including feedback from stakeholders, to drive any changes that will continue to strengthen the system.

**Q: How will child care providers and parents be informed of the changes to the CCR&R system?**

**A:** The communications plan will be multi-phased starting in January and continuing at key intervals throughout the year. The plan will build from strategic messages developed to meet the specific needs of families and providers. Vehicles will include Public Service Announcements, state and regional press outreach, new collateral, web tie-ins and social media communities. A preview of the communications plan will be shared in the last quarter of calendar 2009.

**Q: How will the redesigned system impact the ability of families and providers to find and benefit from CCR&R services?**

**A:** Qualistar will work with the regional hubs to build statewide name recognition for Colorado's child care resource and referral network. To that end, regional hubs will be required to use the word "Qualistar" as the first word in the name for their CCR&R services as well as the Qualistar logo adapted for each hub. CCR&R hubs will be able to choose their own name subject to final approval by Qualistar. Examples of acceptable names could include "Qualistar West," "Qualistar Northeast with Colorado State College," "Qualistar at Care Connections," or "Qualistar of Northern Colorado." Qualistar will provide marketing and branding assistance to hubs to meet this objective.



## **Regional Hubs Expectations**

### **Q: What services must be provided at the regional hub office?**

**A:** Each of the four regional hub offices will be responsible for all child care referrals, data collection, data analysis and data sharing. Additionally, each hub will be responsible for coordinating the provision of provider services, including training and technical assistance/coaching. Hubs also will be responsible for coordinating community efforts to ensure sufficient high-quality child care providers are available to meet local child care demand.

### **Q: Will subcontracted entities be given access to NACCRRAware for purposes of doing child care referrals or accessing local data?**

**A:** No. Each regional hub will be responsible for the delivery of all child care referrals for the region. However, regional hubs will be expected to work with subcontractors to identify specific data they might need and to share that data in accordance with policies established by Qualistar.

### **Q: Can the regional hubs have satellite offices that deliver referrals and other CCR&R services?**

**A:** Yes, with prior approval from Qualistar. A satellite office is different from a subcontractor as it is part of the same organization as the regional hub, with the same fiscal agent and under the same accountability system.

### **Q: What are the expectations for CCR&Rs and Early Childhood Councils (ECC) working together in this revised regional structure?**

**A:** Each regional hub will be required to create and implement a Memorandum of Understanding with each ECC in their region that establishes a common understanding of the division of their roles and responsibilities and that maximizes local resources. Note: CCR&Rs are among the entities listed in House Bill 07-1062 that created the Early Childhood Councils as required members of a Council.

### **Q: How will the redesign impact existing NACCRRAware licenses and NACCRRAware data?**

**A:** Qualistar will pay NACCRRRA to transfer data into the four regional databases. Qualistar will hold all four database licenses and will assign them to the regions.

### **Q: Will each regional hub be expected or required to go through NACCRRRA's Quality Assurance process?**

**A:** Currently the expectation is that the regional hubs deliver and coordinate services to meet best practices as determined by NACCRRRA. If funding becomes available in future contract years, Qualistar may require hubs to go through the Quality Assurance process.



## Request for Applications

**Q: Other than the meeting scheduled in July for planning purposes, what other support will be available to entities responding to the RFA?**

**A:** Regional planning grants will be available to applicants who submit a Notice of Intent to Apply. There is \$5,000 available for each region to support planning such as travel, facilitation, meeting expenses, etc. If there are multiple applicants from any one region, the grant funding will be divided equally among those applicants.

**Q: What is the expected result of the planning process in each region?**

**A:** Qualistar's intent for the planning process is that regions will work with current CCR&Rs as well as other stakeholders and funders of CCR&R services to construct a regional plan built on the region's strengths. The plan should demonstrate how local services and funding will be leveraged to support the regional plan. A truly collaborative regional planning process should result in a plan that is backed by current supporters of local CCR&R work.

**Q: Who is eligible to apply?**

**A:** Any of Qualistar's current CCR&R contractors may submit an application.

**Q: What will the application review process be?**

**A:** The scoring criteria will be outlined in the forthcoming RFA. The review panel will include Qualistar Board members and staff, funders of CCR&R work, and other Colorado early childhood system-building stakeholders.

**Q: What will happen if the current CCR&Rs cannot reach a decision about how the CCR&R will be structured in their new region?**

**A:** If the CCR&Rs within a newly defined region cannot reach agreement about how to move forward with plans for the regional hub, then any and/or all of those CCR&Rs can respond to the RFA. In such an instance, the review committee will determine which applicant will be awarded the contract. If none of the submitted applications is deemed appropriate, then Qualistar will issue a competitive public RFP for the regional hub.

**Q: Are we limited to partnering only with existing CCR&Rs to deliver CCR&R services if we are the entity submitting the application?**

**A:** An entity submitting the application can choose the agencies or organizations that best meet the needs of the region to deliver the scope of services.

## Funding

**Q: Will there be any additional funding for these new regional hub offices?**

**A:** There is one-time American Recovery and Reinvestment Act ("Stimulus") funding available to support the transition to the new structure. Aside from that time-limited source of funding, the CCR&R system continues to be funded by CDHS for fiscal year 2009-2010 at the same level as it has been for the past four years. We have received no indication that this will change in the future.



**Q: How much funding will each region receive?**

**A:** The available funding will be distributed as follows:

- 50 percent of the funds available for the regional hubs will be distributed equally to each of the four regions as a base funding amount
- The remaining 50 percent of funds will be allocated according to a funding formula that is based on the number of children, number of facilities, and square miles in each region

Actual dollar amounts available for each region, as well as the specifics of the funding formula, will be specified in the forthcoming RFA.

**Q: Will there be a match requirement?**

**A:** Applicants must demonstrate reasonable expectations of receipt of matching funds of at least 25 percent of the award amount.