



## **Capital Quality Validation Guide For the 2021-22 Program Year**

## Table of Contents

I. Overview .....	3
A. Validation of Capital Quality Profile .....	3
II. Validation Process .....	4
A. Authorized Representative .....	4
B. Quickbase Application .....	4
C. Validation Timeline .....	5
D. Directions for Validation .....	6
1. Log in to the CQIP Quickbase app .....	6
2. Forgot your password? .....	10
3. Access the validation section. ....	14
4. Access your facility's validation page .....	15
5. Review the information on your facility's Capital Quality profile. ....	17
6. How to submit a concern about your facility's Capital Quality profile. ....	19
7. Return to home page .....	21
E. Responding to Concerns .....	22
III. Technical Assistance .....	22
A. Recorded Webinar .....	23
B. Scheduled One-on-One Assistance .....	23
C. Personnel .....	23
D. Point of Contact .....	23

## I. Overview

Each year, child development facility owners, center directors and home providers (“providers”) have an opportunity to review for accuracy information that will be included in their facilities’ Capital Quality profiles, which are accessed through [My Child Care DC](#). In years when their facilities are eligible to be rated, providers also have an opportunity to review the observation score(s) used to calculate their facilities’ Capital Quality ratings and designations and review the calculations for accuracy. Capital Quality designations have not been updated in fiscal year 2022 (FY22) and most information remains the same. That said, facilities may wish to review their Capital Quality profile information to ensure there are no inaccuracies related to their facility information. This review process is referred to as validation.

Validation is a passive process, meaning if a provider does not submit any concerns during the validation period, the Office of the State Superintendent of Education (OSSE) considers the information to be final.

OSSE displays this information (e.g., Capital Quality designation, mission statement, curricula and assessments) on the Capital Quality profile, which is accessed through [My Child Care DC](#). The Capital Quality profile is posted on [My Child Care DC](#) for all facilities participating in Capital Quality, including Pilot, Group Two, Group Three, Group Four and Group Five facilities.

Facilities’ effective Capital Quality designations for subsidy reimbursement rates for the next fiscal year, FY23 from Oct. 1, 2022 through Sept. 30, 2023, are based on:

- The most recent observation-based Capital Quality designation (i.e., Capital Quality designation based on rating calculated using up to two years of valid observation data) for **all facilities**;
- The hold harmless policy for **Group Four** facilities expires on Sept. 30, 2022. Refer to the [Capital Quality technical guide](#) for more information on the hold harmless policy.

Providers may contact [CapitalQuality@dc.gov](mailto:CapitalQuality@dc.gov) with any questions regarding their facilities’ effective Capital Quality designations for subsidy reimbursement rates for the next fiscal year.

### A. Validation of Capital Quality Profile

During validation, providers have an opportunity to review information on their facilities’ Capital Quality profiles that are posted on [My Child Care DC](#). The following information is available for review for accuracy:

- Point of contact for the facility;
- Contact type (e.g., owner/director, center director, home provider, other);
- Phone;
- Email address;
- Link to facility website;
- Accreditation type;
- Accreditation expiration date;
- Mission statement;
- List of research-based curricula used;
- List of research-based assessments used; and
- Whether teachers have paid planning time outside of classroom hours.

NOTE: For facilities that have already been rated using up to two years of valid observation data, current year and previous year Infant/Toddler Environment Rating Scale (ITERS), Family Child Care Environment Rating Scale (FCCERS) and/or Classroom Assessment Scoring System Pre-K (CLASS Pre-K) scores used to calculate the most recent observation-based Capital Quality designation were reviewed for accuracy during the 2018-19 and 2020-21 program year validation periods, in fall 2019 and 2021, respectively. This previously validated information is currently displayed on the Capital Quality profile on [My Child Care DC](#); because this information will continue to be displayed on the Capital Quality profile, it will be displayed during the 2021-22 program year validation period for reference.

## II. Validation Process

### A. Authorized Representative

Each facility's authorized representative is the point of contact the licensee/provider submitted to the OSSE Division of Early Learning (DEL) licensing and compliance unit. The point of contact submitted to the licensing and compliance unit is typically the owner/director, center director or home provider of the child development facility.

Each facility's authorized representative is the only Quickbase user who has access to the validation section of the Continuous Quality Improvement Plan (CQIP) Quickbase application ("app"). The authorized representative is given access to review for accuracy information that will be included in the facility's Capital Quality profile, which is accessed through [My Child Care DC](#). If the facility is eligible to be rated using one year of valid observation data, the authorized representative is also given access to review the observation score(s) used to calculate their facility's Capital Quality rating and designation and review the calculation for accuracy.

The authorized representative is responsible for submitting any concerns about the accuracy of the information reviewed during the validation process.

If the licensee/provider wants to designate a different authorized representative than the current point of contact submitted to the OSSE DEL licensing and compliance unit, the licensee/provider must designate another authorized representative in writing (via email) to [Validation.OSSE@dc.gov](mailto:Validation.OSSE@dc.gov).

If the licensee/provider wants to give additional individuals (e.g., executive director, facility owner or co-owner, assistant director) access to view the validation section of the CQIP Quickbase app, the licensee/provider can designate one or more delegate authorized representatives. Delegate authorized representatives can view the validation section of the CQIP Quickbase app but **cannot submit concerns**. To designate one or more delegate authorized representatives, the licensee/provider must submit a request in writing (via email) to [Validation.OSSE@dc.gov](mailto:Validation.OSSE@dc.gov).

### B. Quickbase Application

Validation of information on Capital Quality profiles and, for facilities eligible to be rated using one year of valid observation data, the Capital Quality ratings and designations takes place in the CQIP Quickbase app. The CQIP Quickbase app is a secure, online database. Each facility's authorized representative is the only Quickbase user who has access to the validation section of the CQIP Quickbase app, unless the

licensee/provider designates one or more delegate authorized representatives. Additional facility staff may have access to other sections in the CQIP Quickbase app, such as general program information, the facility's CQIP and site visit notes from quality facilitators; these other users cannot access the validation section of the CQIP Quickbase app.

### C. Validation Timeline

The 2021-22 validation process will occur from **Aug. 22-Sept. 16, 2022**

All submissions of concerns about accuracy of information are due by **5 p.m. on Sept. 2, 2022**. OSSE will respond by Sept. 16, 2022 to all concerns raised. It is critical authorized representatives adhere to the Sept. 2, 2022 deadline; OSSE will not respond to concerns raised after 5 p.m. on Sept. 2, 2022.

Table A shows each component of the validation timeline.

**As a reminder, validation is a passive process, so no submissions are required.**

**Table A. Validation Timeline**

Timeline	Action
Aug. 22, 2022	Validation period begins.
Aug.22-Sept. 2, 2022	Authorized representatives (and any delegate authorized representatives) can review information for accuracy. Only the authorized representatives can submit concerns (if there are any) related to the accuracy of the information they are reviewing. <b>Note: No action is required during this time if the information is accurate.</b>
Sept. 2, 2022, 5 p.m.	Validation period for authorized representatives closes. Deadline for authorized representatives to submit any concerns (none are required).
Sept. 3-16, 2022	Authorized representatives review any updated information.
Sept. 16, 2022	OSSE response period closes.

## D. Directions for Validation

Authorized representatives should follow the directions below for validation to review facilities' information on Capital Quality profiles and, for facilities eligible to be rated using one year of valid observation data, the Capital Quality ratings and designations. Screenshots are provided to walk-through the validation process in the CQIP Quickbase app.

### 1. Log in to the CQIP Quickbase app.

Each authorized representative will receive an email with a link to the CQIP Quickbase app in August 2022. The email will be from OSSE staff with the subject line: "Quick Base invite to the "CQIP 2021-2022" app."

Open the email from OSSE staff. Click the link in the email to open the CQIP Quickbase app in an Internet browser.

Note: Microsoft Edge (for Microsoft Windows); Safari (for macOS); and Google Chrome (for Microsoft Windows) are preferred Internet browsers. To download the latest versions of these Internet browsers, use this link: [help.quickbase.com/user-assistance/browserrequirements.html](http://help.quickbase.com/user-assistance/browserrequirements.html).

If you are a new user, you will see a page with the title “Sign Up for Quickbase.” Complete the fields, read and agree to the terms of service and click “Register.”

**Sign Up for Quick Base**

All fields marked with an asterisk ( \*) are required.

First name \*

Last name \*

Email address test.user.osse.del@gmail.com

---

Choose a password \*

Retype password \*

Password strength:

- ✓ Must be at least 8 characters
- ✓ Must include both numbers and letters

---

Please set up a security question in case you ever need to reset your password.

Question: \*

Answer: \*

Retype Answer: \*

✓ Security answers must match  
Your answer is not case sensitive.

---

☐ I have read and agree to the Quick Base [Terms of Service](#)

If you already have a Quickbase account, you will see a page to log in to Quickbase. Enter your email address and password and click “Sign in.”

You need to sign in to get to that page.

Username

l

Password

Sign in

☐ Keep me signed in on this computer

[I forgot my password](#)

Not a Quick Base user? [Create a log-in.](#)

© 2019 QuickBase, Inc. All rights reserved. [Terms](#) | [Privacy](#)



After you register or sign in, you will see the CQIP Quickbase app home page.

**My Apps** | **Pipelines** | **CQIP 2021-2022** | **CRT 2.0** | **OSSE Com...** | **DELIT 1.0** | **OSSE Help...** | **Shared Serv...** | **OSSE Conti...** | **OSSE QRIS...**

**Home** | **Users** | **Quality Facilitators** | **Directory** | **Facility Information** | **CQIP** | **Site Visit** | **Validation** | **Concerns** | **Message Board** | **Goals** | **Action Steps** | **Facility Sync 21-22** | **Facility Sync 22-23**

**CQIP 2021-2022** >

### Continuous Quality Improvement Plan

**Overview:** Capital Quality, the District's redesigned quality rating and improvement system (QRIS), places a strong emphasis on supporting early care and education programs to develop plans and strategies that address gaps in quality for children birth to pre-K. The continuous quality improvement plan (CQIP) is a component of this system and is based on the ongoing self-assessment of child development facility owners, center directors and home providers ("providers"). The CQIP and the support of quality facilitators will help programs prepare for their Capital Quality rating and designation. The Capital Quality rating and designation will be based on the Classroom Assessment Scoring System™ Pre-K (CLASS™ Pre-K) and/or the Environment Rating Scales (ERS), depending on the age group that the facility serves. The four-tier Capital Quality designation scale is articulated below:

- Developing**  
• Below the floor on all subscales
- Progressing**  
• 0.01 - 33.33 points across all subscales
- Quality**  
• 33.34 - 66.66 points across all subscales
- High-Quality**  
• 66.67 - 100 points across all subscales

**Facility Information** | **CQIP** | **Validation** | **Goals and Action Steps** | **Site Visit** | **Reports** | **QF Assignment**

## 2. Forgot your password?

If you forgot your password, click “I forgot my password.”

You need to sign in to get to that page.

Username

Password

Sign in

☐ Keep me signed in on this computer

[I forgot my password](#)

Not a Quick Base user? [Create a log-in.](#)

© 2019 QuickBase, Inc. All rights reserved. [Terms](#) | [Privacy](#)

After you click “I forgot my password,” you will see a page with the title “Forgot my Password.” Enter your email address and click “Reset my Password.”

**Forgot my Password**

Don't worry, it happens to everyone. We'll get you back into Quick Base right away.

Email or user name

[Reset my Password](#)

[Back to Sign In](#)

After you click “Reset my Password,” you will see a page with the title “Check your email” to review the automatically generated email with instructions to reset your password. Note when the link in the email will expire.

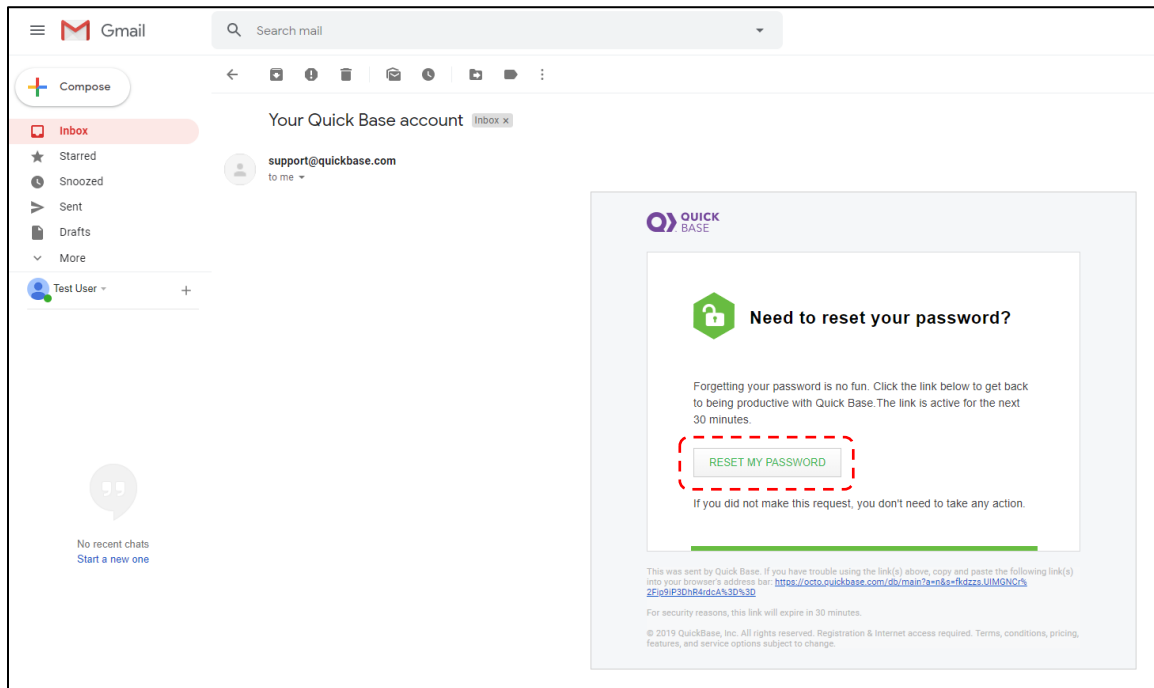
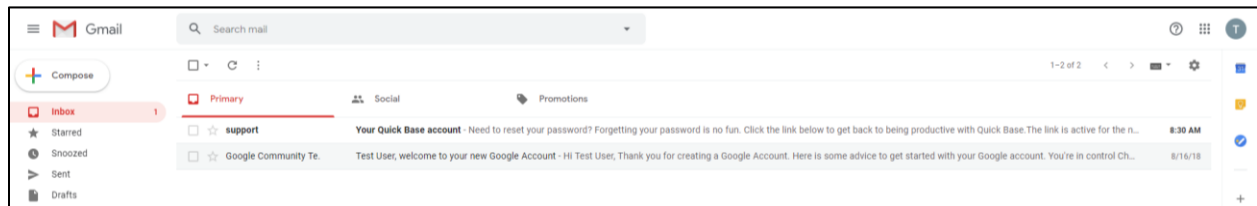
**Check your email**

We've sent an email to the address you use with Quick Base.

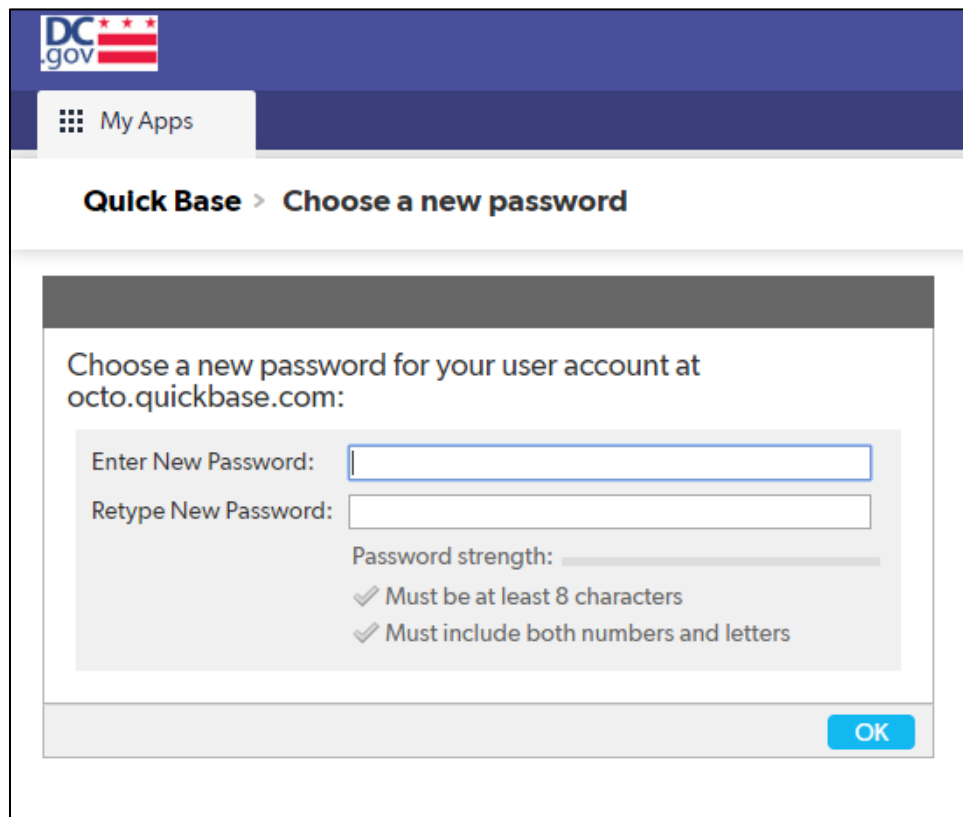
The link on the email is active for 30 minutes. Click the link, and follow the prompts to reset your password.

[Back to Sign In](#)

Check your email. Open the email from Quickbase. Click the link in the email to reset your password.



Enter your new password and click “OK.”



The screenshot shows a web interface for setting a new password. At the top left is the DC.gov logo. Below it is a 'My Apps' button. The main heading is 'Quick Base > Choose a new password'. The form area contains the instruction 'Choose a new password for your user account at octo.quickbase.com:'. There are two input fields: 'Enter New Password:' and 'Retype New Password:'. Below these is a 'Password strength:' indicator with two checkmarks: 'Must be at least 8 characters' and 'Must include both numbers and letters'. An 'OK' button is located at the bottom right of the form.

DC.gov

My Apps

**Quick Base > Choose a new password**

Choose a new password for your user account at octo.quickbase.com:

Enter New Password:

Retype New Password:

Password strength:

- ✓ Must be at least 8 characters
- ✓ Must include both numbers and letters

OK

### 3. Access the validation section.

On the CQIP Quickbase app home page, click the “Validation” icon to go to the validation section.

**CQIP 2021-2022**

### Continuous Quality Improvement Plan

**Overview:** Capital Quality, the District's redesigned quality rating and improvement system (QRIS), places a strong emphasis on supporting early care and education programs to develop plans and strategies that address gaps in quality for children birth to pre-K. The continuous quality improvement plan (CQIP) is a component of this system and is based on the ongoing self-assessment of child development facility owners, center directors and home providers ("providers"). The CQIP and the support of quality facilitators will help programs prepare for their Capital Quality rating and designation. The Capital Quality rating and designation will be based on the Classroom Assessment Scoring System™ Pre-K (CLASS™ Pre-K) and/or the Environment Rating Scales (ERS), depending on the age-group that the facility serves. The four-tier Capital Quality designation scale is articulated below:

**Developing**  
• Below the floor on all subscales

**Progressing**  
• 25-35 points across all subscales

**Quality**  
• 35-45 points across all subscales

**High-Quality**  
• 45-55 points across all subscales

**Facility Information** **CQIP** **Validation** **Goals and Action Steps** **Site Visit** **Reports** **QF Assignment**

After clicking on the “Validation” icon, you will see a list of one or more facilities to which you have access.

The screenshot displays the OSSE Continuous Quality Improvement (CQIP) 2020-2021 Validation page. The page title is "Validation > List All w/ License". The left sidebar shows filters for "Capital Quality Framework" (Birth-to-Five, Child Development Homes/Child Development Expanded Homes) and "CQ designation" (Preliminary, Quality). The main content area shows a table with 2 validations. The table has columns for Facility Name and License Number. The first row is "Our Child Development Center" with license number CDC-123456. The second row is "Our Child Development Home" with license number CDX-123457. There are eye icons next to each row, indicating they can be viewed.

Facility Name	License Number
Our Child Development Center	CDC-123456
Our Child Development Home	CDX-123457

#### 4. Access your facility’s validation page.

Click on the “View” (eye) icon next to one facility to access that facility’s validation page.

This screenshot is identical to the previous one, but with a red circle highlighting the eye icon next to the first facility, "Our Child Development Center", to indicate the user should click it to view the facility's validation page.

Facility Name	License Number
Our Child Development Center	CDC-123456
Our Child Development Home	CDX-123457

After clicking on the “View” (eye) icon, you will see your facility’s validation page. This validation page includes general information on validation and a link to validate your facility’s information on the Capital Quality profile.

The screenshot shows a web application interface for OSSE. At the top is a blue navigation bar with icons and labels for various sections: Home, Users, Quality Facilitators, Directory, Facility Information, CQIP, Site Visit, Validation (selected), Concerns, Message Board, Goals, Action Steps, and Facility Sync 21-22. Below this is a sub-header for 'Validation > Our Child Development Center' with a link to 'Reports & Charts'. The main content area contains a 'Validation' section with the following text: '2020-2021 Capital Quality Validation: The validation process will take place from Sept. 13-Oct. 15, 2021. Authorized representatives will have the opportunity to review for accuracy information that will be included in their facilities' Capital Quality profile, which is accessed through [My Child Care DC](#). The deadline to submit any concerns is 5 p.m., Oct. 1, 2021. Validation is a passive process, meaning if an authorized representative does not submit any concerns during the validation time period, the Office of the State Superintendent of Education (OSSE) considers all information to be final. For the 2020-2021 program year, OSSE will not calculate Capital Quality ratings and designations for facilities that have already been rated using two years of valid observation data. For more information, refer to the Capital Quality technical guide published on the [OSSE Website](#). Click 'Validate Capital Quality Profile' to go to the validation dashboard and view the profile information.' At the bottom of this section is a button labeled 'Validate Capital Quality Profile'. On the right side of the main content area, there are links for 'Return' and 'Next'.



5. Review the information on your facility's Capital Quality profile.

On your facility's validation page, click on "Validate Capital Quality Profile" to review your facility's Capital Quality profile.

The screenshot shows a web application interface for OSSE. The top navigation bar includes tabs for Home, Users, Quality Facilitators, Directory, Facility Information, CQIP, Site Visit, Validation (selected), Concerns, Message Board, Goals, Action Steps, and Facility Sync 21-22. Below the navigation bar, the page title is "Validation > Our Child Development Center". A sub-header "Reports & Charts" is visible. The main content area contains a "Validation" section with the following text: "2020-2021 Capital Quality Validation: The validation process will take place from Sept. 13-Oct. 15, 2021. Authorized representatives will have the opportunity to review for accuracy information that will be included in their facilities' Capital Quality profile, which is accessed through [My Child Care DC](#). The deadline to submit any concerns is 5 p.m., Oct. 1, 2021. Validation is a passive process, meaning if an authorized representative does not submit any concerns during the validation time period, the Office of the State Superintendent of Education (OSSE) considers all information to be final. For the 2020-2021 program year, OSSE will not calculate Capital Quality ratings and designations for facilities that have already been rated using two years of valid observation data. For more information, refer to the Capital Quality technical guide published on the [OSSE Website](#). Click 'Validate Capital Quality Profile' to go to the validation dashboard and view the profile information." Below this text is a button labeled "Validate Capital Quality Profile", which is highlighted with a red dashed rectangular border.

After clicking on “Validate Capital Quality Profile,” you will see your facility’s Capital Quality profile page.

**Validation > Our Child Development Center**  
 ▶ Reports & Charts Save & close Cancel

**Directions for Validation:**

1. Review your facility's Capital Quality profile.
2. If all information appears correct, you do not need to take any action. Simply return to the home page.
3. To submit a concern, scroll down to the bottom of the page and click one row in the Concerns table. Submit one concern for each area you believe is incorrect.
  - A. Select the area for which you are submitting the concern from the drop-down menu under the column heading "Concern."
  - B. Describe the concern as clearly as possible under the column heading "Please provide details regarding your concern."
  - C. Click "Save & close."
  - D. Your concern is now submitted. You will see a list of all concerns you submitted in the Concerns table.
4. Depending on the nature of concerns, OSSE may take from 10 business days through the conclusion of the validation period to respond to concerns. If calculations or information is updated in the process of responding to concerns, these updates will be visible in your facility's validation section of the CQIP Quick Base app. Updates will be made to the app each Friday.

**Note:** Program-level scores and results of calculations (i.e. points earned) below are rounded to the hundredths place for the purpose of displaying during the validation process. For example, 12.3894 would be rounded to 12.39. No rounding occurs during the calculation of program-level scores and Capital Quality points earned to ensure precision.

Point of Contact: Jane Smith      Contact Type: Center Director

Phone: (555) 555-5555      Email Address: jsmith@center.com      Link to Facility Website

✓ **ACCREDITATION**  
 Full Report | Grid Edit | More ▼ 1 Accreditation

Accreditation_Type	Accreditation_Expiration_Date
NAEYC	07-01-2022

✓ **MISSION STATEMENT**  
 Our Child Development Center's mission is to serve the children and families in our community.

✓ **RESEARCH BASED CURRICULA USED**  
 Full Report | Grid Edit | More ▼ 3 curriculas

Name of the Curriculum	Age Group where the curriculum is implemented	On-Site Administrator Notes/Source(s) of Evidence	Uploads
------------------------	---	---	---------

Scroll down the page and review the information in your facility’s Capital Quality profile. If all information appears correct, you do not need to take any action. Simply return to the home page.

## 6. How to submit a concern about your facility's Capital Quality profile.

To submit a concern, scroll down to the bottom of the page and click one row in the Concerns table. Submit one concern for each area you believe is incorrect.

The screenshot shows the 'Validation' page for 'Our Child Development Center'. The page has a 'Save & close' button and a 'Cancel' button in the top right corner. The main content area is divided into sections for 'CURRENT YEAR' and 'PREVIOUS YEAR' scores. The 'Concerns' section is highlighted with a red dashed box. It contains a table with columns: 'Concern', 'Please provide details regarding your concern', and 'Formal Response'. The table has four rows, each with a placeholder text: 'Please select an option below that best fits your concern'.

Select the area for which you are submitting the concern from the drop-down menu under the column heading "Concern."

The screenshot shows the 'Validation' page for 'Our Child Development Center' with the 'Concerns' section. A dropdown menu is open under the 'Concern' column, showing a list of options: 'Please select an option below that best fits your concern', 'Capital Quality framework', 'Capital Quality group number', 'Infant/Toddler Environment Rating Scale-Revised (ITERS-R) scores', 'Family Child Care Environment Rating Scale-Revised (FCCERS-R) scores', 'Classroom Assessment Scoring System (CLASS) scores', 'Steps to calculate the Capital Quality rating and designation', 'Capital Quality rating (i.e., the numeric score that is between 0-100)', 'Capital Quality designation (i.e., Preliminary, Developing, Progressing, Quality or High-Quality)', 'Point of contact for the facility', 'Contact type (e.g., owner/director, center director, home provider, other)', 'Phone', 'Email address', 'Link to facility website', 'Mission statement', 'Program year noted for current year scores', 'Program year noted for previous year scores', 'Number of classrooms', and 'Number of staff'. The table has columns: 'Concern', 'Please provide details regarding your concern', and 'Formal Response'. The table has four rows, each with a placeholder text: 'Please select an option below that best fits your concern'.

Describe the concern as clearly as possible under the column heading “Please provide details regarding your concern.”

**Validation > Our Child Development Center** Save & close Cancel

yes

▼ **CURRENT YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS-R) Program-Level Score: Current Year = 3.06  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 5.50  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.40  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.20

▼ **PREVIOUS YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS-R) Program-Level Score: Previous Year = NA  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Previous Year = NA  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Previous Year = NA  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Previous Year = NA

▼ **Concerns** 0 Concerns

New Concern More ▼

Concern	Please provide details regarding your concern	Formal Response
Point of contact for the facility	We have a new point of contact, Joe Smith.	
Please select an option below that best fits your concern		
Please select an option below that best fits your concern		
Please select an option below that best fits your concern		
Please select an option below that best fits your concern		

Click “Save & close.”

**Validation > Our Child Development Center** Save & close Cancel

yes

▼ **CURRENT YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS-R) Program-Level Score: Current Year = 3.06  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 5.50  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.40  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.20

▼ **PREVIOUS YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS-R) Program-Level Score: Previous Year = NA  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Previous Year = NA  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Previous Year = NA  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Previous Year = NA

▼ **Concerns** 0 Concerns

New Concern More ▼

Concern	Please provide details regarding your concern	Formal Response
Point of contact for the facility	We have a new point of contact, Joe Smith.	
Please select an option below that best fits your concern		
Please select an option below that best fits your concern		
Please select an option below that best fits your concern		
Please select an option below that best fits your concern		

Your concern is now submitted. You will see a list of all concerns you submit in the Concerns table.

## 7. Return to home page.

When you finish submitting any concerns or if you do not have any concerns, scroll to the top of the page and click “Home” to return to the home page.

**Continuous Quality Improvement Plan**

**Overview:** Capital Quality, the District's redesigned quality rating and improvement system (QRIS), places a strong emphasis on supporting early care and education programs to develop plans and strategies that address gaps in quality for children birth to pre-K. The continuous quality improvement plan (CQIP) is a component of this system and is based on the ongoing self-assessment of child development facility owners, center directors and home providers ("providers"). The CQIP and the support of quality facilitators will help programs prepare for their Capital Quality rating and designation. The Capital Quality rating and designation will be based on the Classroom Assessment Scoring System™ Pre-K (CLASS™ Pre-K) and/or the Environment Rating Scales (ERS), depending on the age group that the facility serves. The four-tier Capital Quality designation scale is articulated below.

**Developing**  
• Below the floor on all subscales

**Progressing**  
• 25.01 - 32.33 points across all subscales

**Quality**  
• 33.34 - 66.66 points across all subscales

**High-Quality**  
• 66.67 - 100 points across all subscales

**Facility Information** **CQIP** **Validation** **Goals and Action Steps** **Site Visit** **Reports** **QF Assignment**

## E. Responding to Concerns

If you submit any concerns, OSSE is automatically notified and OSSE begins the process of responding to concerns. To respond to concerns, OSSE will review all relevant documentation, which may include, but is not limited to:

- Licensing information;
- Calculation of the Capital Quality rating and designation; and/or
- Information in the facility's CQIP.

While responding to concerns, OSSE may contact authorized representatives to clarify information submitted in concerns or provide updates on the status of concerns.

Depending on the nature of concerns, OSSE may take from **10 business days** through the conclusion of the validation period (i.e., Sept. 16, 2022) to respond to concerns. If information is updated in the process of responding to concerns, these updates will be visible to authorized representatives in their facilities' validation section of the CQIP Quickbase app. **Updates will be made to the app each Friday.**

After completing the process, OSSE will update the concerns table detailing whether or not changes have been made to any of the information for that facility. Authorized representatives should review the responses in the concerns table.

## III. Technical Assistance

During validation, OSSE will provide technical assistance for authorized representatives. OSSE will offer a recorded webinar and scheduled one-on-one assistance as requested. Personnel will also be available by email, phone and Microsoft Teams to provide technical assistance to authorized representatives. Please see below for additional details on available technical assistance.

## A. Recorded Webinar

### Validation/CQIP Quickbase App Webinar

OSSE will offer a recorded webinar on the validation process in the CQIP Quickbase app. It is highly recommended that you watch the webinar and submit any questions via email to [Validation.OSSE@dc.gov](mailto:Validation.OSSE@dc.gov). The webinar will be posted on the OSSE website at [osse.dc.gov/page/capital-quality-qris](https://osse.dc.gov/page/capital-quality-qris) and emailed to authorized representatives at least one week before the validation period begins.

## B. Scheduled One-on-One Assistance

OSSE will offer scheduled one-on-one assistance which will be used to answer authorized representatives' questions one-on-one with OSSE staff; signing up for scheduled one-on-one assistance is not mandatory. Authorized representatives for facilities in any type of Capital Quality framework may request assistance during any time slot at the below link.

To schedule one-on-one assistance, sign-up through this link: Email [Validation.OSSE@dc.gov](mailto:Validation.OSSE@dc.gov) with any questions.

After you request scheduled one-on-one assistance, an OSSE staff member will contact you via email within 24-48 hours.

## C. Personnel

Quality facilitators and additional OSSE staff will be available to provide technical assistance by phone or remote platforms such as Microsoft Teams or Zoom.

- Quality facilitators are available to assist with **accessing and navigating** the CQIP Quickbase app, webinars or other informational resources during the validation period. Please refer to your assigned quality facilitator for support.

## D. Point of Contact

Please email or call the following point of contact with any other questions about Capital Quality.

**Michele Reid**  
Manager, Building and Sustaining Quality  
Early Care and Education  
[CapitalQuality@dc.gov](mailto:CapitalQuality@dc.gov)  
(202) 545-7221