



## 2024 Capital Quality Validation Guide

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## I. Overview

Each year, child development facility owners, center directors and home providers (“providers”) have an opportunity to review information for accuracy 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. Due to interruptions in data collection due to COVID-19 in previous years, in fiscal year 2024 (FY24) the Office of the State Superintendent of Education (OSSE) will use one year of valid observation data collected in calendar year 2023 to calculate Capital Quality ratings and assign Capital Quality designations. 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](#). This 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.

Although Capital Quality ratings and designations will be completed in FY24 and designations will appear on the My Child Care DC website, child development facilities that receive a designation lower than the currently assigned designation will continue to be paid at the current subsidy reimbursement rate (i.e., held harmless) until two years of valid data have been collected. Child development facilities that receive a higher designation will receive a higher tiered subsidy reimbursement rate aligned to the higher designation. In FY25, Capital Quality ratings and designations will be calculated using two years of valid observation data for facilities that have it, and the hold harmless policy will expire. Facilities’ effective Capital Quality designations for subsidy reimbursement rates will go into effect following the conclusion of the validation period.

Providers may contact [CapitalQuality@dc.gov](mailto:CapitalQuality@dc.gov) with any questions regarding their facilities’ effective Capital Quality designations.

### 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;
- Infant/Toddler Environment Rating Scale-Revised (ITERS-R), Family Child Care Environment Rating Scale-Revised (FCCERS-R) and/or 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).;
- List of research-based curricula used;
- List of research-based assessments used;
- Whether teachers have paid planning time outside of classroom hours; and
- Concerns

## 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, compliance and subsidy unit. The point of contact submitted to the licensing, compliance and subsidy 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 the scores used to calculate the facility's Capital Quality rating and designation and review the calculations for accuracy, if the facility has at least one year of valid observation data (for FY24 this includes only data collected in 2023). The authorized representative is also given access to review for accuracy other information that will be included in the facility's Capital Quality profile, which will be accessed through [My Child Care DC](#).

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 licensing, compliance and subsidy unit, the licensee/provider must designate another authorized representative in writing (via email) to [CapitalQuality@dc.gov](mailto:CapitalQuality@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 [CapitalQuality@dc.gov](mailto:CapitalQuality@dc.gov).

### B. QuickBase Application

Both validation of Capital Quality ratings and designations and validation of other information on Capital Quality profiles take 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 2024 validation process will occur from **March 29-April 10, 2024**. All submissions of concerns about accuracy of information are due by **5 p.m. on April 18, 2024**. OSSE will respond by April 18, 2024 to all concerns raised. It is critical authorized representatives adhere to the April 10, 2024 deadline; OSSE will not respond to concerns raised after 5 p.m. on April 10, 2024.

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
March 29, 2024	Validation period begins.
March 29-April 10, 2024	Authorized can review Capital Quality ratings, designations and all other information on Capital Quality profiles. 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>
April 10, 2024 5 p.m.	Validation period for authorized representatives closes. Deadline for authorized representatives to submit any concerns (none are required).
April 11-18, 2024	Authorized representatives review any updated information.
April 18, 2024	OSSE response period closes.

## D. Directions for Validation

Authorized representatives should follow the directions below for validation to review facilities' Capital Quality ratings, designations and other information on Capital Quality profiles. 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 March 2024. The email will be from OSSE staff with the subject line: "QuickBase invite to the "CQIP 2024" 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](https://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."

The screenshot shows the 'Sign Up for Quickbase' registration page. At the top, it says 'Sign up' and 'All fields marked with an asterisk (\*) are required.' The form includes fields for 'First name \*', 'Last name \*', and 'Email address' (pre-filled with 'sc.odr2023@gmail.com'). Below these are 'Choose a password \*' and 'Retype password \*' fields, with a password strength indicator showing a green bar and two checkmarks: 'Must be at least 8 characters' and 'Must include both numbers and letters'. The next section is 'Please set up a security question in case you ever need to reset your password.', with fields for 'Question: \*' (a dropdown menu), 'Answer: \*', and 'Retype Answer: \*'. A checkmark indicates 'Security answers must match' and a note says 'Your answer is not case sensitive.' At the bottom, there is a checkbox for terms and conditions, followed by a 'Register' button.

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."

**Sign In**

We need to know where to send you to sign in.

Do you have a OCTO (Office of the CTO, District of Columbia) corporate username and password?

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**Please read the following prompt before signing into Quickbase.**

Select "YES" in the box if you have a dc.gov or k12.dc.gov email account.

Select "NO" in the box if you don't have a dc.gov or k12.dc.gov email account.

**You need to sign in to get to that page.**

Email address or username

Password

[I forgot my password](#)

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

After you register or sign in, you will see the CQIP QuickBase app 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**  
• 30.01 - 38.33 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.

Email address or username

Password

Sign in

I forgot my password

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



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 Quickbase 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.

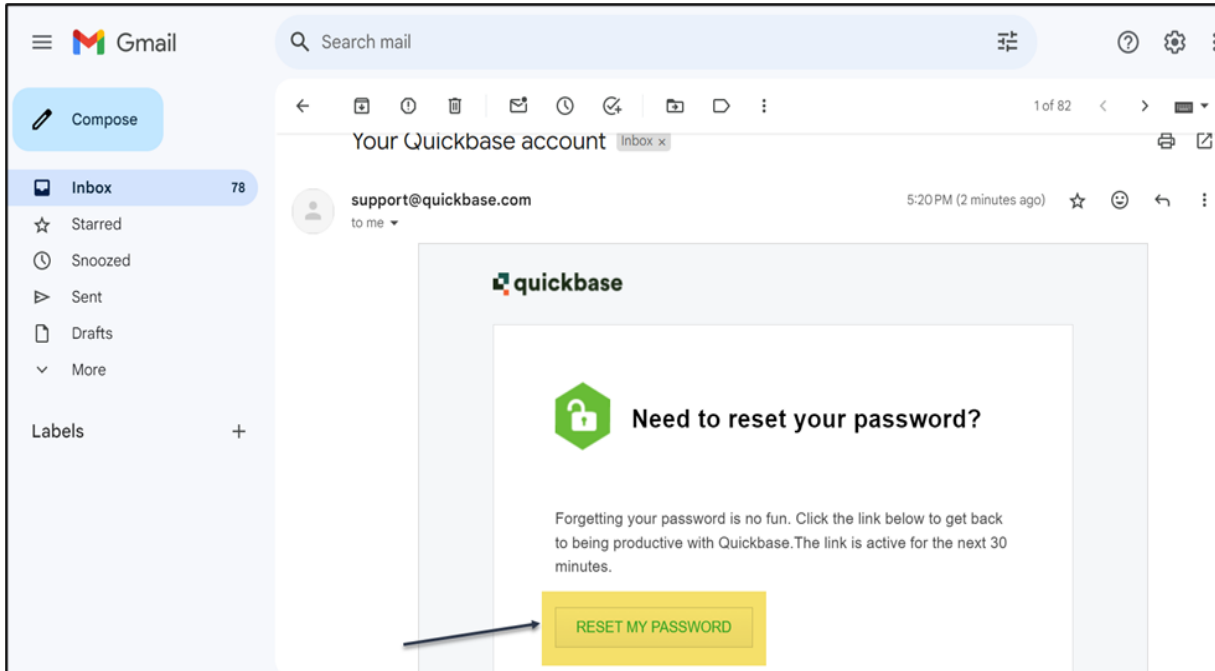
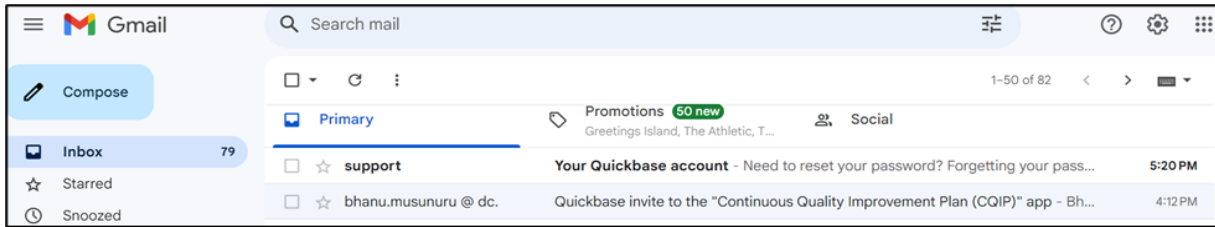
Check your email

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

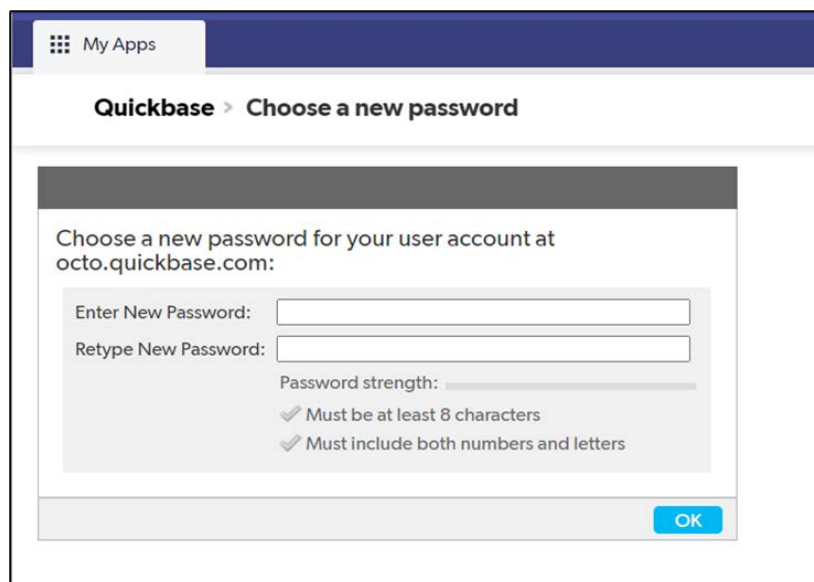
The link on the email is active for 30 minutes. Click the link, and follow the prompts to reset your password.

[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."





4. Access your facility's validation page.

Click on the "View" (eye) icon next to one facility to access that facility's validation page.

The screenshot shows a navigation bar with icons for Home, Users, Quality Facilitators, Directory, Facility Information, CQIP, Site Visit, Validation (active), Concerns, Message Board, Goals, and Action Steps. Below the navigation bar, the page title is "Validation > List All w/ License 24" with a sub-link for "Reports & Charts". A search bar is present with filters for "CQ Framework", "cq\_designation", and "Capital Quality Group". A table lists facilities with columns for Facility Name, DELT License Number, and CQ Designation. The second row, "Child Development Center" with license number "CDC-1026" and designation "Progressing", has a yellow box around its "View" icon (eye) and an arrow pointing to it.

Facility Name	DELT License Number	CQ Designation
Child Development Center	CDC-102	Quality
Child Development Center	CDC-1026	Progressing

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 the validation page for "Child Development Center" with a sub-link for "Reports & Charts". The main content area is titled "Validation" and contains the following text: "2024 Capital Quality Validation: The validation process will take place from March 29-April 18,2024. 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., April. 10, 2024. 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 the Capital Quality rating, designation and all other information to be final. For the 2024 validation year, OSSE will calculate Capital Quality ratings and designations using one year of observation scores for all facilities, and all providers will have the opportunity to validate information on their facilities' Capital Quality profiles. Click 'Validate Capital Quality Profile' to go to the validation dashboard and view the profile information." At the bottom of the page, there is a button labeled "Validate Capital Quality Profile".

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.

**Validation > Child Development Center**  
▶ Reports & Charts

**Validation**  
2024 Capital Quality Validation: The validation process will take place from March 29-April 18, 2024. 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., April. 10, 2024. 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 the Capital Quality rating, designation and all other information to be final.

For the 2024 validation year, OSSE will calculate Capital Quality ratings and designations using one year of observation scores for all facilities, and all providers will have the opportunity to validate information on their facilities' Capital Quality profiles.

Click 'Validate Capital Quality Profile' to go to the validation dashboard and view the profile information.

[Validate Capital Quality Profile](#)

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

**Validation > 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: Gibbs  
Contact Type: Other  
Phone: (202) 726-1999  
Email Address: abc@childdev.com  
Link to Facility Website: http://www.childdev.com

**ACCREDITATION**  
Full Report | Grid Edit | More ▼ 1 sync

Facility Name	Accreditation Type	Accreditation Expiration Date
Child Development Center	NAEYC	07-01-2027

**MISSION STATEMENT**  
Our mission is to provide a fun and enjoyable experience for children while fostering each child's intellectual, social, physical, and moral development in an academic-rich and secure environment. We believe that every individual can create for himself a rich and meaningful life, so we seek to provide each one with the opportunities to achieve his or her full potential.

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.

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

Whether teachers have paid planning time outside classroom hours = Yes

✓ **CURRENT YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS) Program-Level Score: Current Year = 4.59  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 6.33  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.83  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.14

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

✓ **Concerns** 0 Concern records  
 New Concern More ▼

Facility Name	Concern	Please provide details regarding your concern	Source System	General Notes	Resolution Notes	Date Resolved	Validation Data Updated	Formal Response	Responded To	User
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	

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.

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

Whether teachers have paid planning time outside classroom hours = Yes

✓ **CURRENT YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS) Program-Level Score: Current Year = 4.59  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 6.33  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.83  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.14

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

✓ **Concerns** 0 Concern records  
 New Concern More ▼

Facility Name	Concern	Please provide details regarding your concern	Source System	General Notes	Resolution Notes	Date Resolved	Validation Data Updated	Formal Response	Responded To	User
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	
	Please select an option below that best fits your concern						<input type="checkbox"/>		<input type="checkbox"/>	

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

**Validation** > Child Development Center  
 Reports & Charts

Whether teachers have paid planning time outside classroom hours = Yes

▼ **CURRENT YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS) Program-Level Score: Current Year = 4.59  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 6.33  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.83  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.14

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

▼ **Concerns** 0 Concern records

New Concern More ▼

Concern	Source System	General Notes	Resolution Notes	Date Resolved	Validation Data Updated	Formal Response	Responded To	User
Capital Quality framework					<input type="checkbox"/>		<input type="checkbox"/>	
Please select an option below that best fits your concern					<input type="checkbox"/>		<input type="checkbox"/>	
Please select an option below that best fits your concern					<input type="checkbox"/>		<input type="checkbox"/>	
Please select an option below that best fits your concern					<input type="checkbox"/>		<input type="checkbox"/>	

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

**Validation** > Child Development Center  
 Reports & Charts

Whether teachers have paid planning time outside classroom hours = Yes

▼ **CURRENT YEAR**  
 Infant/Toddler Environment Rating Scale-Revised (ITERS) Program-Level Score: Current Year = 4.59  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 6.33  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.83  
 Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.14

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

▼ **Concerns** 0 Concern records

New Concern More ▼

Concern	Please provide details regarding your concern *
Capital Quality framework	we have a new point of contact -
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** > Child Development Center  
Reports & Charts

Whether teachers have paid planning time outside classroom hours = Yes

**▼ CURRENT YEAR**  
Infant/Toddler Environment Rating Scale-Revised (ITERS) Program-Level Score: Current Year = 4.59  
Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Emotional Support Domain Score: Current Year = 6.33  
Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Classroom Organization Domain Score: Current Year = 5.83  
Classroom Assessment Scoring System (CLASS REPORT) Pre-K Program-level Instructional Support Domain Score: Current Year = 2.14

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

**▼ Concerns**  
New Concern More ▼ 0 Concern records

Concern	Please provide details regarding your concern
Capital Quality framework	we have a new point of contact - smith <a href="#">log</a>
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.

**Quality Designation Scale:**

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

Navigation icons: 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, Pay Eq.

System Components: 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., April 18, 2024) 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 [CapitalQuality@dc.gov](mailto:CapitalQuality@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 [CapitalQuality@dc.gov](mailto:CapitalQuality@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 the Capital Quality email address with any other questions about Capital Quality ([CapitalQuality@dc.gov](mailto:CapitalQuality@dc.gov)).