

Supports & Services Guide

New Hampshire's Most Trusted
Child Care Resource

855-393-1731

OR

603-578-1386

www.caphr.org

www.dhhs.nh.gov





Hello and Welcome!

Welcome to Child Care Aware® of New Hampshire, a Child Care Resource and Referral (CCR&R) program through Community Action Partnership Hillsborough and Rockingham Counties.

We provide free, statewide support to early childhood and out-of-school time providers and programs across New Hampshire. Our mission is rooted in the belief that every family deserves access to quality child care and that every provider and program deserves the tools, resources, and support needed to deliver it.

Our Supports and Services Guide is designed to help you navigate the wide range of no-cost services available to you. Inside, you will find information on technical assistance and opportunities to partner with our knowledgeable team for personalized guidance. You will also find access to professional development, training, and program quality initiatives that support your growth, strengthen your program, and help you meet and exceed licensing standards.

As a statewide resource, Child Care Aware of NH is here for providers and programs in every region of the state. Whether you work in early childhood education or in out-of-school time settings that support school-age children, our team is ready to help you expand your knowledge, enhance program quality, and advance your professional goals.

Thank you for the essential work you do for New Hampshire's children and families. We are honored to be your partner.

The Child Care Aware of NH Team

Table of Contents



Professional Development on NHCIS	1
Definition Sheet	2
Technical Assistance	3-4
Progressive Training & TA Program	5
Training & TA Cohorts	6
Family Child Care Technical Assistance	7
Professional Development	8
Virtual Learning Communities	9
Mini-Conferences	10
Child Care Referrals & Outreach Services	11
Program Profile & Market Rate Survey Support	12
TEACH NH Scholarship Program	13
Early Childhood Apprenticeship Program	14
Connect with us	15-17

Professional Development on NHCIS

Child Care Aware of NH's trainings and other Professional Development opportunities can be found on the **Professional Development Tile** within the **NH Connections Information System (NHCIS)**.

You can view the trainings at-a-glance in your NHCIS Training Tile or by viewing the **Trainings At-a-Glance** printable calendar on the For Providers tab on the Child Care Aware of New Hampshire page on www.caphr.org.

Not sure how to register for trainings?
Check out the step-by-step directions below!



How Do I Register for Trainings?

1. Login to your NHCIS account
2. Click on the Professional Development tile
3. On the menu on the left, click "Find Trainings"
4. You can view trainings in three (3) formats: by list, week, or month
5. On the right, next to the training listed, click on "View Details"
6. On the bottom right, click the button that says "Register"
 - If the training is offered multiple times, please click on "Sessions" to register for your intended date
 - If you are unable to attend a training for which you registered, please follow the above directions and click the button that says "Withdraw"

For further assistance registering for trainings, please contact us at (603) 578-1386 ext. 2526 or 2532

Support Starts Here

Explore What Child Care Aware of NH Has to Offer



Technical Assistance (TA)

Personalized support to help early childhood and out-of-school time programs improve quality by targeting State Initiatives. Our specialists provide strength-based mentoring, coaching, and consultation delivered by phone, email, virtually, or on-site to meet your program's needs.



Progressive Training & TA Program

The Progressive Training and Technical Assistance Program offers individualized coaching and assistance to child care programs directly. Programs commit to work with CCAoNH at their own pace to improve practices related to a State Initiative.



Training & TA Cohorts

Training & Technical Assistance Cohorts bring programs together to work on specific State Initiatives. Participants collaborate, obtain resources, and receive training, technical assistance, and coaching in a supportive setting.



Professional Development

We offer a wide range of professional development opportunities to support early childhood and out-of-school time professionals in meeting licensing requirements and enhancing their skills. Through virtual and in-person trainings, including multi-part series, conferences, summits, and special events, we provide flexible options to meet the needs and interests of providers across the state. Our monthly Virtual Learning Communities (VLCs), designed for directors, teachers, family child care educators, and other professionals, offer meaningful discussion, resource sharing, and networking opportunities. All offerings align with the NH Early Childhood Professional Development System and promote growth, connection, and quality.



Virtual Learning
Communities



Special Events



Training Series



On-Site
Mini Conferences

Technical Assistance (TA)



Running a child care program is rewarding work, but it also comes with unique challenges. Whether you're looking for guidance on a specific issue or working toward program goals, Child Care Aware of New Hampshire is here to help.

Our Training and Technical Assistance Specialists provide personalized support tailored to the needs of your program. Through technical assistance, coaching, and consultation, we offer practical guidance, resources, and support to help programs strengthen quality and meet their goals.

Support is available by phone, email, virtually, or through on-site visits. Our specialists work alongside programs to identify needs, share resources, and provide guidance on a variety of topics.

Training and Technical Assistance Specialists are assigned to regions throughout New Hampshire, ensuring you have a dedicated point of contact for support and guidance.

Connect with your regional Training and Technical Assistance Specialist to learn how Child Care Aware of New Hampshire can support your program.

We can assist with:

- Child Care Management
- Business Management Practices
- Child Care Scholarship Enrollment and Renewal
- Care for Children with Disabilities and Special Health Care Needs
- Developmentally Appropriate Practice
- Emergency Preparedness
- Infant and Toddler Care
- Out-Of-School Time Care
- New Hampshire Connections Information System (NHCIS)
- New Hampshire Early Childhood and Out-of-School Time Professional Credentials
- Professional Development Pathways
- NH Early Learning Standards
- Specialized Competencies
- Granite Steps for Quality
- Child Care Market Rate Survey

Along with many other valuable offerings

Examples of Technical Assistance (TA) Services



Emergency Preparedness

Develop or enhance your Emergency Operations Plan (EOP), develop a Continuity of Operations Plan (COOP), evaluate current emergency practices and drills, and provide staff training on Emergency Preparedness to ensure a safe and responsive environment.

NH Professional Development System (Credentialing)

Provide guidance, resources, and individualized support to help you navigate the credentialing process, complete applications, and achieve recognition for your work with children and families. We support professionals in obtaining credentials through the NH Early Childhood & Out-of-School Professional Development Systems.

Health and Safety

Support providers in meeting health and safety training requirements by offering no-cost CPR and First Aid sessions, along with a range of essential health and safety trainings delivered through Virtual Learning Communities and special events throughout the year.

Business Management Practices

Offer essential resources and strategies to strengthen business management for child care centers, out-of-school time programs, family child care educators, and license-exempt providers, including support with business planning, operational guidance, and compliance with licensing regulations. Ongoing training, coaching, and resources further enhance and sustain program success.

NHCIS Professional Registry

Assist providers in managing their NHCIS profiles by ensuring program information is accurate and up-to-date for the public child care search, enabling families to make informed decisions. Our support extends to helping directors and family child care educators navigate the NHCIS Professional Registry.

For additional support or questions regarding Technical Assistance, please contact us at (603) 578-1386 ext. 2526 or 2532



Progressive Training and TA Program (PTTAP)

Achieve your program goals with personalized coaching and support. Through the Progressive Training and Technical Assistance Program (PTTAP), Child Care Aware of New Hampshire (CCAoNH) partners with child care and out-of-school time programs to provide individualized guidance, resources, and training. Programs gain practical strategies, expert support, and a clear path toward strengthening quality, implementing State Initiatives, and enhancing outcomes for children, families, and staff.

PTTAP Topics

- **Business Management Practices:** Cultivate quality business management practices through assessment and goal setting for administrators/directors.
- **Infant & Toddler Team:** Support infant and toddler providers in obtaining their Infant/Toddler Endorsement and incorporating NH Early Learning Standards.
- **NH Early Learning Standards:** Help programs implement NH Early Learning Standards in daily activities, planning, and communication with families.
- **Program Emergency Preparedness and Response:** Develop Emergency Operations and Continuity of Operations Plans and practice Emergency Response Drills for better preparedness.
- **Staff Qualifications:** Navigate NHCIS Professional Registry, assess staff knowledge and skills, create professional development plans, and apply for credentials and endorsements.
- **Strengthening Families, Strengthening Care:** Evaluate family engagement practices and incorporate Protective Factors to enhance work with families.

PTTAP OPEN ENROLLMENT APPLICATION:

The Progressive Training and Technical Assistance Program offers open enrollment. Programs interested in participating may contact our TA Specialists at ccrta@caphr.org to connect and discuss individualized support needs.

Training & TA Cohorts



Child Care Aware of NH's Training and Technical Assistance Cohorts emphasize a shared opportunity for multiple programs to come together to share insights and conversation focused on a shared State Initiative. In this dynamic setting, participants forge partnerships, access resources and receive professional development and technical assistance. This cooperative group environment fosters peer collaboration and support for enhanced growth.

- **Business Management Practices:** Cultivate quality business management practices through assessment and goal setting for administrators/directors.
- **Infant & Toddler Team:** Support Infant and Toddler Providers in obtaining their Infant/Toddler Endorsement and incorporating NH Early Learning Standards.
- **NH Early Learning Standards:** Help programs implement NH Early Learning Standards in daily activities, planning, and communication with families.
- **Program Emergency Preparedness and Response:** Develop Emergency Operations and Continuity of Operations Plans and practice Emergency Response Drills for better preparedness.
- **Staff Qualifications:** Navigate NHCIS Professional Registry, assess staff knowledge and skills, create professional development plans, and apply for credentials and endorsements.
- **Strengthening Families, Strengthening Care:** Evaluate family engagement practices and incorporate Protective Factors to enhance work with families.

If you are interested in joining a cohort, please contact our team at ccrta@caphr.org for more information. If there is high interest in a Cohorts option, we will be in touch.

Family Child Care Technical Assistance and Support



We provide technical assistance, coaching, resources, and quality improvement support to license-exempt and family child care educators across New Hampshire. Our goal is to strengthen the quality, sustainability, and success of family child care programs.

Areas of support include:

- Provide individualized technical assistance to help providers establish, operate, and grow successful child care businesses.
- Support new providers with start-up, including zoning, fire safety, and health department requirements.
- Guide providers through state and local regulatory systems to support compliance with licensing requirements and quality standards.
- Assist with administrative tasks such as applications, family handbooks, program policies, and business practices that reduce administrative burden.
- Support applications for professional development opportunities and credentials, including Early Childhood and Out-of-School-Time Credentials.
- Assist with understanding and applying for Granite Steps for Quality (GSQ), New Hampshire's Quality Recognition and Improvement System (QRIS), to support continuous quality improvement.
- Connect providers to high-quality training opportunities, including the Family Child Care Virtual Learning Community (VLC), peer networks, and community resources.

Through coaching, technical assistance, and ongoing support, we help family child care educators strengthen their programs, build strong business practices, achieve professional goals, and provide high-quality early learning experiences for children and families.

For additional support please contact our **Family Child Care Support Specialist**, Connie Davis, at cdavis@caphr.org or (603) 578-1386 ext. 2532.

Professional Development



CCAoNH offers a wide range of training and professional development opportunities designed to support providers in building their knowledge, skills, and confidence. These opportunities are thoughtfully developed to meet the diverse needs and schedules of early childhood and out-of-school time professionals and include daytime and evening sessions, multi-part training series, conferences, special events, and virtual learning communities.



Each training aligns with one of the Core Knowledge Areas defined by the NH Early Childhood and Out-of-School Professional Development Systems and meets Child Care Licensing training requirements. Whether you're just starting out or looking to deepen your expertise, our high-quality, accessible professional development options help ensure providers stay informed, supported, and equipped to deliver high-quality care.

Through this commitment, CCAoNH strengthens the child care workforce and promotes continuous quality improvement across New Hampshire's child care programs.

Special Events

Child Care Aware of New Hampshire hosts a variety of annual special events designed to provide focused, high-quality professional development and networking opportunities for child care professionals. These include our in-person **Annual Conference**, which brings together providers from across the state for a day of inspiring speakers, training sessions, and collaboration. We also offer specialized institutes such as the **Infant & Toddler Training Institute** and the **Family Child Care Institute**, which provide targeted training and resources to meet the unique needs of those caring for infants, toddlers, and family child care settings. Additionally, we celebrate the dedication and achievements of New Hampshire's early childhood workforce through our **Annual Celebration of Early Childhood Professionals**.

Virtual Learning Communities (VLCs)



Our Virtual Learning Communities (VLCs) provide ongoing professional development and training opportunities for directors, administrators, family child care educators, teachers, and other early childhood and out-of-school time professionals. Offered monthly from September through June, each session is designed to address the topics, challenges, and interests most relevant to your role.

These interactive virtual sessions bring professionals together to share ideas, best practices, and resources that support continuous learning and growth. In addition to high-quality training and professional development, VLCs help foster connections across the field and provide valuable local and state updates through partnerships with community organizations and agencies.

Monthly VLCs:

- Infant and Toddler
- Preschool
- Out-of-School Time
- Family Child Care
- Social Emotional Topics

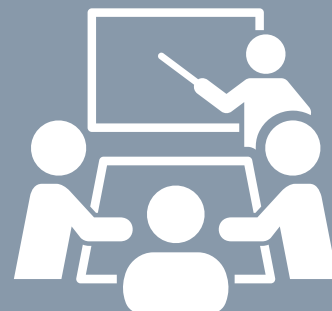
Quarterly VLCs:

- Directors Speak
- Family Engagement & Communication

View upcoming Virtual Learning Community (VLC) session topics and register through the **NHCIS Training Tile**.



Mini Conferences



Child Care Aware of New Hampshire provides exclusive, on-site professional development mini-conferences tailored for your programs. Choose up to four (4) engaging topics from our curated list and experience dynamic, in-person workshops directly at your location for you and your staff. These mini-conferences are offered at no cost.

Infant Toddler Tips & Tricks	Creative Play: Unleashing Imagination with Loose Parts	Play Schemas	STEAM for Preschool
Universal Design for Learning: A Framework for Early Learning Success	Lose Control, Letting Go	Choose Love Implementation: Choose Love is for Everyone!	Early Learning Standards
Playful Learning	Encouraging Intentional Indoor and Outdoor Movement During Play for All Ages	Playful Learning: Nurturing Young Minds in Math and Science	R.E.A.C.T: Response Action Drills - Emergency Preparedness Training
Guiding Respectful Communication in the Classroom	Credential Guidance	Trauma-Informed Awareness & H.O.P.E.	Nature-Based Play
Connection & Presence: The Behavior Game Changers	The Brain Architecture Game	STEAM for Infant/Toddler	Strengthening Your Practice: Tailored Support for Early Childhood Educators
Child Directed Play for Preschool	Interactive Reading Adventure: Igniting a Love for Books	Conductors & Insulators: Exploring Electricity Through Inquiry	*For additional information and detailed training descriptions, please contact us.

To schedule a mini-conference at your site, reach out to our Program Manager,
Dee Dee Thurber, at DThurber@caphr.org.

Child Care Referrals & Outreach Services



Child Care Aware of NH's dedicated Outreach Specialists are committed to supporting families in their child care journey! Our primary objective is to ensure that families have access to comprehensive and reliable information about child care options available in New Hampshire. We understand that finding suitable quality child care can be a daunting and time-consuming task, and our team is committed to making this process easier and more efficient for our clients.

Families who reach out to us engage in a detailed conversation, allowing our specialists to compile a personalized referral list that matches their child care preferences. Alongside these referrals, we provide comprehensive consumer education to empower families in making well-informed decisions about selecting quality child care. These services are all provided at no-cost!



How Outreach Can Support Your Program

- **Waitlist Support:** When your program is full, Outreach helps connect families to other available options while keeping communication positive and supportive between you and families.
- **Enhanced Collaboration:** We help families better understand quality child care so they come to your program more informed, prepared, and ready to engage.
- **Effective Communication:** Clearer understanding between families and providers helps reduce confusion and supports stronger, smoother relationships.
- **NHCIS Profile Updates:** While providers manage their own profiles, Outreach is available to help update and maintain accurate program information so families can easily find you.

NHCIS Program Profile & Market Rate Survey Support



Why Your Program Profile Matters

Your Program Profile in the New Hampshire Connections Information System (NHCIS) helps families find your program and supports accurate statewide child care data.

Keeping it current ensures:

- Accurate referrals and family connections
- Visibility of your openings and services
- Reliable information across the child care system

Why Data Accuracy Matters

Accurate program information impacts:

- Family access to child care
- CCR&R referral accuracy
- Statewide understanding of supply and cost
- Market Rate Survey results used for subsidy rate setting

The Market Rate Survey is a federally required process that relies on current provider data to support fair and informed child care subsidy rates across New Hampshire. Outdated information can limit visibility and lead to inaccurate representation of your program.

How Child Care Aware of New Hampshire Can Help

Child Care Aware of NH provides free technical assistance to support programs with NHCIS updates and Market Rate Survey completion.

We can help you:

- Navigate NHCIS
- Update vacancies, hours, and program details
- Assist in confirming staff roster completion and staff requirements
- Complete Market Rate Survey information accurately

Need assistance? Child Care Aware of New Hampshire is available to help; contact us at (603) 578-1386 ext. 2531 or email ccrr@caphr.org.

TEACH New Hampshire



A Program of Community Action Partnership Hillsborough and Rockingham Counties

TEACH Early Childhood® New Hampshire (TEACH NH) provides comprehensive scholarships to enable early educators to take coursework leading to credentials and degrees by making it possible for them to afford both the time and expense of going to school.

Recipients enroll in courses at local colleges while working at least 30 hours per week. As part of the scholarship contract, recipients also agree to remain at the sponsoring program for at least six (6) months to one (1) year following the completion of their scholarship contract. The commitment period will vary by the type of scholarship that is awarded.

TEACH NH offers four (4) scholarship options for teachers and family child care educators in New Hampshire.



Associate Degree for
Teachers (2 options)

Associate Degree for Family
Child Care Educators

Child Development
Associate™ (CDA) Credential

TEACH Early Childhood®
Scholarships Website

For more information, contact TEACH Early Childhood® New Hampshire by email at teachnh@caphr.org, or by phone (603) 578-1386 ext. 2527



Early Childhood Apprenticeship Program

Registered Apprentice Benefits

- Earn while you learn through paid, hands-on experience
- Choose your education pathway: CDA, ECE Certificate, or Associate Degree
- Earn 9 college credits for your CDA through the Community College System of NH
- Access scholarships to help pay for your education
- Receive one-on-one mentoring and individualized goal setting
- Earn a nationally recognized U.S. Department of Labor Registered Apprenticeship Certificate
- Apply apprenticeship experience towards a NH Early Childhood Professional Credential.
- Receive scheduled wage increase
- Receive credit for previous early childhood work experience, when applicable

Mentor Benefits:

- Training focused on mentoring others in an early childhood education classroom
- A stipend for your work of mentoring each apprentice
- An opportunity to share and deepen your knowledge and excitement for the field
- Work with the Apprenticeship Program Coordinator on topics such as:
 - Reflective supervision
 - Creating supportive evaluations
 - Mentoring techniques
- Opportunity to develop and demonstrate your skills as leader, adult educator and administrator

The Community Action Partnership Hillsborough and Rockingham Counties and Department of Labor Early Childhood Apprenticeship Program (ECAP) is a training opportunity for individuals employed in the early childhood field.

It is designed to combine classroom instruction and work experience to enhance the quality of care for children while increasing the apprentice's skill level and wages.

The goal of ECAP is for individuals to obtain the credential required to work as a teacher in a state licensed childcare center, increasing the supply of skilled professionals and the delivery of high quality early education.

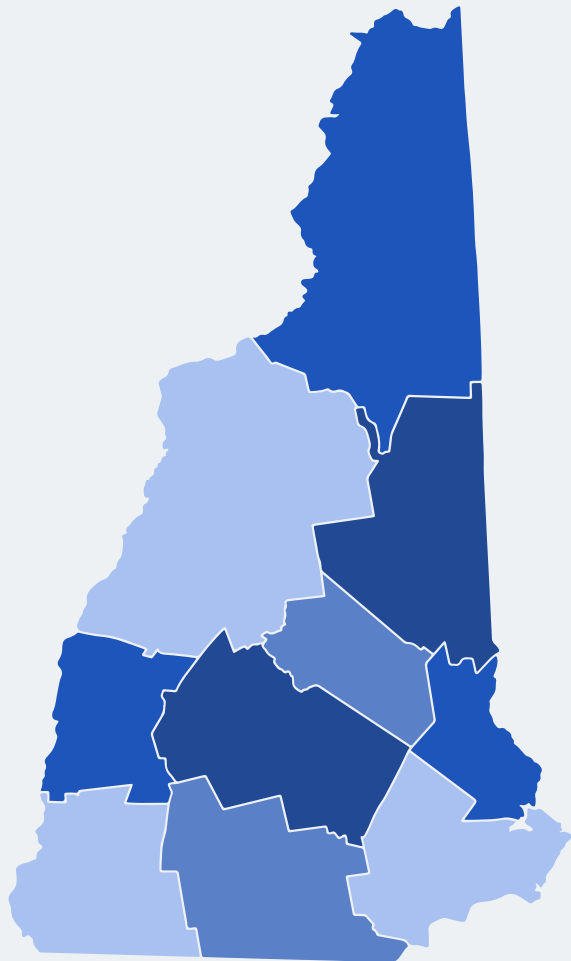
Join our Early Childhood Pre-Apprenticeship Program!

High school juniors and seniors can jumpstart their early childhood education career through CAPHR's Pre-Apprenticeship Program—gain hands-on experience, earn early college credit or begin CDA training, and transition directly into a DOL-registered Apprenticeship after graduation.

Early Childhood Apprenticeship Program

Additional questions about the ECAP Program, can be directed to apprentice@caphr.org

Supporting All of New Hampshire



Child Care Resource & Referral Consultation Line:

- (603) 578-1386 Ext 2531
- Email: ccrr@caphr.org

Training & Technical Assistance (TA) Help Line:

- (603) 578-1386 Ext 2526, 2532
- Email: ccrta@caphr.org

Regional Office Locations:

- Bow
- Claremont
- Manchester
- Nashua
- Rochester
- Tamworth

Regional Staff Designations

Statewide: Family Child Care Support

Training/TA: Connie Davis, Meriba Johnson

Region 1: Greater Monadnock, Greater Sullivan & Upper County

Outreach: Gail Glines, Training/TA: Judy Thibault

Region 2: Capitol Area

Outreach: Gail Glines, Training/TA: Kris Tabor-Hall

Region 3: Greater Nashua

Outreach: Meriba Johnson, Training/TA: Lindsey Parisi

Region 4: Greater Derry and Manchester

Outreach: Danielle Keeler, Training/TA: Stephanie Therrien

Region 5: Central NH/Lakes Region

Outreach: Danielle Keeler, Training/TA: Judy Thibault

Region 6: Strafford County and Seacoast Region

Outreach: Meriba Johnson, Training/TA: Kris Tabor-Hall

Region 7: North Country and Carroll County

Outreach: Danielle Keeler, Training/TA: Stephanie Therrien

Meet Our Team



Dee Dee Thurber

Program Manager



Donna Lake

Professional Development
Support Coordinator



Nichole Cotton

Training and Marketing
Coordinator



Karen Abbott

Lead Child Care
Resource and Referral
Outreach Coordinator



Gail Glines

Child Care Resource and
Referral Outreach Specialist



Meriba Johnson

Child Care Resource and
Referral Outreach Specialist,
Family Child Care TA Support



Danielle Keeler

Child Care Resource and
Referral Outreach Specialist



Stephanie Therrien

Social Emotional
Content Coordinator



Connie Davis

Family Child Care
Support Specialist



Lindsey Parisi

Lead Training and Technical
Assistance Coordinator



Judy Thibault

Training & Technical
Assistance Specialist



Kris Tabor-Hall

Training & Technical
Assistance Specialist



Diane Manning

TEACH NH Coordinator



Amanda Enos

Early Childhood Apprenticeship Program/TEACH Support Coordinator



Let's Keep in Touch!



Feel free to contact us with any questions, we're happy to help!

Training and Technical Assistance Specialists

855-393-1731 ext. 2526 OR ext. 2532
(603) 578-1386 ext. 2526 OR ext. 2532
ccrta@caphr.org

Professional Development Support Coordinator

(603) 903-0830
ccrtraining@caphr.org

Child Care Resource and Referral Outreach Specialists

855-393-1731 ext. 2531
(603) 578-1386 ext. 2531
ccrr@caphr.org

Training and Marketing Coordinator

(603) 578-1386
outreach2ccrr@caphr.org

Find us On Facebook

Child Care Aware of NH maintains an active presence on Facebook, offering a valuable platform catering to both child care providers and families by delivering essential resources and timely updates, you can find us at: **Child Care Aware of New Hampshire.**

We also provide exclusive closed Facebook groups tailored for early childhood professionals, fostering a supportive community for sharing insights and expertise.

- CCAoNH: NH ECE Teachers
- CCAoNH: NH ECE Leaders
- CCAoNH: Business Management Practices for NH Program Directors
- CCAoNH: Health, Safety, and Wellness Practices for NH ECE Programs
- CCAoNH: NH Family Child Care Programs
- Beyond Revive & Thrive

Please note that all interested participants **MUST answer all membership questions and agree to the group rules.*

E-Newsletters

Subscribe to our **Monthly Minutes** newsletter from Child Care Aware of New Hampshire. Each month you'll get training info, updates, and helpful resources for child care and out-of-school time programs sent right to your inbox.





"The mind is not a vessel to be filled
but a fire to be kindled."
- Plutarch

