Questions?

Data System Related Questions about Step Up To Quality	
● Who can I contact with questions regarding SAFE account, provisioning questions and policy as an ODE program?	614-466-8668 or email SUTQ@education.ohio.gov
● Who can help me during the Registration process as an ODJFS program? (Creating an account, provisioning security coordinator, assigning staff roles, navigating through screens)	CCIDS Help Desk 1-877-302-2347, option 1
● Who do I contact for System questions?	
● How do I submit a registration?	

General Questions about Step Up To Quality	
● What do I submit with my registration?	ODJFS Programs: Local Resource & Referral Agency
● How do I report administrator changes at my program?	ODE Programs: ODE Assigned Consultant
● Where should I report staff changes? How do I report staff changes on the Director's Information Portal (DIP)?	login.occrra.org
● Where can I find the Ohio Early Learning and Development Standards (ELDS)?	earlychildhoodohio.org
● Where can I access more information on the verification process and the SUTQ standards?	SUTQ Guidance Document
● Where can I access the forms that I will need for SUTQ?	earlychildhoodohio.org

Questions about the Professional Development Registry	
● What is a "Career Pathway"?	login.occrra.org
● How are Professional Registry profiles completed for new staff?	
● How are Professional Registry Profiles updated for current staff?	

Questions regarding location of Specialized Training	
● What are the specialized training requirements?	earlychildhoodohio.org
● How do I find required specialized trainings?	login.occrra.org
● Where can trainers find information about specialized training requirements?	Trainer and Training Requirements

● Will ODE programs have access to additional approved trainings through their school district?	education.ohio.gov

Questions about T.E.A.C.H. Early Childhood® OHIO

● What is a T.E.A.C.H. scholarship?	www.occrra.org or e-mail: TEACH@occrra.org

Questions regarding quality achievement awards (QAA)

● Who do I contact regarding my award amount?	QAA@jfs.ohio.gov
● Who do I contact for general questions about Quality Achievement Awards?	qaasubmissions@occrra.org OR www.occrra.org

Questions regarding marketing materials

● How do I obtain my Step Up To Quality marketing materials? Who do I contact with questions regarding my materials?	ODJFS Programs: Local Resource & Referral Agency
	ODE Programs: State Support Team

Questions about Licensing

● Who do I contact for questions regarding Serious Risk Non-Compliances?	ODJFS Programs: Policy Helpdesk 1-877-302-2347, option 4
	ODE Programs: ODE Assigned Consultant
● What is the process to appeal a licensing non-compliance? See Rule 5101 :2-1 2-07 (H) (1) & (2)	ODJFS Programs: Policy Helpdesk 1-877-302-2347, option 4
	ODE Programs: ODE Assigned Consultant