



Ohio Department of Education  
Ohio Department of Job and Family Services

## Questions?

<b>Data System Related Questions about Step Up To Quality</b>	
<ul style="list-style-type: none"> <li>Who can I contact with questions regarding SAFE account, provisioning questions and policy as an ODE program?</li> </ul>	614-466-8668 or email <a href="mailto:SUTQ@education.ohio.gov">SUTQ@education.ohio.gov</a>
<ul style="list-style-type: none"> <li>Who can help me during the Registration process as an ODJFS program? (Creating an account, provisioning security coordinator, assigning staff roles, navigating through screens)</li> </ul>	<a href="#">CCIDS Help Desk</a> 1-877-302-2347, option 1
<ul style="list-style-type: none"> <li>Who do I contact for System questions?</li> </ul>	
<ul style="list-style-type: none"> <li>How do I submit a registration?</li> </ul>	
<b>General Questions about Step Up To Quality</b>	
<ul style="list-style-type: none"> <li>What do I submit with my registration?</li> </ul>	ODJFS Programs: <a href="#">Local Resource &amp; Referral Agency</a>
<ul style="list-style-type: none"> <li>How do I report administrator changes at my program?</li> </ul>	ODE Programs: ODE Assigned Consultant
<ul style="list-style-type: none"> <li>Where should I report staff changes? How do I report staff changes on the Director's Information Portal (DIP)?</li> </ul>	<a href="http://login.occrra.org">login.occrra.org</a>
<ul style="list-style-type: none"> <li>Where can I find the Ohio Early Learning and Development Standards (ELDS)?</li> </ul>	<a href="http://earlychildhoodohio.org">earlychildhoodohio.org</a>
<ul style="list-style-type: none"> <li>Where can I access more information on the verification process and the SUTQ standards?</li> </ul>	<a href="#">SUTQ Guidance Document</a>
<ul style="list-style-type: none"> <li>Where can I access the forms that I will need for SUTQ?</li> </ul>	<a href="http://earlychildhoodohio.org">earlychildhoodohio.org</a>
<b>Questions about the Professional Development Registry</b>	
<ul style="list-style-type: none"> <li>What is a "Career Pathway"?</li> </ul>	<a href="http://login.occrra.org">login.occrra.org</a>
<ul style="list-style-type: none"> <li>How are Professional Registry profiles completed for new staff?</li> </ul>	
<ul style="list-style-type: none"> <li>How are Professional Registry Profiles updated for current staff?</li> </ul>	
<b>Questions regarding location of Specialized Training</b>	
<ul style="list-style-type: none"> <li>What are the specialized training requirements?</li> </ul>	<a href="http://earlychildhoodohio.org">earlychildhoodohio.org</a>
<ul style="list-style-type: none"> <li>How do I find required specialized trainings?</li> </ul>	<a href="http://login.occrra.org">login.occrra.org</a>
<ul style="list-style-type: none"> <li>Where can trainers find information about specialized training requirements?</li> </ul>	<a href="#">Trainer and Training Requirements</a>

- Will ODE programs have access to additional approved trainings through their school district?

[education.ohio.gov](http://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](http://www.occrra.org)  
or e-mail: [TEACH@occrra.org](mailto:TEACH@occrra.org)

### Questions regarding quality achievement awards (QAA)

- Who do I contact regarding my award amount?

[QAA@jfs.ohio.gov](mailto:QAA@jfs.ohio.gov)

- Who do I contact for general questions about Quality Achievement Awards?

[qaasubmissions@occrra.org](mailto:qaasubmissions@occrra.org) OR  
[www.occrra.org](http://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