

# Supports & Services Guide

NH's Most Trusted Child Care  
Resource

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855-393-1731

OR

603-578-1386

[www.caphr.org](http://www.caphr.org)

[www.dhhs.nh.gov](http://www.dhhs.nh.gov)





# Hello and Welcome!

Welcome to Child Care Aware® of New Hampshire, a program of Community Action Partnership of Hillsborough and Rockingham Counties. We believe that every family deserves access to quality child care—and that every provider deserves the tools, resources, and support needed to deliver that care.

Our Supports and Services Guide is here to help you navigate and access the many services available to child care providers across New Hampshire. Inside, you'll find information on technical assistance supports and opportunities to partner with our knowledgeable team members for personalized guidance, as well as access to professional development, training, and program quality initiatives—all designed to help you meet licensing standards and enhance the quality of care you provide.

At Child Care Aware of NH, we're committed to strengthening the child care system by supporting you—the professionals who make quality care possible. Whether you're expanding your knowledge, improving your program, or advancing your career, our team is here to help. Thank you for the vital work you do for New Hampshire's children and families. We're honored to be your partner.

*The Child Care Aware of NH Team*

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# 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 the Child Care Aware of New Hampshire page on [www.caphr.org](http://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

Personalized support to help early childhood 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 (TA) 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.



### Early Childhood Cohorts

Early Childhood 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 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, 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 in early childhood education.



Virtual Learning  
Communities



Special Events



Training Series



On-Site  
Mini Conferences

# Technical Assistance (T.A.)



Technical Assistance, coaching, and consultation are enhanced professional development services offered by CCAoNH to support early childhood professionals and improve program quality. Delivered through phone, email, virtual platforms, or on-site visits, our Training and Technical Assistance Specialists provide consistent, strength-based support tailored to your program's needs. Through mentoring, resource sharing, and guidance on a wide range of essential topics—including targeted State Initiatives—these services offer invaluable support to help programs grow and succeed. Our Technical Assistance Specialists are assigned to specific regions across New Hampshire, providing each area with a direct point of contact for personalized support and guidance.

## Benefits of T.A.

- Establishing clear goals with measurable outcomes
- Setting a supportive pace aligned with the program's readiness and goals
- Supporting guided self-reflection
- Improving program quality
- Increasing teacher and professional competency
- Building relationships between Training & TA Specialist and Teacher/Program

## Resources for T.A.

NAEYC Training and Technical Assistance Glossary

## State Initiatives

- Business Management Practices
- Developmental Screening/Assessment
- Emergency Preparedness
- Health and Safety
- Infant and Toddler Care
- NH Professional Development System
- NH Early Learning Standards
- NHCIS Professional Registry
- Shared Services
- Strengthening Families
- Teacher Competency
- Teaching Dual Language Learners



# Examples of Technical Assistance (T.A.) 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 & Afterschool Professional Development System.

## **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, 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 professionals 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)

The Progressive Training and Technical Assistance Program (PTTAP) presents child care programs with a unique opportunity for focused and facilitated training and technical assistance. This tailor-made program aims to elevate program quality through individualized support. By committing to a partnership with CCAoNH, programs embark on a journey of improvement, focusing on a State Initiative to enhance their practices and overall quality.

## 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.

## PT&TAP OPEN ENROLLMENT APPLICATION:

The Progressive Training and Technical Assistance (T.A.) Program offers open enrollment. Programs interested in participating may contact our T.A. Specialists at [ccrta@caphr.org](mailto:ccrta@caphr.org) to connect and discuss individualized support needs.

# Early Childhood Cohorts



Child Care Aware of NH's Early Childhood 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.

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- **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](mailto:ccrta@caphr.org) for more information. If there is high interest in a Cohorts option, we will be in touch.



# 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 professionals and include daytime and evening sessions, multi-part training series, conferences, special events, and learning communities



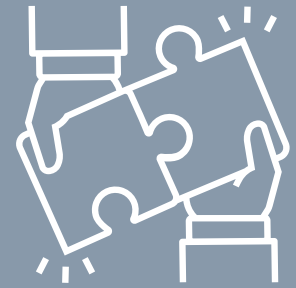
Each training aligns with at least one of the Core Knowledge Areas defined by the NH Early Childhood Professional Development System and meets Child Care Licensing training requirements. Whether you're just starting out or looking to deepen your expertise, our high-quality, accessible professional development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

Through this commitment, CCAoNH strengthens the early childhood 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 early childhood professionals. These include our in-person **Annual Conference**, which brings together providers from across the state for a day of inspiring speakers, workshops, 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**.

# Early Childhood Virtual Learning Communities



Our Early Childhood Virtual Learning Communities (VLCs) are designed for Directors, Administrators, Teachers, and other Early Childhood Professionals and are offered on a monthly basis, September through June. These meetings are carefully crafted to cater to your specific needs and interests. Our main goal is to provide you with valuable information on the topics that matter most to you.

During these virtual learning communities, you'll have the opportunity to engage with like-minded professionals, sharing insights and best practices to enhance your skills and expertise. Our commitment goes beyond just enhancing your professional growth; we strive to foster a strong sense of community by providing you with essential local and state information through valuable partnerships with community organizations.

## **Infant and Toddler**

Nurture infants' and toddlers' development through shared knowledge, expertise, and resources.

*1st Tuesday, 6:00-7:30 PM*

## **Family Engagement & Communication**

Foster strong family and community ties in early childhood settings.

*1st Wednesday, 1:00-2:30 PM*

## **Preschool**

Enhance preschoolers' care and learning through shared knowledge, expertise, and resources.

*3rd Wednesday, 6:00-7:30 PM*

## **Business Management Practices**

Enhance business practices with shared tools and strategic solutions.

*2nd Tuesday, 6:00-7:30 PM*

## **Directors Speak**

Strengthen administrative practices, elevating program efficiency and quality.

*3rd Monday, 9:30-10:30 AM*

## **Family Child Care**

Supporting family child care educators, enriching home-based early childhood environments.

*2nd Thursday, 6:00-7:30 PM*

## **Social Emotional Topics**

Explore various facets of social-emotional development in early childhood settings.

*3rd Monday, 6:00-7:30 PM*

## **Revive & Thrive**

Empower providers to prioritize well-being through self-care strategies and reflection.

*4th Wednesday, 6:00-7:30 PM*

Registration is online 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.

<b>Infant Toddler Tips &amp; Tricks</b>	<b>Creative Play: Unleashing Imagination with Loose Parts</b>	<b>Play Schemas</b>	<b>STEAM for Preschool</b>
<b>Universal Design for Learning: A Framework for Early Learning Success</b>	<b>Lose Control, Letting Go</b>	<b>Choose Love Implementation: Choose Love is for Everyone!</b>	<b>Early Learning Standards</b>
<b>Career Mapping in the Early Childhood Field</b>	<b>Encouraging Intentional Indoor and Outdoor Movement During Play for All Ages</b>	<b>Playful Learning: Nurturing Young Minds in Math and Science</b>	<b>R.E.A.C.T: Response Action Drills - Emergency Preparedness Training</b>
<b>Guiding Respectful Communication in the Classroom</b>	<b>Credential Guidance</b>	<b>Trauma-Informed Awareness &amp; H.O.P.E.</b>	<b>Nature-Based Play</b>
<b>Connection &amp; Presence: The Behavior Game Changers</b>	<b>Let's Play! Exploring Vroom and Early Learning Standards with Infants &amp; Toddlers/Preschool</b>	<b>STEAM for Infant/Toddler</b>	<b>Mirrors &amp; Windows: Building Identity Through Books</b>
<b>Child Directed Play for Preschool</b>	<b>Interactive Reading Adventure: Igniting a Love for Books</b>	<b>Strengthening Your Practice: Tailored Support for Early Childhood Educators</b>	<b>*For additional information and detailed training descriptions, please contact us.</b>

To schedule a mini-conference at your site, reach out to Program Manager,  
Dee Dee Thurber, at [DThurber@caphr.org](mailto:DThurber@caphr.org).

# 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 Can Outreach Support Providers?

1. **Waitlist Support:** When child care providers have a waitlist or are currently at full capacity, Outreach Specialists can serve as a valuable resource for families seeking immediate care. By directing these families to our services, specialists help providers maintain positive relationships with potential clients, even when they cannot accommodate them at that moment.
2. **Enhanced Collaboration:** By educating families on the nuances of quality child care, providers can engage with more informed and involved partners in their child's development and care journey.
3. **Effective Communication:** Informed families lead to clearer communication and better alignment with a provider's services, fostering smoother interactions and family engagement.
4. **NH Connections Information System (NHCIS) Profile Updates:** While providers are encouraged to manage their NHCIS program profiles directly, our Outreach specialists are available to offer support if needed. We're here to assist you in ensuring that your program's information stays current and readily available for families exploring child care options.



# 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. In exchange for receiving increased compensation, 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](mailto:teachnh@caphr.org) or visit [www.caphr.org/services/teach-nh](http://www.caphr.org/services/teach-nh)





# Early Childhood Apprenticeship Program

## Registered Apprentice Benefits

- Earn credits from a college or CDA (Child Development Associate) institution as well as a nationally recognized Apprentice Certificate
- Earn college credits or a CDA by utilizing available scholarships
- Gain experience through the support of a mentor teacher with on the job training and collaborative goal setting opportunities
- Receive pay increases upon program completion
- Offers an opportunity to earn credit for previous early childhood work experience
- Participants are eligible to receive 9 college credits for CDA at participating colleges

## 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](mailto:apprentice@caphr.org)

# 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](#) **NEW!**
- [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*

Our e-newsletters are dedicated to Child Care Providers, presenting them with the latest news, tips, and resources tailored to their specific needs.

- [Monthly Minutes](#)
- [The Scoop: For Infant & Toddler Care](#)
- [The Scoop: For Preschool Age Care](#)
- [The Scoop: For Mixed Age Care](#)

# 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



**Meriba Johnson**

Child Care Resource and  
Referral Outreach Specialist



**Gail Glines**

Child Care Resource and  
Referral Outreach Specialist



**Lindsey Parisi**

Lead Training and Technical  
Assistance Coordinator



**Stephanie Therrien**

Social Emotional  
Content Coordinator



**Connie Davis**

Family Child Care  
Support Specialist



**Julie Choiniere**

Training & Technical  
Assistance Specialist



**Judy Thibault**

Training & Technical  
Assistance Specialist



**Kris Tabor-Hall**

Training & Technical  
Assistance Specialist



**Diane Manning**

TEACH NH Counselor



**Amanda Enos**

Early Childhood Apprenticeship Program/TEACH Support Coordinator







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

- Plutarch

