

How to Manage Consultation Requests: A Step-by-Step Guide for Coaches

Managing Requests

Early childhood programs can request support through their organization account in the Early Childhood Hub. On the Quality Dashboard, programs click the "Request Support" button to access a menu of available service areas.

As a coach, you can view and track these requests using the Consultation Request module. This tool helps ensure timely follow-up and effective coordination by all.

Understanding Request Statuses

Each request has a status to help track its progress and clarify responsibilities:

Status	Definition	Action
New	The request has been submitted and is awaiting action.	The supervisor will review the request within five (5) business days and assign a coach. After coach assignment, update the status to "In Progress".
In Progress	A coach has been assigned and is actively responding to the request.	Within five (5) business days of being assigned, the coach must contact the program and begin providing support.
Completed	The coach has responded, provided support, and documented the outcome.	Once services are delivered and documentation is complete, the coach can update the request status to "Completed".
Cancelled	The program submitted the request in error or no longer requires support.	If no further action is needed, the supervisor or coach can update the request status to "Cancelled".

Understanding Areas of Service

Depending on need, programs can select one or more of the available areas of service. Once selected, additional service options will be accessible to choose from. Requests made for each area of service will be fulfilled by specific agencies. Details are below.

► **Child Care Business Support**

Requests for this area of service will be fulfilled by Southeast Education Cooperative (SEEC).

- Business Management Practices
- Financial Support and Sustainability
- Legal, Tax, and Insurance Considerations
- Licensing Compliance
- Opening a Child Care Program
- Record Keeping
- Staff Recruitment and Retention Strategies

► **Health & Safety Support**

Requests for this area of service will be fulfilled by Southeast Education Cooperative (SEEC).

- Caring for Children with Special Health Care Needs
- Emergency Preparedness and Response Planning
- Handling, Storage and Disposal of Hazardous Materials
- Infectious Disease Prevention and Control
- Medication Administration Guidelines
- Pediatric First Aid and Cardiopulmonary Resuscitation (CPR) Training
- Precautions for Transporting Children
- Prevention and Response to Food Allergies and Reactions
- Prevention of Shaken Baby Syndrome, Abusive Head Trauma, and Child Maltreatment
- Prevention of Sudden Unexpected Infant Death Syndrome (SUIDS) and Safe Sleep Practices
- Promoting Infant and Child Mental Health and Wellness
- Recognition and Reporting of Child Abuse and Neglect
- Safety and Injury Prevention Strategies
- Safety in Building and Physical Premises

► **Inclusion Support**

Requests for this area of service will be fulfilled by USpireND.

- Building Inclusive Environments
- Caring for Children with Unique Needs
- Creating Individual Care Plans
- Guidance on Suspension and Expulsion Policies
- Guiding Challenging Behaviors

► **Family and Community Engagement**

Requests for this area of service will be fulfilled by Southeast Education Cooperative (SEEC).

- Building Relationships with Families
- Community Relationships
- Effective Communication Strategies
- Family Engagement Activities
- Gathering Family Feedback

► **Professional Development and Training**

Requests for this area of service will be fulfilled by Health and Human Services, Early Childhood Section.

- Child Development Associate (CDA)
- Planning and Achieving Career Goals
- Training Needs for Licensing

► **Quality Improvement Efforts**

Requests for this area of service will be fulfilled by Lakes & Prairies Community Action Partnership (CAPLP).

- Assessment of Child Progress
- Building Relationships
- Classroom Arrangement and Learning Environment
- Curriculum Development and Implementation
- Daily Schedule and Routines
- Effective Teaching Practices

How to View Requests

► Step 1: Log In

Log in to the ND Early Childhood Hub.

► Step 2: Access the Dashboard

From the left-hand navigation menu, select "Consultation Requests".

► Step 3: Filter Requests

Use the filters on the left-hand side to view applicable requests.

The screenshot shows the 'Consultation Requests' page. On the left, a sidebar contains a 'Filter Requests' link with a red arrow pointing to it. Below this are filters for Organization Name, Organization ID, Request Status (New, In Progress, Completed, Cancelled), and Areas of Service (Child Care Business Support, Health & Safety Support, Inclusion Support, Family and Community Engagement, Professional Development and Training, Quality Improvement Efforts). The main area shows a list of requests. The first request is for 'ABC SANDCASTLE CHILDCARE INC' with details: Address 2502 18th Street South / City Fargo / State ND / Zip Code 58103 / County Cass; Email Address Jessica.Hugelen@email.com / Phone (701) 293-0149 / Fax (701) 232-0785; Date Submitted 06/02/2025 / Submitted By Brian Chex; Request ID # 11 / Request Status In Progress; Assigned Coach Generic Coach; Current Quality Rating Step 1. The bottom right of the card shows 'Showing 1 out of 1'.

How to Update a Request

► Step 1: Edit the Request

Click the "Edit" button on the right-hand side of the request card. Review the request details to determine the appropriate next steps.

The screenshot shows a request card for 'All 4 Learning Childcare Center'. The details are: Org ID #23211, Address 715 24TH AVE SOUTH / City GRAND FORKS / State ND / Zip Code 58201 / County Grand Forks; Email Address Brooke.Yousif@email.com / Phone (218) 784-8070; Date Submitted 06/09/2025 / Submitted By Test Admin; Request ID # 77 / Request Status New; Assigned Coach None Assigned; Current Quality Rating Step 2. A red arrow points to the 'Edit' button in the top right corner of the card.

► **Step 2: Provide Support**

Within five (5) business days of being assigned, the coach must contact the program and begin providing support.

► **Step 3: Document**

Coaches can use the “Consultation Request Notes” to document outcomes of support provided. Select “+Note” to add a note.

Consultation Request Notes

+Note Notes

Showing 1 out of 1

Created 06/10/2025 / By Test Coach #2 / User Note

Dear Test Director,

Thank you for taking the time to meet with me to discuss opening a new child care business. I appreciate your openness and the opportunity to support your work.

As we discussed, here are the key takeaways and any next steps:

- Take the Child Care Provider Orientation Course
- Create an account in the Early Childhood Workforce Registry.
- Submit an application for Start Child Care.

Please don't hesitate to reach out if you have any further questions or need additional support. I'm here to help however I can.

Warm regards,

Test Coach #2

Emailed 06/10/2025 Documents 0 Manage

► **Step 4: Update the Request Status**

Once services are delivered and documentation is complete, change the request status to “Completed”. Then click “Update Request” to save your changes.

Status

Completed

Update Request

How to Create a New Request

When working with a program, you may find that additional support is needed outside of your typical area of service. In these situations, you can use the “New Request” button to submit a request on behalf of the program.

Note: Before starting, make sure you’ve followed the steps under “How to View Requests” to navigate to the dashboard.

► **Step 1: Create a New Request**

Click the “New Request” button to open the request form.

► Step 2: Filter Organizations

Use the filters on the left-hand side to find the appropriate organization. Once located, click "Select".

☑ Select Recipient Organization
✕

Filter Recipient Organizations

Organization Name

Search by Name

Organization ID

26657

Q Search

Reset

Showing 1 out of 1

#26657
3 Little Birds Daycare
 Status Registered

Address 329 W BRANDON DR / City BISMARCK / County Burleigh
 Contact Stacey1 Sateren2 / Email Stacey.Sateren@email.com

➔

Select

Showing 1 out of 1

► Step 3: Choose Areas of Service

Select the areas of service the program needs support with. If applicable, provide any additional context or details about why the request is being made. Click "Submit Request".

Areas of Service

Depending on need, select one or more of the available areas of service. Once selected, additional service options will be accessible to choose from.

☐ Child Care Business Support
☐ Health and Safety Support
☐ Inclusion Support
☐ Family and Community Engagement
☒ Professional Development and Training

☒ Child Development Associate (CDA)
☐ Planning and Achieving Career Goals
☐ Training Needs for Licensing

Additional Details

☐ Quality Improvement Efforts

➔

Submit Request

Clear