

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

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 supervisor with the “CQI Admin” role, you can view, assign, and track these requests using the Consultation Request module. This tool helps ensure timely follow-up and effective coordination by allowing you to monitor the status of each support request.

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 and Manage Requests

► Step 1: Log In

Log in to the ND Early Childhood Hub.

► Step 2: Access the Consultation Requests Module

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 in the ND Early Childhood Hub. On the left, a sidebar contains a 'Filter Requests' section with fields for 'Organization Name' and 'Organization ID', and a 'Request Status' section with checkboxes for 'New', 'In Progress', 'Completed', and 'Cancelled'. Below these are 'Areas of Service' checkboxes. A red arrow points to the 'Filter Requests' header. The main area shows a 'New Request' button, a 'Sort by' dropdown (set to 'Date Created'), and a 'Direction' dropdown (set to 'Descending'). A single request card is displayed for 'ABC SANDCASTLE CHILDCARE INC', showing its address, contact information, and submission details. The card includes an 'Edit' button in the top right corner.

How to Update a Request

► Step 1: Filter Requests

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

► Step 2: 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.

Org ID #23211
All 4 Learning Childcare Center
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



► Step 3: Update Request

If needed, you can update the request before assigning a coach. This may include splitting one request into two or correcting the selected area of service based on the provided details. Once you have made the appropriate changes, click the "Update Request" button.

If no updates are needed, proceed to the next section to assign a coach.

How to Add a Coach

► Step 1: Assign Coach

In the "Coach Assignment" section, click the "Assign Coach" button.

Coach Assignment

i No Coach Assigned



Assign Coach

► Step 2: Filter Coaches

Use the filters on the left-hand side to view available coaches. Locate the appropriate coach and click "Select".

► Step 3: Update the Request Status

After assigning a coach, change the request status to "In Progress". Then click "Update Request" to save your changes.

Status

In Progress



Update Request

