



# How To Determine Who Can Support You Through the Great Start to Quality Process

There are ten Great Start to Quality Resource Centers across eleven regions throughout Michigan. Each Resource Center provides support programs, providers, and families with child care resources. While working through the Great Start to Quality process, you may have questions or need support. While working through the Great Start to Quality process, you will interact with multiple people, and it can be challenging to remember who to reach out to when you have questions. Below, you will find more information about the common roles you will engage with and when to contact them.

**Quality Improvement Specialist:** The Quality Improvement Specialist (QIS), based at your local Resource Center, supports the Great Start to Quality (GSQ) model by providing technical assistance with MiRegistry, Organization Profiles, the Self-Reflection, and more. Some QISs support additional roles within GSQ, they could also be a Quality Improvement Coach, Infant Toddler Specialists, or LearnERS coach. Examples of when you may reach out to the assigned QIS are when you need technical assistance with a technology system, are requesting local resources, are setting quality improvement goals, or need information about professional development, etc.

**Quality Improvement Coach:** The Quality Improvement Coach (QIC), based at your local Resource Center, supports the GSQ Model by providing coaching and consultation around quality practices, On-Site Observation tools, Validation and On-Site Observation results, and more. Some QICs support additional roles within GSQ, they could also be a Quality Improvement Specialist, Infant Toddler Specialists, or LearnERS coach. Examples of when you may reach out to the assigned QIC are when you have questions about your results of Validation or On-Site Observation, when requesting coaching on positive adult child interactions, or for resources and material to support a staff member, etc.

**Validator:** The Validator, based at the Early Childhood Investment Corporation, supports the GSQ model through the Validation of a program's Self-Reflection responses and corresponding documentation. You may contact the assigned validator when you are in the Validation process, needing to reschedule the validation phone call, or uploading additional evidence.

**Assessor:** The Assessor, based at the Early Childhood Investment Corporation, supports the GSQ model through the observation of family and group homes, and early childhood and education centers. You may contact the assigned Assessor if there is a change in the schedule or if the program needs to request an additional block out day.

**MiRegistry:** MiRegistry is Michigan's central online system for the early childhood and school-age workforce, acting as a professional development registry to track education, training, and credentials, and offering a Career Pathway to help professionals advance in fields like child care and out-of-school time. You may reach out to MiRegistry if you need assistance with individual membership applications, position titles and employment records, Organization Profiles, or if you have questions about searching for professional development.

## How to find your assigned Quality Improvement Specialist and Quality Improvement Coach:

If you have a current Great Start to Quality case in progress:

1. Log into MiRegistry.org
2. Navigate to the Organization Profile
3. In the hamburger menu on the left, select Quality Overview
4. Select Case Details; here you can find the Quality Improvement Specialist and Quality Improvement Coach assigned to you case

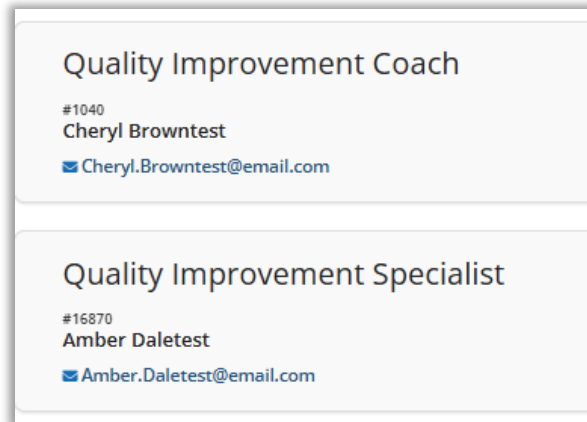


Figure 1 QIS and QIC Information

If you do not have a current Great Start to Quality case in progress:

1. Visit [www.greatstarttoquality.org/resource-centers/](http://www.greatstarttoquality.org/resource-centers/)
2. Select your count on the map or find the county your program is in under the 10 listed Resource Centers and select Read More.
3. Contact information Quality Improvement Specialists, Quality Improvement Coaches, and the general Resource Center are listed.

You can also locate your Resource Center, Quality Improvement Specialist, or Quality Improvement Coach through email [greatstarttoquality@ecic4kids.org](mailto:greatstarttoquality@ecic4kids.org) or call 1.877.614.7328.

## How to find your assigned Validator or Assessor:

If you have a current Great Start to Quality case in progress:

1. Log into MiRegistry.org
2. Navigate to the Organization Profile
3. In the hamburger menu on the left, select Quality Overview
4. Select Case Details; here you can find the assigned Validator.
5. You will receive information about the assigned Assessor via email, this information can also be found in Case Notes.

You can also locate your Validator or Assessor via email [validation@ecic4kids.org](mailto:validation@ecic4kids.org) or [assessment@ecic4kids.org](mailto:assessment@ecic4kids.org).