



# STATE OF CONNECTICUT



Dear Director/Operator:

The Connecticut Office of Early Childhood is committed to working with providers to attain and maintain compliance with licensing requirements. One of the ways the Division is working to achieve this objective is through the technical assistance initiative. We believe that by working cooperatively with you, we can achieve our common goal of providing the best child care programs possible.

The Division of Licensing has adopted the definitions of “technical assistance” and “consultation” as defined in the National Association of Regulatory Administration (NARA) Licensing Curriculum 2000, Chapter 5, “Provider Support Services”, pp. 6-8. “**Technical assistance**” means “explaining the intent and requirements of the rule and suggesting options generally available – or available in that provider’s particular situation – which would achieve compliance with the rule.” (P.7) “**Consultation**” means, “individualized assistance to achieve goals or to solve problems that are not related to attaining rules compliance.” (P.8)

The Division’s technical assistance initiative is tailored to the individual needs of a program. Within available resources, there are a variety of services in different formats that we offer to programs. One of the services we can offer to you includes technical assistance in the form of a scheduled observation and walk through visit at your request during your program’s hours of operation. In this instance a specialist conducts an on-site walk through and observation of your program and answers any questions you may have pertaining to child care regulations. Such a visit allows you and your staff to be made aware of what might be cited during a routine inspection.

If you have an interest in a specific regulatory area, you may request a regulatory workshop. Agency representatives will provide an overview of the regulation(s), explain, clarify and answer any questions you may have. In this instance, we would appreciate it if you had at least ten individuals who plan to attend the session. It is also helpful to submit specific questions in advance of the workshop, so that attention is given to those regulations of particular interest.

Licensing staff may also come to your program for approximately two hours. This visit is designed to provide you with various tools, resources and information to promote ongoing compliance with the regulations. This visit reviews navigating the OEC website, reporting of changes, what to expect during an inspection, maintaining records and much more.

The Division also provides a general forum to groups of ten or more individuals. This format provides an overview of the licensing, investigation, and enforcement processes. It also dedicates time for questions and answers and provides an opportunity for a general dialogue between you and Agency representatives.

Other technical assistance that the Division offers includes workshops at association sponsored conferences, completing required licensing forms, and reviewing program policies/procedures at your site or in our office during a workday.

If you are interested in technical assistance, please complete the attached form and fax to the address and fax number listed below.

Sincerely

The Licensing Team

Phone: (860) 500-4450 · Fax: (860) 326-0552  
450 Columbus Boulevard, Suite 302  
Hartford, Connecticut 06103  
[www.ct.gov/oec](http://www.ct.gov/oec)

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**DIVISION OF LICENSING**  
**TECHNICAL ASSISTANCE REQUEST**  
*(FOR PROGRAMS THAT ARE ALREADY LICENSED)*

I would like to request Technical Assistance. The format I am most interested in pursuing is the:

- Scheduled Observation and Walk Through
- Regulatory Workshop – Particular Regulations of Interest:  
\_\_\_\_\_
- Resource Support
- General Forum Format (synopsis of licensing, investigation and enforcement)
- Conference Workshop
- Other \_\_\_\_\_

**Program Name(s)**

Name \_\_\_\_\_ License # \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

**Program Contact Person:** \_\_\_\_\_  
(Director/Head Teacher/Operator)

**Contact's Phone #:** (\_\_\_\_\_) \_\_\_\_\_ **Estimated # of Staff:** \_\_\_\_\_

**Preferred Location for Technical Assistance Visit:** \_\_\_\_\_

(Town) \_\_\_\_\_

<b>Preferred Dates and Times for Visit:</b>	<b><u>Date(s)</u></b>	<b><u>Time</u></b>
1 <sup>st</sup> Choice	_____	_____
2 <sup>nd</sup> Choice	_____	_____
3 <sup>rd</sup> Choice	_____	_____

If you are interested in Technical Assistance, please complete this form and fax to (860) 326-0552 or mail to:

Connecticut Office of Early Childhood  
Division of Licensing  
450 Columbus Blvd., Suite 302  
Hartford, CT 06103  
**Attention: Laura Fournier**