




Early Learning Program Quality Assessment & Accreditation Support Resource Guide

This resource provides guidance on what to do in specific scenarios or how to access support.

	 What to Do	 Timeline	 Access Support
Need to Access NAEYC My Account or Early Learning Hub	<p>To get started, visit My.NAEYC.org. Once in the NAEYC My Account, select “My Organizations” to navigate to the Early Learning Hub.</p> <p>Once in the ELP Hub, Primary or Secondary Contacts of a program can use the “Contacts and Portal Access” menu option to invite other admins to the Hub. Individuals must have a NAEYC Account before they can be invited to the ELP Hub.</p>	<p>Typical response time is 24-48 hours.</p>	<ul style="list-style-type: none"> ➤ ELP Hub Guide ➤ Call 1-800-424-2460, option 3 ➤ Email accreditation.information@naeyc.org
Need to Create a New Program	<p>To create a new program to start the accreditation journey, first login to the NAEYC My Account and “Register a Program” from the top menu and complete the form.</p>	<p>Once the form is completed, the individual will be added as a Primary Contact and an option to log into the ELP Hub will be available under “My Organizations”. Other admins can be invited once in the ELP Hub under “Contacts and Portal Access”.</p>	<ul style="list-style-type: none"> ➤ ELP Hub Guide ➤ Call 1-800-424-2460, option 3 ➤ Email accreditation.information@naeyc.org
Need to Respond to Required Item Issue During Site Visit	<p>Complete and return the Required Item Form received from the assessor <u>within 3 business day of the site visit</u> to QualityAssurance@naeyc.org</p>	<p>Responses are required within 3 business days of site visit.</p>	<ul style="list-style-type: none"> ➤ Site Visit Protocols ➤ Required Item Expectations ➤ Call 1-800-424-2460, option 3 ➤ Email accreditation.information@naeyc.org

Need to Respond to Required Item in Application

Log into the **ELP Hub** and select “**Application History**”. Use the links to review the results. Use the assessor comments to adjust uploaded evidence and / or item description within re-submission application.

Re-submission applications must be completed **within 30 days of notification date.**

- [Application Guide](#)
- [Self-Assessment Tools](#)
- Call **1-800-424-2460**, option 3
- Email accreditation.information@naeyc.org

Need to Update Enrollment in ELP Hub

Log into the **ELP Hub** and select the “**General Information**” menu option.

- Under the “Enrollment” section:
 - Select “Change” to update the 4 enrollment fields: Infant, Toddler, Preschool and Kindergarten

NOTE - Kindergarten should only reflect full-time care.

Updates should be made as enrollment changes.

- [ELP Hub Guide](#)
- Call **1-800-424-2460**, option 3
- Email accreditation.information@naeyc.org

Need to Update Operational or Closed Days

Log into the **ELP Hub** and select the “**Sites and Certificates**” menu option.

- **To edit an existing program site:**
 - Select the **drop-down option (v)** to the right of the program site record →
 - Select “**Edit**” to update the hours of operation or enter “non-operating days”.

NOTE - Each program site record includes operational details specific to each location.

Updates to the ELP Hub are immediately made in the system and can be seen by assessors.

- [ELP Hub Guide](#)
- Call **1-800-424-2460**, option 3
- Email accreditation.information@naeyc.org

Need to Update Classes in ELP Hub

Log into the **ELP Hub** and select the “**Classes**” menu option.

- **To add a new class:**
 - Click “New” and complete all required information on the page.
- **To update an existing class:**
 - Use the drop-down menu (v) to the far right of the class you want to edit and select “Edit”. Update the information as needed.

Classes within the ELP Hub should always be reflective of the active classes in the program serving infants through full time kindergarten (no part-time).

- [ELP Hub Guide](#)
- Call **1-800-424-2460**, option 3
- Email accreditation.information@naeyc.org

- **To remove a class:**
 - Open the class record in edit view and uncheck the “Is Active” box. This will remove it from the active class list.

Need to Update Staff in ELP Hub

Log into the **ELP Hub** and select the “**Staff**” menu option.

- **To add a new staff member:**
 - Click New, then enter their first and last name, position, and any relevant education details.
- **To update or remove a staff member:**
 - Use the drop-down menu to the far right of their record and select Edit. Once the record opens, make any updates needed.
- **To remove a staff member:**
 - Open the staff record and uncheck the “Is Active” box and save the record.

Updates to the ELP Hub are immediately made in the system and can be seen by assessors.

- [ELP Hub Guide](#)
- Call 1-800-424-2460, option 3
- Email accreditation.information@naeyc.org

Need to Submit Annual Report

Log into the ELP Hub on the **Quality Journey widget** select “**Submit Annual Report**”. Immediately after submitting the report, you can return to the home page to submit payment.

Annual Reports are available 60 days prior to the due date and 90 days after the due date. A late fee is assessed after the due date, and the program is regressed to Registered after 90 days.

- [Annual Report Guide](#)
- Call 1-800-424-2460, option 3
- Email accreditation.information@naeyc.org

Need to Make Payment

Primary or Secondary Contacts of a program can log into the ELP Hub to pay by credit card, or to send the invoice to an identified email to pay by credit card.

In the **ELP Hub** select the “**Invoices**” menu item and select “**Pay**” to complete the payment process.

Annual Report / Fee invoices incur a \$175 late fee if not paid by the due date, or the VUD anniversary date. Programs are regressed to Registered if Annual Fees are not paid 90 days after due date.

- [ELP Hub Guide](#)
- Call 1-800-424-2460, option 3
- Email accreditation.information@naeyc.org

Checks can be mailed to PO Box 97156, Washington, DC 20090-7156. Please allow up to 6 weeks for progressing. Electronic check options (ACH) are available.

Need to Support 72-Hour Critical Incident Report or Change in Status

Use one of the following options to submit a 72-Hour Report:

1. Complete the [72-Hour Form](#) and send it to QualityAssurance@naeyc.org
2. Log into the **ELP Hub** and select the “**Incident Report**” menu option and submit the form.

NAEYC will acknowledge receipt of all submitted 72 hour reports within 3 business days.

- [Quality Assurance Expectations](#)
- Call **1-800-424-2460, option 3**
- Email QualityAssurance@naeyc.org

Need to Request a Valid Until Date (VUD) Extension

Send an email to accreditation.information@naeyc.org with the Program ID, reason for the extension and the requested extension length. NAEYC will respond with whether the program is eligible and costs to move forward.

Typical processing time is 5-7 business days.

- Call **1-800-424-2460, option 3**
- Email accreditation.information@naeyc.org

Need to Request to Withdrawal Status

Complete [this form](#)

Typical processing time is 5-7 business days.

- Call **1-800-424-2460, option 3**
- Email accreditation.information@naeyc.org

Need to Complete Professional Development

Visit [NAEYC Learning Lab](#)

- Call **1-800-424-2460**
- Email info@naeyc.org

Need Support with Membership

To get started, visit **My.NAEYC.org**. Once in the NAEYC My Account, you can purchase or renew membership.

Membership is an annual membership that lasts for one year from your join or renewal date, and it requires annual renewal.

- Visit the [membership webpage](#)
- Call **1-800-424-2460**
- Email info@naeyc.org