

WELS Quality Portal

FAQ's

Why is there one more new system?

So that Early Learning for All (ELFA) programs can manage quality improvement support in one place. Programs will use the portal to update site and classroom information, manage Quality Improvement Plans, register for trainings, and access coaching logs and resources. While it is a new system, we are trying to reduce the number of systems programs have to use to access information to support quality improvement.

Does WELS stand for anything?

WELS stands for Web-Based Early Learning System

Will providers with limited technology proficiency have support from DEC or somebody?

Yes, providers can contact the DEC team at sfqc@sfgov.org or the WELS team by email: support@welsfoundation.org, phone: (650) 220-6101, or use the Chat option to communicate live with the WELS team. Our Support team can connect with you individually during business hours from 9 am to 6 pm so we can give you further assistance.

Can I access the recordings of the webinars to rewatch?

Yes, you can access the recordings here:

Professional WELS Quality Portal Webinars

- [English](#)
- [Spanish](#)
- [Chinese](#)

Program WELS Quality Portal Webinars

- [FCC English](#)
- [FCC Spanish](#)
- [FCC Chinese](#)
- [Center](#)

Is the WELS Quality Portal a replacement for the CA ECE Workforce Registry?

No. The WELS Quality Portal is not a replacement for the CA ECE Workforce Registry. We will be using the WELS Quality Portal to manage quality improvement support in one place. Educators will register for SF DEC Trainings and programs will use the portal to update site and classroom information, manage Quality Improvement Plans, access coaching logs and resources.

So, the CA ECE Workforce Registry is no longer used to register for trainings, correct?

SF DEC trainings specifically for ELFA programs and educators will be listed and available for registration through the WELS Quality Portal. Other training organizations, including those based in other counties, may continue to use the CA ECE Workforce Registry to list and register for their trainings.

Do I need to upload all my transcripts to WELS or will you help me to transfer all information/documents from the workforce registry to WELS?

You do not need to upload transcripts into the WELS Quality Portal. The information will be imported from the CA ECE Workforce Registry to your WELS Quality Portal Professional Profile. You should continue to upload information and documents into the Registry.

If I earn a certificate from City College or another organization, where should I upload it?

You should upload it to CA ECE Workforce Registry.

If the training isn't provided through WELS, do we need to upload it to the CA ECE Workforce Registry ourselves?

That will be up to you depending on how you are tracking your professional development. If you'd like it to be part of your profile, we recommend you upload to the CA ECE Workforce Registry as it will sync with your WELS Professional Portal.

Are other trainings I attend, like CECO trainings, going to automatically transfer to the WELS Quality Portal or will it need to go through the CA ECE Workforce Registry to transfer to WELS Quality Portal?

Trainings you attend that are not sponsored by SF DEC and that use the CA ECE Workforce Registry to give you professional growth hours, would automatically sync to the WELS Quality Portal. Trainings you attend that do NOT use CA ECE Workforce Registry will not be transferred to the WELS Quality Portal.

Will the trainings I register for on the WELS Quality Portal automatically sync to the CA ECE Workforce Registry?

No, training records from the WELS Quality Portal will not sync to the CA ECE Workforce Registry. The CA ECE Workforce Registry syncs to the WELS Quality Portal.

When should we start using this portal? Will we process the CARES stipends here?

You can start using the WELS Quality Portal now. The CARES stipends will continue to be processed through the CA ECE Workforce Registry.

What about assistant teachers? Do they need to open their own accounts on WELS too? If not, how will they access the training calendar and register for classes and trainings?

Yes, all staff who work at ELFA programs need to create their logins in the WELS Quality Portal to register for trainings.

Once I update my email address in the WELS Portal, will I still be able to sync my transcript and other information with the CA ECE Workforce Registry? Will having different email addresses in the two systems cause any issues, or will the sync still work?

Yes, it will continue to work to sync your information from the CA ECE Workforce Registry

I just registered for the WELS Portal this afternoon. Why aren't all of my training records and certificates from the CA ECE Workforce Registry showing up in the WELS Portal?

The system refreshes every evening, if you still do not see your records updated, please contact sfac@sfgov.org for support.

What do we do if our information is missing from our Professional Portal?

Please email support@welsfoundation.org, call (650) 220-6101, or use our Chat option to communicate live with our team. Our Support team can connect with you individually during business hours from 9 am to 6 pm so we can give you further assistance.

What if we can't create a login?

Please take a screenshot of your screen and email support@welsfoundation.org, call (650) 220-6101, or use our Chat option to communicate live with our team. Our Support team can connect with you individually during business hours from 9 am to 6 pm so we can give you further assistance.

If we still need to add everything to the CA ECE Workforce Registry, why do we need two portals that work for the same thing?

The WELS Quality Portal is being used for your program's quality improvement journey, which includes program staff professional development, site information, and your Quality Improvement Plan all in one place. The CA ECE Workforce Registry is the system you continue to use to apply for DEC's Workforce Initiatives such as CARES 3.0.

Can the information on this website be used when renewing my permit?

Yes, you can download your transcript from your Professional Portal.

Will the system notify me if I've already registered for the same course?

It will only show you if you enrolled in that specific course, not if you took it in the past.

Is it like Sparkler or what is WELS? Is it just the information DEC has, is it the same?

Sparkler is the system used to complete the Ages and Stages Questionnaire digitally. The WELS Quality Portal is being used for your program's quality improvement

journey, which includes program staff professional development, site information, and your Quality Improvement Plan.

Is the WELS Quality Portal and the Partner Hub the same thing?

No, the WELS Quality Portal is a site only for ELFA programs and educators to manage quality improvement information in one place. Educators will register for SF DEC Trainings and programs will use the portal to update site and classroom information, manage Quality Improvement Plans, access coaching logs and resources. Each educator and program staff need to have a login to access.

The DEC Partner Hub is a website that replaced the Provider Portal where all DEC Partners can access resources and information such as: Program Applications (e.g. CARES 3.0 and SEEPD) and training information. This is a public website and does not need a login to access.

What is the difference between the Professional Portal and the Program Portal?

The Professional Portal is where each educator manages their own professional development and career journey. The Program Portal is where each program manages program information such as classroom and staff rosters and Quality Improvement Plans.

There are new questions about the country's origin and date of birth? What is the purpose of these questions?

We ask for date of birth to as a unique identifier to avoid creation of duplicate accounts. Country of origin is an optional field and is not required to be answered.

What about confidentiality?

DEC's data policy is NOT TO SHARE information with private corporations or marketing firms, or collection and credit agencies. We also WILL NOT SHARE your data with criminal justice, family courts, Immigration and Customs Enforcement, IRS, DMV, unless given a specific legal mandate to do so. Your information is not shared externally beyond the City and County and its partners except with your written consent. If you have any questions about data collection and privacy, please contact DEC at sfdec@sfgov.org.

How secure is the system?

All data systems used by all the City and County departments are required to be vetted and approved by the San Francisco Office of Cybersecurity. If you have any questions about data security, please contact the DEC at sfdec@sfgov.org.

Will we still receive training newsletters and bulletins by email?

Yes, WestEd and DEC will continue to send training newsletters and bulletins by email to ELFA programs.

What if we have more questions about why we are using the WELS Quality Portal and are confused about all the systems we are required to use?

You can contact the DEC Quality Team at sfqc@sfgov.org.

If we do not have quality improvement shown in the platform, will we get support or will we be kicked out.

We will continue to provide support to programs to enter QIP's into the platform.

Who will use or have access to the QIP?

Programs and the DEC Quality Team will have access to the QIP. It will be used to help programs track your Quality Improvement Plan and for DEC to support programs. For programs who receive coaching, coaches will also have access to the QIP so that they may support the program to meet QIP goals.