

Program Assessment Guide

SUMMARY/PURPOSE

The purpose of this program guidance is to provide information and guidance on the requirements for program assessment registration for School Readiness (SR) contracted service providers.

PROVIDER REGISTRATION IN THE QUALITY PERFORMANCE SYSTEM

Instructions for the Provider

Registrant Responsibilities

Providers who intend to offer SR services must create a profile in the Single Statewide Information system (SSIS) at least 45 calendar days prior to attempting to activate or register for a program assessment. Once the early learning coalition (ELC) approves the profile, the data is uploaded to the Quality Performance System (QPS) allowing the provider to activate their account and register for a program assessment in QPS. A provider's account cannot be activated until the ELC has approved the provider's profile in the SSIS.

Activate an Account

All providers serving birth to kindergarten entry age SR children must activate an account in the QPS. Providers navigate to the QPS by entering <https://qps.floridaearlylearning.com/account/login> in their browser address bar. Recommended browsers are Google Chrome or Firefox. Registrants use their SSIS-generated ID number and their license number to activate their account. Non-licensed providers enter their registration number if their licensing agency has issued one or enter the word "exempt" in the license field if their licensing agency does not assign registration numbers. Providers create login credentials (username and password) during account activation. Providers will need the following information in order to activate an account:

- License or registration number from their licensing agency
- SSIS Provider ID/EFS ID

After the provider enters the correct information, the system prompts the provider to add an email address. If the QPS does not match the provider's record with SSIS data, the system displays an error message directing the provider to contact their ELC for assistance. SSIS provider ID numbers can be found on the SSIS Provider Portal home page for each provider site.

Registration Completion and Submission Process

Providers requiring a program assessment as determined by the ELC are required to complete and submit an online registration for ELC approval. By completing the registration, providers give consent for a CLASS observation for 50% of classrooms per care level by coalition staff and/or third-party contractors.

The provider must enter into the QPS the provider's contact information, create a classroom list of all

birth-through-kindergarten entry classrooms in which a SR child could be served, and add a list of staff, including their credentials and assign each teacher to a classroom. Providers will need the following information in order to complete the registration process:

- Teacher(s) and director(s) names, birthdates, hire dates and individual email addresses.
 - Each email address must be different.
- Classroom names and majority of age group of children in each room.
 - Each classroom name must be different.
- Teacher-classroom assignments.
 - Teachers can only be assigned to one classroom.
 - Instructional directors may be assigned to classrooms but administrative directors may not.
- Credentials/education qualifications. Upload all that apply.
 - CLASS Group Coaching (formerly Making the Most of Classroom Interactions - MMCI) Certificates
 - Interrater Reliability Certificates
 - International Association of Continuing Education Training (IACET) Certificates
 - Early Childhood Training Systems(ECTS) Course Completion Certificates
 - Highest degree
 - Highest credential

QPS Submitter Details

The first step in the registration process is to complete the QPS Submitter Details information. Providers will:

- Enter a contact person's name, job title, phone number and email address.

Profile

The provider profile prepopulates from the SSIS. If there are any errors, the provider corrects them in SSIS/EFS Mod.

Staff Roster

Providers registering for program assessments must complete the Staff Roster module in the QPS as part of their registration. Providers must enter all instructional lead and assistant teachers to the roster. Staff does not include substitutes or others who fill in for an absent teacher or those who are temporarily in a classroom for a teacher break.

To add a teacher and/or director to the roster, the provider enters the person’s information and then clicks the purple “Add Teacher” button. The provider must indicate the role of each staff on the roster. There must be one director identified.

The provider must enter a unique email address for each teacher/director along with the person’s date of birth, effective date in the classroom, and highest credential/education level. The QPS will reject duplicate email addresses.

Family Child Care Home providers list themselves as the director and assign themselves to a classroom. They only need to add themselves once, as an instructional director.

Classroom List

Providers registering for program assessments must complete the Classroom List as part of their registration. See the definition of a classroom in this document.

The provider completes the classroom section by adding each birth through kindergarten entry classroom to the classroom list by completing the required information and then clicking the purple “Add Classroom” button.

The provider completes the classroom details screen for each classroom on the list. The provider must choose the most appropriate CLASS tool for the room based on the age of the majority of children in the room and enter a unique name for the room along with the classroom’s funding source from a dropdown box. The language of instruction and the date the classroom opened must be added for each room. The provider may include a description of the room and must assign at least one staff person to the classroom (see below for more information about classroom assignments).

If a provider has a morning and afternoon session in the same room with the same teacher, the provider lists the classroom once. Providers may edit classroom lists as often as necessary to keep information up to date and as accurate as possible.

Classroom Assignments

Providers are responsible for assigning teachers to classrooms in the Classroom List during the registration process. The provider may assign:

- Each teacher to one classroom only.
- Multiple teachers to the same classroom. (A teacher cannot be assigned if that teacher already has a room assignment.)
- Directors to a classroom, if the director is identified as an instructional director and is a primary teacher in the room.
- Only teachers listed on the Staff Roster.

Providers assign teachers to classrooms on either the Staff Roster or Classroom section of the system.

Following the provider's acknowledgement to allow CLASS observations, the provider receives an on-screen confirmation of their registration submission. The provider status is Registration Pending Review.

Exempt Status

Exempt providers activate but do not register or perform any further actions within the QPS unless they become non-exempt. The SSIS provider file made available to ELCs monthly provides the ELC with information to assist in determining if a provider is exempt. The provider remains exempt until the ELC determines them to be non-exempt or the provider chooses to opt-in to program assessment prior to executing a new contract.

Exemption Process

After a provider activates an account, the ELC determines the provider’s exempt status per Rule 6M-4.740, F.A.C. Providers meeting one of the following shall be exempt from the annual program assessment requirement:

1. A provider that has not received one Class I or more than three of the same Class II School Readiness health and safety violations in the two year period prior to contract execution and is a:

- a. Child care center with 20 percent or less of filled SR child care slots out of the maximum capacity as defined in Forms OEL-SR-6202, OEL-SR-6204, and OEL-SR-6206 as incorporated by reference in Rule 6M-4.620, F.A.C.
 - b. Family child care home with two or fewer of filled SR child care slots out of maximum capacity as defined in Forms OEL-SR-6202, OEL-SR-6204, and OEL-SR-6206 as incorporated by reference in Rule 6M-4.620, F.A.C.
2. Providers that offer only overnight SR services.

Providers may opt in to program assessments in order to qualify for a differential payment based on their program assessment score. Opting in to program assessments constitutes a waiver of the exemption and subjects the provider to all requirements of the program assessment rule. The ELC must indicate the provider has "Opted in to Program Assessments" from the Provider Management Icon in QPS.

Non-exempt and opted in providers must submit an updated monthly roster in the DEL-defined system for the term of their contract.

INSTRUCTIONS FOR THE ELC

The ELC shall:

1. Supply SR providers with information and assistance in regards to the registration process.
2. Regularly review the list of registrations submitted in the QPS by providers for errors and omissions and monitor provider statuses, updating when necessary to reflect contract status.
3. Coordinate a program assessment within sixty (60) calendar days of receipt of the notice from an exempt provider they wish to opt in to program assessments.
4. Notify exempt providers within twenty-one (21) calendar days if they become non-exempt and must register for a program assessment.
5. Complete a program assessment within thirty (30) calendar days of provider notification of no longer being exempt.
6. Notify providers of their CLASS program assessment score within fourteen (14) calendar days after the program assessment score is determined. By default, the score is displayed in QPS on the 14th day if the ELC has not made it visible.
7. Individual classroom scores and notes shall be provided to providers within 10 calendar days upon written request by provider.
8. Waive non-qualifying CLASS program assessment scores for providers deemed essential to meeting child care needs, as determined by ELC needs assessment.
9. Terminate the SR contract and revoke the provider's eligibility for up to five (5) years for contracted SR providers that fall below the contract minimum threshold.
10. Issue written notice of termination to providers at least thirty (30) calendar days before the termination.
11. Monitor and maintain provider program assessment-related data in WELS.

ELC User Roles in the Quality Performance System

The QPS assigns login credentials to ELC Administrative users allowing them to access provider registrations and perform certain functions in the system including the creation of other ELC user accounts.

ELC Administrative users assign ELC staff either a read only, ELC Reviewer, or ELC Administrative

account.

Each ELC user has their own login and password. The system automatically records the date, time and name of any person leaving comments in the system. Administrative users can add new ELC users and can view and edit provider log in credentials and reset passwords from the User Management tab.

Registration Review

ELC system users log in to the QPS and review provider registrations for errors and omissions as necessary to meet the demand of SR providers' program assessment requests in accordance with Rule 6M-4.740, F.A.C. If a registration is accurate and complete, the ELC user clicks on "Approve" and the data transfers to WELS for random classroom selections. The provider is in a Pending Composite Score status.

While the provider is in the Pending Composite Score status, changes to the staff roster or classroom list automatically transfer to WELS. QPS sends an email notifying ELC Administrators when a change occurs during this status. When a provider makes a staff change ELC staff should verify the information transferred to WELS correctly. Contact qualityperformance@oel.myflorida.com for assistance if there are discrepancies.

Classroom care-level changes, additions and inactivations require careful review of the effect of the changes on room selections. For example, if the provider added a new infant room and has no other infant rooms, this room would need an observation. On the other hand, if the provider had three (3) Prek rooms and inactivated one, there is one less room to observe for the required 50%.

Reset the provider to needs registration and have them re-submit in the event of classroom changes that affect the room selections.

Data Management in WELS

The ELC is responsible for assuring the data in QPS and WELS matches the classroom name, care level and teacher assignment exactly.

ELC users log into WELS (<https://elcsupport.org/login.aspx>) to view the provider information for their ELC. To confirm the data transfer to the WELS was successful, the user clicks on a provider's name from the list and then on the "Rooms" tab. Any data transferred over from the QPS has the date of transfer and "by Infinity Registry" in the far right column. Classrooms randomly selected to be included in the composite CLASS score for this provider have "CC Evaluation" in the Program Support column. Hovering your mouse over CC Evaluation indicates the date the room was selected for observation.

Screenshot – WELS Rooms Tab with registration data transfer complete

Yes	Toddler	Toddlers	Twos I	32721	·CC Evaluation				Teacher Assignments	English		02/18/2021 by InfinityRegistry
Yes	Toddler	Toddlers	Twos II	32722					Teacher Assignments	English		02/18/2021 by InfinityRegistry
Yes	Pre-K	Preschoolers	Threes	32723	·CC Evaluation				Teacher Assignments	English		02/18/2021 by InfinityRegistry
Yes	Pre-K	Preschoolers	VPK	32724					Teacher Assignments	English		02/18/2021 by InfinityRegistry

The WELS randomly selects 50% of classrooms at each care level (infant, toddler, or Pre-K) for use in

creating the composite CLASS score. Classrooms not selected to be in the composite CLASS score are not required to have a CLASS observation. The ELC will then schedule and perform, or cause to be performed, a program assessment on each provider classroom identified by WELS as needed to generate a composite CLASS score.

Upon completion of all required CLASS observations and corresponding data entry into WELS, the ELC triggers WELS to calculate the composite CLASS score.

To trigger WELS to calculate the composite CLASS score:

- Log in to WELS and click on the name of the provider ready for their composite CLASS score, i.e. all required observations have been conducted and entered into WELS.
- Go to the QRIS tab. By default, the rating version is set to SRPA 1.0 and the date defaults to the current date. The ELC user selects the rating condition associated with the composite, i.e. the contracting year. Click on “Rate this site.” Review the information and click approve to set the score and send it to QPS. See the screenshot below for the location of the “Rate this site” button. Once the site is rated, an approval button is displayed. Clicking "Approve" sends the CLASS composite score to QPS.

Screenshot - WELS QRIS tab



The image contains two screenshots of the WELS QRIS interface. The top screenshot shows the 'SRPA Evaluation 2020-2021' form. It has a navigation bar with tabs: Main, Features, Rooms, Staff, Assessments, QRIS (selected), QIP, Notes, Funding, Event Log, Docs. Below the navigation bar, the title is 'SRPA Evaluation 2020-2021'. There are three dropdown menus: 'Rating Version' (SRPA CC 1.0), 'Rating Date' (04/29/2021), and 'Rating Condition' (SRPA Evaluation 2020-2021). To the right of these is a button labeled '★ Rate this site'. The bottom screenshot shows the 'Pending of approval' form. It has the same navigation bar. The title is 'Pending of approval'. The dropdown menus are the same. To the right of the 'Rating Condition' dropdown is a yellow button labeled '✓ Approve' and a button labeled '↩ Back to last rating'. Below the form, there is a red message: 'This rating is not approved yet. You can approve it by clicking on the above "Approve" button.'

WELS averages the CLASS scores from each classroom observation by dimension except Negative Climate. Each SR provider contract has a place for the ELC to record the official composite CLASS score as indicated in the QPS.

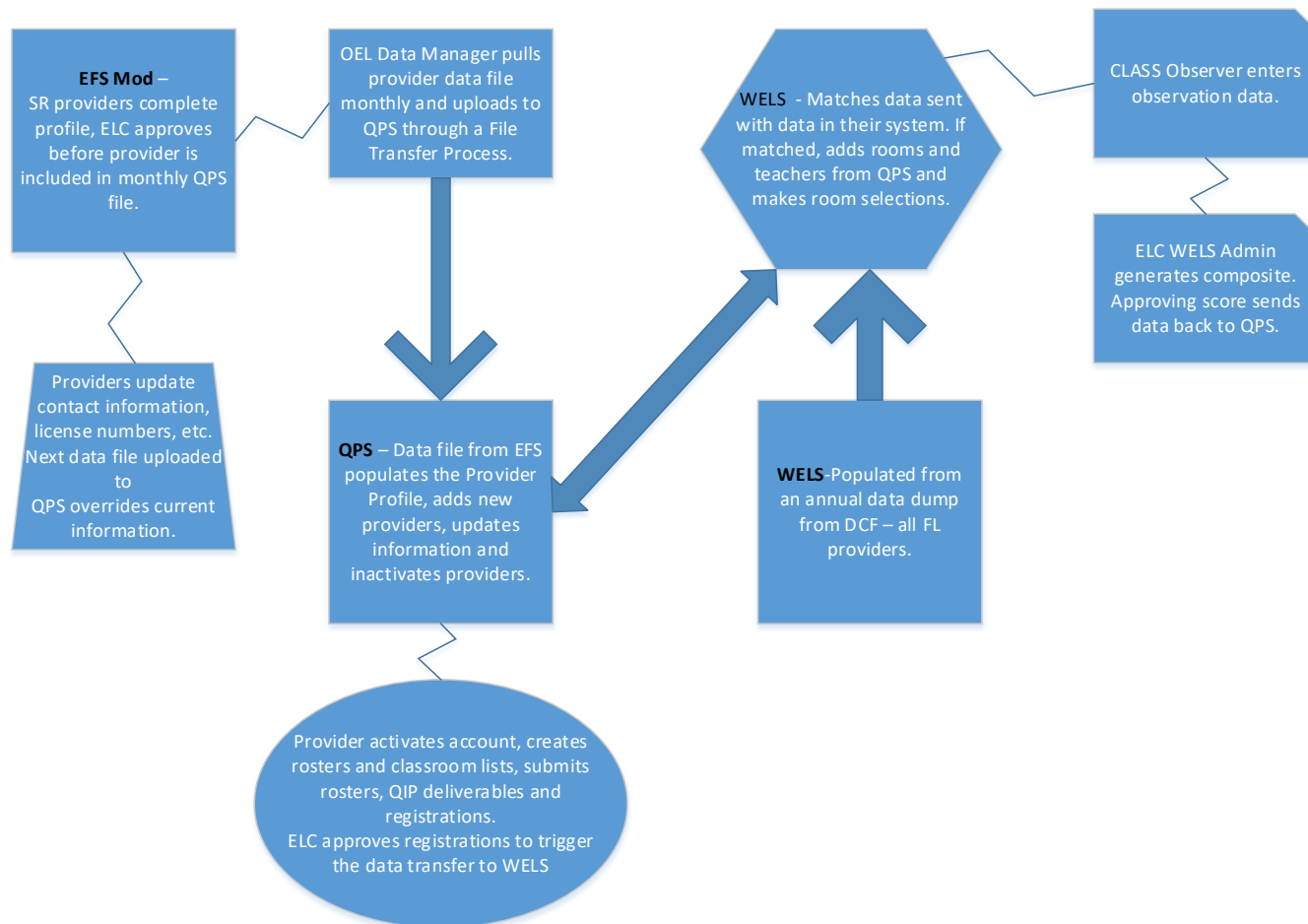
Observers score the Negative Climate (NC) dimension but the composite score does not include this dimension. Teachstone advises NC scores can over-inflate Emotional Support scores because scores of less than six (6) or seven (7) (inversed) are rarely seen. ELCs should carefully monitor classrooms with scores of more than one (1) in Negative Climate and offer technical assistance as necessary to the provider.

If the ELC inadvertently approves a rating, the ELC may request the rating removal by contacting qualityperformance@oel.myflorida.com

The following link demonstrates how to create a rating:

<http://helpcenter.welsfoundation.org/index.php/class-composite-evaluation-scores-and-rating-qr/>

Diagram - Flow of data between SSIS, QPS and WELS



Data Correction

ELCs and contracted vendors may not edit electronically reported observation data once they have entered the data in WELS. To correct a data entry error in WELS, the ELC/contracted vendor must submit a request for editing to qualityperformance@oel.myflorida.com. DEL will review the request and approve or request additional information needed to make the approval decision. Requests for data correction will only be approved for the following reasons:

- Class observation results have been reported incorrectly.
- Class observation results were not reported.

In the event observation data needs editing, following receipt of approval from DEL, the ELC shall follow the steps below:

Steps to edit an existing composite CLASS score using existing assessment data (an observer needs to edit an existing observation):

- Request a rating removal as described above.
- Go to the “Assessment” tab and edit the existing observation data.
- Go to the “QRIS” tab, re-rate and approve the rating to send it to the QPS.

Provider Composite CLASS Scores in the Quality Performance System

Each ELC user upon login to QPS is taken to the ELC Provider list. The coalitions' provider list contains

their current status, user IDs, business names, composites by contracting year, whether the provider chose to implement child assessments and an action column.

Steps to Review Composite Scores

The ELC reviewer clicks on the name of the provider to review the score and selects whether to make the score visible to the provider or not. Coalitions are required to notify providers within 14 calendar days after the observation is complete but may choose a different way to notify providers. As a default measure, the QPS system automatically displays the score to the provider at 11:59 PM on the 14th day after the ELC generates the composite.

The status of the provider changes to reflect their program assessment score once the score is made visible to the provider. The provider is in one of the following statuses:

Status	ELC Action	For more information:
Annual Composite	Conduct annual program assessment sixty (60) calendar days prior to or after date of composite score determination for next fiscal year.	See Rule 6M–4.500, F.A.C.
Biennial Composite	Conduct biennial program assessment sixty (60) calendar days prior to or after date of next required program assessment.	See Rule 6M–4.500, F.A.C.
QIP Composite	Implement QIP	See School Readiness QIP Guide, Attachment B.
Score Below Contracting Threshold	Terminate existing SR Contract in accordance with the Form OEL–SR 20 Statewide School Readiness Provider Contract unless provider is deemed essential.	See section Termination and Revocation of Eligibility for Program Assessment in Form SR 20.
Opted In (Exempt)	Conduct program assessment sixty (60) calendar days prior to or after date of composite score determination for next fiscal year.	See Rule 6M–4.500, F.A.C.

Second Assessments

Providers who fail to meet the contract minimum threshold may request a second program assessment per year at their expense. Providers on a QIP may also request a second program assessment at their expense prior to the end of the 12-month QIP period. Second assessment composites are treated the

same as the annual program assessment composite including the termination of SR provider contracts if the second assessment composite is below the contract minimum threshold or the second assessment composite score is in the QIP range if already on a QIP. See Form OEL-SR 740 for additional processes related to second assessments.

Steps to initiate a second assessment:

Quality Performance System (QPS) tasks:

- Reset the registration for the provider requesting a second assessment in the QPS.
- Give providers a timeframe for resubmitting their roster and classroom information.
- When the provider resubmits their registration, review and approve the registration in the QPS as usual.

WELS tasks:

Compare the new information submitted by the provider to the previous assessment information and determine if any of the teachers/classrooms have changed.

To create a second program assessment when observing only a single classroom:

- Change the phase of the observation previously conducted in the single room to Retired SR CLASS Baseline.
- Remove the random selection from any rooms re-selected but not required to be re-assessed. Add ".CC Evaluation" to any rooms being assessed.
- Conduct the new observation and enter the observation data using the "SR CLASS Second Observation" as the phase.
- Go to the QRIS tab, change the rating condition to "SR Re-evaluation YY-YY", rate the site and approve the rating to transfer the new composite score to the QPS.

If the previously assessed teacher is not active in the classroom and a newly assigned teacher was moved from a different classroom, every previously observed classroom must be re-observed for the new scores to replace the previous assessment score.

To create a second program assessment when observing all previously observed classrooms in the baseline program assessment:

- Change the phase of all observations previously conducted in the program assessment baseline to "Retired SR CLASS Baseline".
- Remove the random selection from any rooms re-selected but not required to be re-assessed. Add ".CC Evaluation" to any rooms being assessed.
- Conduct the new observations using the "SR CLASS Second Observation" as the phase.
- Go to the QRIS tab, change the rating condition to "SR Re-evaluation YY-YY", rate the site and approve the rating to transfer the new composite score to the QPS.

If, at the time of the provider's request for a second program assessment, there are less than 50% of the original classrooms in the program assessment baseline and/or teachers remaining active, new observations are made on the randomly selected rooms identified by WELS. If the provider adds any new classrooms when their registration is reset, all classrooms selected by WELS (50% by care level) must be observed for the second assessment.

To create a second assessment when using all newly selected classrooms in the additional assessment:

- Change the phase of the observations in the original program assessment (the ones not to be included) to Retired SR CLASS Baseline.
- Remove the random selection from any rooms re-selected but not required to be re-assessed. Add ".CC Evaluation" to any rooms being assessed.
- Conduct the observations on each newly selected classroom.
- Conduct the new observations using the “SR CLASS Second Observation” as the phase.
- Go to the QRIS tab, change the rating condition to "SR Re-evaluation YY-YY", rate the site and approve the rating to transfer the new composite score to the QPS.

Direct technical support questions regarding this process to: support@welsfoundation.org.

Biennial Providers

Biennial providers score in the range of 5.00 - 7.00. The requirement for providers in this score range is to have a program assessment conducted biennially.

The provider must be re-assessed if they receive one Class I or more than three of the same Class II School Readiness health and safety violations as cited by the Department of Children and Families or local licensing agency, as applicable, during the biennial period and must retain 80% of personnel listed in the DEL-defined system for the remainder of the contract term to continue to have assessments conducted biennially.

The ELC is responsible for determining if biennial providers must be re-assessed per Rule 6M-4.740, F.A.C. When a program assessment is required, the ELC user resets the provider to Needs Registration. The process for program assessment is the same as described above when the provider is in any year other than the current contract year.

There are other steps to take when rating a site for a second time within the same contract year (similar to a second assessment):

- Change the phase of the observations in the original program assessment to "Retired SR CLASS Baseline".
- Conduct the observations using “SR CLASS Second Observation” as the phase.
- Go to the QRIS tab, from the Rating Condition dropdown box select “SR Re-Evaluation YY-YY” rating, and add the date of the rating. Rate the site and approve the rating to transfer the new composite score to the QPS.

Quality Performance Rates

Providers with a status of Annual Composite, Biennial Composite or Opted In are eligible for a Quality Performance Incentive (QPI) in addition to the base reimbursement rate. See Rule 6M–4.500, F.A.C. for qualifying score ranges and payment rates per range. The ELC is responsible for assigning and removing the quality performance rates in the SSIS and managing payments once the composite score is issued or at the start of the new contract year.

Providers Serving SR Children in More than One County

The ELC whose service area covers the physical location of the provider’s childcare home or facility is designated as the **primary** ELC. The ELC(s) paying for services for SR children residing outside the primary ELC’s service area is designated as the **secondary** ELC(s).

The primary ELC processes the provider’s registration in the QPS and coordinates the annual program assessment. The primary and the secondary ELC(s) will coordinate to determine which ELC will be responsible for providing the required quality support services. All ELCs will be responsible for paying the applicable differential payments to the provider for the SR children that reside within each ELCs’ respective service area.

The primary ELC is responsible for giving the secondary coalition read only access through the shared provider functionality on the Provider Management icon.

DEL recommends ELCs use existing protocols (i.e., Memorandums of Understanding, Memorandums of Agreement, etc.) for coordination of services.

EFFECTIVE DATE

Issuance of this guidance represents approval by DEL management of the indicated guidance and related administrative forms. This program guidance is effective as of the most recent date listed below. These procedures will be in effect as of the date of this guidance.

HISTORY

Original issued July 1, 2019. Rev. July 1, 2020. Revised July 1, 2021.

Please direct questions and comments to Division of Early Learning at (866) 357-3239 or email OEL.Questions@oel.myflorida.com.