

QRS Q&A Document

KEY for Type of App:

LC	DHS Licensed Centers
LP	DHS Licensed Preschools
DE	Department of Education
RCDH	Registered Child Development Homes
ALL	LC, LP, DE, and RHP

Program Information

Type of App	Question	Response
LC/LP/DE	If a program has 2 preschool classrooms (each with their own teacher) within the same building, each with the same director and licensed under DE. Will each preschool fill out their own QRS application?	No, If they are located in the same school building it will just be one application. Just like we say one application per DHS license.

Right to Appeal

Type of App	Question	Response

Application Instructions

Type of App	Question	Response
All	Signature & Date	Programs need to make sure everything is signed and dated on the application where necessary.
All	Can programs submit photocopies of their application	No, programs need to submit the original application that is signed and dated in ink.
All	Can they type the application?	The application information may be typed in. The signature must be an original signed in ink.

Level 1

Type of App	Question	Response
All	Is this correct...any program with a provisional license can only apply for a Level 1?	Yes-To be rated a level 1, a facility must either(1) Have a full or provisional license from the department with no action pending to revoke or deny the license; or (2) Operate under the authority of an accredited school district or nonpublic school.

Level 2

Type of App	Question	Response
LC/LP/DE	What is needed for proof of current CACFP participation for Center based programs?	Documentation confirming participation in CACFP must be within 3 months of the application date.
DE	What do QRS Schools need to prove they are using the school lunches and the free and reduced lunch program.	They need to provide documentation (with school Identification # on it) from the school that they are participating in the school lunch program, then they meet the criteria and do not need to participate in CACFP.

	Exception to Policy for CACFP	<p>E-mail from Jody Caswell: Based on recommendations from CACFP and this review, DHS has determined that we will consider exceptions to policy for non-profit programs that also meet at least two of the following criteria:</p> <p>No more than 5% of children are eligible for free and reduced-price meals Maximum licensed capacity of 30. No more than 2 meals are served per day. Operate 3 or fewer days/week.</p> <p>This does not mean that they are automatically exempt from this requirement; decisions will be made on a case by case basis.</p> <p>Information about how to request an exception to policy is located at :http://www.dhs.state.ia.us/dhs/appeals/exceptions_policy.html</p>
LC/LP/DE	Programs that are re-applying for QRS, do they need to provide current documentation of their CACFP eligibility?	<p>The answer is yes - so if programs verified non-eligibility at a previous application, they will need to provide current documentation of their non-eligibility. I did speak with staff at DE about this, and it does appear that some programs that were previously not eligible could have a change in that. We want to assure that they are meeting the requirements of QRS at the time of application.</p> <p>However, for those programs that are participating in the school lunch program, they do not need to provide CACFP documentation. We will accept a letter from the program explaining their lunch program participation.</p>

Health and Safety

Type of App	Question	Response
	Does the Health Child Care of America's online Medication Administration count for QRS points?	No, currently the training would not even count as DHS training hours. If at some point the course does become compliant with DHS rules, it would then be point-able from a training hour accrual in the professional development category.
	What counts for health and safety points?	Two options are currently available to receive points in this criteria: ECE 133 College Course, Medication Administration for Iowa Child Care Providers(Other medication administration courses cannot be substituted for this specific course). The second option is ServSafe certification.

	How long is Medication Administration good for? Does it need to be retaken?	The training is good for 5 years. After the first two years, the provider must submit documentation of current skills test completion.
	For Medication Administration, when the CCNC does the re-certification, who issues the certificate?	The local CCNC issues the Certificate.
All	Can programs submit a copy of a print out version for proof of completing Health Safety, and Nutrition Class?	No, it must be a copy of the original transcript. They cannot submit a print out of grades
All	Is there a specific curriculum or checklist that the CCNC has to follow in accomplishing the recertification?	Yes, it is part of the medication administration curriculum.
	Does Medication Administration for Iowa Schools count under the option of "other approved health and safety options"	No, it was reviewed by IDPH and has been determined that it doesn't meet the QRS requirement for "other approved health & safety options"

Environment

Type of App	Question	Response
LC/LP/DE	Will ISU assessors evaluate every room during the ERS assessment?	ISU assess 1/3 of the rooms with a minimum of one classroom per scale. They randomly pick rooms if there are multiple rooms.
All	Filling out ERS score sheets for FCCERS, ITERS, SACERS, & ECCERS	When programs fill out the score sheets each box needs to be filled out with some detail. There can be no blanks boxes. If a program gives themselves a higher score they still need to write in details.
All	How long are ERS assessments good for?	The Self-Assessment, Score Sheet and Improvement Plan are all good for 2 years. The actual ERS Site Assessment done by ISU is valid until the next
All	ERS Self-Assessment for FCCERS, ITERS, SACERS, and ECCERS	When programs fill out this form and they believe that they have met the specific criteria they need to document HOW that criteria is met as opposed to leaving that indicator blank.
LC/LP/DE	Are Center Directors or Assistant Directors required to attend all of the ERS trainings because they have multiple classrooms?	No, Center Directors or Assistant Directors only need to attend one of the training series. Programs need to make sure they attend the series that is represented for one of their classrooms.
LC/LP/DE	If a program has had an ERS assessment done by local ECI grant do they still need to have an ERS done by ISU to qualify for a Level 5 or can they turn in their assessment completed by their local ECI grant?	All ERS assessments for QRS must be completed through the contract that DHS holds with ISU for the purpose of completing ERS assessments for QRS.
All	Can programs submit their CCR&R certificate that shows they participated in the ERS training?	No, programs must submit a copy of the ISU certificate of completion in order to receive 2 points.

LC/LP/DE	If a director completed ITERS back in March of 2008 but it has since been revised (9-1-10). Can she still use the 2008 ITERS class certificate for points on QRS?	Yes, although we would strongly recommend that she take ITERS-R to assist in the self-assessment and planning for an ERS assessment.
RCDH	Can home providers receive 2 points for completing FDCERS training?	No, providers must complete the Family Child Care Environmental Rating Scale (FCCERS) in order to receive 2 points.
All	What are the dates when the ERS trainings were revised?	ECERS-R- 2007; ITERS-R- 2006; FCCERS-R 2007; SACERS hasn't been revised. The only version was published in 2007.
All	When ISU completes the ERS assessment they were told that if they receive a 3 or less on any individual indicator they will automatically not qualify for a QRS level 5. However, my understanding is that they need to have an average of 5.0 or greater in each assessment room to qualify for a Level 5.	Programs must receive a minimum overall score of 5.0 or greater in each assessed classroom.
LC/LP/DE	If a Center Director only complete the ITERS training, can they still assess the rest of their program using ECCERS and SACCERS self-assessment and score sheet?	Yes, they can complete assessments on the rest of the programs if they only completed the ITERS.
LC/LP/DE	If a program has an IQPPS certificate that only indicates the Community Schools is verified but doesn't list the specific name of the school, will that count for IQPPS points?	From Penny Milburn, Education Consultant, Bureau of Educator Quality. The name of the partner is not included on the certificate however the community partner should receive a copy to display. The district receives a pdf copy of their certificate via e-mail. The certificate should indicate the district and its community partners but not a specific name.
All	Do programs need to complete the ISU ERS trainings every year or when they are up to re-apply for QRS?	No, they can continue to use the same ISU Certificate of Completion for re-application or to move up a level
LC/LP/DE	We have a Licensed Center program with one preschool room (collaboration between Head Start, Local school district) that meets the Head Start Performance standards but the rest of the center doesn't meet the Head Start Performance Standards, can the Licensed Center submit documentation to support that they meet the Head Start Performance Standards?	No, the entire program must be Head Start and provide the required documentation that is needed to verify they meet the Head Start Performance Standards

LC/LP/DE	What are the accreditation standards for group/class size in regards to school aged children?	NAEYC Standard for ages 6-8: 18 kids 1:10 20 kids 1:11 22 kids 1:12 24 kids 1:15
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Family and Community Partnerships Category

Type of App	Question	Response
All	What documentation is needed for programs to receive points for parent evaluations?	Programs need to submit: a blank copy of the evaluation; summary of results; and from the summary of results programs must write a plan on the specific things the program is going to work on and they will need to address "HOW" statements specifically of what they are going to do. DHS is looking for more specific goals and changes.
FCDH	What info is needed for an annual parent meeting. Is there anything that will not count?	Minutes from the meeting, who attended the meetings, topics of discussion, and decisions. Activities such as orientation nights, family fun nights, back to school nights, etc. do not count.
All	What documentation is needed to show proof of parent conference being held?	Programs need to offer conferences to all children and a conference needs to be scheduled. This is helpful to make sure this statement is included with the copy of the conference dates that are sent for the past 12 months. If programs are re-applying they need to submit documentation from the past 2 years. If a program does preschool conferences and also has Child Care they must hold conferences for the Child Care also. They will not accept that parents can schedule conferences at any time. They need to have a specific time schedule for conference.

	Clarification for what is needed for 1 point within the Orientation provided for new parents	Programs must have a policy or procedure for each of the boxes under the orientation provided for new parents listed on the applications. DHS is wanting more details on the following required policies or procedures: <u># of children allowed in care</u> - Programs can't copy the licensing, or registration page, etc. it has to be written in their own words. DHS wants to know capacity, ratios, and ages of children. Your legal operating capacity may be more than you personally allow in care. <u>How can you assure that parents can access info. and clearly understand...</u> - What would your program do to help support this? <u>Make sure they have a written statement about orientation.</u> Describe what they do for new and perspective families, and children. It is very helpful if providers write in the page # where each of the policies are located.
LC/LP	Does the Head Start Association count for a professional organization	Yes, Head Start Association will receive points as a professional organization.
All	What type of survey should programs send out to parents?	It should not be an intake form-it is a survey in which the program asks parents for their opinions and experiences with the program to facilitate improvement. Here is a link to an on-line example that was reviewed by oversight with positive responses. I am not suggesting that you forward it to programs, but you could use the categories to help them think through what their survey might look like. http://www.surveymonkey.com/s.aspx?sm=JHneZgM3Wp_2bm7KLB0hfew_3d_3d .
LC/LP/DE	In our area we have many preschools that participate in a parent advisory board. In our area we have a person who leads the group and they make decision that affect all the preschools in our area. Will this count for points under Family & Community?	No, each program needs to have their own parent advisory board meeting. Even though this whole town has a parent advisory board that makes decisions for this area.
Leadership and Administration Category		
Type of App	Question	Response
LC/LP/DE	What documentation is needed for programs to receive points for Staff Evaluations?	Programs need to submit: a blank copy of the evaluation; summary of results; and from the summary of results programs must write a plan on the specific things the program is going to work on and they will need to address "HOW" statements specifically of what they are going to do. DHS is looking for more specific goals and changes.
LC/LP/DE	Who needs to complete the NSO training for programs to receive 3 points?	All staff must have their certificates on file. Center Directors need to turn in a copy of their NSO certificate.

LC/LP/DE	IF a program has their assistant director take NSO Directors training, can they receive points if their assistant director completes the training?	Yes, and the program must have all the staff training certificates on file in their facility.
Professional Development		
Type of App	Question	Response
All	Can programs submit a copy of a print out version for proof of completing other professional development points?	Yes, so long as the original printout contains the facility name and the provider name. It will not work for providers to simply write their names on a printout.
RCDH	What documentation is needed to show proof of experience in child care?	Providers can submit copies from their previous registration certificates, or if experience occurred in a child care center a letter from that center director documenting years of experience.
RCDH	A provider took modules 1 and 2 for PITC in 2004 but completed Modules 3 & 4 in 2012. Can she submit the training certificates to receive points or has too much time passed?	No, there is no time frame for the points that are specified for PITC. Provider may submit for points.
RCDH	What do they have to take for Infant PBIS the revised version? How many hrs?	The training must be at least 12 hours.
RCDH	If a home provider completes Universal Precautions can they use those training hours under the professional development section for training beyond the regulatory requirement?	Yes, Universal Precautions isn't a regulatory requirement like CPR, First-Aid, and Mandatory Reporting.
RCDH	If a provider gets points for PITC and PBIS during her initial application can she re-submit those certificates for her re-application?	She can use the PBIS for 2 points and PITC for 3 points but the training hours wouldn't work for the last two years for the 2 or 4 points on page 12 of the Application.
RCDH	Can a BA Degree in Elementary Education count for a home provider?	Yes, as long as the home provider has at least 1 school aged child other than their own enrolled.
RCDH	How many training hours can be in a group or individual setting if providers are looking to submit points for years of experience and training hours beyond the regulatory requirement?	It doesn't matter because she has already met her regulatory requirement of 6 in a group setting (out of her 12 hours). The additional training hours go beyond that and can be either as long as they are DHS approved trainings.
Staff Professional Development		
Type of App	Question	Response
	Can you explain training year for additional hrs. Homes and Centers. Do center staff have to turn in the required hrs + the eith 30 or 15 additional for proof?	Both home and center providers would need to turn in all training hours.

LC/LP/DE	What additional documentation is needed for staff members that are a Level 2 Para Educator?	When programs are wanting to count their staff that have Para Educator level 2 certificate: An additional letter is required. A statement that describes at least 2 years of experience in early childhood, but also who was the licensed early childhood teacher who's supervision they were under. I would make sure they use this kind of language and list where the 2 years experience was and who was the licensed teacher was also.
LC/LP/DE	Can a center staff count their BA degree in Elementary Education?	Yes, as long as the center staff care for school agers or that is the age of classroom they are in.
LC/LP/DE	If a Center Director completes the NSO training can she count those training hours towards credit under the professional development section for approved training beyond the regulatory requirements?	Directors are allowed to complete the actual training also for approved DHS training hours. She can use them if she is applying for the first time, it would need to be in the last year. If they are reapplying after two years it would need to be in the last two years of their QRS rating.
LC/LP/DE	Would the Head Start Program Coordinator be considered a principal?	No, however, if they have completed NAC, MAP, or Aim4Excellence, they can receive points.
LC/DE	Do principals need to fill out a Staff Professional Development Form?	No, because principals are not providing direct care. For example a Center Director is more likely to be in a room in ratio with the children.
ALL	What must transcript say to count for BA?	Elem. Ed. , Early Childhood Ed., Family Service, Child Development
LC/LP/DE	Can directors use their BA in Elem Ed.?	If the program provides care to school aged children.
ALL	Can a teaching license in PreK/Elem Ed be used as proof of BA?	Yes
ALL	Can staff use college level classes that are not EC for their 9 hrs?	No. The courses must be specific to the ages of children in care. Introductory classes (i.e., Introduction to Psychology) do not receive points.
LC/LP/DE	We received a transcript in German, do we need to get the transcript translated?	The transcript must be evaluated by an organization approved by the Board of Educational Examiners.
All	If a program is applying for the first time, how far back can we accept college credit?	College credit is just like degrees, they are good forever.
ALL	Does transcript have to specify what the degree is in?	The transcript must specify the degree. It cannot simply say the provider earned a BA/BS degree.
LC/LP/DE	A director asked me if child development classes that her high school staff have taken would count as training hours?	Yes, they would be counted as training hours.
LC/LP/DE	What documentation is needed for centers to verify a least 5 years of experience working in a child care facility or a program operating under the authority of an accredited school district or non public school?	Programs will need a letter from employers to document years of experience.
Verification of Group Size and Staff/Child Ratio		
Miscellaneous		

[Here's the link for Iowa Administrative Code -
http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/Manual_Documents/Rules/441-118.pdf](http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/Manual_Documents/Rules/441-118.pdf)

[And Code of Iowa - http://coolice.legis.state.ia.us/cool-ice/default.asp?category=billinfo&service=iowacode&ga=83&input=237A#237A.30](http://coolice.legis.state.ia.us/cool-ice/default.asp?category=billinfo&service=iowacode&ga=83&input=237A#237A.30)

All	Unsure about reduced bonuses	Providers (other than level 5) who do not increase their QRS rating at a subsequent application-regardless of how long it has been since they were rated-receive 1/2 of the bonus amount. It doesn't matter if they haven't been rated for a while--we go back and check and see if they were ever a part of QRS, and if they were, they are not eligible for the full bonus amount unless they increase from any QRS level they have achieved in the past.
All	How long do I need to keep the QRS paperwork from past ratings?	This is what is recommended: 1. Provider needs to contact their lawyer/tax preparer and keep whatever they recommend. 2. Always keep original certificates for trainings that may only have to be taken once in a career like ERS and ChildNet. 3. Always keep the DHS license/registration certificate (one provider had to prove she has been doing care continually for the past 8 years and she didn't have her old certificates). 4. Keep other trainings, QRS, and registration documents for 5 years.
All	What is the process for receiving QRS bonus money.	Once DHS approves the rating the provider is sent a GAX and W-9 form. The provider must fill out the forms and mail them back to DHS. Once they receive the forms, DHS will process the QRS bonus. Please remind providers that it can take 60 days to receive their bonus. After that time, please contact the QRS program manager.
All	If a provider submits their application but then decides to go for a higher level, will DHS mail their application back?	Providers should submit sufficient documentation for the level they wish to achieve; they cannot change their mind about the level once the application is filed.
All	How long do providers need to keep documentation for DHS? QRS for example, if they get a new rating, can they throw away their old documentation? Should they keep it for a certain number of years? If it is a certain number of years, does it matter if it is documentation for registration, licensing, Child Net, or QRS?	The "CCA" provider agreement is essentially a contract that is governed by contracting rules. Record retention requirements for contracts are spelled out in the contracts themselves. The provider agreement indicates that the provider is responsible for keeping accurate records that document times and dates of care provided to each individual child funded by the Department of Promise Job for 5 years. Providers must make these records available to DHS if the case is selected for review or audit authorized by DHS. Providers should be encouraged to use the same time frame for QRS and Registration.