

STARS Townhall

8/13/2020

Questions/Answers

Q: Will our consultants still be able to help us with STARS submissions, renewals, paperwork, etc., or will program directors receive more specific training so we can do more on our own? It seems that is a piece that many of us do need help with every time.

A: Yes, Consultants have a Protocol they will follow but there is time built in even for programs that have had previous submissions to be able to demonstrate skills with the Application Site and submitting for a level.

Q: Will we still have to buy Office 365 to use your forms?

A: Yes. The forms contain macros so that it makes many things within the forms easier to use, and in order for Macros to work you must have Office 365. Programs can include this in their STARS budget if necessary.

Q: When you are done with the QIP, will you clarify a little more about the coaching once in three years? Is that per program, or an individual staff member receiving coaching?

A: Coaching can happen at any time for individual staff. Qualified Coaching (16 hours approved training through ECP) can only be received once every 3 years per individual staff.

Q: If we don't have 10% of children with special needs we can make that a goal? We try but it is hard at times. Thanks, by the way. Love this!

A: That can certainly be a goal, but in order to achieve at least a STAR 1, programs must serve 10% high needs children. Be sure to read the definition of High Needs from the [STARS to Quality Guidance & Procedures](#) (p.9), as it is a very broad definition.

Q: When will we get the new ERS 3?

A: We are hopeful that we can transition to this tool January 1, 2021 and Consultants will be delivering these tools once we make the final plan to transition.

Q: Will consultants still be meeting with programs monthly?

A: The protocol is to meet quarterly at a minimum once programs reach a maintenance stage, and until then it will be up to the Program and the Consultant to determine visits based on need.

Q: Are we using the new forms for fall submission?

A: Yes. We have asked programs to not submit until the new Budget/Cost of Care and the Quality Improvement Action Plan documents have been sent out.

Q: So, to confirm....no ers3 until Jan....hopefully before ers4. What about the assessments the ASQ 3 assessments tools?

A: The ASQ is a screening tool. There is information in the [Developmental Screening tab](#) on the STARS website about how to access these tools.

Q: Will current submission process be the same as before?

A: Yes, programs will submit the same. Programs renewing STAR levels during this July application submission do not have to provide any evidence other than the Budget and/or Cost of Care, and the Quality Improvement Action Plan. Additional information regarding submission will be coming soon.

Q: On the QIP can you tell the difference between a self-observation and an official assessment?

A: Yes, there is a column titles self-assessment.

Q: Thanks guys these town halls are super helpful, and I am loving how they help build community for us. What was the other townhall meeting about?

A: Rhonda was referring to the townhall meeting earlier in the day regarding the \$50 million dollars allocated to licensed programs, families, and school-age care. If you have additional questions, you can contact your local CCR&R.