# Quality Performance System

User Guide

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# Overview

This User Guide provides technical guidance for Early Learning Providers and Early Learning Coalition (ELC) staff using the Quality Performance System (QPS).

QPS is a web-based system in which School Readiness (SR) providers perform the following:

- Register for program assessments
- Enter teachers and classrooms for synchronization to WELS to support assessment planning activities
- View their current SRPA composite score and program status
- Submit Quality Improvement Plan (QIP) deliverables
- Submit child-assessment reliability certificates for verification and tracking
- Enter self-assessments through the BPIECE quality initiative

The information collected and tracked by this system supports early learning coalitions while working together with child care providers to perform quality monitoring, program assessment, and quality improvement activities which contribute to the quality of care and learning delivered to children.

## About this Document

The electronic PDF version of this document contains internal links for ease of navigation.  Depending on your viewing application, you can either left click or hold CTRL while clicking links which are styled such as, *About this Document*, to navigate to relevant sections of the document.  Entries in the Table of Contents also support this click/CTRL+click navigation feature if viewing with a compatible PDF viewer.

This documentation covers only the operation of the Quality Performance System. It does not provide comprehensive guidance on administering business, statute, nor program rules. These would be covered in relevant statutes or program rule documents.

# Early Learning Provider

## Getting Started in the Quality Performance System (QPS)

Some early learning providers will be directed by their early learning coalition (ELC) to use the Quality Performance System (QPS) to enter staff, classrooms, certificates, or participate in quality improvement plans. Coalition staff will inform providers when an FDOE Single Sign-On (SSO) account has been created, or when access to QPS has been granted to an existing account.

When an FDOE SSO hosted account is created, the user will receive two automated emails containing their username and password. No email is generated when a federated account is created.

There are two different ways to login to QPS. Either by visiting the FDOE SSO portal first, or by visiting the QPS homepage and clicking Login.

### Logging in from FDOE Single Sign-On (SSO)

Users visit the FDOE Single Sign-On (SSO) portal at https://flssoportal.fldoe.org/ to login. Upon logging in, a list of applications they have been granted access to will be listed. If access to QPS has been granted, then it will be listed within the Applications page. Clicking on QPS will direct them to https://portal-qps.floridaearlylearning.com/
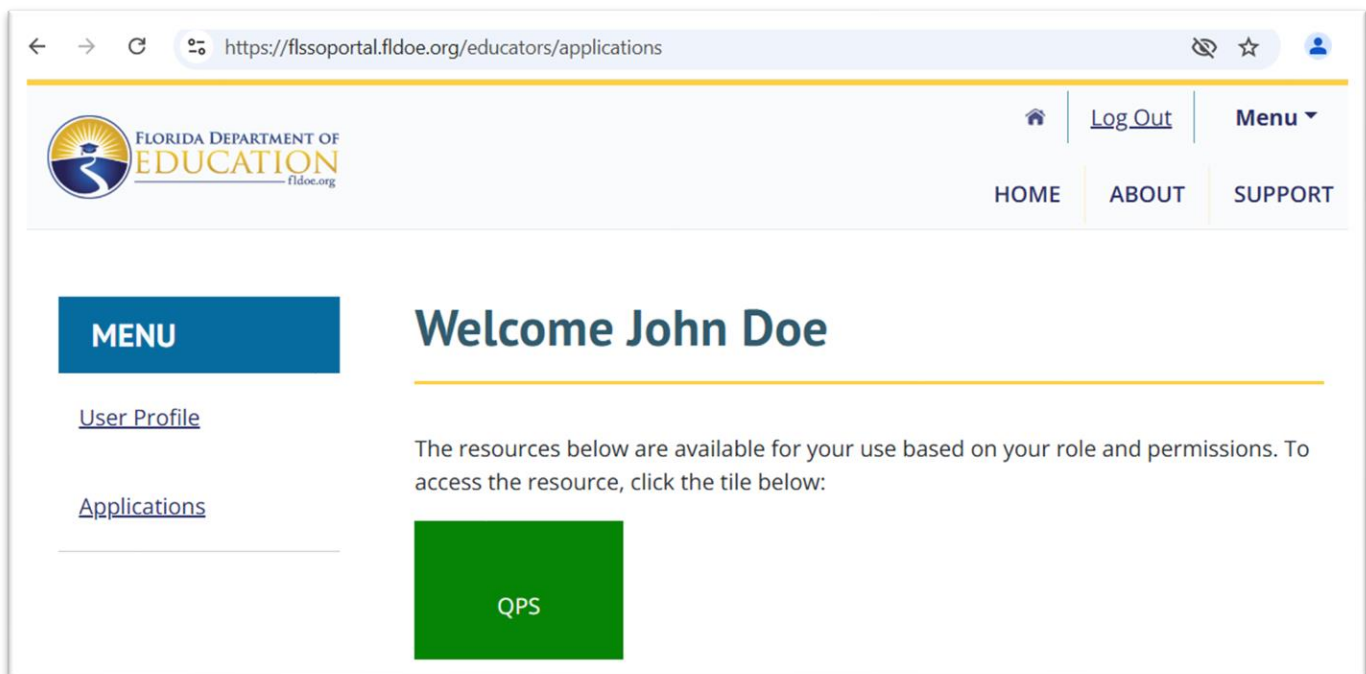


### Logging in from QPS

When clicking Login from the QPS homepage at https://portal-qps.floridaearlylearning.com/, users will automatically be directed to FDOE SSO login page. After completing the login successfully, the user be redirected back to QPS automatically.
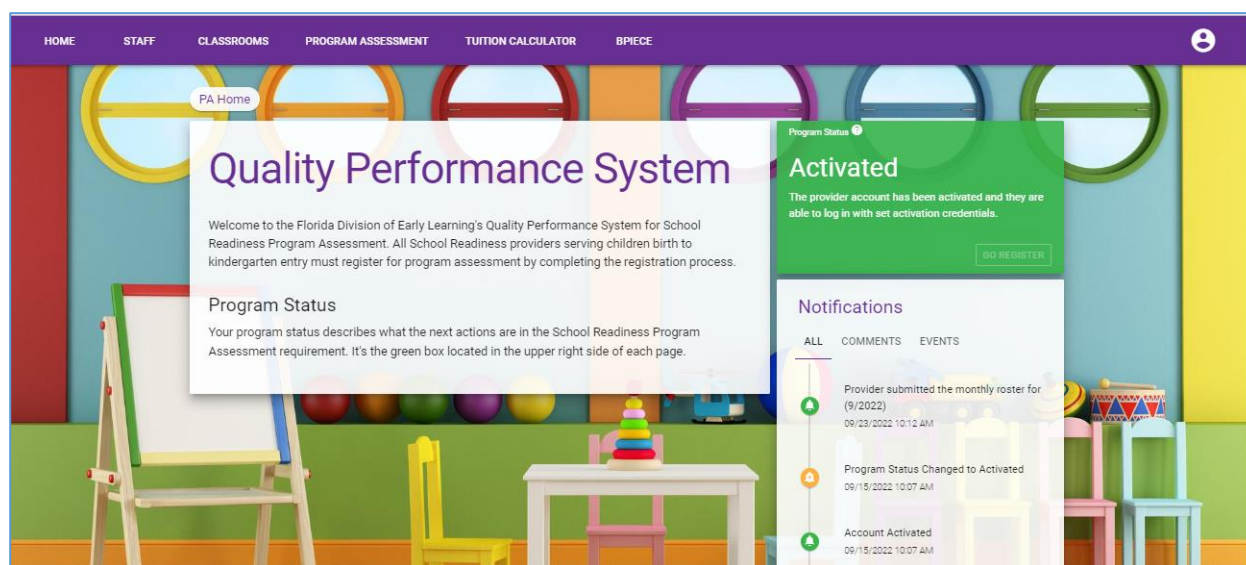
# QPS Provider Profile

After logging in, the user may click **Launch** under **Program Assessment**, which takes the user to their QPS Provider Profile.
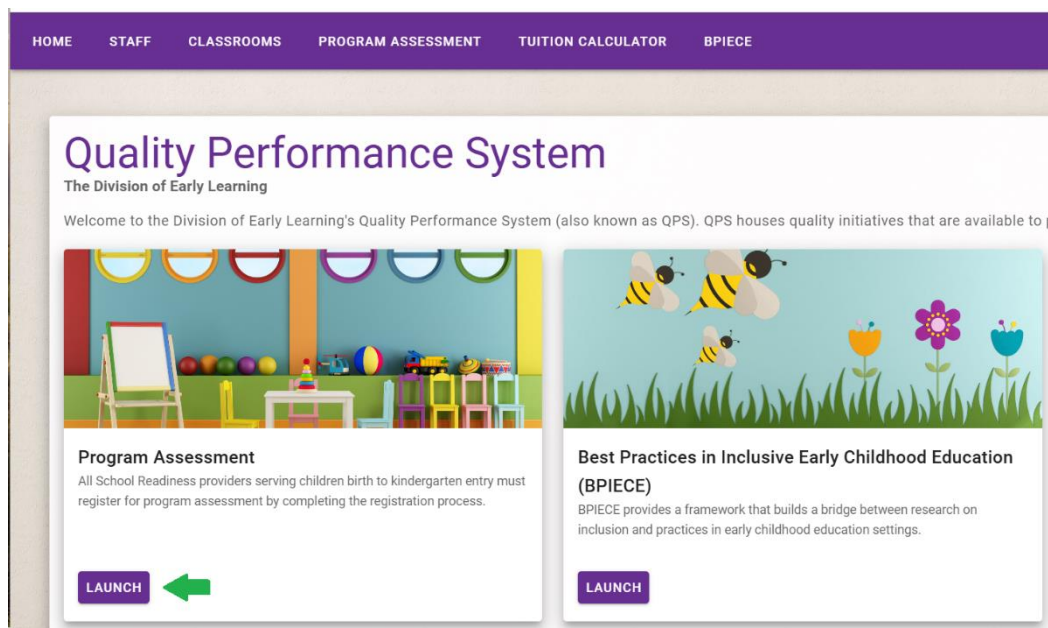


## Program Status

The program status is in the green box on the upper right. The program status describes the status of the provider or next actions to take for School Readiness Program Assessment (SRPA).



The program status is determined by either administrative actions within QPS or derived from a program assessment composite score. Program statuses include the following:

**Needs Activation** – A provider account is in Needs Activation status until the provider user logs in for the first time.

**Activated** – Once the provider has logged in for the first time, the account status updates to Activated. No further action is necessary by the provider until the ELC changes the provider status.

**Exempt** - After an account is activated, the ELC updates the status to Exempt from program assessment for providers under the enrollment threshold. An exempt provider may choose to have a program assessment to receive the quality differential i.e., opt in, prior to executing a SR contract. Exempt providers do not add a staff roster or enter classroom lists in QPS.

**Needs Registration** - The ELC changes the status of providers to Needs Registration when a program assessment is required.

**Registration Pending Review** - After the registration is submitted, it is in a Pending Review status. The ELC reviews and approves or rejects the registration for completion. If the ELC rejects the registration, the provider must make corrections and re-submit the registration to receive a program assessment.

**Pending Composite** - After the ELC approves the registration, the status of the provider changes to Pending Composite. This status means the coalition is in the process of completing the program assessment. Once the system receives the composite program assessment score, the system updates the provider status to Annual Composite or Score below Contract Threshold.

**Annual Composite** - Status of a provider with a program assessment score of 4.00 – 7.0.

**Score Below Contracting Threshold** - Status of a provider with a program assessment score below the Contract Minimum Threshold.

**Quality Improvement Plan (QIP) Composite** - Status of a provider with a program assessment score below the Contract Minimum Threshold that has been waived due to special circumstances.

# Registering for Program Assessment

An ELC will change the status of the provider profile to Needs Registration and ELC staff will notify the provider that it is time to submit a program assessment registration. A registration gives the ELC the most up-to-date information regarding the staff and classrooms to prepare for conducting site observations.

## How to Complete a Program Assessment Registration

From the home page, click the Launch button under Program Assessment to access the Provider Profile.

Click the Go Register button in the green box in the upper right corner of the home page. Edit classroom or staff information, submit child assessment reliability certificates (if applicable) and submit monthly rosters (unless exempt.) Users on a QIP submit evidence of completion of required strategies in the Program Assessment module.
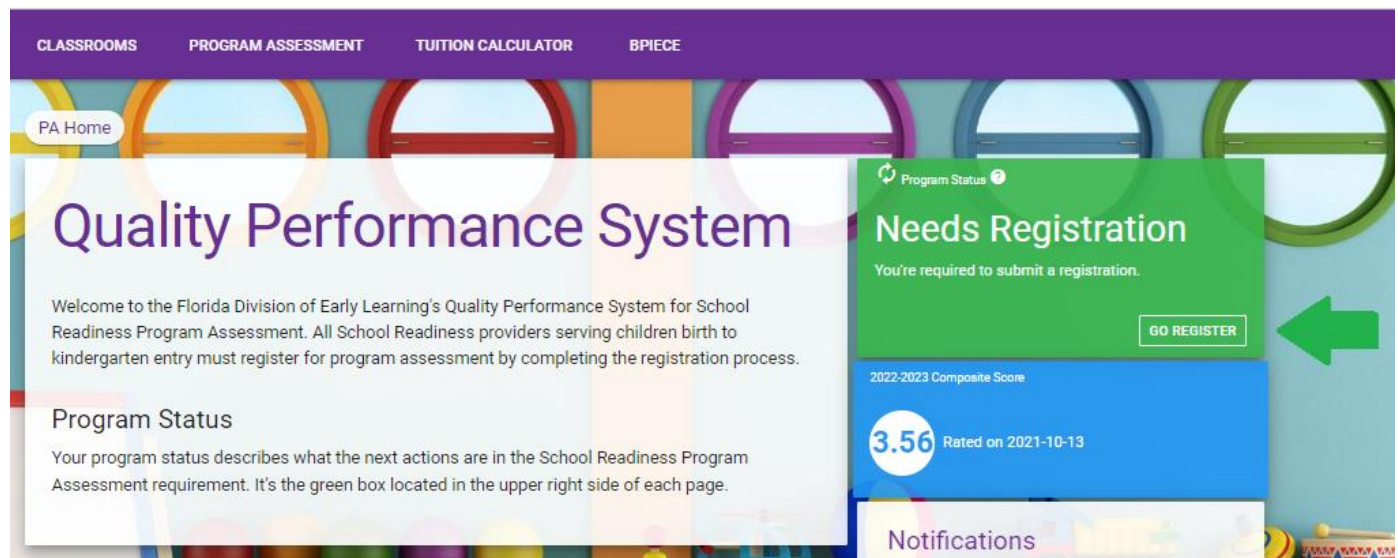


The registration has five parts: Submitter Information, Profile, Teachers, Classrooms, and Acknowledgment. Complete each section, making edits as necessary.

**Submitter Information** - Complete the required information and click Next.

**Provider Profile** – The Provider Profile is read only.  This information is derived from the EFS Provider Portal profile. Any corrections that need to be made to information in this section must be corrected in EFS Provider Portal. The updates will be reflected in QPS the following day, as the refresh occurs nightly.

**Teachers** and **Classrooms** – Information in these sections ensures those planning assessment activities have accurate information.  Follow the below guidance for entering information into these sections.

## Teachers Section

If the provider has previously created a staff roster, the staff included will appear in the Teachers module of the registration. If there is a red circle with an exclamation point in it (see below), it means the staff currently on the roster are missing information, and their records must be edited. To edit the records, click the purple pencil icon and add any missing information. To add any new staff hired since the previous roster was created, click the purple plus button (upper right of roster list) or Add Teachers button (on the bottom left). See yellow highlights below.

## Adding/Editing Teachers

When adding teachers using the Add Teachers button, providers will need information from each staff member to complete the roster. Existing teachers can be edited with the pencil icon.

**Staff Roles** - QPS considers all instructional personnel as teachers, with no distinction between lead, assistant, or co-teachers. Directors are either Administrative, meaning they work primarily in an office and do not want to be counted in the reliability rate of the center, or Instructional, meaning they actively work in a classroom and may or may not have a certificate of reliability for child assessment. The system includes Instructional Directors in the provider's child assessment reliability rate.

**Email Address** - Each staff person must have a unique email.

**Credentials and Qualifications** - Entered in this section by selecting from among the choices in each dropdown box. Select N/A when appropriate. Choosing **Other** from the dropdown box will add a text box to add the specific credential if it is not available in the existing selection list.

**Assigned Classroom** - Staff are assigned to a classroom either from the Edit/New Staff or Edit/New Classrooms dialogs.  From the Edit or New Staff dialog, the Assigned Classroom field can be used to select a classroom already enter in QPS.  If you have not yet entered the classroom, then you will have an opportunity to create the classroom and assign the teacher from the New Classroom dialog in the next section. The Date Assigned to Classroom field is required for classroom assignments.

**Uploading Certificates** - Providers participating in Child Assessment Implementation must upload assessment tool reliability certificates for at least 75% of staff on the roster to be eligible for a payment differential. (See section *Child Assessment Reliability (CAR)* page 16) The remaining certificate upload features are optional. Clicking within the field will open a dialog to select an image file from your device.  If the certificate does not have an expiration, you may uncheck the "… has an Expiration Date" option.

To update a certificate, click the red trash can icon to delete the existing, before uploading a new certificate.

New Staff

First Name

Field is required

Middle Initial

Last Name

Role

Date of Birth

Hire Date

Email Address

Highest Degree

Specialization/College Credit Certifications

Assigned Classroom
3 year old class

Date Assigned to Classroom

Certificates

Child Assessment Reliability

MMCI Pre-K

MMCI Infant-Toddler

IACET

SAVE     CANCEL

## Classrooms Section

Any classrooms previously added to the Classroom list will appear on this tab and may be edited by clicking on the purple pencil. To add new classrooms, click on the Classroom tab and then click on Add Classroom.



Enter the classroom name and select the appropriate CLASS tool from the dropdown box, either Infants, Toddlers or Prekindergarten. The system indicates which age group is associated with each tool. The tool tip (purple circle with a question mark in it) tells providers to select the tool that fits the majority of children in the room.
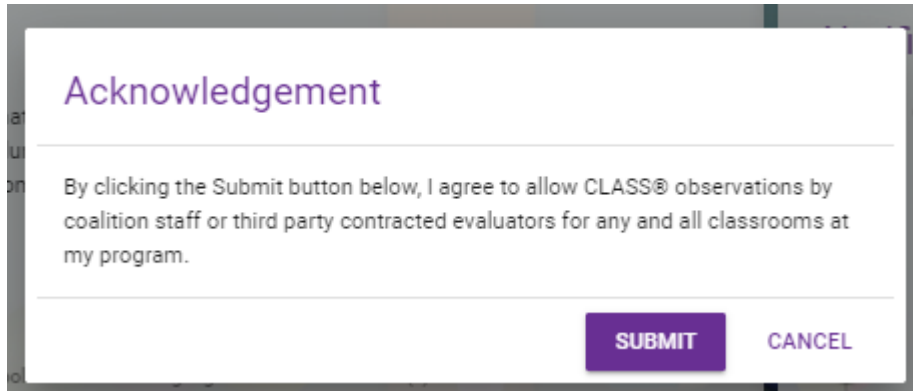
Select the primary funding source and the language of instruction from the next dropdown boxes. Add the date the classroom became operational (had children and staff present.)

Providers may also add an optional description of the classroom.

The New/Edit Classroom dialog allows a teacher to be assigned. Multiple teachers may be assigned to a classroom, but a teacher may only be assigned to one classroom. Teachers that are already assigned to other rooms will not appear in the list. A teacher already assigned to another classroom must be removed from that assignment before assigning to another classroom.

## Submitting the Acknowledgment

The registration Acknowledgement is the final step which submits the registration for review by the ELC.



Upon submitting, the provider profile program status updates automatically to Registration Pending Review and the system sends a notification to the ELC that the registration is ready for review.

If the ELC approves the registration, then there is nothing further for the provider to do at this point. The provider's status changes to Pending Composite Score while awaiting an assessment and composite score. The status will update again when the CLASS observations are complete and a composite score assigned.

If the ELC finds the provider's information needs correction and denies the registration, then the provider profile program status will update back to Needs Registration. Provider's may review the notification's area on the right-hand side for possible comments pertaining to the registration. All prior updates to classrooms and staff submitted previously are preserved, and the provider user can make additional updates to address the needed correction as directed by the ELC.

# Staff

Providers update teaching staff on the Staff page. This typically occurs prior to submitting a monthly roster.
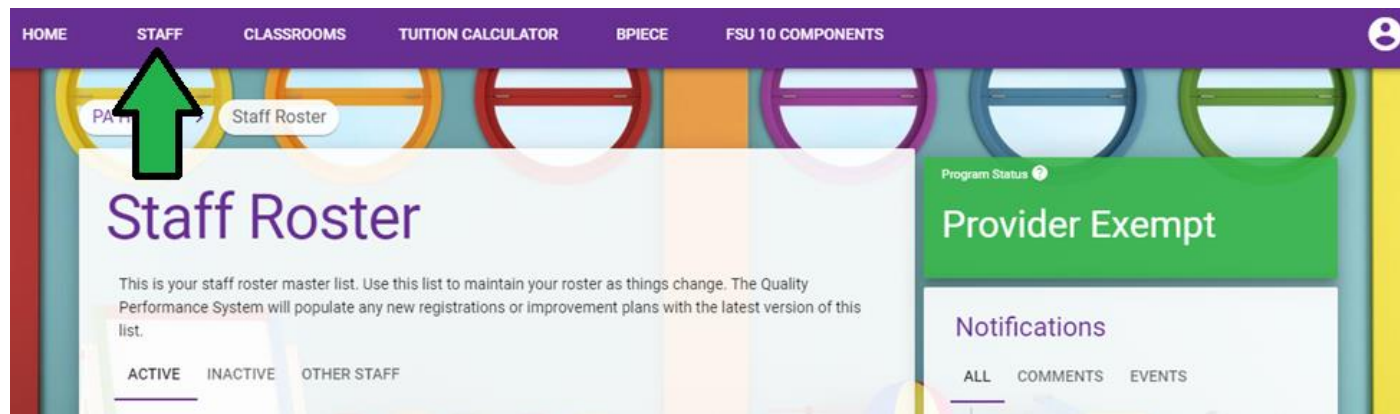


To add or edit staff, follow the same steps as in the registration process (see - *Adding/Editing Teachers* page 9).

**Note:** Exempt providers and inactivate providers will not be able to edit staff.

**Note:** Only a DEL Administrator can edit the names of staff. Please contact your coalition to request name changes.

Providers may optionally add other non-teacher staff in QPS through the Other Staff tab, although there is no requirement to do so.

Staff can be inactivated by clicking the red trash can icon. Note that the restriction on unique email addresses also applies to inactive staff. If you wish to re-add a previously inactivated staff, then go to the Inactive tab to reactivate them.
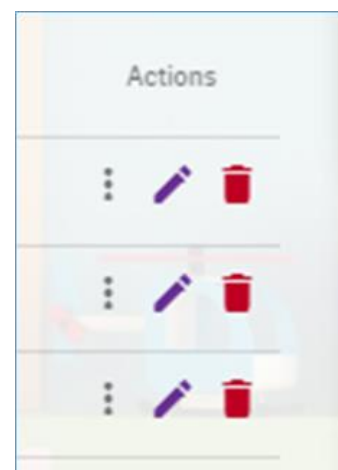


*Triple Dot: View Details, Pencil: Edit Staff, Trash Can: Inactivate*

To re-activate an inactivated staff, go to the Inactive tab and click the Activate (counter-clock wise arrow) icon then confirm your choice:
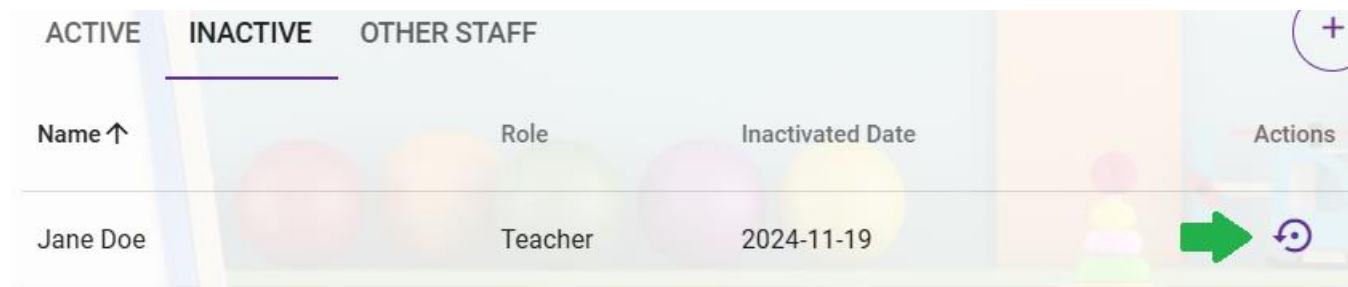
# Classrooms



The dialogs for creating and editing classrooms are covered in the corresponding registration section (see *Classrooms Section* page 10).

Classrooms are typically updated for accuracy prior to submitting a monthly roster.

Classrooms can be inactivated and reactivated as needed using the trash can and counterclockwise arrow icons found under the Active and Inactive tabs respectively.

Note: Classroom names cannot be edited once created.  This ensures quality monitoring planning activities do not encounter unexpected classroom name changes which may disrupt planning.

## Submitting a Monthly Roster

SR providers are required to submit a monthly roster unless they have been determined exempt from program assessment. It is a requirement that rosters are submitted within the current month. Rosters cannot be backdated and submitted for previous months. There are three types of rosters depending on whether a provider is implementing child assessment, is on a QIP, or if they have an SR contract but do not implement child assessments and are not on a QIP. The process of submitting a roster is the same for each one. A roster is only submitted once a month but can be submitted multiple times for edits to the staff roster.

To submit a roster, click on the Staff tab. Add, inactivate, or update staff as needed before submitting the roster.

After edits are made, click the purple Submit Roster button.
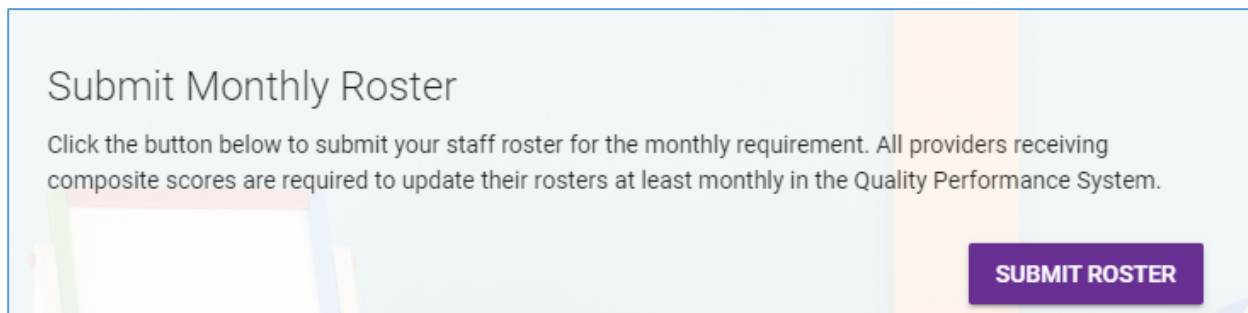


Note: The system does not allow a roster submission when the classroom list is missing information for any classroom. When attempting to submit a roster, if the user is returned to the classroom list, click Yes on the pop-up message, and add the missing information for each room. After adding the information, return to the roster and click submit.
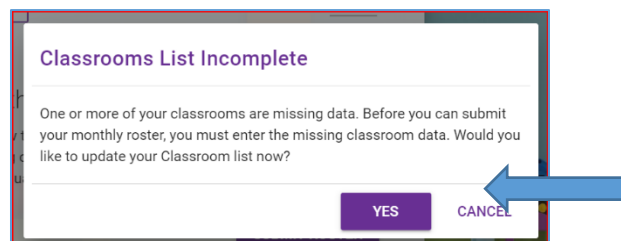


Providers can view the Roster Submission History by clicking on the type of roster submitted: standard (any annual providers not implementing child assessment), QIP (providers on a QIP) or Child Assessment Reliability (annual providers implementing child assessment.)
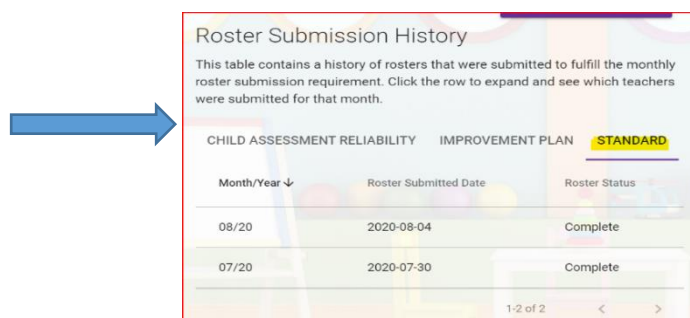
# Quality Improvement Plans

Providers who score below a composite CLASS score of 4.00 are ineligible to contract for SR. Providers may pay to be re-assessed or the ELC may waive the provider's composite program assessment score in the event the provider is in an identified child care desert and meets eligibility criteria established by the ELC. If the ELC waives the score, the provider must be on a 12-month QIP.

Providers placed on a QIP must log in to QPS and click on Finalize Staff Roster from the green program status box on their home page. See *Submitting a Monthly Roster* on page 14 for information on submitting a roster.



After the roster is finalized and submitted, the ELC assigns quality improvement strategies to staff participating in the QIP. The program status box indicates the deliverables are ready to view. Click on View Deliverables to begin working on deliverables (deliverables must be provided by the provider as evidence of participation in the QIP).
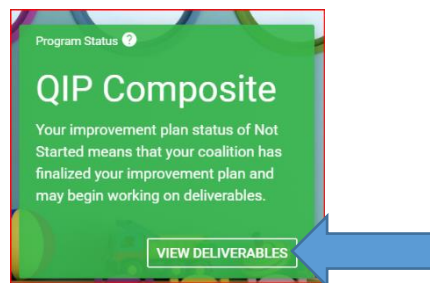


Note: Certain QIP strategies require the provider to upload staff certificates to verify completion of training. See *-Adding/Editing Teachers* page 9 for information on uploading certificates.

# Child Assessment Reliability (CAR)

SR providers, unless required to be on a QIP, may elect to implement child assessment for a payment differential provided they meet certain criteria. See SR Rule 6M-4.55, F.A.C for more information on requirements.

To review child assessment credentials and reliability rates on a month-by-month basis, click on the Staff tab and then on the Child Assessment Reliability tab under the Roster Submission History. This tab displays the date the roster was submitted, the status, the reliability percentage and the child assessment tool being implemented.

A CAR roster may be in one of the following statuses:

- **Complete** – the roster has been submitted by the provider and reviewed and approved by the ELC.
- **Not Submitted** – indicates the roster for the month has not been submitted.
- **Pending review** – the roster needs to be reviewed by the ELC.



To review information for a particular month, left click the desired month and a new window opens. This window displays the teacher's name, their hire date, a link to the reliability certificate, the review status of the certificate and the reliability rate for the month.  Providers upload reliability certificates when editing staff (see *Adding/Editing Teachers* page 9).

Certificates are in either a pending review, approved, denied, expired, no certificate-new hire, no certificate or N/A – Administrative Director status.

- **Approved** – The certificate is submitted and approved.
- **Denied** – The certificate is submitted and denied.
- **Expired** – The expiration date of the certificate is passed.
- **No Certificate - New Hire** – A system status displayed when a staff has been employed for less than 60 days.
- **No Certificate** – A system status displayed when a member of the staff has been employed for more than 60 days but has no certificate uploaded.

- **N/A – Administrative Director** – A system status displayed when a staff member has the role of Administrative Director.
- **Pending Review** – The certificate is submitted but not reviewed by the ELC.



| Name ↑ | Hire Date | Reliability Certificate | Certificate Expiration Date | Review Status | Reviewer Name | Review Date |
|---|---|---|---|---|---|---|
| | | | 11/22 | 2022-11-01 | Complete | 90% | GOLD (Teaching Strategies) |
| Michelle Arroyo | 2020-01-06 | | | Approved | Kristin Gronoth | 2022-09-08 |
| | 2021-09-20 | | | Approved | | 2022-07-05 |
| Shirley Gabriela | 2022-08-25 | | | Approved | Kristin Gronoth | 2022-10-05 |
| | 2019-11-18 | | | Approved | | 2022-07-05 |
| Elizabeth Johnson | 2019-11-18 | | | Approved | | 2022-07-05 |
| | 2022-10-18 | | | No Certificate - New Hire | | |
| victoria ortiz | 2020-01-28 | | | Approved | Kristin Gronoth | 2022-07-05 |
| | 2022-08-25 | | | Approved | | 2022-08-25 |
| | 2022-08-25 | | | No Certificate | | |
| | 2019-11-18 | | | N/A - Administrative Director | | |

## Other Quality Tools

There are two quality tools available to any account users in QPS: The BPIECE (Best Practices in Inclusive Early Childhood Education) and a Tuition Calculator. Click on the name of the tool and then Training to access a YouTube video for using those tools.
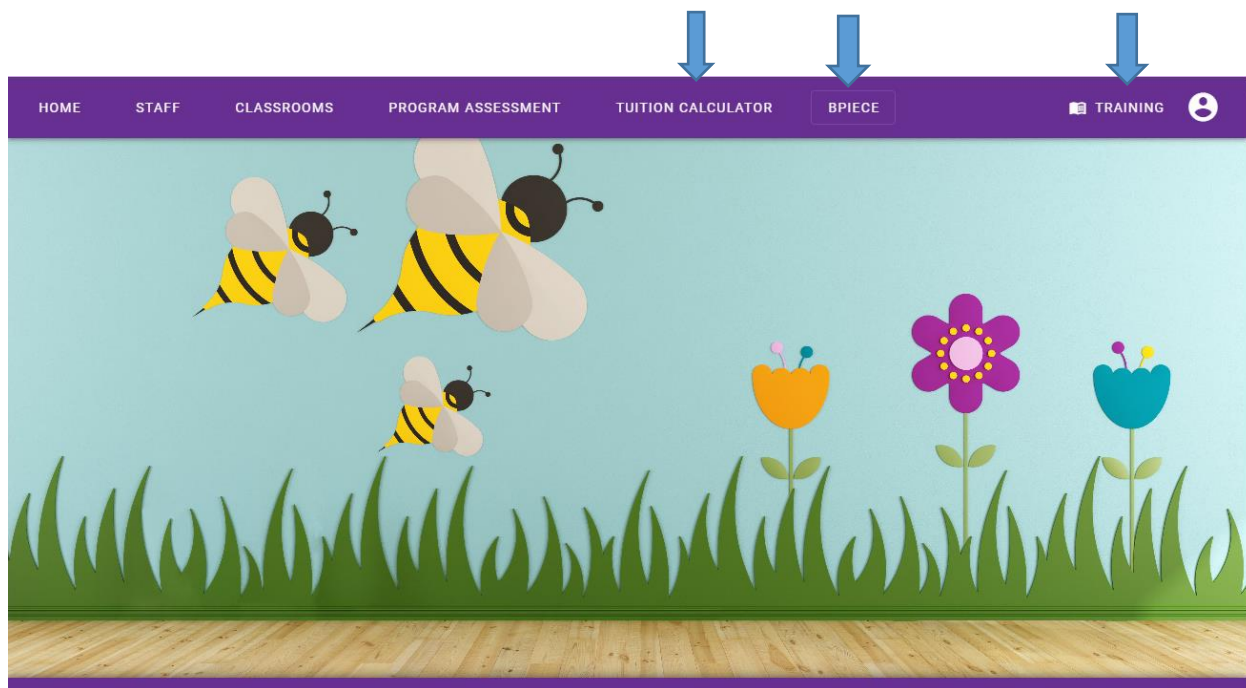
# Early Learning Coalition

## Creating User Accounts

### Creating ELC User Accounts

Early Learning Coalition (ELC) staff access QPS via accounts created through the FDOE SSO Portal: https://flssoportal.fldoe.org/

The ELC's SSO Local Education Agency (LEA) administrator can create other ELC staff accounts through the FDOE SSO Portal.  To access QPS, the ELC user must be associated to the ELC's location in FDOE SSO and be assigned one of the three ELC roles for QPS.  Note, when selecting roles within FDOE SSO there may be similarly named roles available for other SSO applications, but these will not affect access to QPS.

Three QPS roles are available for assignment to ELC staff, starting with greatest access to least:

- QPS - ELC Administrator
- QPS - ELC Reviewer
- QPS - ELC Read Only

For QPS users, only one of these three roles need to be assigned.  The roles with greater access encompass all capabilities of the lower roles.

For details on these roles' capabilities see *Quality Performance System User Roles and Capabilities* on page 39.

Refer to the FDOE SSO Admin Portal Guide for additional details on provisioning SSO accounts.

### Creating Child Care Provider Accounts

The ELC's LEA administrator creates provider accounts or grants access to existing accounts through the FDOE SSO Portal: https://flssoportal.fldoe.org/

To gain access to QPS, the provider must meet these four conditions:

- Have an active SR contract in EFS Provider Portal (refreshed in QPS nightly)
- Have an account in FDOE SSO
- Have the QPS role "Provider" assigned in FDOE SSO.
- Have an association between the SSO account and the provider SSO location as a primary location. This is indicated with a "PR" prefix such as "PR1234" if their EFS Provider ID were 1234.  A "PP" prefix location assignment is insufficient for access to QPS.
  - Note: Creating new provider locations in FDOE SSO is a separate step distinct from creating the user account. It is typically completed as part of other account provisioning activities related to EFS Provider Portal.  ELC staff administering EFS Coalition Portal typically request new locations be created through DEL production support.  If the "PR" location does not exist, then please coordinate with your ELC's SSO LEA administrator, as a request may already be pending.

Assuming the "PR" location already exists, the coalition's SSO LEA admin will:

1) Create the provider account.  Refer to FDOE SSO Admin Portal Guide for details on creating accounts.
2) Associate the account with the new location as a primary location.  This location should have a "PR" prefix, such as "PR1234" if the EFS provider profile ID were 1234.  This selection is critical to the security of the user's account, ensuring they have access to the correct information in QPS.  Please double check this selection against the provider's EFS Provider Portal registration to ensure it is correct.

3) Assign the user the QPS "Provider" role.  Note, there are distinct roles for QPS which may have similar names to roles for other applications.  Roles specific to QPS will be listed separately and designated as "QPS".

Existing provider accounts can be granted access to QPS by completing step **3** only to assign the QPS "Provider" role to an existing account.  **Important:** When doing so, double check that the provider account is assigned a "PR" location as the primary location.

**Important:** Notify the provider when they have been granted the QPS Provider role and indicate the username with which you associated the role.  Automatic notifications are generated when creating hosted accounts, but they are not generated when adding roles to existing accounts, nor are emails generated for created federated accounts. Additionally, if a user has multiple accounts for access to different primary locations, it will be helpful for them to be aware of which username/account has been granted access to QPS.

## Logging into QPS

ELC users login to their accounts in a similar manner as provider users.  See *Logging in from FDOE Single Sign-On (SSO)* and *Logging in from QPS* on page 4.  Additional documentation for users of FDOE SSO, such as details on password recovery, can be found in the FDOE SSO Tutorials.

# Merging Provider Profiles (Ownership change or any change to EFS Number)

Merging provider profiles is only performed when a new provider profile is created with a new EFS Provider ID in cases of change of address or ownership transfer. This does not include cases where a provider assumes the location of another provider without a change of ownership occurring.

All other changes, i.e. license and address, are made in the EFS Provider Portal, and such changes are synchronized to QPS nightly for providers with an active SR contract. Additionally, each ELC has a WELS Admin User that adds the new license number to the provider's Main tab in WELS.

Merging profiles in QPS performs the following:

- Copy staff, staff rosters, and classrooms from the original provider into the new.
- Deactivate the original provider profile in QPS.
- Optionally, if the ELC administrator determines that program rules apply, then also copy the composite score and program status from the old provider to the new.

Example scenarios:

A) A provider has a change of location, with the same owner being issued a new EFS Provider ID for the new location.
B) A provider has an official change of ownership, and a new EFS Provider ID has been assigned.

**Important:** These events should be recorded as part of the new provider registration in EFS Provider Portal, and the **ELC staff reviewing the EFS Provider registration/application should ensure the appropriate Ownership Change or Address Change selections have been made**. These create the accountability history which determines whether the profiles can be merged in QPS. Failing to complete this information in EFS will prevent ELC admins from performing the merge in QPS.

**Important:** If a provider X moves into the prior location of provider Y owned by a different entity, and there was no transfer of ownership, then a merge would not be performed from provider Y to provider X. Consider, without an official transfer of ownership, then information such as staff rosters for provider Y should not be revealed to the owner and potential competitor of provider X.

Prior to performing a merge, the target profile should already have an FDOE SSO account created for them, and the provider should login to the new account to ensure its QPS program status is updated to Activated. Providers should be instructed not to add classrooms nor staff until the merge is completed, as this may result in duplicate staff/classrooms. However, if this occurs, then it is straightforward to inactivate the duplicate staff/classrooms following the merge.

## Performing the Merge

Click Merge Provider Accounts under the Program Assessment menu. Enter the original owner's EFS Provider ID and the new EFS Provider ID, then click Search:



If accountability history is located in EFS Provider Portal indicating an Ownership Change or Address Change, then it will be available to select.

Note: If no accountability history is found, then ensure the correct Ownership/Address Change selections were made in EFS Provider Portal as detailed in the previous section. If you are unable to have this information corrected, then you can email a request to QualityPerformance@del.fldoe.org to have the merge performed manually.

Clicking **Select** will populate the provider details below.

Review the proposed merge and click **Merge Provider Accounts in QPS**.

The coalition admin determines whether the program rule apples which determines whether the provider is eligible for composites scores and program status to be transferred to the new provider, and makes the appropriate selection in the dialog:

Carefully review the provider details to ensure this is the desired merge, then click **Merge Accounts**.  Providers with a large number of classrooms/teachers may take several seconds for the merge to complete.

## Merge Provider Accounts

Are you sure you want to merge provider accounts? This action is irreversible and will transfer copies of all Staff, Classrooms, Improvement Plans, and Monthly Roster Submissions.

| Original Owner | New Owner |
|---|---|
| EFS ID | EFS ID |
| **11111** | **99999** |
| Provider Name | Provider Name |
| **Example A** | **Another Child Care Center** |
| Provider Contact Name | Provider Contact Name |
| **John Doe** | **Jane Doe** |
| DCF License Number | DCF License Number |
| **X00LX0001** | **X00LX0002** |
| Early Learning Coalition Name | Early Learning Coalition Name |
| **ELC of Southwest Florida** | **ELC of Southwest Florida** |
| City | City |
| **FORT MYERS** | **FORT MYERS** |
| Zip | Zip |
| **33907** | **33907** |

CANCEL          **MERGE ACCOUNTS**

After completing the merge, the provider will use the FDOE SSO account associated with the new provider SSO location to access the merged provider profile.
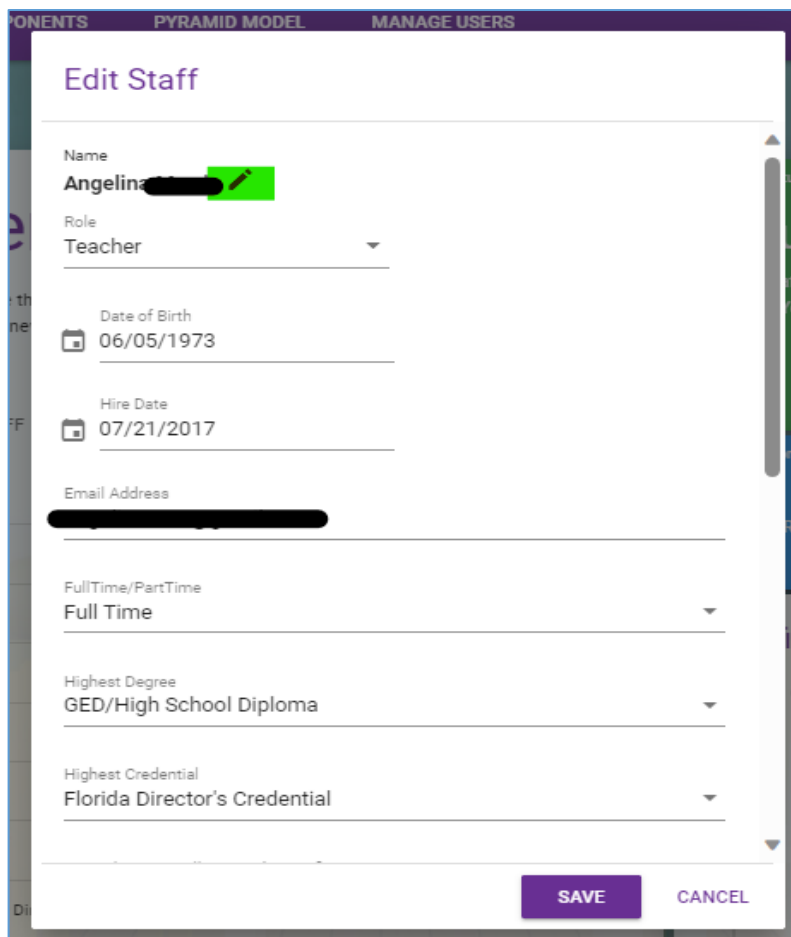
If a red error message appears, then the merge was not successful. Please send an email to QualityPerformance@del.fldoe.org to report the issue.  Please include details of the desired merge, and a screenshot of the error.

In the event providers are merged by mistake, the merge can be undone through the Undo Merge Provider Accounts option in the Program Assessment menu.

# Program Assessment Provider Profile Management

To manage SR program assessment information, click on the Program Assessment tile from the Home page. A SR provider list for the ELC displays.

**Editing Staff Names:** Providers are not authorized to edit staff names once they have been saved to the roster. Only a DEL or ELC Administrator can edit names. To edit a name on the staff roster, click on the purple pencil on the right of the email address of the person. The Edit Staff module will open. Click the purple pencil next to the name to open another window where edits can be made.



## How to Navigate the Providers List

ELC account holders can take the following actions from the Providers' List:

Search by either the DEL/EFS ID or provider name if you want to find a particular provider.

Filter provider list by Active or Inactive, Program Status, Exemption Status, Hidden Scores, Shared Providers or QIP Plan Status.  See *Program Status* page 5 of the provider section for a complete description of provider program statuses.

Please note: Exempt/Opted In is a status that does not display in the provider facing profile. The provider is exempt but opted in to have a program assessment. Rather, the status displayed for an exempt/opted in provider is based on the composite program assessment score.

View providers with Hidden Scores as indicated by a blue circle with a line through it.  New composite scores are hidden from the provider for 14 days unless the ELC makes them visible prior to the 14-day window. The score can be made visible from the provider list, the provider management icon, or from the composite tab within the provider's account.

| ↑ EFS ID | Provider Name | | Program Status | 2021-22 Composite Score | 2022-23 Composite Score | 2023-24 Composite Score | CAI ❓ | Actions |
|---|---|---|---|---|---|---|---|---|
| 225 | ▬▬▬▬▬▬ | | Pending Composite Score | 5.29 (2/15/2021) | None | 5.36 (1/30/2023) 👁 | No | 👤 📄 ◈ < |

View shared providers.

| 317 | ▬▬▬▬▬ 👥 | | Annual Composite | 4.52 (12/4/2020) | 4.95 (1/24/2022) | None | No | 👤 📄 ◈ < |

View providers whose program assessment score was waived as indicated by a green flag.

| 8643 | ▬▬▬▬▬ | | QIP Composite | 4.26 (10/6/2021) | 4.26 (10/6/2021) | 3.95 (9/21/2022) 🚩 | No | 👤 📄 ◈ < |

View providers with staff turnover during the prior and current month.

| 3 | GREATER ▬ DAY CARE INC. 🚶 | | Annual Composite | 4.43 (3/15/2019) | 4.59 (11/10/2021) | 4.60 (9/16/2022) | No | 👤 📄 ◈ < |

View EFS ID #, Program Status, Composite Score and whether the provider is implementing Child Assessments (CAI.) See highlighted columns below.



Export the provider list to Excel.

Click on the provider's name to go to the provider's dashboard. See *How to Navigate the Provider's Dashboard* page 30 section.

## How to Use the Provider Management Icon

To update the provider's status, view providers' registrations, add a QIP or inactivate the provider account, click the provider management icon under the Action column. See enlarged screenshot of these icons. The provider management icon looks like a silhouette.

The actions available on the provider management icon are customized to the status of the provider. If an option described below is not available, it is because the provider is not eligible for the status, or it is not an appropriate status change. For example, there is no Add to Child Assessment Reliability for a provider on a QIP.



EXPORT
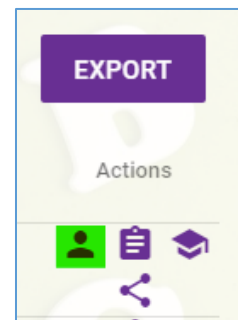
Actions

The provider management dialog for a provider in an Annual Composite status has the following selections.

**Optional CQIP** – Adds a QIP for provider's who wish to voluntarily complete an ELC-offered QIP.

**Score Rollover** – The score rollover functionality allows ELCs to "roll" a composite over into the next contracting year under certain conditions. It should be used when a score is eligible to be used for more than one contract year. Score rollovers should be activated in June prior to contracting for the next year. The rollover function is only available when the provider score meets the requirements below.



| 2021-22 Program Year | 2022-23 Program Year | 2023-24 Program Year |
|---|---|---|
| Program Status | Program Status | Program Status |
| Annual Composite | Annual Composite | Annual Composite |
| Composite Score | Composite Score | Composite Score |
| 4.43 | 4.59 | 4.60 |
| Score Visible to Provider | Score Visible to Provider | Score Visible to Provider |
| Yes | Yes | Yes |
| OPTIONAL CQIP | OPTIONAL CQIP | OPTIONAL CQIP |
| | | SCORE ROLLOVER |

INACTIVATE PROVIDER

EXEMPT FROM COMPOSITE SCORE

ADD TO CHILD ASSESSMENT RELIABILITY

NEEDS REGISTRATION

CLOSE

Requirements to roll a score over:

- Must be annual.
- Must be the most recent composite program assessment score.
- Must be received in the current or next program year.
- Must be visible (unhidden) to the provider.
- Must not have already been rolled over.

**Inactivate a Provider** - ELC users inactivate a provider from the provider management icon. This moves the provider to the inactive tab on the provider list, but the provider's record is still in QPS. See below regarding the Inactive tab.



## Inactive Tab on the Provider List

**Reactivating a Provider**: When an ELC de-activates a provider, it can re-activate the provider using the reverse circle with a dot in its icon. Another option is to allow the system to deactivate providers. When the system de-activates a provider, they are not able to be re-activated.

The highlight shows the re-activate button. Providers without this symbol have been inactivated by the system and cannot be re-activated.

**Exempt from Composite Score** – ELC users may make a SR provider exempt when the provider does not meet the threshold of enrollment for assessment by clicking Exempt from Composite Score. Exempt providers can view their account but are not able to take any action, including submitting a monthly roster.

**Add/Remove Child Assessment Reliability for a Provider** – ELC users click to add the child assessment module for providers implementing child assessment. This option is not available for providers on a QIP. Once added, the box label changes to Remove from Child Assessment Reliability, allowing an ELC user to remove the provider from accessing the child assessment reliability module. See ELC section on *Child Assessment Implementation Management* for more information, page 37.

**Needs Registration** – Click Needs Registration to open a program assessment registration module for the provider. The system does not generate a notification to the provider.  ELC staff should typically notify the provider that they must update their registration.

If the provider is currently in an exempt status, the ELC must click Non-exempt from Composite Score. See the tab below for Exempt providers. The system will change the provider to Needs Registration.

See *Registering for Program Assessment* page 7 for the provider's registration process.

The provider management tab for a provider in an Exempt status has the following selections.  Only new actions are highlighted and described in the following screenshots.

**Non-Exempt from Composite Score** – An exempt provider must be made non-exempt once they are determined no longer exempt.

**Opted into Composite Score** - Exempt providers are allowed to opt in to program assessment under certain conditions. To place a provider who has opted in to program assessment into Needs Registration status, click Opted Into Composite Score.

## 2021-22 Program Year

**Program Status**
N/A

**Composite Score**
None

**Score Visible to Provider**
No

## 2022-23 Program Year

**Program Status**
Exempt

**Composite Score**
None

**Score Visible to Provider**
No

## 2023-24 Program Year

**Program Status**
Exempt

**Composite Score**
None

**Score Visible to Provider**
No

INACTIVATE PROVIDER

NON-EXEMPT FROM COMPOSITE SCORE

OPTED INTO COMPOSITE SCORE

ADD TO CHILD ASSESSMENT RELIABILITY

NEEDS REGISTRATION

CLOSE

The provider management tab for a provider in a QIP status has the following selections:

**Second Assessment:** Changes the provider to a Needs Registration status.

**Reset Plan to Strategies Incomplete:** Click to allow editing of strategies.

**Reset Plan to Roster Incomplete:** To edit/update (adding or removing participants) to the plan.

See *How to Manage QIPs* page 32 for more information.

## 2021-22 Program Year

**Program Status**
Annual Composite

**Composite Score**
4.69

**Score Visible to Provider**
Yes

## 2022-23 Program Year

**Program Status**
QIP Composite

**Composite Score**
3.87

**Score Visible to Provider**
Yes

SECOND ASSESSMENT

RESET PLAN TO ROSTER INCOMPLETE

RESET PLAN TO STRATEGIES INCOMPLETE

## 2023-24 Program Year

**Program Status**
N/A

**Composite Score**
None

**Score Visible to Provider**
No

INACTIVATE PROVIDER

EXEMPT FROM COMPOSITE SCORE

NEEDS REGISTRATION

## Shortcuts on the Action Column

Primary ELCs allow a secondary ELC to have read only access to shared providers. Click the share icon and add the name of the secondary ELC from the dropdown box. Secondary ELCs may remove themselves from a provider account by clicking the share icon and then the X by their name.



Other icons in the Action column are shortcuts to the most recent provider registration (clipboard) and the provider's QIP (mortar board), if applicable.
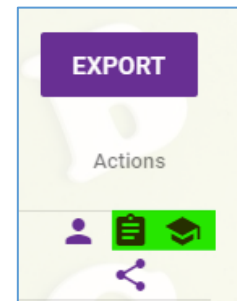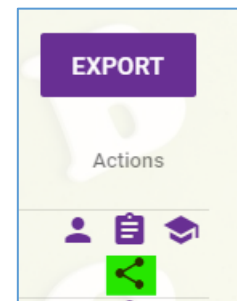


## How to Navigate the Provider's Dashboard

The ELC users have the same view of the provider's dashboard, and additionally have the icons on the left. The icons are shortcuts to the dashboard, the provider profile, the staff roster, the classroom list, provider registrations, composite score history, improvement plans, the tuition calculator, and notifications. **See the vertical purple bar on the left of the screenshot below.**

The horizontal purple bar at the top contains shortcuts to the QPS home, BPIECE, and the Manage Users tab. The program assessment tile gives ELCs access to monthly rosters and to manage ELC strategies and program assessment reports.

The green box in the upper right hand is an action box for either the provider or the ELC depending on the current situation of the provider. In the green box below, the provider has submitted a registration and is waiting for the ELC to review it, so the action is for the ELC.

The blue box displays the current year's composite program assessment score and the date the score was received.

Under the blue box are notifications and a section for provider or ELC comments.
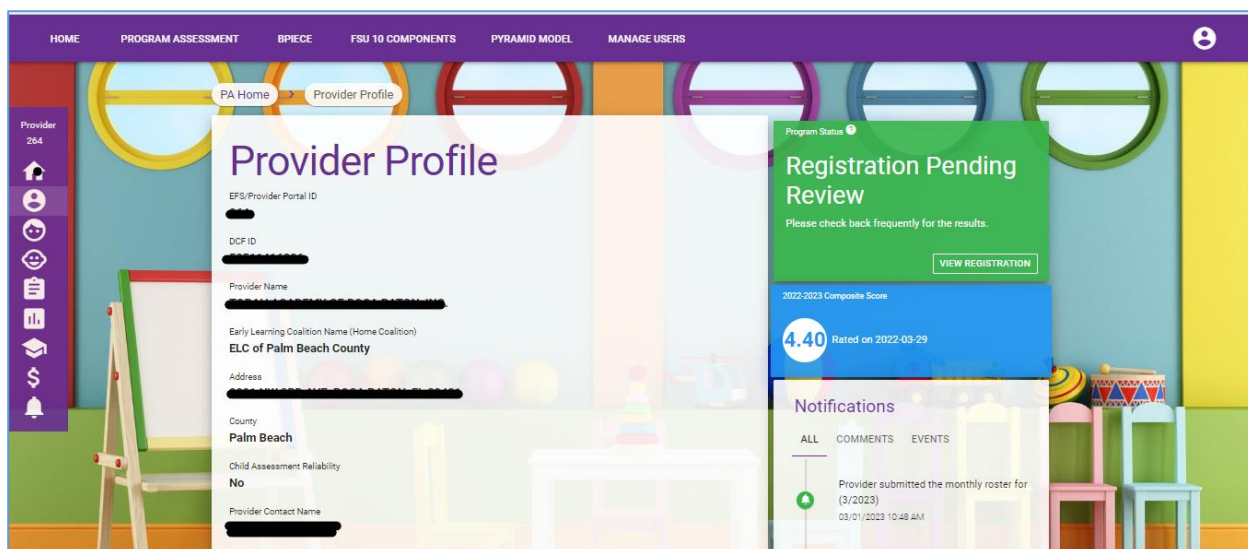
## How to Manage Provider Registrations

See *Registering for Program Assessment* page 7 for the steps a provider completes when submitting a registration.

When a provider submits a program assessment registration, the provider's status changes to Registration Pending Review. This status indicates the registration is ready for ELC review. There are many actions an ELC can take on behalf of a provider, but only a provider can submit a registration. It contains an acknowledgment to allow CLASS observations.



To begin the review, click View Registration in the green box on the provider's dashboard.
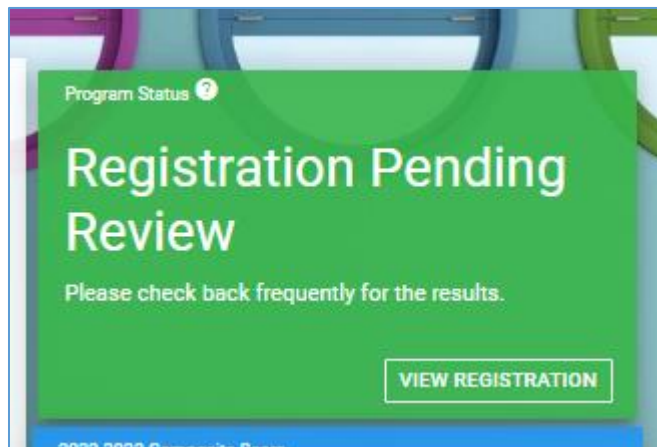
Review the provider's submitted registration for errors and omissions. Once done, scroll to the Registration Review and Comment Section.

The reviewer selects Approve if there are no edits needed or Needs Correction to reject the registration as submitted. A comment is required whenever a registration is marked Needs Correction. This comment should specify to the provider what correction is needed or where to get more information. The comment is viewable in the notifications section. The system changes the provider's status back to Needs Registration.

Once the registration is correct, clicking Approve sends the information for the provider's classrooms and staff to WELS. At that time, the WELS randomly selects 50% of classrooms by care level.

The provider status changes to Pending Composite Score. Changes to the staff roster or the classroom list made while the provider is in Pending Composite Score will automatically update WELS. QPS sends notifications to the ELC when a provider makes changes in Pending Composite Score.

After a rating is created in WELS, the composite score electronically transfers to QPS, and a status is assigned by the system based on the score. Scores are hidden until the 14th day after they were received or the ELC reveals them.

## When the Status is Score Below Contracting Threshold

When the provider's composite score is below the minimum required for contracting, they may choose to pay for a second assessment. To initiate the second assessment process, click the Second Assessment button on the provider management icon. If the ELC has determined the provider meets the qualifications for a program assessment waiver, the ELC clicks on QIP on the provider management icon. A QIP module is added to the provider's account and a green flag is added to the provider list indicating the provider received a waiver.

### How to Manage QIPs
Adding ELC Designed Strategies to QPS:

If an ELC has submitted a QIP plan that includes a local strategy and the DEL has approved the plan, the ELC must add the strategy to QPS before the ELC can assign it to providers. There is no need to add the DEL strategies specified in the SR provider contract.

The ELC may add any strategies for providers voluntarily participating in Continuous Quality Improvement (CQI) activities but may not use them for providers required to be on a QIP unless the ELC submitted the strategy and DEL approved it as part of the ELC's coalition plan.

To add an ELC designed strategy, click on the Manage Strategies tab and then on New Strategy or the purple plus button. A pop-up message to Freeze Strategies opens and requires a Yes answer to proceed. Freezing the strategies means no other ELC user can create a QIP until the strategies are unfrozen. This is to prevent assignments of new strategies when the required information has not yet been saved in the system.

| 2022-23 Program Year |
| --- |
| Program Status |
| **Score Below Contracting Threshold** |
| Composite Score |
| **3.93** |
| Infant/Toddler Score |
| **3.93** |
| VPK Score |
| **None** |
| Score Visible to Provider |
| **Yes** |
| SECOND ASSESSMENT |
| QUALITY IMPROVEMENT PLAN |

The next tab requires the ELC to name and describe the strategy. Click save and then click the name of the strategy from the strategy list. If the strategy is not on the list, refresh the screen.  Click New Deliverable and add requested information about the deliverable(s.)

The system does not limit the number of deliverables created, but three or fewer is usually sufficient.

If the provider is participating in a local QRIS, the ELC may create strategies and deliverables in QPS and track requirements.

### How to Create a QIP
From the provider's dashboard, click the QIP icon from the tool bar on the left.

To begin a QIP, the provider must first submit their roster so that the current staff populate in the plan. The green action box tells the provider to Finalize Roster. Until the provider submits a roster, the plan is in Roster Incomplete status.

Once the roster is finalized, the status of the plan changes to Strategies Incomplete. Strategies can now be added for participants. The circle with an X allows the ELC to delete the plan in this status.
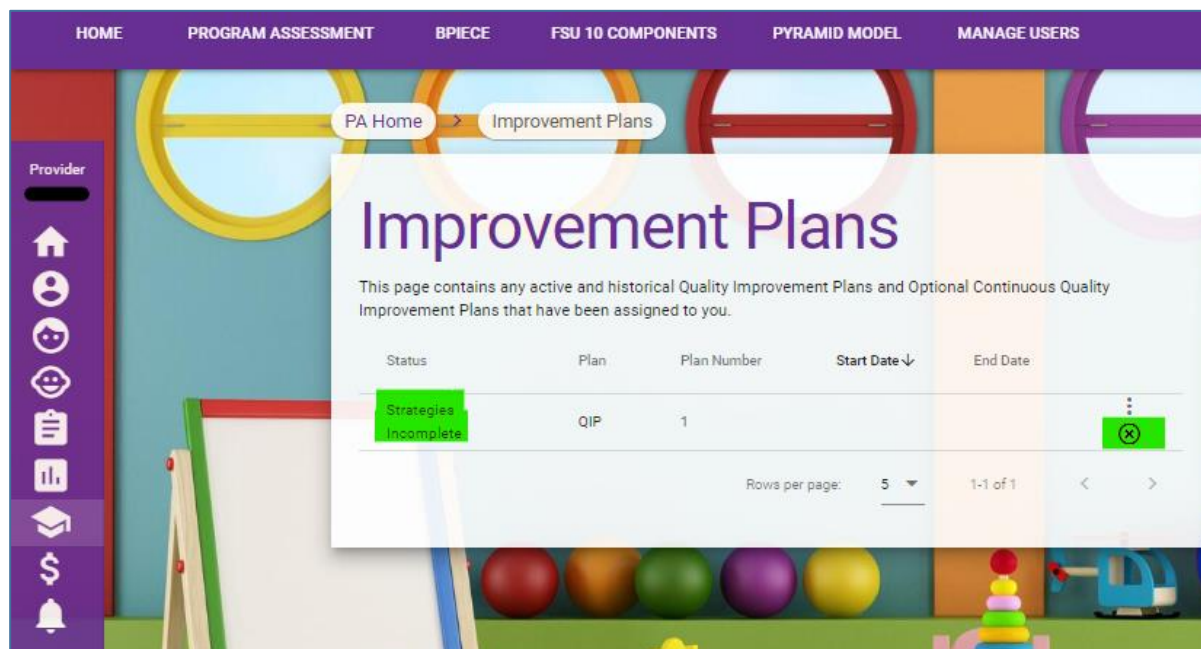


Click on Strategies Incomplete to begin creating the QIP. A new window opens displaying the QIP module. The ELC enters the start and end date for the 12-month QIP. The next section called Assign Strategies displays the list of staff and a dropdown box to assign strategies to the selected staff. All DEL strategies are in the dropdown box along with any added by the ELC.  The system, per rule, allows a maximum of two strategies to be assigned to each participant. In the example below, two staff are assigned one strategy each while the director has no assignments.
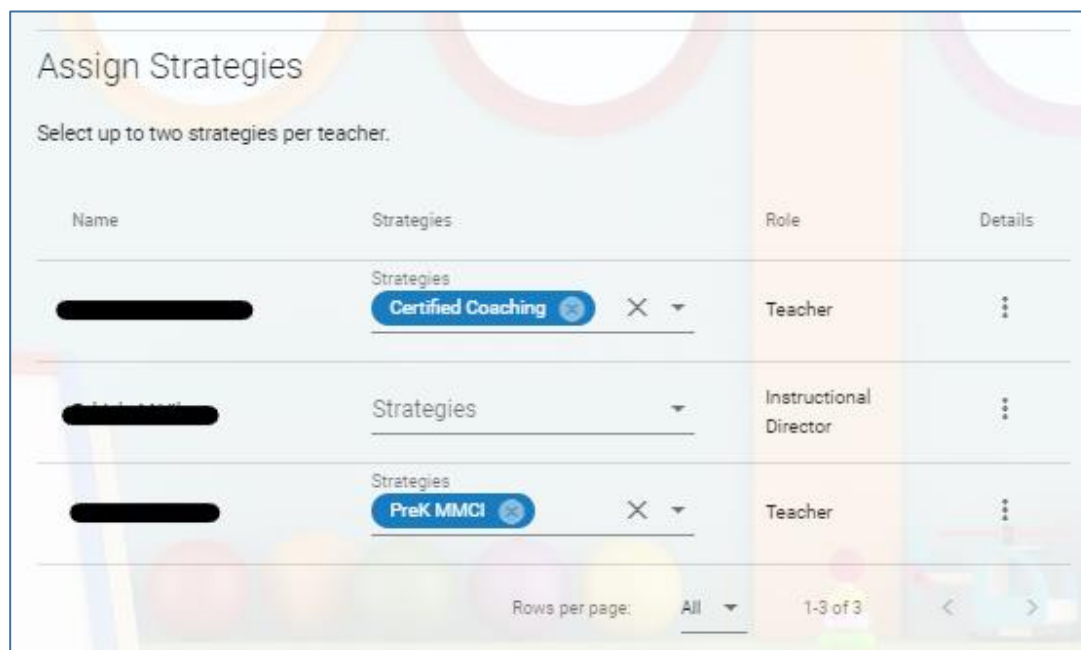


The next step is to add the due date to the Assign Strategy Due Dates section for the QIP deliverables. Click on the calendar icon and choose the date of delivery. The ELC can make the roster incomplete in the event the provider has added or inactivated staff and can save the strategies if they need to exit the page before they are done with assigning strategies.

Once the strategies have been assigned to participating staff, the last step is to click on Finalize Strategies.



The plan is now marked as Not Started. To access the plan again, click Not Started. In the screenshot below, the provider has a previous QIP which is marked as Complete and one that is Not Started.



Once the QIP is completed and all deliverables are submitted and approved, the status of the QIP changes to complete. Once the improvement plan is marked complete, it cannot be edited.

If desired, a QIP that is started but not completed (in the event the provider has a second assessment above the contract minimum) can be marked as Discontinued in the QIP list.

A QIP left in Roster or Strategies Incomplete may be deleted.

If you are unable to save or assign strategies and the system displays the following message on the page, it means the strategies are frozen on the Manage Strategies tab. Go to that tab, toggle the switch to "unfreeze" making sure to leave it in the off position.
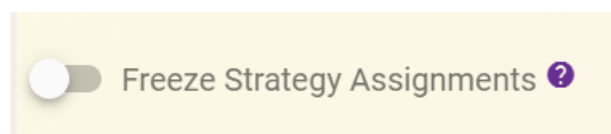


## How to Edit the QIP by Resetting the Roster or Resetting the Strategies

To edit staff due to turnover or new hires, click on the Reset Plan to Roster Incomplete button and click the mortar board icon to go to the QIP. Click on Roster Incomplete and the staff roster module will open. The staff roster module is a duplicate of the monthly roster and will function as a monthly roster submission. Make edits to the staff roster as necessary and click Finalize Roster at the bottom. Inactivated staff are removed, and new staff are added to the QIP during this process and the QIP status changes to Strategies Incomplete.

Edit the strategies as needed, following the directions below.

Edit the assigned strategies in an existing QIP by clicking on Reset Plan to Strategies Incomplete in the Provider Management Icon. This step is not necessary if you previously reset the roster. Click the mortar board cap to go directly to the QIP. Click on Strategies Incomplete. The user is now able to add and/or remove strategies as needed by clicking on the X to remove a strategy or the down arrow to add a different strategy. Please note, resetting the strategies does NOT remove the current strategies and no information is lost.
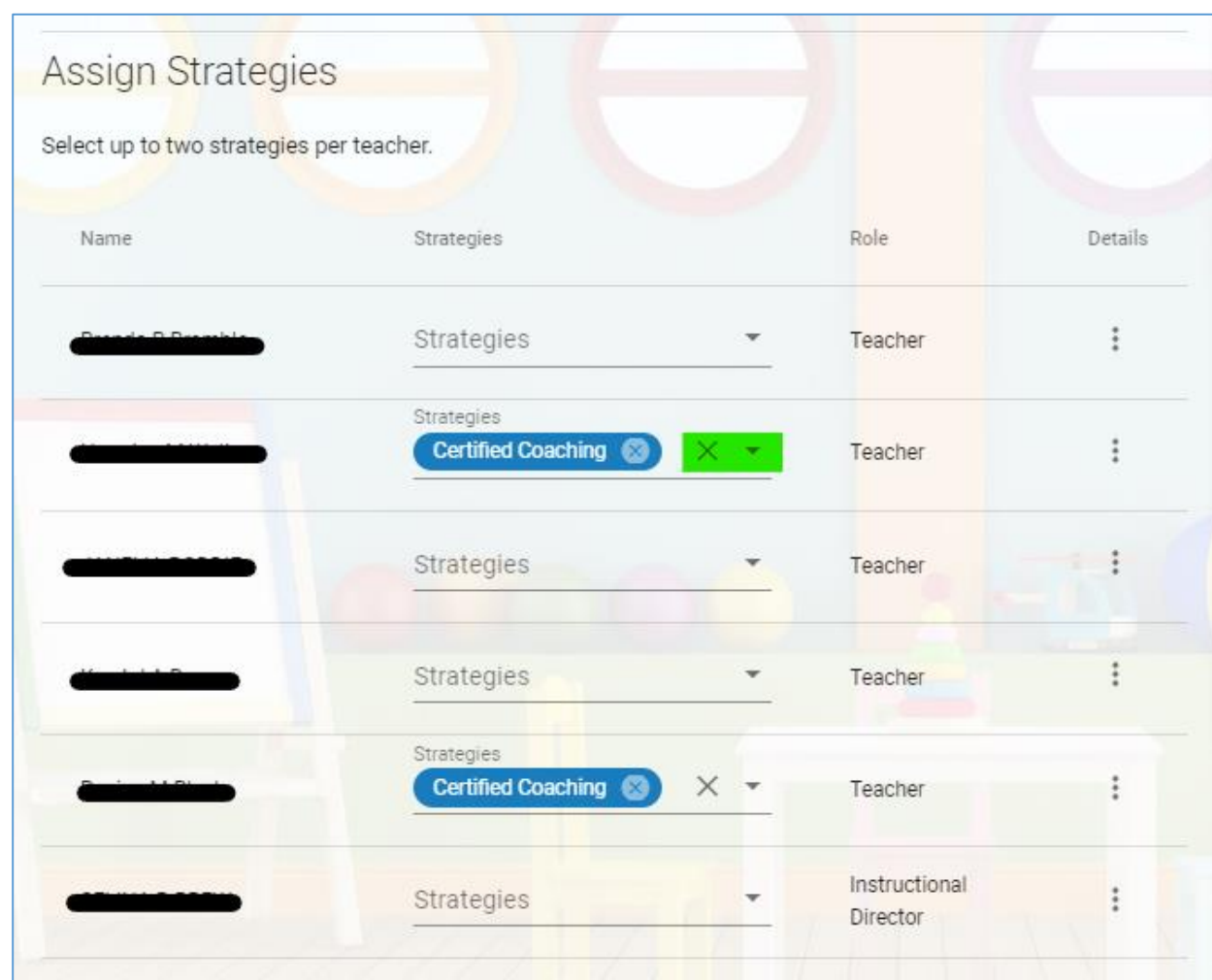
# Child Assessment Implementation Management

To add Child Assessment to a provider account, go to the provider management icon and click Add to Child Assessment Reliability.

This opens the system for the provider to upload reliability certificates for ELC reviews and adds the provider to the Monthly Roster Submissions: Child Assessment Reliability tab.

## How to Review Child Assessment Reliability Certificates

After the provider uploads and submits their roster, it is in pending review status and ready for review. (Uploading certificates is detailed for providers in *Adding/Editing Teachers* page 9, submitting rosters is detailed in *Submitting a Monthly Roster* page 14, and for additional details on Child Assessment Reliability see *Child Assessment Reliability (CAR)* page 16.)

From the Program Assessment menu, click on the Monthly Roster Submissions, then click the Child Assessment Reliability tab. Click the name of the provider in pending review status. Click on the document in the Reliability Certificate column. Review for accuracy. Click Pending Review in the Review Status column to approve or deny the certificate.

In the example below, the ELC approved three certificates in a previous submission; one person has no certificate and one has a new certificate submitted.



| ▬▬▬▬ | 2018-07-01 | | | Approved | ▬▬▬▬ | 2019-09-10 |
|---|---|---|---|---|---|---|
| Minnie Mouse | 2020-06-15 | test.docx | 2021-01-16 | Pending Review | | |
| ▬▬▬▬ | 2018-07-01 | | | Approved | ▬▬▬▬ | 2019-09-10 |
| ▬▬▬▬ | 2018-07-01 | | | Approved | ▬▬▬▬ | 2019-09-10 |
| ▬▬▬▬ | 2019-09-04 | | | No Certificate | | |

Note: Previously approved certificates stay approved until the certificate expiration date or a provider uploads a new certificate.

The QPS will generate a reliability rate based on the number of teachers and Instructional Directors on the roster compared to the number with a reliability certificate. The rate calculation does not include staff employed less than 60 days unless they upload a reliability certificate. The calculation does not include Administrative Directors.

# Monthly Staff Rosters

Roster review: Providers who are non-exempt or who have opted in are required to submit a monthly staff roster. The ELC clicks on the Monthly Roster Submission tab and then the Quality Improvement Plan or Standard tab depending on the type of roster the provider is required to submit. Rosters are in one of the following statuses: Not Submitted or Complete.

The ELC may click on the Export feature to download an Excel of providers and their roster submission status.

## How to Use the Provider Data File
The Provider Data File is helpful to:

Monitor "Exempt" providers every month. The file cannot be used to determine non-exempt status since the rule is that once non-exempt, always non-exempt. The data file provides enrollment data monthly and will therefore fluctuate in and out of exempt and non-exempt status.

Determine the status of providers requesting a program assessment in that month.

It can also be used to inform an ELC when a provider can activate their account.

Identify DEL (EFS) provider ID and license number.

Please be aware that the enrollment numbers in the report include all SR paid enrollments at a provider even if they are funded by another coalition.

Tip: Make sure the provider has activated their account before you make ANY status changes or request a merge. The provider is not able to view their dashboard until they have activated their account, but it is visible to the ELC.

Contact qualityperformance@del.fldoe.org if a status change is made in error; only a developer can correct an error in status. ELCs are responsible for most status changes, or the system will change automatically in some cases.

# Quality Performance System User Roles and Capabilities

| Provider | ELC Administrator | ELC Reviewer | ELC Read Only |
|---|---|---|---|
| The QPS Dashboard displays information about the quality initiatives that are available to the provider in QPS: SR Program Assessment, BPIECE, Tuition Calculator. | The ELC Admin has access to a dashboard that displays all the Quality Initiatives with the count of providers participating in each initiative within their ELC. | The ELC Reviewer has access to a dashboard that displays all the Quality Initiatives with the count of providers participating in each initiative within their ELC. | The ELC Read-Only user has access to a dashboard that displays all the Quality Initiatives with the count of providers participating in each initiative within their ELC. |
| | The ELC Admin can add, edit and inactivate user accounts within their ELC. | The ELC Reviewer can add new user accounts and edit existing accounts within their ELC. | The ELC Read-Only user has access to a list of providers within their ELC offering the SR program. |
| **Program Assessment Module** | | | |
| Provider | ELC Administrator | ELC Reviewer | ELC Read Only |
| The provider has access to view the home page which includes the provider's Program Assessment status, composite score, and notifications. | The ELC Admin has access to a list of providers within their ELC offering the SR program. The ELC Admin has the ability to complete the following Provider Management tasks: inactivate provider, exempt the provider from the composite score requirement, set the provider to non-exempt from the composite score requirement, opt the provider into the composite score requirement, add the provider to child assessment reliability, set the provider to Needs Registration, assign the provider an optional continuous quality improvement plan and rollover a composite score to the next program year. Provider management is available from the icon. | The ELC Reviewer has access to a list of providers within their ELC offering the SR program. The ELC Reviewer has the ability to complete the following Provider Management tasks: inactivate provider, exempt the provider from the composite score requirement, set the provider to non-exempt from the composite score requirement, opt the provider into the composite score requirement, add the provider to child assessment reliability, set the provider to Needs Registration, assign the provider an optional continuous quality improvement plan and rollover a composite score to the next program year. Provider management is available from the icon. | The ELC Read-Only user has access to view the home page which includes the provider's Program Assessment status, composite score, and notifications. |
| The provider can add, edit, and inactivate staff. | The ELC Admin has access to view the home page which includes the provider's Program Assessment status, composite score, and notifications. | The ELC Reviewer has access to view the home page which includes the provider's Program Assessment status, composite score, and notifications. | The ELC Read-Only user can view a provider's profile information including EFS ID, License Number, Provider Name, ELC Name, Secondary ELC (if applicable), Address, |

| | | | County, Child Assessment Reliability, Provider Contact Name, Phone Number and Email Address for any provider within their ELC. |
|---|---|---|---|
| The provider can add, edit and inactivate classrooms. | The ELC Admin can view a provider's profile information including EFS ID, License Number, Provider Name, ELC Name, Secondary ELC (if applicable), Address, County, Child Assessment Reliability, Provider Contact Name, Phone Number and Email Address for any provider within their ELC. | The ELC Reviewer can view a provider's profile information including EFS ID, License Number, Provider Name, ELC Name, Secondary ELC (if applicable), Address, County, Child Assessment Reliability, Provider Contact Name, Phone Number and Email Address for any provider within their ELC. | The ELC Read-Only user has access to view the registration details and add comments. |
| The provider has access to view their provider profile information including EFS ID, License Number, Provider Name, ELC Name, Secondary ELC (if applicable), Address, County, Child Assessment Reliability, Provider Contact Name, Phone Number and Email Address. | The ELC Admin has access to view the registration details, approve or deny registrations and add comments. | The ELC Reviewer has access to view the registration details, approve or deny registrations and add comments. | The ELC Read-Only user can view all the composite scores a provider has received. |
| The provider has access to submit a registration, view prior registrations and comment. | The ELC Admin can view all the composite scores a provider has received and to unhide composite scores that have not yet been shown to the provider. | The ELC Reviewer can view all of the composite scores a provider has received and to unhide composite scores that have not yet been shown to the provider. | The ELC Read-Only user can view all active and historical Quality Improvement Plans that have been created for a provider. |
| The provider can view composite scores they have received. | The ELC Admin can create new improvement plans and to view all active and historical Quality Improvement Plans. The ELC Admin can submit evidence of completion for deliverables on any active QIP on a provider's behalf and add provider contact information. | The ELC Reviewer can create new improvement plans and to view all active and historical Quality Improvement Plans. The ELC Reviewer can submit evidence of completion for deliverables on any active QIP on a provider's behalf and add provider contact information. | The ELC Read-Only user can view a list of monthly roster submissions from providers. |
| The provider can view all of their active and historical QIPs that have been created by | The ELC Admin can view a list of monthly roster submissions from providers, submit a monthly roster on a | The ELC Reviewer can view a list of monthly roster submissions from providers, submit a monthly roster on | The ELC Read-Only user can view a list of staff for a provider. |

| | | | |
|---|---|---|---|
| the ELC. The provider can submit evidence of completion for deliverables on any active QIP. | provider's behalf and can edit the review status on the Child Assessment Reliability. | a provider's behalf and can edit the review status on the Child Assessment Reliability. | |
| | The ELC Admin can add, edit, and inactivate staff. | The ELC Reviewer can add, edit, and inactivate staff. | The ELC Read-Only user can view a list of classrooms for a provider. |
| | The ELC Admin can add, edit, and inactivate classrooms. | The ELC Reviewer can add, edit, and inactivate classrooms. | The ELC Read-Only user can download Strategy Assignments for active staff, Provider scores for active providers and active staff data for active providers. |
| | The ELC Admin can add, edit, and inactivate ELC specific strategies. | The ELC Reviewer can download Strategy Assignments for active staff, Provider scores for active providers and active staff data for active providers. | |
| | The ELC Admin can download Strategy Assignments for active staff, Provider scores for active providers and active staff data for active providers. | | |