CAPS and Quality Rated Updates

October 2021
CAPS
October 2021 Policy Revisions
Two New CAPS/QR Statuses

- CAPS/Quality Rated Provisional Status
- CAPS/Quality Rated Probationary Status

Extra help for those just starting out and for those who need it along the way.
August 1, 2021: Families may only select a new/different provider that is Quality Rated or signed up for a cohort.

January 1, 2022: If existing provider is not Quality Rated, families must move to a QR provider at redetermination.
What changed?

- Provider contact information
- CAPS/QR guidelines and requirements
Childcare Provider Agreement (Appendix Y)
Provider Contact Information

• Submit complete and accurate contact information, including email

• Must report changes in contact information within 5 calendar days
  • Enter change in DECAL KOALA at www.decalkoala.com
  • Contact CCS at 404-657-5562

• Provider’s email address will be used as the primary contact
  • Information may be mailed in limited circumstances
# Provider Notifications

<table>
<thead>
<tr>
<th>Name of Letter/Notice</th>
<th>Generated to Email or Postal Mail</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPS Provider Enrollment Notification</td>
<td>Email</td>
<td>Providers will receive a weekly list of families with new enrollment at their location. Included will be a list of family’s names and the scholarship enrollment date.</td>
</tr>
<tr>
<td>CAPS Provider Disenrollment Notification</td>
<td>Email</td>
<td>Providers will receive a weekly list of families who have disenrolled and scholarships have been expired at their location.</td>
</tr>
<tr>
<td>CAPS Provider Enrollment Expiration Warning</td>
<td>Email</td>
<td>Providers will receive a weekly list of families who have scholarships approaching expiration. This notice will be generated and sent to providers 14 days prior to the enrollment expiration.</td>
</tr>
<tr>
<td>CAPS Provider Backpack Notice Cover Letter and CAPS Renewal Backpack Notice</td>
<td>Postal Mail Only</td>
<td>Providers will receive a cover letter and a letter to give to each family with an upcoming Renewal period. These letters will be sent to providers 28 days prior to the enrollment expiration.</td>
</tr>
</tbody>
</table>
Quality Rated requires providers to be enrolled in one of four annual cohort groups to be able to complete the rating process.

CAPS policy update reflects how this impacts CAPS providers.
Non-participating providers

Licensed child care programs must be a Quality Rated Provider as defined by CAPS by December 31, 2021. Programs that choose not to participate in Quality Rated as required by CAPS will be dismissed from the CAPS program.
CAPS/QR Guidelines and Requirements (Appendix II)

- QR Goal
- QR Milestones
- QR Statuses
- How to become a QR Provider
Quality Rated
October 2021 Updates
Meeting the CAPS/QR Goal

Look How Far We’ve Come!
Eligible Providers That Are Quality Rated

- 42%
  - 1,085 Providers
  - 9/30/2018

- 54%
  - 1,447 Providers
  - 9/30/2019

- 69%
  - 1,852 Providers
  - 9/30/2020

- 83%
  - 2,123 Providers
  - 9/30/2021

Because All GA Kids Deserve Quality Care and Education
New CAPS/QR Provisional and Probationary Statutes

• **Provisional Status:**
  - Allows newly licensed and new to CAPS programs to accept CAPS Scholarships for a limited time while achieving a star rating

• **Probationary Status:**
  - CAPS providers who not earn enough points to rate can continue participating in the CAPS program for a limited time while improving their quality rating outcomes
  - CAPS providers who allow their rating to expire in a given year, can continue participating in the CAPS program for a limited time while improving their quality rating outcomes
Eligibility for Provisional Status

• **Who is Eligible?**
  - Programs that are newly licensed
  - Programs that are new to CAPS (no CAPS payments received in the preceding 12 months)

• **How Does the Process To Obtain My Provisional Designation Work?**

  **Newly Licensed Child Care Program**
  - Receive permission to operate (PTO) from licensing
  - Enroll in CAPS as a newly licensed program by calling 1-877-755-6522 or emailing: CRM@maximus.com
  - Complete a Quality Rated application at: https://qualityrated.decal.ga.gov/
  - Request enrollment in the CAPS/QR Provisional Status by emailing program name, license number, CAPS PID, and your contact information to: capsqrgoal@decal.ga.gov

  **Existing Licensed Child Care Program New to CAPS**
  - Check [https://max.gacaps.com](https://max.gacaps.com) to ensure you have not received CAPS payments, or call 1-877-755-6522, or email: CRM@maximus.com
  - Apply as a new to CAPS provider, or renew a previous enrollment in CAPS by emailing: CRM@maximus.com
  - Complete a Quality Rated application at: https://qualityrated.decal.ga.gov/
  - Request enrollment in the CAPS/QR Provisional Status, email program name, license number, CAPS PID, and your contact information to: capsqrgoal@decal.ga.gov
Eligibility for Probationary Status

### Who is Eligible?
- CAPS programs who complete the rating process and do not earn enough points to rate, but wish to retain their ability to accept CAPS Scholarships
- Current CAPS programs who allow their ratings to expire, but wish to retain their ability to accept CAPS Scholarships

### How Does the Process to Obtain the Probationary Designation Work?

<table>
<thead>
<tr>
<th>Program Does Not Earn Enough Points to Rate</th>
<th>CAPS Provider Allows Current Rating to Expire</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Program receives outcome of rating process and is notified that they did not earn enough points to rate</td>
<td>• Upon rating expiration, provider receives an email to notify them of the consequences to their CAPS Scholarships of allowing their rating to expire.</td>
</tr>
<tr>
<td>• Provider is invited to participate in the Probationary Status and is emailed the Probationary MOU to determine their interest in remaining a CAPS provider</td>
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<tr>
<td>• Providers that wish to remain a CAPS provider are automatically eligible for Probationary Status – must agree to benchmarks and sign MOU returning it to: <a href="mailto:capsqrgoal@decal.ga.gov">capsqrgoal@decal.ga.gov</a></td>
<td>• Providers that wish to remain a CAPS provider are automatically eligible for Probationary Status – must agree to benchmarks and sign MOU returning it to: <a href="mailto:capsqrgoal@decal.ga.gov">capsqrgoal@decal.ga.gov</a></td>
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Provisional and Probationary Status Requirements

3 STEPS:

1. Sign Memorandum of Understanding (MOU)

2. Meet Benchmarks of Progress

3. Earn Star Rating & Maintain CAPS scholarships
1. Sign Memorandum of Understanding (MOU)

Contact:
capsqrgoal@decal.ga.gov
If you have questions about completing a Provisional or
Probationary MOU
or
Email the QR Helpdesk at: QualityRated@decal.ga.gov
or
Phone the QR Helpdesk at: 1.855.800.7747
• Virtual consultation session to develop a plan that includes benchmarks of progress

• Benchmarks with timelines are tailored to the needs of the individual program and could include:
  ▪ Portfolio standards
  ▪ Virtual learning topics
  ▪ Training webinars
  ▪ Improvement assignments
  ▪ On-site observation and/or monitoring

• Rating goal date determined

• Review of cohort availability to meet rating goal

• Monitoring progression through benchmarks to maintain CAPS eligibility
3. Earn Star Rating & Maintain CAPS scholarships

• Completion of all agreed upon benchmarks

• Enrollment in Published Rating Cohort to complete the rating process chosen by program, pathway to rating may include either:
  ▪ Temporary Alternate Rating Options (TARO)
  ▪ Traditional Rating – live Environment Rating Scale (ERS) observation

• Potential to rate outside of a published rating cohort

• Complete rating process, earn 1, 2, or 3 Stars

• Provisional or Probationary status removed from QR account

• Rating valid for 1-3 years depending on rating process used to complete rating
Tier Reimbursement Increases to Support Quality Improvement Efforts

- DECAL knows that achieving and maintaining high quality care and early education requires commitment and cost.
- COVID-19 Federal Relief Funds will be used to help offset program costs with a 3-year temporary increase to tier reimbursement for all programs who commit to quality care.

<table>
<thead>
<tr>
<th>QR Status</th>
<th>Current Tier</th>
<th>New Tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisional/Probationary</td>
<td>0%</td>
<td>15%</td>
</tr>
<tr>
<td>1 Star Rating</td>
<td>10%</td>
<td>25%</td>
</tr>
<tr>
<td>2 Star Rating</td>
<td>20%</td>
<td>35%</td>
</tr>
<tr>
<td>3 Star Rating</td>
<td>40%</td>
<td>55%</td>
</tr>
</tbody>
</table>
Quality Rated 2022 Cohort Update

• Four (4) Rating Cohorts in 2022
  ▪ Cohort 1 – Jan-Mar
  ▪ Cohort 2 – Apr-Jun
  ▪ Cohort 3 – Jul-Sep
  ▪ Cohort 4 – Oct-Dec

• Cohorts 1 and 2 - TARO Rating Cohorts with 3 rating tracks available
  ▪ Option A – Portfolio Only, 1-Star rating possible, valid for 1 year only
  ▪ Option B – Portfolio + Quality Rated Virtual Process (QRVP), up to 2-Star rating possible, valid for up to 2 years
  ▪ Option C – Portfolio + QRVP + LO-VE (Live Observation-Virtual Experience), up to 3-Stars possible, valid for up to 2 years (only applicable to those previously rated with an observation)

• Cohorts 3 and 4 - Traditional Rating Cohorts
  ▪ Portfolio + Live onsite ERS Observations, up to 3-Stars possible, valid for 3 years

• Provider priority for selecting cohort slots once published
  ▪ All providers rated in 2018 and required to rerate in 2022
  ▪ All providers rated with TARO 1-year rating in Cohorts 1 and 2 2021 and required to rerate in 2022
TARO at a Glance

Option A: Portfolio Only

- Provider submits portfolio to earn structural quality points
- Portfolio scores a minimum of 15 points
- 1-star rating awarded for 1 year

<table>
<thead>
<tr>
<th>Eligible Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial ratings</td>
</tr>
<tr>
<td>Reratings previously rated with an observation or with a TARO option</td>
</tr>
</tbody>
</table>
Provider submits portfolio and completes the Quality Rated Virtual Process (QRVP)

QRVP is 12 weeks of collaborative and guided continuous quality improvement activities that earn process quality points

Can achieve a 1- or 2-star rating through a combination of points from the portfolio and QRVP

Eligible Programs

<p>| | |</p>
<table>
<thead>
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<td>Initial ratings</td>
<td>Reratings previously rated with an observation or TARO option</td>
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</tbody>
</table>
TARO at a Glance

Provider submits portfolio to earn structural quality points

Provider completes the Quality Rated Virtual Process (QRVP) to earn QRVP process quality points

Participation in the Live Observation – Virtual Experience (LO-VE) virtual visit, culmination of QRVP practices in action to earn LO-VE process quality points

Programs can achieve a 1, 2, or 3-star rating through a combination of points from the portfolio, QRVP, and LO-VE – valid for 2 years

Option C: Portfolio + QRVP + LO-VE

Eligible Programs

Reratings previously rated with an observation only
## Proposed 2022 Cohort Dates

<table>
<thead>
<tr>
<th>2022 Cohort</th>
<th>Portfolio Submission Window</th>
<th>Rating Process Window</th>
<th>Rating Announcement Window</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cohort 1</strong></td>
<td>December 17, 2021 – January 14, 2022</td>
<td>QRVP and LO-VE (Options A, B, and C) January 18 – March 31, 2022</td>
<td>May-June 2022</td>
</tr>
<tr>
<td>TARO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cohort 2</strong></td>
<td>March 17 – April 14, 2022</td>
<td>QRVP only (Options A and B) April 18 – June 27, 2022</td>
<td>July-August 2022</td>
</tr>
<tr>
<td>TARO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cohort 3</strong></td>
<td>May 20 – June 17, 2022</td>
<td>TRAD (On-site Observation) July 11 – September 30, 2021</td>
<td>August – October 2022</td>
</tr>
<tr>
<td>Traditional</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cohort 4</strong></td>
<td>August 15 – September 9, 2022</td>
<td>TRAD (On-site Observation) October 3 – December 31, 2022</td>
<td>November 2022 – January 2023</td>
</tr>
<tr>
<td>Traditional</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Targeted Cohort Release Early November 2021**
Program slots are based on availability and will fill up quickly. Certain cohort groups and/or TARO Options may be more popular, be among the first to register for your preferred cohort group!

**Sample Cohort Group Selection Grid**

<table>
<thead>
<tr>
<th>Select One</th>
<th>Cohort Group</th>
<th>Program Slots Available</th>
<th>Portfolio Submission Window</th>
<th>2022 Rating Process Window</th>
<th>2022 Rating Announcement Window</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 TARO Options A, B, or C</td>
<td>180</td>
<td>From: 12/17/21 To: 01/14/22</td>
<td>Jan 18 - March 31, 2022</td>
<td>May - June 2022</td>
</tr>
<tr>
<td></td>
<td>2 TARO Options A or B</td>
<td>180</td>
<td>From: 03/17/22 To: 04/14/22</td>
<td>April 18 - June 27, 2022</td>
<td>July - Aug 2022</td>
</tr>
<tr>
<td></td>
<td>3 TRAD</td>
<td>360</td>
<td>From: 05/20/22 To: 06/17/22</td>
<td>July 11 - Sept 30, 2020</td>
<td>Aug - Oct 2022</td>
</tr>
<tr>
<td></td>
<td>4 TRAD</td>
<td>340</td>
<td>From: 08/15/22 To: 09/9/22</td>
<td>Oct 3 - Dec 31 2022</td>
<td>Nov 2020 - Jan 2023</td>
</tr>
</tbody>
</table>

Select Cohort in Your QR Account
Technology Help for Providers Utilizing the TARO Rating Pathway

If you need help with technology as you complete the TARO rating process, we have help on hand with our new friendly Quality Rated IT Technology Support staff. Contact us at:

QRTechHelp@decal.ga.gov
866-374-2770
Do You Have Any Questions For Us About Anything in This Webinar?

- Please go to the Survey Monkey link below to ask away!
- We will create FAQs from your questions and post on the QR and CAPS websites

https://www.surveymonkey.com/r/QJTC75Z
Link available until November 15, 2021
Thanks for listening!

CAPS Contact:
CAPSQRgoal@decal.ga.gov
QR Help Desk: 1-855-800-7747
QualityRated@decal.ga.gov