This update includes additional information regarding Inactive Voluntary Status. Please note that guidance will be reviewed and updated as situations change and new information is available.

For more guidance and information from the Office of Early Childhood and Out-of-School Learning regarding COVID-19, please visit [https://www.in.gov/fssa/2552.htm](https://www.in.gov/fssa/2552.htm).

**PTQ Rating Visits**

**Will my visit still take place within 30 days of the request date?**

Not necessarily. This may depend on the availability of your rater. Raters will work with each program and their individual schedules and availability to attempt to complete a rating within 30 days of the request date, but this could potentially extend past 30 days.

**What if I do not have two children attending my program but I am still open and have already requested a rating visit?**

Please contact your rater to reschedule when you anticipate having a minimum of two children in attendance.

**Will my training have to be dated between one year prior of rating request date and date of rating visit?**

There will be some flexibility temporarily. Training will need to be completed by the date of the visit and not the date of the request.

**What if my staffing has changed since my rating was requested?**

There will be some flexibility temporarily with the PTQ Confirmation Checklist. Staff hired after the rating request date may be included on the staffing check list.

**Who should I notify to request my PTQ rating visit?**

If a program is ready for their upcoming PTQ rating visit (maintenance, advancement, or coming off of Inactive Voluntary Status), please contact SPARK Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627.

**Do I have to send in documents to my rater before my visit?**

Your rater may contact you and request that some documents be submitted prior to your rating
visit (if you have the capacity and technology to do so). While this was intended to be a temporary practice, based on positive feedback from programs and providers. This also allows raters to reduce time spent in programs, and complete visits as safely, effectively and efficiently as possible.

**Will raters be implementing any additional health and safety measures during this time?**

Yes, you should receive a letter from your rater prior to the rating visit outlining additional precautions raters will be taking. Some precautions your rater will be taking during this time include (but are not limited to):

- Practicing social distancing during rating visits
- Wearing face masks and other personal protective equipment
- Additional hand washing and sanitizing
- Asking for documentation electronically

**What additional precautions should programs take during rating visits?**

- Wearing face masks and other PPE
- Practicing social distancing during rating visits

OECOSL will not be asking or requiring PTQ Raters to disclose vaccination information.

**What is the deadline to submit my insufficiencies? Do I get an extension since we were closed?**

There may be some flexibility for programs that must temporarily close due to a positive case of COVID-19 and who have been directed to close. Each program situation will be accessed on a case-by-case basis and extensions will be limited to the length of time the program was closed due to the positive case.

**What if we have a positive case of COVID-19 in our program within two weeks of our rating visit?**

If a person tests positive, they will be required to report back to the local health department with whom that person came in contact with, and those individuals will be required to self-quarantine.

If a rater came in contact with your program, please be sure to share that with the Health Department representative who will be in contact with you to perform the contact tracing. All inquiries regarding contact tracing should be directed to TCC HR Director, Inga Harrington.

Phone: 317-986-8023 or email: inga.harrington@e-tcc.com

This process will be applicable if any visitor (rater, parents, licensing consultants, First Steps staff, etc..) tests positive and has been in contact with your program.

**What if we have already requested a rating visit, but we are not allowing visitors to our program at this time?**

OECOSL will honor this reason only if the program has had a positive case of COVID-19 within the last two weeks or there are high levels of community spread as identified by the local health department.
Please contact Spark Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627. You can also access support via the chat feature on http://indianaspark.com/. 

What if we are due for a rating visit but we are not allowing visitors to our program at this time?

OECOSL will honor this reason only if the program has had a positive case of COVID-19 within the last two weeks or there are high levels of community spread as identified by the local health department. Please contact Spark Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627. You can also access support via the chat feature on indianaspark.com.

What if my rating has been expired for more than 12 months?

A representative from Spark Learning Lab will be reaching out to you to discuss options. These options include a Desk Review for Level 2 programs and an Abbreviated Visit for Levels 3 and 4. Additional details about these options will be explained when the program is contacted. If you would like to contact Spark Learning Lab, please contact them at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627. You can also access support via the chat feature on indianaspark.com.

What if I need to request IVS for a second time consecutively?

All IVS requests will be reviewed and approved on a case by case. For the requests that are not approved, an option of a desk review for Level 2 Programs or abbreviated visit may be suggested for Level 3 and 4. For more information, please contact Spark Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 1-800-299-1627. You can also access support via the chat feature on indianaspark.com.

What if my program is on an Inactive Voluntary Status and it is expiring? What if I am unsure of when my IVS expires?

Contact SPARK Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627. You can also access support via the chat feature on indianaspark.com.

Can I come off IVS prior to the expiration date?

Yes, if your program is ready for your rating visit prior to the expiration of IVS, you can request to come off of IVS. Contact SPARK Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627.

What if we are still closed but coming off of IVS?

If the rating request has already been made, please contact your rater directly.

If the rating request hasn’t been made, please contact SPARK Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 800-299-1627.