

## **Paths to QUALITY™ (PTQ) Frequently Asked Questions**

**Updated May 3<sup>rd</sup>, 2021**

This FAQ has been created with updated information that is aligned with Governor Holcomb's Back on Track Plan. **The May 2021 update includes additional information regarding Inactive Voluntary Status (IVS).** Please note that guidance will be reviewed and updated as situations change and new information is available.

For more information on the Governor's Back on Track Plan, please visit [www.backontrack.in.gov](http://www.backontrack.in.gov). 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>.

### **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 due to COVID-19, 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 if the program is receiving a PTQ Maintenance Visit.

#### **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](mailto:ptq@indianaspark.com) or the SPARK Help Desk at 1-800-299-1627.

#### **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). Please note that this is a temporary

practice to allow 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 PPE
- 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.

**Note:** If a PTQ rater arrives at a program where face masks are not being worn in accordance with local requirements or there is not an opportunity to practice social distancing, this may result in the visit being stopped. Violation of face mask requirements will result in a notification to OECOSL Child Care Licensing Staff.

**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 2 weeks of our rating visit?**

As mentioned in Governor Holcomb's address to the State of Indiana, Indiana has launched a five stage approach to reopen Indiana's Economy. You can learn more about that plan at [backontrack.in.gov](https://backontrack.in.gov). In this plan, Governor Holcomb announced one of the strategies to be deployed will be comprehensive contact tracing for all individuals who have tested positive for COVID-19. Contact tracing involves identifying individuals who have tested positive for an illness and asking questions about who they were in contact with during their infectious period,

then notifying those close contacts of their exposure.

What this means for Child Care Providers is that if a person tests positive, they will be required to report back to the Department of Health who 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](mailto: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?**

Based on Indiana's guidance for Child Care programs, in alignment with Governor Holcomb's Back on Track Plan, OECOSL will honor this reason if the program is in a county identified as "red" according to the color coding system. The program will then need to contact the rater to cancel and or reschedule visit.

For programs in orange or yellow counties, programs may seek Inactive Voluntary Status, but this will be reviewed and approved on a case by case basis.

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

OECOSL recommends programs in "red" counties identified according to the color coding system seek Inactive Voluntary Status. Programs will be asked to submit a copy of their Visitor Policy including when the policy will be reevaluated. If you anticipate this being more than 90 days past your rating date, we would ask that you move into Inactive Voluntary Status (IVS). If you were previously approved for IVS, you may request an extension for COVID-19 related reasons.

For programs in orange or yellow counties, programs may seek IVS, but this will be reviewed and approved on a case by case basis.

**\*NEW\* 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](mailto: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](http://indianaspark.com).

**\*NEW\* What if I need to request IVS for a 2<sup>nd</sup> 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](mailto: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](http://indianaspark.com).

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

Contact SPARK Learning Lab at [ptq@indianaspark.com](mailto: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](http://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](mailto:ptq@indianaspark.com) or the SPARK Help Desk at 1-800-299-1627.

**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](mailto:ptq@indianaspark.com) or the SPARK Help Desk at 1-800-299-1627.