Paths to QUALITY™ (PTQ) Frequently Asked Questions

Updated May 13th, 2020

This FAQ has been created with updated information that is aligned with Governor Holcomb’s Back on Track Plan. This guidance applies to programs in counties identified as being Stage 2 or higher. 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. 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

When are PTQ rating visits set to resume?
Rating visits may resume on May 18th, 2020. If your rating was scheduled and cancelled due to the temporary suspension of ratings or requested a rating after March 30th, you will be contacted by a rater as early as May 18th, 2020 to reschedule.

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.

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.

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) and is accepting visitors, please contact the OECOSL Partners below:

Prior to 7/1/2020, contact IN AEYC at PTQ@INAECY.ORG.
On or after 7/1/2020, contact SPARK Learning Lab at 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 is the deadline to submit my insufficiencies? Do I get an extension since we were closed?
There will be some flexibility for an additional 90 days after the program re-opens. For programs who remained open, the 90 day extension will be based off of the rating restart date of May 18th, 2020.

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 will be launching a five stage approach to reopen Indiana’s Economy. You can learn more about that plan at 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

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 requested a rating visit, but we are not allowing visitors to our program at this time?
Program policies will be respected. Please contact your rater to reschedule once your policies allow for visitors.

What if we are due for a rating visit but we are not allowing visitors to our program at this time?
Program policies will be respected. If you anticipate this being more than 90 days past your rating date, we would ask that you move into Inactive Voluntary Status. If you were previously approved for IVS, you may request an extension for COVID-19 related reasons.

Inactive Voluntary Status

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?
Prior to 7/1/2020, contact IN AEYC at PTQ@INAEYC.ORG.
On or after 7/1/2020, contact SPARK Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 1-800-299-1627.

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.
Prior to 7/1/2020, contact IN AEYC at PTQ@INAEYC.ORG.
On or after 7/1/2020, contact SPARK Learning Lab at 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.
If the rating request hasn’t been made, please contact SPARK Learning Lab at ptq@indianaspark.com or the SPARK Help Desk at 1-800-299-1627.