

# ALL STARS USER GUIDE



USER GUIDE FOR KENTUCKY ALL STARS PROVIDER PORTAL USERS



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# Introduction

Kentucky All STARS is Kentucky's expanded five-star quality rating and improvement system for early care and education programs. The system serves all early care and education programs that receive public funding including child-care centers, Head Start and public preschool. Kentucky All STARS is based on Kentucky's Early Childhood Standards and research-based indicators of quality. It recognizes programs that have made a commitment to continuous quality improvement.

Child-care providers participating in All STARS submit documentation and receive correspondence via the KICCS Provider Portal.

# Access to Provider Portal

A Kentucky Online Gateway (KOG) account is required for accessing the KICCS Provider Portal. See the KICCS Portal User Guide on the <u>KICCS Provider Portal Launch Site</u> for instructions to create an account and request roles if you have not completed this step.

The **KICCS HelpDesk** is available to assist with submitting your account request.

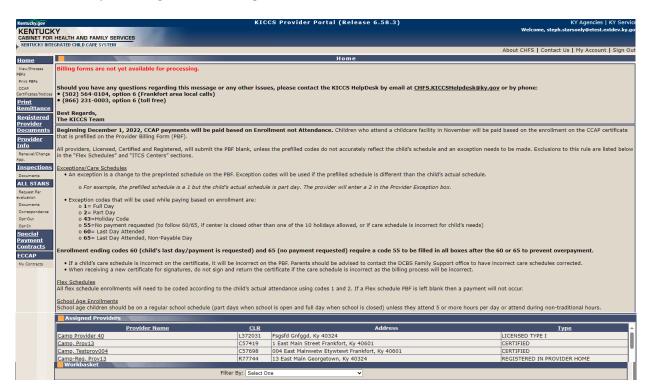
Email: CHFS.KICCSHelpDesk@ky.gov

Phone: (866)-231-0003 Option 6

## Provider Portal

#### Home Screen

The Provider Portal Home screen includes a navigation menu on the left with access to the All STARS screens. Additional menu items are available depending on the roles associated with the account. Messages display in the main portion of the screen followed by the Assigned Providers grid, and a workbasket at the bottom.





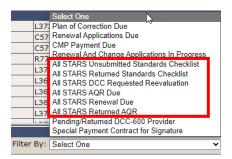
#### Workbaskets

Workbaskets notify providers of tasks to be completed. The available workbasket filters are determined by the roles associated with the account.

#### All STARS Workbaskets:

- All STARS Unsubmitted Standards Checklist: displays providers with a saved Standards Checklist for Provider Requested Reevaluation. The item is removed once the Standards Checklist is submitted.
- All STARS Returned Standards Checklist: displays providers with a Standards Checklist that has been returned by a Rater for completion or correction. The item is removed once the Standards Checklist is submitted.
- All STARS DCC Requested Reevaluation: displays providers with a pending Standards Checklist for a DCC Requested Reevaluation. The item is removed once the Standards Checklist is submitted.
- All STARS AQR Due: displays providers with an Annual Quality Review due. The item creates 100 days prior to the annual review date and is removed once the AQR is submitted.
- All STARS Renewal Due: displays providers with a Standards Checklist for Renewal due. The item creates 100 days prior to the renewal date and is removed once the Standards Checklist is submitted.
- All STARS Returned AQR: displays providers with an AQR that has been returned by a Rater for completion or correction. The item is removed once the AQR is submitted.

Expand the Filter By dropdown to select the appropriate option. Click the CLR link to display the associated Standards Checklist or AQR.



#### Standards Checklist

The Standards Checklist page is an online version of the DCC-432 Standards of Quality Verification Checklist. A Standards Checklist and supporting documentation is required for the following reasons:

- To request a higher All STARS level
- Change in location
- DCC requests a re-evaluation
- Renewal

A licensed provider may request a re-evaluation once a regular license is received (not during Preliminary Approval). A certified provider may request re-evaluation at any time after receiving a certificate. A re-evaluation cannot be requested more than twice in a twelve-month period and cannot be requested less than 3 months from the last re-evaluation or renewal.

Request a higher All STARS level by creating a Provider Requested Reevaluation. Select the provider in the Assigned Providers grid on the Home page, then click Request Reevaluation in the left menu. Once saved, the Reevaluation can be accessed in the All STARS Unsubmitted Standards Checklist workbasket.

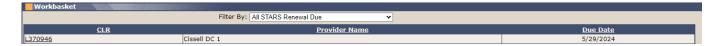




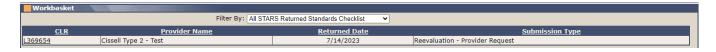
DCC Requested Reevaluations, including change of location, display in the All STARS DCC Requested Reevaluation workbasket. Select the provider to complete the Standards Checklist. The item will remain in the workbasket until the Standards Checklist is submitted.



Providers due for renewal display in the All STARS Renewal Due workbasket 100 days prior to the due date. Select the provider to complete the Standards Checklist. The item will remain in the workbasket until the Standards Checklist is submitted.



Standards Checklists that have been returned by DCC for correction or additional information display in the All STARS Returned Standards Checklist workbasket. Select the provider to view comments and complete changes. The item will remain in the workbasket until the Standards Checklist is resubmitted.



The Standards Checklist is divided into panels that can be opened and collapsed. Only one panel can be open at a time. Click the Save or Cancel button to collapse (close) the panel. Click the down arrow in the blue panel header to open a panel.

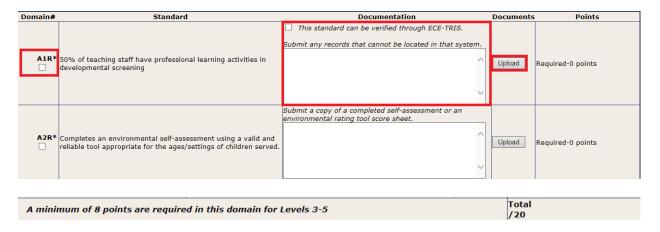


The Program Information panel requires site director name, quality coach, site phone number, site director email, and All STARS level you are applying for.





Domain A, B, C, and D panels follow. Each domain panel contains a domain number checkbox, the corresponding standard, an area to enter comments, a checkbox to indicate if documentation is available in ECE-TRIS (if applicable), a button to upload documentation to support the standard, and the points associated with each standard. Each domain panel also contains information regarding which standards are mandatory (if any) and indicates the number of points needed to obtain levels 3 through 5.



Select each standard that applies to the childcare program. Select *This standard can be verified through ECE-TRIS*, if applicable, or click the Upload button to add supporting documentation. Clicking Upload displays a new window to select files from your computer. Select the file and a successful message displays at the top of the page.

File uploaded successfully.

Uploaded files display on the Documents page in Provider Portal and in KICCS for DCC's review. Multiple documents can be attached per standard.

A returned Standards Checklist includes a Review column where DCC indicates if the Standard is Complete or Incomplete. Rater Comments will indicate needed corrections or additional information. Comments may be added, or additional documentation may be uploaded.

A13	Maintains National Association for the Education of Young Children (NAEYC) staff-to-child- ratios and group size requirements  Meets for infants Meets for toddlers  Meets for preschoolers	comment	Upload	Upto 4 points: Infants = 2 points Toddlers = 1 point Preschoolers = 1 point	Incomplete
	A minimum of 8 points are require	ed in this domain for Levels 3-5		Total /20	
Rater Comments	Rater Comment for Returned Standards Checklist				

The Staff Roster panel collects names, duties, and qualifications of employees of the childcare program. At minimum, a Site Director is required. Click the Add Director/Staff button to display the staff information section.



Ī	Staff Roster(Required)
ı	Add Director/Staff
ı	Save
ı	Save

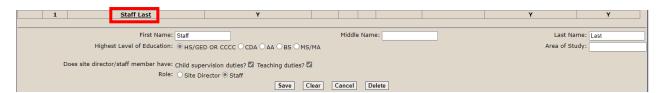
Enter the individual's information and click Save.

First Name:	Middle Name:	Last Name:	
Highest Level of Education: ○ HS/GED OR CCCC ○ CDA ○ AA ○ BS ○ MS/MA		Area of Study:	
Does site director/staff member have: Child supervision duties? ☐ Teaching duties? ☐ Role: ○ Site Director ○ Staff			
Save Clear	Cancel Delete		

Directors and Staff display in separate grids. Repeat these steps until all employees are added.

STAFF ROSTER (Required)										
			Highest Level of Education						Does site direct	or have
		Site Director Name	HS/GED OR CCCC CDA AA BS MS/MA		Area of Study	Child supervision duties?	Teaching duties?			
	1	Director Middle Last		Y				Early Ed	Y	
			Highest Leve	of Edu	cation				Does staff member have	
		Staff Name	HS/GED OR CCCC	HS/GED OR CCCC CDA AA BS MS/MA		Area of Study	Child supervision duties?	Teaching duties?		
	1	Staff Last	Y						Y	Y
			Α	dd Direct	or/Staff					
				Save	7					
				Jave						

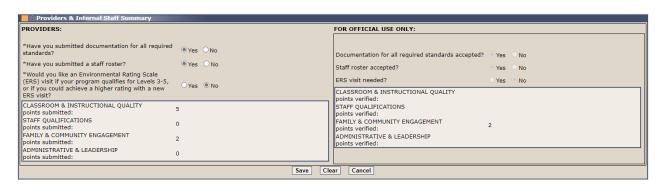
Click on an individual's name if edits are needed or the individual should be deleted.



Click save once all employees are added to collapse the panel.



The Provider and Internal Staff Summary panel contains mandatory questions, displays the total points in each domain based on the domain #s checked, and the associated point value. The FOR OFFICIAL USE ONLY section will be completed by DCC and can only be viewed if the Standards Checklist is returned.



Open the Verification panel to submit the Standards Checklist. Verify that the information is complete and accurate by checking the checkbox and then click the Submit button. The Standards Checklist cannot be updated after submitted



unless DCC returns it. A PDF version of the Standards Checklist will be available on the Correspondence page after it has been accepted by DCC. Correspondence will be sent by mail and will be available on the Correspondence page to notify the provider of the result of the renewal or re-evaluation.



# **Annual Quality Review**

The Annual Quality Review page is an online version of the DCC-434 Annual Quality Review form. The Annual Quality Review (AQR) occurs the years that renewal is not required.

Providers due for AQR display in the All STARS AQR Due workbasket 100 days prior to the due date. Select the provider to complete the AQR. The item will remain in the workbasket until the AQR is submitted.



AQRs that have been returned by DCC for correction or additional information display in the All STARS Returned AQR workbasket. Select the provider to view comments and complete changes. The item will remain in the workbasket until the AQR is resubmitted.



The AQR is divided into panels that can be opened and collapsed. Only one panel can be open at a time. Click the Save or Cancel button to collapse (close) the panel. Click the down arrow in the blue panel header to open a panel.

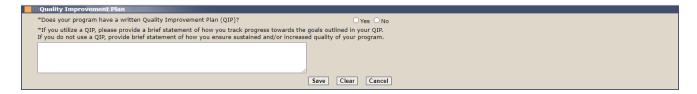


The Program Information panel requires site director name, quality coach, site phone number, and site director email.

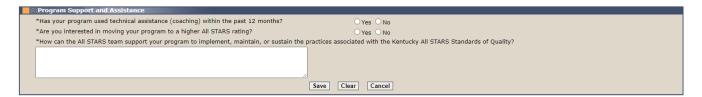




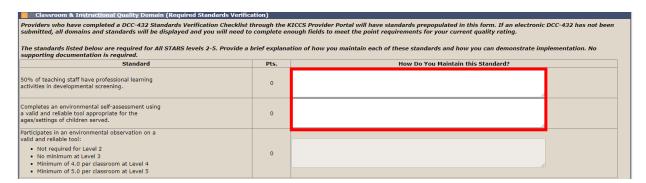
The Quality Improvement Plan panel contains a question regarding a written Quality Improvement Plan (QIP). An explanation is required regarding tracking progress towards and sustaining/increasing quality.



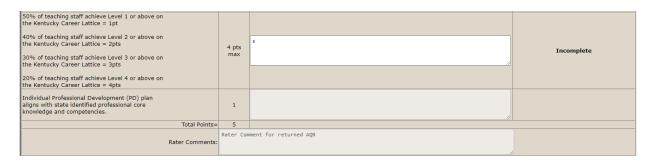
The Program Support and Assistance panel provides an area for feedback. Completion of items in this panel are mandatory.



The domain panels display each standard and the associated points. A statement is required documenting how the program plans to maintain each previously achieved standard. Only the approved standards from a previous Standards Checklist or AQR will be enabled for documentation. All standards are enabled, and total points will not display if there has not been a Standards Checklist or AQR submitted via the Provider Portal.



A returned AQR includes a Review column where DCC indicates if the Standard is Complete or Incomplete. Rater Comments will indicate needed corrections or additional information. Comments may be added, or additional documentation may be uploaded.



The Staff Roster panel collects names, hire date, duties, and qualifications of employees of the childcare program. At minimum, a Site Director is required. Click the Add Director/Staff button to display the staff information section.



Staff Roster(Required)	
	Add Director/Staff
	Save

Enter the individual's information and click Save.

First Name:	Middle Name:	Last Name:
Hire Date:		
Highest Level of Education: ○HS/GED OR CCCC ○CDA ○A	A ○ BS ○ MS/MA	Area of Study:
Does site director/staff member have: Child supervision duties? □ Teach Role: ○ Site Director ○ Staff	hing duties?	
	Save Clear Cancel Delete	

Directors and Staff display in separate grids. Repeat these steps until all employees are added.

	STAFF ROSTER (Required)												
					Highest Level of Education				Does site dire	ctor have			
		Site Director Name		Hire Date	HS/GED OR CCCC		CDA	AA	BS	MS/M	Area of Stu	dy Child supervision du	ties? Teaching duties?
	1	Site Director		4/1/2024				Y			Early Ed	Y	
	Highest L		Highest Leve	Highest Level of Education						Does staff memb	er have		
		Staff Name	Hire Dat	te	HS/GED OR CCCC	CDA	AA	BS	M:	S/MA	Area of Study	Child supervision duties?	Teaching duties?
1		Staff Name	12/15/20	22		Υ					Child Development	Υ	Υ
	Add Director/Staff												
	Save												

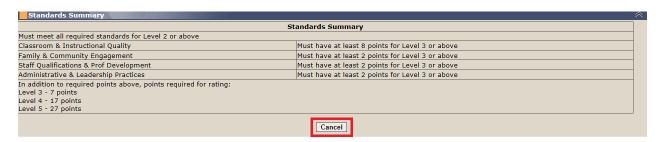
Click on an individual's name if edits are needed or the individual should be deleted.



Click save once all employees are added to collapse the panel.



The Standards Summary panel contains an explanation of points required for each All STARS level. Click the Cancel button to collapse (close) this panel.



The Verification panel includes an option to upload supporting documentation. Clicking Upload files displays a new window to select files from your computer.





Select the file and a successful message displays at the top of the page.

File uploaded successfully.

Uploaded files display on the Documents page in Provider Portal and in KICCS for DCC's review. Multiple documents can be uploaded, if applicable.

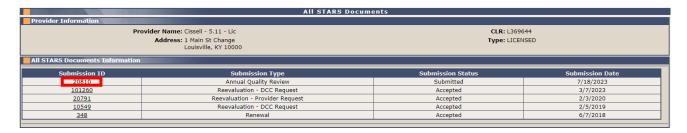
To submit the AQR, verify that the information is complete and accurate by checking the checkbox and then click the Submit button. The AQR cannot be updated after submitted unless DCC returns it. A PDF version of the AQR will be available on the Correspondence page after it has been accepted by DCC. Correspondence will be sent by mail and will be available on the Correspondence page to notify the provider of the result of the review.

#### **Documents**

Uploaded files associated with a Standards Checklist or Annual Quality Review display on the All STARS Documents page. Select a provider in the Assigned Providers grid on the Home page, then click Documents in the left menu.

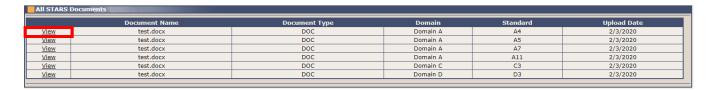


The All STARS Documents page includes the Provider Information panel for the selected provider and the All STARS Documents Information panel with a grid displaying each submission. Click a Submission ID link to view the documents associated with that Standards Checklist or AQR.



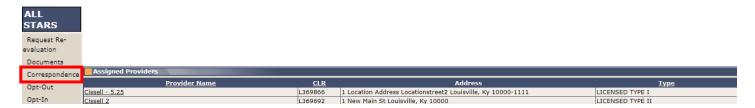
The All STARS Documents grid lists each uploaded file associated with the selected submission. Click a View link to display the document.





## Correspondence

An electronic copy of correspondence regarding the All STARS program is available on the All STARS Correspondence page. Also included are PDF versions of Standards Checklists, PDF versions of AQRs, latest All STARS certificate, and PDF versions of the Opt-In/Opt-Out forms. Select a provider in the Assigned Providers grid on the Home page, then click Correspondence in the left menu.



The All STARS Correspondence page includes the Provider Information panel for the selected provider and the All STARS Forms History panel. Select an option from the Submission/Correspondence dropdown. Optional From Date and To Date fields display for all options except All STARS Certificate. Click the Show History button to display associated correspondence.



Click a View link to display the correspondence or submission.

Corresponden	Correspondence						
	<u>Correspondence Type</u>	Sent Date					
<u>View</u>	All STARS Level 3 Approval	8/30/2023					
<u>View</u>	DCC-430 Quality Rating Summary Report	8/30/2023					
<u>View</u>	All STARS Award Remittance	8/30/2023					
<u>View</u>	All STARS Award Remittance Notice	8/30/2023					
<u>View</u>	DCC-88 Child Care Service Appeal	6/20/2023					
<u>View</u>	DCC-108 Notice of Adverse Action	6/20/2023					

#### Opt-Out

A licensed or certified provider who doesn't want to participate in the All STARS program and does not accept public funds may submit an Opt-Out request. DCC will determine whether to approve or deny the request. Select a provider in the Assigned Providers grid on the Home page, then click Opt-Out in the left menu.



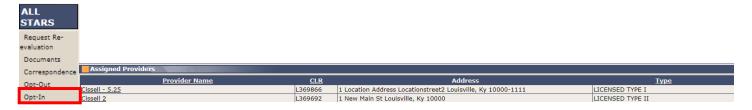


The Opt-Out Request page is an online version of the DCC-433 All STARS Opt-Out Request. Complete the Reason for Opting out and Verification Statements sections. To submit the request, verify that the information is complete and accurate by checking the checkbox and then click the Submit button. Correspondence will be sent by mail and will be available on the Correspondence page to notify the provider if the request was approved or denied.

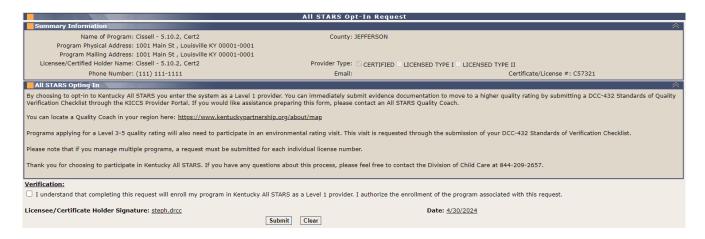


#### Opt-In

Any licensed or certified provider who is not currently participating in the All STARS program may submit an Opt-in request. The provider will automatically be approved with an All STARS level 1. Select a provider in the Assigned Providers grid on the Home page, then click Opt-Out in the left menu.



To submit the request, verify that enrollment in the All STARS program is authorized by checking the checkbox and then click the Submit button. Correspondence will be sent by mail and will be available on the Correspondence page to confirm enrollment.





The KICCS HelpDesk is available to assist with any questions or issues with using the Provider Portal.

• Email: <u>CHFS.KICCSHelpDesk@ky.gov</u>

• Phone: (866)-231-0003 Option 6