

# 2020 RATING INCENTIVE PACKAGE FREQUENTLY ASKED QUESTIONS

## What is the 2020 Rating Incentive Package?

DECAL is offering incentives targeted to child care programs that will receive their initial star rating by December 31, 2020. These packages include program signing bonuses, program incentives and workforce bonuses.

## Who is eligible for a 2020 Rating Incentive Package?

Providers with active CAPS scholarships that receive their initial star rating by the 2020 Deadline as part of a 2020 cohort group and non-CAPS QR providers that are part of a cohort group and complete a CAPS registration indicating their willingness to enroll CAPS children are eligible for Rating Incentive Packages.

## Why is DECAL offering these 2020 Rating Incentive Packages?

In creating the 2020 Rating Incentive Package, DECAL's goals were threefold

- Support and encourage existing active CAPS providers, those with current billable scholarships, to become Quality Rated.
- Provide an incentive to encourage non-CAPS providers to participate in CAPS and become Quality Rated.
- Ensure that Quality Rated leadership can control the flow of observations so that all non-Quality Rated CAPS providers can receive their initial rating in 2020 to meet the CAPS/QR 2020 Deadline.

## What is the program signing bonus and how do I get it?

This bonus award is designed to encourage an early commitment to being observed and rated in 2020. These signing payments are awarded to all CAPS providers that self-select a 2020 cohort group between December 1, 2019 and January 31, 2020 with the intent to become Quality Rated by the 2020 Deadline. CAPS providers will be eligible to receive a one-time cash "signing" bonus once they have signed up for a cohort group slot, with the amount being higher for providers who sign up in December than those signing up in January.

## How much is the program signing bonus?

The amount awarded for the program signing bonus is based on when a CAPS provider self-selects their desired cohort group in their Quality Rated account.

- CAPS providers who sign-up for their cohort group in December will receive a one-time cash incentive of \$500.
- CAPS providers who sign-up for their cohort group in January will receive a one-time cash incentive of \$200.
- CAPS providers who are placed in a cohort group by DECAL staff after January 31, 2020 will not be eligible for this one-time cash incentive.

You can view the Cohort Group Slots FAQ for more information about the cohort group slot system and to learn how to sign-up for your desired cohort group.

## When will I receive my program signing bonus?

Eligibility for the one-time cash bonus is based on when you signed up for your desired cohort group. Payment is made after you have submitted your Quality Rated portfolio within the designated portfolio submission window based on the cohort group you selected. Only active CAPS providers or those who have completed a CAPS enrollment agreement within 30-days from submitting their portfolio will receive the bonus. If you selected cohort 1, the payment **will not** be made at the time of your portfolio submission to allow DECAL time to create the administrative processes required to oversee the distribution of funds. The payment process will begin by March 1, 2020.

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## **I selected the reverse process for cohort group 1, when will I receive the program signing bonus?**

Details are still being developed, but for programs who elected to reverse the process in Cohort Group 1, distribution of funds will occur after the observation is completed, which may occur prior to portfolio submission.

## **I am a family child care learning home provider, am I eligible for the same amount of money for the program signing bonus as a child care learning center?**

YES. If you are a CAPS provider you will be eligible for the same amount based on when you sign up. You will receive \$500 if you select your cohort group in December 2019 and \$200 if you select your cohort group in January 2020.

## **I am a CAPS provider, but I do not currently have any CAPS children at my program, am I still eligible for the program signing bonus?**

YES. But while you are eligible for this sign-up incentive, you will not be able to actually sign up for a cohort group slot in December unless you are an active CAPS provider. This means you must have at least 1 child currently enrolled at your program that has a CAPS scholarship for which you are billing MAXIMUS. If you add a CAPS child to your enrollment you will be able to sign up for your slot in December and be eligible for the \$500 cash incentive. If you do not have a CAPS child present at your program you can sign up for your slot in January and be eligible for the \$200 cash incentive providing you have completed your CAPS enrollment with MAXIMUS.

## **Why can I not sign up for a cohort group slot in December if I do not currently have any CAPS children enrolled?**

To guarantee that DECAL has the capacity to rate all the programs that currently serve CAPS families, the decision was made to prioritize programs with active scholarships in selecting a slot for 2020. These active CAPS providers must be rated by the 2020 deadline in order to continue serving the families they currently have enrolled. All other providers, whether they accept CAPS families or not, will be able to select their cohort group starting January 1, 2020.

## **If I sign up for a cohort group but fail to submit my portfolio will I still be eligible for the signing bonus payment?**

NO. Payment of this incentive is dependent on you submitting your portfolio. Submission of your portfolio shows your commitment to completing the Quality Rating process and achieving a star rating; therefore failure to submit your portfolio within the time frame designated by your cohort group forfeits your commitment to completing the rating process. It also places your CAPS funding in jeopardy as we cannot guarantee that you will be rated by the December 31, 2020 deadline.

## **What happens if I have an emergency and fail to submit my portfolio during the designated submission window?**

DECAL understands that there are times when true emergencies and acts of nature occur that could hinder your ability to submit your portfolio. Planning ahead for the submission window will allow you to have a completed portfolio that is ready to be submitted when the window of time opens up. If you have an emergency occur during this time you would be able to allow a designee such as another staff member, your CCR&R TA consultant, or even our QR Help Desk to be able to submit the portfolio on your behalf. If you experience such an emergency please contact the QR Help Desk immediately for assistance.

## **What happens if I fail to maintain good standing with Child Care Services (CCS), will I still be able to submit my portfolio and become Quality Rated?**

Quality Rated policy requires that you be in good standing with CCS to be able to submit your portfolio. The system will not allow you to submit your portfolio or receive a rating if you are not in good standing. If you have selected a cohort group and are in either a deficient or support status with CCS please call the Quality Rated Help Desk immediately for assistance, we may need to change the cohort group you have selected if you risk not being able to

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submit your portfolio during the required submission window. Changing to a later cohort group may give you more time to return your compliance status with CCS to good standing so that you can proceed with the QR process.

## What are the program rating incentives?

The program rating incentives are a one-time award to CAPS providers that are part of a 2020 cohort group and who become 1, 2, or 3-star rated in 2020. The incentives include awards at both the program level and work force bonuses for certain members of staff employed at the program receiving the rating. The amounts are based on the cohort group selected.

## How much are the program rating incentives?

The table below shows the program rating incentive structure based on each cohort group.

Rating Incentives				
Cohort Group	Observation Window	Workforce/Director	Workforce/Teacher	Program
1	Feb – Mar 2020	\$300	\$150	\$700
2	Apr – Jun 2020	\$250	\$150	\$500
3	Jul – Sep 2020	\$200	\$150	\$400
4	Oct – Dec 2020	\$150	\$150	\$0

## Why are the amounts of money that the director and program receive different for each cohort?

The amounts are differentiated based on the cohort group selected to encourage directors to consider signing up for a cohort group that has an observation window earlier in the year. DECAL hopes to incentivize programs who may have waited until the last moment to become Quality Rated. This support ensures that QR staff will have the capacity to observe all the required programs throughout the year and thus guarantee that all CAPS programs will have the ability to meet the 2020 deadline and retain their funding.

## Why are the teacher amounts the same for all cohorts unlike the director payments that reduce with each cohort?

DECAL determined that the teacher payments will remain the same across all cohorts as they reflect the work being carried out directly with children, the intensity of which does not change based on the cohort. The work required to complete the portfolio usually falls on the program administrator or director. The earlier cohorts have a shorter amount of time in which to complete and submit the portfolio and so the award amount acknowledges that a significant effort is required to be able to submit a portfolio in an abbreviated amount of time. In addition to this, many teachers may not have the opportunity to be consulted as to the cohort group a program selects. It would be unfair to penalize teachers with lower payments based on later cohorts that the director or other program leader selected.

## Who is eligible for the workforce bonus payments?

Program leaders and staff that are required to be registered in the Georgia Professional Development System (GaPDS) are eligible for workforce bonuses. This group includes directors, assistant directors, teachers, and assistant teachers. Eligible staff must be employed at the time of observation **and** the time of rating to receive the workforce payment associated with the cohort group.

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## **I am a family child care learning home provider, am I eligible for the same amount of money for the program rating incentive as a child care learning center?**

YES. If you are a CAPS provider you will be eligible for the same amount of money based on the cohort group you signed up for. You will receive the amount awarded to directors and the program based on the cohort group, any assistant's you employ that meet the criteria outlined above will receive the teacher payment.

## **When will I receive my program rating incentives?**

Program rating incentives, including the program level award and the workforce bonuses, will be distributed after you have received your 1, 2, or 3-star rating, providing you have completed your CAPS enrollment agreement by this time if you are not already an active CAPS provider with CAPS children enrolled.

## **Am I eligible to receive the 2020 Rating Incentive Packages if I do not achieve a 1-, 2-, or 3- star rating?**

Providers that do not achieve a 1-, 2-, or 3-star rating will be placed on Probationary Status and will not be eligible for the 2020 program rating incentive package. You would have already received the signing bonus upon portfolio submission, and this award will not be recouped. While on Probationary Status, you will continue to receive additional technical assistance from DECAL and the CCR&Rs to help make the improvements necessary to qualify for a star rating.

## **Are the 2020 Rating Incentive Packages the same thing as the current Quality Rated Bonus Packages?**

NO. The 2020 rating incentive packages are separate and different from the current bonus packages that all providers are eligible to receive when they become rated. The main differences are shown below:

- Current QR bonus packages are distributed by Georgia Family Connection Partnership (GaFCP). The new 2020 rating incentive packages will not be administered by GaFCP.
- Current QR bonus packages vary by star rating. The 2020 rating incentive packages do not vary by star rating, they are fixed awards based on when you sign up for a cohort and the cohort selected.
- Current QR bonus packages have existed since 2012 and were funded with the generous donations from multiple philanthropic organizations and companies. The new 2020 rating incentive packages are funded through the federal Child Care and Development Fund (CCDF).
- Current QR bonus packages are time limited to support the growth of Quality Rated and will be available until all funds are extinguished. The new 2020 rating incentive packages are a one-time award designed to support CAPS providers achieving their first rating.
- Current QR bonus packages include classroom equipment, materials, resources, and online training, as well as program and workforce bonuses depending on the star level achieved. The new 2020 rating incentive packages include 3 types of monetary awards: signing bonuses, program level incentives, and workforce bonuses.
- Current QR bonus packages could be awarded for initial and subsequent ratings if programs increased their star level or maintained a 3-star rating. The new 2020 rating incentive packages will only be awarded one time, upon initial rating.
- Current QR bonus packages could be awarded to any program receiving a star rating. The new 2020 rating incentive packages are only available to active CAPS providers with billable scholarships, or those with signed CAPS agreements.

## 2020 RATING INCENTIVE PACKAGE FREQUENTLY ASKED QUESTIONS

**I submitted my portfolio in 2019 before the November 8<sup>th</sup> portfolio submission deadline, but I know I will not be observed and rated until 2020, am I eligible for the 2020 Rating Incentive Packages?**

In this situation you would not be eligible for the 2020 Rating Incentive Package as you are not being observed as part of a cohort group. But you would be eligible for the current QR bonus package.

**Is it possible that I may be eligible for both a current QR Bonus Package and the new 2020 Rating Incentive Package?**

Depending on when you applied to become Quality Rated, whether you are a CAPS provider, and while funding is available you may be eligible for both the current QR bonus package and the new 2020 rating incentive package. Refer to the chart below to determine your eligibility.

Initial Ratings		
Provider Status	Bonus Package*	2020 Rating Incentive Package**
Applied to Quality Rated <b>before</b> July 1, 2018. Observed and Rated in 2020 as part of a cohort group.	Yes	Yes
Applied to Quality Rated <b>before</b> July 1, 2018. Observed in 2019, Rated in 2020.	Yes	No
Applied to Quality Rated <b>after</b> July 1, 2018. Observed and Rated in 2020 as part of a cohort group.	No	Yes
Applied to Quality Rated <b>after</b> July 1, 2018. Observed and Rated in 2019.	Yes	No
Applied to Quality Rated <b>after</b> July 1, 2018. Observed prior to cohort 1. Rated in 2020.	Yes	No

\* **Bonus Packages are contingent on available funding.**

\*\* **To receive 2020 Rating Incentive Package, providers must participate in the CAPS program.**