

Frequently Asked Questions about Refutations



1. How do I know the scoring in my Summary Report/Portfolio is accurate?

The ERS assessors are trained to a high level of reliability with the Environment Rating Scales and ensure to the best of their ability that they are applying the correct scoring guidelines and requirements when conducting their observations. Their reports are additionally reviewed by a veteran assessor prior to the rating being announced to determine if scores are accurate and the justification clear.

The portfolio assessors are also trained to a high level of reliability with the standards and ensure to the best of their ability that they are applying the correct scoring guidelines and requirements when reviewing the portfolio.

2. Is my Summary Report put on the DECAL website for the public to access?

Currently, the summary report is only sent to your program and is not posted publicly on the DECAL website.

3. How long do I have to decide if I'm going to submit a refutation?

Steps 1-3 of the refutation process, as outlined in the Refutation Guidelines, must be completed no later than the 10th business day after the Quality Rating is received.

4. Can I order my bonus package before I submit a refutation?

If you plan to submit a refutation, do not order the bonus package until the refutation is completed and you have received an answer regarding your disputed scores. If a bonus package is ordered before a refutation is submitted or at any time during the refutation process, the refutation will be nullified and will not be processed. Ordering a bonus package signifies the acceptance of a program's star rating.

5. What would be a good reason to send in a refutation?

If you cannot resolve your disagreement after completing Steps 1 & 2 in the refutation process and you can substantiate that a portfolio or ERS score was reached in error, a refutation may be warranted. For portfolio scores, only evidence submitted at the time of portfolio submission will be considered. For ERS scores, only evidence from the day and time of the observation will be considered.

6. How often do scores get changed during a refutation review?

When refutations occur, we work diligently to make sure that there was not an error in applying the scoring guidelines. In many cases, a refutation results in no score change. However, as with any other human endeavor, there may be times when scoring errors are found, which occasionally results in changing scores and/or ratings for a program.

7. Should I send in a refutation if the score change I'm concerned about will not change my overall rating?

No, only refutations that could potentially alter an overall star rating of a program will be processed. If programs disagree with a score that will not alter the overall star rating of a program, they are encouraged to discuss those scores with their CCR&R TA.

8. Will my program be penalized in any way if I submit a refutation?

No, providers may submit a refutation without fear of retaliation or negative consequence.