



Star Rating Clarification Process

Bright from the Start: Georgia Department of Early Care and Learning (DECAL) requires Quality Rated Assessors to be objective and impartial in scoring the portfolio and conducting Environment Rating Scale (ERS) observations. The department works diligently to ensure that assessors undergo a rigorous and on-going reliability process with the instruments they use, including comprehensive report writing reliability, and that they apply the scoring requirements correctly, consistently, and impartially from provider to provider. As such, programs can be assured of the fairness and accuracy of their Star Rating, and families in Georgia can be assured of the integrity and transparency of the Quality Rating System.

However, we recognize that there may be times when programs do not understand how a score was determined and may wish to seek additional clarification in order to continue making quality improvements to their practices. If concerns about portfolio and/or ERS observation scores remain after a program first discusses their QR Report with their technical assistance consultant, the program can request a clarification phone call with a veteran member of the Quality Rated Team. A Star Rating Clarification Phone Call Session is offered as a support to programs seeking greater understanding of their scores. **THESE PHONE CALLS WILL NOT RESULT IN A RATING CHANGE.**

To request a Star Rating Clarification Phone Call Session, please follow the steps below:

Star Rating Clarification Phone Call Session

1. Your QR Report includes written descriptions to help you understand the reason for each item scored. If you have a question which requires additional explaining, please contact the local Child Care Resource and Referral Agency (CCR&R) from whom you received technical assistance (TA). Your TA provider should be able to explain the scoring guidelines for each item in greater detail.
2. If the TA consultant was not able to satisfactorily explain how a specific score was determined, you may contact Quality Rated to request a Star Rating Clarification Phone Call Session. We recognize that time is a valuable resource, and so to make efficient use of your time, these phone calls are structured to only address specific questions about the scored items that your TA consultant could not address. General TA questions about ongoing program improvement, or to determine what you could do differently next time to achieve a higher score will continue to be addressed by your TA consultant.
3. To allow QR staff to respond effectively and efficiently, questions answered during the phone call will be limited to only the **scored items for which you received a discount and must be submitted in writing** to the Quality Rated Help Desk at QualityRated@decalfga.gov. The submission request email should include the subject line: STAR RATING CLARIFICATION PHONE CALL SESSION and must include the date of rating, the name of your TA consultant, and the date you and the TA consultant met to discuss the report. Please clearly specify for which classroom and rating scale, along with the individual rating scale item and indicator number, and/or for which portfolio standard you seek additional clarification.
4. Upon receipt of the written questions and request for a phone call, you will be contacted to set up an appointment with the Quality Rated Portfolio Manager, a Quality Rated Standardization and Evaluation Anchor, or a Quality Rated Operations Manager. To ensure efficient use of your time, the QR representative will conduct the necessary research prior to the phone call to be able to succinctly respond to your written questions during the phone call.

5. Quality Rated staff will only be able to address scoring requirements and scoring guidelines to aid understanding of how items are scored. The purpose of the phone call is to provide additional support in understanding how scores are achieved. Quality Rated staff will not use this time to discuss philosophical differences about the instruments used to assess programs in Quality Rated, discuss a provider's dislike or disagreement with their scores, or engage in any non-ERS or non-portfolio score related questions. General TA questions remain the concern of your CCR&R Technical Assistance provider.
6. A Star Rating Clarification Phone Call Session is offered as a support to programs seeking greater understanding of their scores. THESE PHONE CALLS WILL NOT RESULT IN A RATING CHANGE.
7. One and two star rated programs who are dissatisfied with their star rating and wish to improve their score are eligible to complete a Request for Reassessment application eight (8) months from their rating date. Zero star rated programs are eligible to complete a Reapplication immediately following their rating.