

# THE CHILD CARE QUALITY RATING SYSTEM (QRS) ASSESSMENT



## Tennessee Star-Quality Child Care Program

**QRS Profile**

**April 2010**



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# Tennessee Star-Quality Child Care Program

## QRS Profile

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**Prepared for:**

**Office of Planning, Research and Evaluation**

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## Child Care Quality Rating System (QRS) Assessment Study

### PROFILE

<b>Site:</b>	<b>State of Tennessee</b>
<b>Program Name:</b>	<b>Star-Quality Child Care Program</b>
<b>Respondents:</b>	<b>Barbara Wall</b> <b>Tennessee Department of Human Services</b>
<b>Information Reviewed and Finalized:</b>	<b>March 22, 2010</b>

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## Tennessee – Star-Quality Child Care Program

### Program Information

This section provides general information about the QRS including the location, numbers and types of programs participating in the QRS, funding amounts, funding sources and goals.

<b>Site name:</b>	State of Tennessee
<b>Program name:</b>	Star-Quality Child Care Program
<b>Service area:</b>	Statewide
<b>Pilot:</b>	No
<b>Date full program launched:</b>	2001
<b>Voluntary:</b>	Partially (The program Report Card is mandatory)
<b>Website:</b>	<a href="http://tnstarquality.org/default.htm">http://tnstarquality.org/default.htm</a>
<b>Eligible programs:</b>	Center-based programs, Head Start/Early Head Start, pre-kindergarten / comprehensive early childhood programs, licensed family child care, school-aged programs, and group homes.
<b>Source of funds for eligible public program:</b>	State
<b>Total numbers of programs participating:</b>	2771
<b>Number of participating child care centers:</b>	1840
<b>Number of participating family child care programs:</b>	931
<b>Number of other programs participating:</b>	N/A
<b>Percent of total programs enrolled in QRS:</b>	100% of licensed centers, family and group home providers participate in the mandatory report card (licensing). 18% have a 0 star rating because they have not qualified or chosen to enter the voluntary rating system.
<b>Percent of programs at each rating level:</b>	0 star – 500 (18.0%) These are programs that haven't qualified or chosen to enter the voluntary rating system. 1 star – 46 (1.7%) 2 star – 552 (19.9%) 3 star – 1,673 (60.4%) Total – 2,771 (100%)
<b>Goals:</b>	The program's goals are to give more information to parents and to improve the quality of child care in the state.
<b>Language from statute:</b>	TCA 71-3-502 (j) (1) (A) No later than August 1, 2001, the department of human services, in consultation with the Tennessee commission on children and youth, shall

establish and implement a mandatory child care agency report card system in conformity with the provisions of subdivision (j)(2), and a separate and voluntary child care agency rated licensing system in conformity with the provisions of subdivision (j)(3).

(B) The report card system and the rated licensing system shall be used for the purpose of evaluating, individually and collectively, all child care agencies licensed or approved by the department pursuant to this part so that parents or other caretakers of children enrolled, or being considered for enrollment, at a child care agency, may make more informed decisions regarding the care of their children by comparing the quality of services offered by child care agencies, and to encourage the improvement of out-of-home child care for Tennessee's children. It is the legislative intent that the report card and rated licensing process established pursuant to subdivisions (j)(2) and (j)(3) shall be developed in a manner to be easily usable by parents or guardians of children to make informed choices related to childcare.

(C) For purposes of subdivisions (j)(1)-(j)(4), the term "child care agencies" shall include child care centers, group child care homes and family child care homes as defined by this part.

(2) (A) The mandatory report card system shall become effective August 1, 2001. Each child care agency shall receive a report card evaluation during the first licensing cycle of the child care agency that begins after October 1, 2001, and annually thereafter. The mandatory report card shall include an annual evaluation of the child care agency by the department that shall be required for each child care agency. The report card shall reflect key indicators of performance comparison among all Tennessee child care agencies. Key indicators shall include, but not be limited to, the following:

- (i) Health and safety;
- (ii) Training, education, certification, and credentials of all supervisory staff, including the director or licensee;
- (iii) Staffing ratios;
- (iv) Child development and enrichment;
- (v) Accreditation status; and
- (vi) Adequacy of physical facilities.

### Rating Details

This section provides details about how the rating component is structured and the process that is used to rate programs.

<b>Rating structure:</b>	Combination
<b>Number of levels:</b>	3
<b>Length of time rating is valid:</b>	1 year
<b>Frequency of re-rating:</b>	Yearly
<b>Rating process:</b>	All licensed child care programs in Tennessee receive an annual evaluation called a Report Card. Posting of the Report Card is mandatory. The Program Evaluator determines if the program

	<p>qualifies for the Star Quality rating. A program qualifies by scoring a 1 in Compliance History, a 1 in Program Assessment and an overall rating of 1. If qualified, the existing report card results will be used to determine the rating. A program may choose to enroll in the Star Quality program to receive 1, 2, or 3 stars.</p>
<b>Method of combining points:</b>	<p>Component ratings are totaled. Two points are added if the program is accredited by a DHS-recognized accrediting agency. The total is divided by 7 for child care centers and 5 for family child care homes. The result is the overall rating.</p>
<b>Method used to assess programs for infants/toddlers:</b>	<p>Yes. The Infant Toddler Environment Rating Scale-Revised is used.</p>
<b>Method used to assess programs for school-aged children:</b>	<p>Yes. The School Aged Care Environment Rating Scale.</p>
<b>Different process used to assess family child care:</b>	<p>Yes. A separate report card is used for family child care programs.</p>
<b>Different process used to assess Head Start/Early Head Start:</b>	<p>No</p>
<b>Different process used to assess accredited programs:</b>	<p>No. Accredited programs receive 2 extra points, however, they do not engage in a different process.</p>
<b>Events that trigger re-rating:</b>	<p>Licensing violation</p>
<b>Description of re-rating trigger:</b>	<p>Licensing violation</p>
<b>Appeal process:</b>	<p>Yes</p>
<b>Availability of technical assistance for rating process:</b>	<p>Yes</p>
<b>Description of technical assistance for rating process:</b>	<p>The Program Self-Assessment and Mentoring (PSAM) focuses on identifying the provider's program priorities and goals. The PSAM process typically takes five or more visits, which may be an hour or several hours long, with the CCR&amp;R specialist for providers to complete the PSAM activities. The length of time and frequency of each visit will vary by provider and depend on a number of factors including the work to be done and the schedules of the CCR&amp;R specialist and the provider. Providers and CCR&amp;R specialist may work with other experts.</p> <p>Providers may also work with the CCR&amp;R's ERS liaison. The ERS liaison discusses the assessment results with the provider, answers any questions and schedules a visit if the provider is interested in pursuing more information.</p>

<b>Availability of technical assistance for preparatory process:</b>	Yes
<b>Description of technical assistance for preparatory process:</b>	As previously noted, providers participate in the Program Self-Assessment and Mentoring (PSAM) which focuses on identifying the provider's program priorities and goals. Mainly this technical assistance comes from the CCR&R.

## Quality Indicators for Center-Based Programs

This section describes the indicators used in a QRS to assess the quality of center-based programs. The indicators are divided into the following categories: licensing compliance, ratio and group size, health and safety, curriculum, environment, child assessment, staff qualifications, family partnership, administration and management, cultural/linguistic diversity, accreditation, community involvement and provisions for children with special needs. A QRS may not have indicators in one or more of these categories, and the category labels used in the profile may differ from the site-specific category names used in a QRS.

<b>Number of site-specific indicator categories:</b>	7
<b>Site-specific names of categories used in the QRS:</b>	Program Assessment Director Qualifications Professional Development Parent/Family Involvement Staff Compensation Ratio and Group Size Developmental Learning

### Licensing Compliance (centers)

Licensing requirements frequently serve as a minimal set of provisions to ensure that care and education environments are safe, healthy and provide for children's basic needs. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Licensing compliance included:</b>	Yes
<b>Licensing required for enrollment:</b>	Yes
<b>Licensing equivalent to the first level:</b>	Yes
<b>Licensing compliance referred to within:</b>	Compliance History
<b>Source of evidence:</b>	Documentation submitted, observation

### Ratio and Group Size (centers)

Ratio and group size requirements are frequently established in state licensing regulations. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.



<b>Ratio and group size indicators included:</b>	Yes
<b>Description:</b>	<p><b>Level 1:</b>  Infant - 1:4, max group size 8  Toddlers- 1:5, max group size 12  2 years- 1:8, max group size 14  3 years- 1:9, max group size 18  4 years- 1:13, max group size 20  5 years- 1:16, max group size 20  K &amp; above- 1:20, max group size 25</p> <p><b>Level 2:</b>  Infant-1:4, max group size 8  Toddler-1:5, max group size 10  2 yrs.- 1:6, max group size 12  3 yrs.- 1:9, max group size 18  4 yrs.-1:13, max group size 20  5 yrs.- 1:16, max group size 20  K-8 yrs.- 1:18, max group size 25  9-12 yrs.- 1:20, max group size 25</p> <p><b>Level 3:</b>  Infant - 1 :4, max group size 8  Toddlers- 1:4, max group size 12  2 years- 1:5, max group size 10  3 years- 1:8, max group size 16  4 years- 1:13, max group size 20  5 years- 1:15, max group size 20  K-8 years- 1:17, max group size 25  9-12 years- 1:19, max group size 25</p>
<b>Ratio and group size referred to within:</b>	Ratio and Group size
<b>Source of evidence:</b>	Documentation submitted

## Health and Safety (centers)

Provisions for health and safety are frequently established in state licensing regulations. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>. Health and safety indicators are also included in the Environment Rating Scales which are used in some QRSs.

<b>Health and safety indicators included:</b>	No
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## Curriculum (centers)

A curriculum is a written document that provides a plan for intentional activities and interactions in an early childhood program. Indicators described in this section refer to requirements for the use of



particular curricula or to demonstration that certain features of curriculum are in place. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Curriculum indicators included:</b>	No
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## Environment (centers)

Indicators in this section refer to features of the classroom environment. Further details about Observational Measures included in the QRS are included in a section below. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Environment indicators included:</b>	Yes
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<b>Environment Rating Scales (ERS) included:</b>	Yes
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<b>Range of recognized ERS scores:</b>	4.45-5.27
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### Description:

#### At all Levels:

-Selected rooms or groups were assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent".

-Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.

#### Level 1:

-This agency received a score of 4.0-4.49. This score indicates a level of quality was observed in this care agency that was AVERAGE as compared to national findings.

#### Level 2:

-This agency received a score of 4.5-4.99. This score indicates a level of quality was observed in this care agency that was between AVERAGE and GOOD as compared to national findings.

#### Level 3:

-This agency received a score of 5.0 or above. This score indicates a level of quality was observed in this care agency that was at least GOOD as compared to national findings.

<b>Additional indicators related to the environment (e.g. activities, interactions, specific features)</b>	None
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<b>Environment referred to within:</b>	Program Assessment
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<b>Environment source of evidence:</b>	Documentation submitted; observation.
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**Comments:**

The overall program assessment score is calculated by finding the average of the observation scores (with no rounding). However, if the lowest rated classroom observation score is below 3.0, the lowest score will be used as the overall program assessment score.

**Child Assessment (centers)**

Indicators in this section refer to processes in place to assess, observe or monitor children's development on a regular basis. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Child assessment indicators included:</b>	No
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**Staff Qualifications (centers)**

Indicators in this section refer to specific educational or training requirements for staff. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Staff qualification indicators included:</b>	Yes
<b>Indicators for teachers include:</b>	Education, training, years of experience
<b>Indicators for directors include:</b>	Education, training, years of experience
<b>Directors qualifications related to administration and management:</b>	Yes
<b>Administrative and management qualifications included in the indicators:</b>	Directors are required to have a Program Administration Credential. Experience in administration is an option.
<b>Bachelors degree indicator for director:</b>	Yes
<b>Bachelors degree indicator for director at level:</b>	Option at level 2
<b>Bachelors degree indicator for teacher:</b>	Yes
<b>Bachelors degree indicator for teacher at level:</b>	Option at level 3
<b>Bachelors degree indicator for assistant teacher:</b>	No

**Description:** **Director Qualifications**

**Level 1:**

- High school diploma or its equivalent.
- 30 hours pre-service orientation training, including age specific training, inclusion of children with special needs and business management/administration.
- Annually updated Professional Development Plan.
- One of the following: 5 years experience in early care and/or education, with 4 years experience administering an early care and/or education

program.

-Beginning October 2009, a Program Administrator Credential.

**Level 2:**

-One of the following: 8 years experience in early care and/or education, with 4 years experience administering an early care and/or education program.

-A Bachelor's Degree or higher in relevant area and 5 years of experience in early care and/or education.

-Beginning October 2009, a Program Administrator Credential.

**Level 3:**

-20 hours training every year.

1 of the following:

-High School Diploma, or equivalent, with a Child Development Associate credential or early Childhood Technical Certificate or equivalent, and 7 years experience administering an early care and/or education program; or

– Associate's Degree in a relevant area and 4 years experience administering an early care and/or education program; or

– Bachelor's Degree or higher in a relevant area and 2 years experience administering an early care and/or education program.

**Professional Development**

**Level 1:**

-All teaching staff have high school diploma or its equivalent.

-50% of teaching staff have a Professional Development Plan that includes training hours that support the goals of the plan.

-10% of teaching staff have 30 hours training through TECTA, a Tennessee Technology Center, or equivalent training.

-All teaching staff receive annually a minimum of 3 hours training in addition to the training hours required by licensing regulations.

**Level 2:**

-75% of teaching staff have an annually updated Professional Development Plan that includes

training hours that support the goals of the plan.

25% of teaching staff have 1 of the following:

- 3 years experience in early care and/or education and 30 hours training through TECTA, a Tennessee Technology Center, or equivalent training on an approved standardized curriculum.
- Documentation of enrollment in a Child Development Associate credential or Early Childhood Technical Certificate program.

-All teaching staff receive annually a minimum of 3 hours training in addition to the training hours required by licensing regulations.

**Level 3:**

- All teaching staff have an annually updated Professional Development Plan that includes training hours that support the goals of the plan.
- Written plan for transitioning children affected by teaching staff turnover.
- All teaching staff receive at least 6 hours annual training in addition to the training required by licensing regulations.

50% of teaching staff have 1 of the following:

- 4 years experience in an early care and/or education program and documented enrollment in TECTA orientation, or equivalent training;
- 3 years experience in an early care and/or education program and documented enrollment in Child Development Associate credential or Early Childhood Technical Certificate program or equivalent;
- 2 years experience in an early care and/or education program and a current Child Development Associate credential or Early Childhood Technical Certificate program or equivalent;
- 1 year experience in an early care and/or education program and Associate's Degree in relevant field;
- Bachelor's Degree or higher in relevant field.

**Learning Environment**

**Level 1:** Director and 50% of teaching staff

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participate in 3 hours of DHS approved training on the applicable developmental learning standards.

**Level 2:** Director and 75% of teaching staff participate in 3 hours of DHS approved training on the applicable developmental learning standards.

**Level 3:** Director and 100% of teaching staff participate in 3 hours of DHS approved training on the applicable developmental learning standards.

<b>Staff qualifications referred to within:</b>	Director Qualifications, Professional Development, and Learning Environment
<b>Staff qualifications source of evidence</b>	Documentation submitted

Family Partnership (centers)

Indicators in this section refer to activities and strategies to involve and engage families. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Family partnership indicators included:</b>	Yes
<b>Description:</b>	<p><b>Level 1:</b></p> <ul style="list-style-type: none"> <li>-Provides a quarterly bulletin board for communications/announcements to parents.</li> <li>-Provides written communication to parents quarterly.</li> <li>-Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children.</li> <li>-Offers and documents 1 individual parent conference per licensing year that focuses on the child’s developmental status or needs.</li> <li>-Completes 1 additional item from the 3 star category.</li> </ul> <p><b>Level 2:</b></p> <ul style="list-style-type: none"> <li>-Provides a quarterly updated bulletin board for communications/announcements to parents.</li> <li>-Provides written communication to parents every two months.</li> <li>-Provides parent education handouts to all parents.</li> <li>-Completes 2 additional items from the 3 star category.</li> </ul>

**Level 3:**

- Provides written communication to parents monthly.
- Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children.
- Offers and documents 1 project or activity for families per licensing year.
- Offers 1 parent educational training per licensing year for all families receiving service.
- Provides list of current community resources for enrolling parents.
- Offers parents an annual opportunity to evaluate the curriculum, structure-and parent involvement aspects of-the program.
- Maintains a Parent Advisory Council with documented meetings at least 2 times per year.

<b>Family partnership referred to within:</b>	Parent/Family Involvement
<b>Family partnership source of evidence:</b>	Documentation submitted

### Administration and Management (centers)

Indicators in this section refer to features of the administration and management of the program. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

**Administration and management indicators included:** Yes

**Description:**

**Level 1:**

- Maintain copies of applicable developmental standards on site and available to staff.
- Director shall observe and document the use of the applicable developmental standards.
- Provides an employee pay scale for all teaching staff

Provides at least 2 of the following employee benefits:

- Payment of individual professional membership or association fees
- Insurance supplement
- Paid leave
- Reduced fee to staff for child care services
- Money or cash equivalent bonuses
- Insurance
- Tuition for academic education
- Paid participation in staff development/training

-Retirement fund  
-Flextime  
-Differential shift pay

**Level 2:**

-Provides at least 3 benefits listed above.

**Level 3:**

-Provides at least 4 benefits listed above.  
-Provides a pay scale for teaching staff that is related to the employee's education, training, and/or experience in early care and/or education.

**Administration and management referred to within:** Staff Compensation

**Administration and management source of evidence:** Documentation submitted

## Cultural/Linguistic Diversity (centers)

Indicators in this section refer to provisions for responsiveness to cultural and linguistic diversity. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>. Cultural/Linguistic Diversity indicators are also included in the Environment Rating Scales which are used in some QRSs.

**Cultural/linguistic diversity indicators included:** No

## Accreditation (centers)

Indicators described in this section refer to accreditation by a national accrediting body. Accreditation is a process in which programs demonstrate that they meet standards set forth by the accrediting body. The standards are determined by the accrediting body. There is not a common set of standards used for early childhood program accreditation. The National Association for the Education of Young Children (NAEYC) accreditation, the National Early Childhood Program Accreditation (NECPA), the National Accreditation Commission for Early Care and Education Programs (NAC) and the Council on Accreditation (COA) are commonly included accreditation systems used in QRSs for center-based programs.

**Accreditation included:** Yes

**If yes, accreditation is:** A standard for which points are awarded

**Comments:** Program can receive 1 additional point for accreditation

## Community Involvement (centers)

Indicators described in this section refer to the type or frequency of involvement in the community. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

**Community involvement indicators included:** No



## Provisions for Children with Special Needs (centers)

Indicators described in this section refer to provisions for children with special needs and the extent to which programs meet standards for inclusion of children with disabilities or other limiting conditions. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>. Provisions for Children with Special Needs indicators are also included in the Environment Rating Scales which are used in some QRSs.

<b>Indicators that specify provisions for children with special needs included:</b>	No
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## Indicators for Family Child Care Programs

This section describes the indicators used in a QRS to assess the quality of family child care programs. The indicators are divided into the following categories: licensing compliance, ratio and group size, health and safety, curriculum, environment, child assessment, staff qualifications, family partnership, administration and management, cultural/linguistic diversity, accreditation, community involvement and provisions for children with special needs. A QRS may not have indicators in one or more of these categories, and these category labels may not be used in their QRS.

<b>Number of site-specific indicator categories:</b>	5
<b>Site-specific names of categories used in the QRS:</b>	Professional Development Developmental Learning Parent/Family Involvement Business Management Program Assessment

## Licensing Compliance (family child care)

Licensing requirements frequently serve as a minimal set of provisions to ensure that care and education environments are safe, healthy and provide for children's basic needs. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Licensing compliance included:</b>	Yes
<b>Licensing required for enrollment:</b>	Yes
<b>Licensing equivalent at the first level:</b>	Yes
<b>Licensing compliance referred to within:</b>	Compliance History
<b>Source of evidence:</b>	Licensing, documentation submitted, observation

## Ratio (family child care)

Ratio and group size requirements are frequently established in state licensing regulations. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Ratio and group size indicators included:</b>	No
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### Health and Safety (family child care)

Provisions for health and safety are frequently established in state licensing regulations. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>. Health and safety indicators are also included in the Environment Rating Scales which are used in some QRSs.

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<b>Health and safety Indicators included:</b>	No
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### Curriculum (family child care)

A curriculum is a written document that provides a plan for intentional activities and interactions in an early childhood program. Indicators described in this section refer to requirements for the use of particular curricula or to demonstration that certain features of curriculum are in place. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

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<b>Curriculum indicators included:</b>	No
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### Environment (family child care)

Indicators in this section refer to features of the classroom environment. Further details about Observational Measures included in the QRS are included in a section below. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

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<b>Environment requirements included:</b>	Yes
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<b>Environment Rating Scales (ERS) included:</b>	Yes
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<b>Range of recognized ERS scores:</b>	4.0-5.0
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<b>Description</b>	
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<b>At all Levels:</b>
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-Selected rooms or groups were assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent".
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-Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.
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<b>Level 1:</b>
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-This agency received a score of 4.0-4.49. This score indicates a level of quality was observed in this care agency that was AVERAGE as compared to national findings.
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<b>Level 2:</b>
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-This agency received a score of 4.5-4.99. This score indicates a level of quality was observed in this care agency that was between AVERAGE and GOOD as compared to national findings.

**Level 3:**

-This agency received a score of 5.0 or above. This score indicates a level of quality was observed in this care agency that was at least GOOD as compared to national findings.

None

**Additional indicators related to the environment (e.g. activities, interactions, specific features) :**

**Environment referred to within:** Program Assessment

**Environment source of evidence:** Documentation submitted; observation.

### Child Assessment (family child care)

Indicators in this section refer to processes in place to assess, observe or monitor children's development on a regular basis. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at:

<http://nrckids.org/STATES/states.htm>.

**Child assessment indicators included:** No

### Staff qualifications (family child care)

Indicators in this section refer to specific educational or training requirements for staff. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

**Staff qualification indicators included:** Yes

**Indicators for family child care providers include:** Education, training

**Family child care qualifications related to administration and management** No

**Bachelors degree indicator for family child care provider:** No

**Description:**

**Level 1:**

-Primary caregivers and administrators have an annually updated Professional Development Plan that includes training hours that support the goals of the plan.

-The primary caregiver shall have 30 hours family child care training, or documented enrollment therein, through TECTA, a Tennessee Technology Center, National Association for Family Child Care Foundation accreditation training, or other training as approved by the Department.

Completes 1 of the following:

-10 hours of annual training in addition to the 30 hours of training required above and the minimum training hours required by Department regulations.

-30 cumulative hours toward the Child Development Associate credential.

-6 cumulative credit hours toward an Early Childhood Technical certificate.

**Level 2:**

- Each year the primary caregiver shall complete 10 hours of annual training in addition to the 30 hours of training required above and the minimum training hours required by Department regulations.

Completes 1 of the following:

-Maintain membership in a family care support group and/or local, state or national association; or

-90 cumulative classroom hours toward the Child Development Associate credential.

- 12 cumulative credit hours toward an Early Childhood Technical certificate.

**Level 3:**

-Completes 20 hours training each year in addition to the Department's annual training requirements.

-The primary caregiver maintains membership and documented participation in a family care support group and/or local, state or national association.

Complies with 1 of the following:

-The primary caregiver holds a current Child Development Associate credential and/or an Early Childhood Technical Certificate or equivalent; or an Associate's Degree or higher and 2 years experience in early care and/or other education program.

-The primary caregiver completed all Child Development Associate credential course work and has applied for testing or has completed testing and is awaiting the results.

-The primary caregiver has completed and submitted all renewal requirements and is

awaiting renewal from the Child Development Associate Credential Council.

**Staff qualifications referred to within:** Professional Development

**Staff qualifications source of evidence** Documentation submitted

## Family Partnership (family child care)

Indicators in this section refer to activities and strategies to involve and engage families. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

**Family partnership indicators included:** Yes

### Description:

#### Level 1:

- Provides an orientation meeting for parents/families/children new to the agency.
- Provides written communication to parents quarterly.
- Offers and documents 1 individual parent conference per licensing year that focuses upon the child's developmental status or needs.
- Effective January 1, 2010, provides a quarterly updated bulletin board for communications/ announcements to parents.
- Effective January 1, 2010, completes 1 additional item from the 3 star category.
- Provides a parent packet that includes: personalized contracts between the child care agency and the parent; agency policy; agency philosophy; parent resources; and if children with special needs are enrolled or applying for enrollment, information on resources for such children.

#### Level 2:

- Provides written communication to parents every two months.
- Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children.
- Provides parent education handouts to all parents.
- Effective January 1, 2010, completes 2 additional items from the 3 star category.

#### Level 3:

- Provides written communication to parents monthly.
- Provides a list of current community resources

for enrolling parents.  
-Offers parents an annual opportunity to evaluate the curriculum, structure, and parent involvement aspects of the program.

**Family partnership referred to within:** Parent/Family Involvement, Business Management

**Family partnership source of evidence:** Documentation submitted

## Administration and Management (family child care)

Indicators in this section refer to features of the administration and management of the program. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

**Administration and management indicators included:** Yes

**Description:**

**Level 1:**  
-Provides a parent packet that includes: personalized contracts between the child care agency and the parent; agency policy; agency philosophy; parent resources; and if children with special needs are enrolled or applying for enrollment, information on resources for such children.

**Level 2:**  
-Maintains a financial and program record-keeping system.

**Level 3:**  
-Maintains documentation of orientation for staff substitutes.

**Administration and management referred to within:** Business Management

**Administration and management source of evidence:** Documentation submitted

## Cultural/Linguistic Diversity (family child care)

Indicators in this section refer to provisions for responsiveness to cultural and linguistic diversity. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>. Cultural/Linguistic Diversity indicators are also included in the Environment Rating Scales which are used in some QRSs.

**Cultural/linguistic diversity indicators included:** No

## Accreditation (family child care)

Indicators described in this section refer to accreditation by a national accrediting body. Accreditation is a

process in which programs demonstrate that they meet standards set forth by the accrediting body. The standards are determined by the accrediting body. There is not a common set of standards used for early childhood program accreditation. Accreditation by the National Association of Family Child Care is a commonly included accreditation used in QRSs for family child care programs.

<b>Accreditation included:</b>	Yes
<b>If yes, accreditation is:</b>	A standard for which points are awarded
<b>Comments:</b>	Program can receive 1 additional point for accreditation

## Community Involvement (family child care)

Indicators described in this section refer to the type or frequency of involvement in the community. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>.

<b>Community involvement indicators included:</b>	No
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## Provisions for Children with Special Needs (family child care)

Indicators described in this section refer to provisions for children with special needs and the extent to which programs meet standards for inclusion of children with disabilities or other limiting conditions. All QRS quality indicators described in this profile are beyond those required by licensing. Details on the licensing requirements for a specific state can be found at: <http://nrckids.org/STATES/states.htm>. Provisions for Children with Special Needs indicators are also included in the Environment Rating Scales which are used in some QRSs.

<b>Indicators that specify provisions for children with special needs included:</b>	No
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## Application Process

Information in this section describes specific features of the application process in the QRS.

<b>Requires self-assessment tool:</b>	No
<b>Availability of preparatory process:</b>	No
<b>Requires orientation:</b>	No
<b>Time from application to rating:</b>	N/A
<b>Can apply for particular rating:</b>	No
<b>Describe apply for particular rating:</b>	Tennessee does not have a separate application process for the Star-Quality Child Care Program. During a program's annual licensing renewal process (the Child Care Evaluation and Report Card), the program can qualify to enter the voluntary rating system.



## Outreach

This section describes the strategies that a QRS uses to disseminate information to parents, providers/programs, and the public.

<b>Outreach to parents:</b>	Yes
<b>Method of outreach to parents:</b>	Website, written materials disseminated through partners
<b>Outreach to providers:</b>	Yes
<b>Method of outreach to providers:</b>	Website, written materials disseminated through partners, written materials mailed
<b>Outreach to public:</b>	Yes
<b>Method of outreach to public:</b>	Website, information disseminated through partners
<b>Percent of budget dedicated to marketing:</b>	None

## Use of Observational Tools

The information in this section provides further detail about observational tools used in the QRS.

<b>Observational tools used:</b>	ECERS-R, FDCRS, ITERS-R, SACCERS
<b>Describe how scores are used in the rating:</b>	For centers, program assessment is one of seven components. For family and group providers, program assessment is one of five components.  <b>Level 1:</b> 4.0-4.49 <b>Level 2:</b> 4.5-4.99 <b>Level 3:</b> 5.0 or above
<b>Frequency of observational assessment:</b>	1 year
<b>Method for choosing classrooms to observe:</b>	Random selection
<b>Percent of classrooms observed in child care centers:</b>	At least one classroom for each age group in care is observed. If there are multiple classrooms for each age group, one third of each type of classroom is observed; and one third of the total classrooms at the facility are observed.
<b>Training for observers:</b>	Yes. Training for observers is conducted through a series of workshops at the University of Tennessee College of Social Work. Trainees then complete practice observations under the supervision of Assessment Specialists. Reliability checks are performed periodically; an observer and an Assessment Specialist simultaneously conduct an assessment and compare ratings to establish reliability in scoring.
<b>Initial reliability required:</b>	Yes. Trained assessors must maintain an average

85% or higher reliability with a gold standard assessor across their three most recent scores.

**Ongoing reliability required:**

Yes. Assessors and field supervisors are checked for reliability by a Social Work Office of Research and Public Service (SWORPS) staff about every sixth time they use one of the environment rating scales, unless they are eligible for extended reliability checks.

Assessors and others who lose their reliability on a scale (*average* falls below 85%) will not be able to conduct observations until their reliability is regained.

## Improvement Process

This section provides information about the strategies used to provide or support quality improvement in the QRS.

<b>Training available that is linked to QRS:</b>	Yes
<b>Content of linked training:</b>	Specific curriculum, language and literacy, business practices, social and emotional development, safety, environment assessment
<b>Total duration of training:</b>	2-30 hours
<b>Trainer approval process:</b>	Yes
<b>Target population for training:</b>	All providers
<b>Onsite assistance available that is linked to QRS:</b>	Yes
<b>Content of linked onsite assistance:</b>	Specific curriculum, language and literacy, business practices, child assessment, social and emotional development, safety, environment assessment, support and navigating QRS
<b>Onsite assistance frequency</b>	Varies
<b>Length of onsite sessions</b>	1 hour
<b>Total duration of onsite assistance:</b>	Varies
<b>Formal approval for onsite assistance provider:</b>	Yes
<b>Target population for onsite assistance:</b>	All providers

## Financial Incentives

A variety of strategies may be used to provide financial incentives to providers to participate in the QRS or to support quality improvement efforts. This section provides information about different financial incentives.

<b>Tiered reimbursement:</b>	Yes. Rates paid by the state for children who receive subsidized child care assistance are as follows:  One Star Rates equal the State rate plus a 5%
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	quality bonus payment for licensed providers. Two Star Rates equal the State rate plus a 15% quality bonus payment for licensed providers. Three Star Rates equal the State rate plus a 20% quality bonus payment for licensed providers.
<b>Quality award/bonus:</b>	No
<b>Startup award:</b>	No
<b>Scholarship (T.E.A.C.H)</b>	Yes. Scholarships are available for those who want to work on a Child Development Associate credential or other higher education degree.
<b>Wage enhancement</b>	No
<b>Retention bonus:</b>	No
<b>Improvement grants:</b>	Yes. TN Department of Human Services offers grants, technical assistance, and training to help child care providers achieve higher quality and more stars.

## Administration Details

This section provides details about the QRS administration and funding.

<b>QRS lead :</b>	Tennessee Department of Human Services
<b>QRS lead type:</b>	State government agency
<b>Overall funding amount for most recent fiscal year:</b>	\$44 million
<b>Overall funding sources:</b>	Child Care and Development Fund
<b>Administration funding for most recent fiscal year:</b>	\$3.3 million for research and data; \$9.6 million for licensing
<b>Administration funding source:</b>	Child Care and Development Fund
<b>Quality improvement funding for most recent fiscal year:</b>	\$3.7 million for program assessments, \$9.4 million for provider quality supports, training, technical assistance, \$18 million for Star Quality bonuses
<b>Quality improvement funding source:</b>	Child Care and Development Fund
<b>Evaluation funding for most recent fiscal year:</b>	N/A
<b>Evaluation funding source:</b>	N/A

## Partners

This section provides information about the roles and responsibilities of partners in the QRS.

<b>Partner 1 type :</b>	University
<b>Partner 1 name:</b>	University of Tennessee at Knoxville and Tennessee State University
<b>Partner 1 function:</b>	Collect/validate information to assign the rating,

<b>Work plan in place:</b>	conduct observational assessments, provide technical assistance and quality improvement services, provide system navigation support Yes
<b>Partner 2:</b>	Community college
<b>Partner 2 name:</b>	Tennessee Community College System
<b>Partner 2 function:</b>	Provide technical assistance and quality improvement services, provide system navigation support, manage communication/information dissemination
<b>Work plan in place:</b>	No
<b>Partner 3 type :</b>	State agency
<b>Partner 3 name:</b>	Tennessee Department of Education
<b>Partner 3 function:</b>	Provide system navigation support
<b>Work plan in place:</b>	No
<b>Partner 4 type :</b>	Resource and referral
<b>Partner 4 name:</b>	Tennessee Child Care Resource and Referral Statewide Network
<b>Partner 4 function:</b>	Collect/validate information to assign the rating, provide technical assistance and quality improvement services, provide system navigation support, manage communication/information dissemination
<b>Work plan in place:</b>	No
<b>Partner 5 type :</b>	Non-profit agency
<b>Partner 5 name:</b>	Tennessee Family Child Care Alliance
<b>Partner 5 function:</b>	Provide technical assistance and quality improvement services, provide system navigation support, manage communication/information dissemination
<b>Work plan in place:</b>	No

## Linkage of QRS with Other Systems

This section provides information about how the QRS is linked with other systems/standards including child care subsidies, professional development, state early learning guidelines, and core knowledge /competencies for providers.

<b>Child care subsidies :</b>	Yes
<b>Description:</b>	Programs receive a subsidy bonus depending on their star level.
<b>Professional development:</b>	No

<b>Incorporation of other standards:</b>	Yes
<b>Description:</b>	Tennessee Early Childhood Early Learning Developmental Standards guidelines

## Evaluation

<b>Status of evaluation :</b>	Periodic
<b>List research questions for periodic evaluation:</b>	Does Tennessee’s child care monitoring program encourage the improvement of child care? Is the program helping parents make informed decisions when choosing child care? Have new state regulations governing child care transportation improved children’s safety?
<b>Evaluator type:</b>	External
<b>Evaluator name (if external)</b>	University of TN Knoxville State Controllers Office of Research
<b>If external, was RFP issued:</b>	No
<b>Published reports to date :</b>	<p>“Who Cares for Tennessee’s Children? A Review of Tennessee’s Child Care Evaluation Report Card Program” (University of Tennessee College of Social Work, Office of Research and Public Service)</p> <p>“Child Care Evaluation and Report Card Program Legislative Report “(2003) (Tennessee Dept. of Human Services and Tennessee Commission on Children and Youth)</p> <p>“Evaluating Quality in State Child Care Licensing: The Tennessee Report Card and Star-Quality Child Care Program”(2005) (University of Tennessee College of Social Work, Office of Research and Public Service)</p>

## Key Contacts

<b>Category :</b>	<b>Overall management</b>
<b>Contact name:</b>	Barbara Wall
<b>Title:</b>	Director, Child Care Services
<b>Organization:</b>	Tennessee Department of Human Services
<b>Email:</b>	Barbara.wall@tn.gov

**Phone:** 615-313-4770

**Category :** **Rating process (including on-site observations) and quality improvements and support**

**Contact name:** Gary Smith

**Title:** Director, Child Care Planning and Development

**Organization:** Tennessee Department of Human Services

**Email:** Gary.A.Smith@tn.gov

**Phone:** Phone: (615) 313-4781

**Category :** **Tiered reimbursement and connections with subsidy**

**Contact name:** Paul Lefkowitz

**Title:** Director of Child Care Policy

**Organization:** Tennessee Department of Human Services

**Email:** [paul.lefkowitz@tn.gov](mailto:paul.lefkowitz@tn.gov)

**Phone:** 615-313-2275

**Category :** **Distribution of financial incentives**

**Contact name:** Jeff Roberts

**Title:** Asst. Commissioner, Fiscal Services

**Organization:** Tennessee Department of Human Services

**Email:** jeff.roberts@tn.gov

**Phone:** 615-313-4705

**Category :** **Data systems, monitoring and evaluation**

**Contact name:** Maryanne Cunningham

**Title:** Associate Director, Research, Evaluation, and Software Engineering

**Organization:** University of Tennessee, Knoxville

**Email:** mcunningham@utk.edu

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**Phone:**

Phone: 865-974-7514

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## References

Tennessee Department of Human Services (ND). Report Card for Child Care Centers.

<http://www.state.tn.us/humanserv/adfam/ccrcsq.html>.

Tennessee Department of Human Services (ND). Report Card for Family and Group Child Care Homes.

<http://www.state.tn.us/humanserv/adfam/ccrcsq.html>.

University of Tennessee College of Social Work Office of Research and Public Service. "Who Cares for Tennessee's Children? A Review of Tennessee's Child Care Evaluation Report Card Program."





# Report Card For Child Care Centers

Facility Name: \_\_\_\_\_

Date: \_\_\_\_\_

Accredited by: \_\_\_\_\_

**Compliance History**

This agency meets the star quality eligibility requirements.

This agency does not meet the star quality eligibility requirements. During the eligibility period the agency:

was on probation;  had part of its license suspended;

received a major civil penalty  received 5 or more minor civil penalties

Further compliance history is available by contacting the local DHS child care licensing office at: \_\_\_\_\_

HIGHER QUALITY STANDARDS  
BETTER  
MINIMUM STANDARDS

<b>DIRECTOR QUALIFICATIONS</b>	<b>PROFESSIONAL DEVELOPMENT</b> <small>Qualifications of Teaching Staff*</small> <small>* Exception for supervised students in a co-op program</small>	<b>DEVELOPMENTAL LEARNING</b> <small>Effective January 2010</small>	<b>PARENT/FAMILY INVOLVEMENT</b>	<b>RATIO AND GROUP SIZE</b> <small>Adult:child ratios in multi-age grouping*</small>	<b>STAFF COMPENSATION</b>	<b>PROGRAM ASSESSMENT</b>																											
<input type="checkbox"/> 20 hours training every year. <input type="checkbox"/> Annually updated Professional Development Plan. <input type="checkbox"/> 1 of the following: - High School Diploma, or equivalent, with a Child Development Associate credential or early Childhood Technical Certificate or equivalent, and 7 years experience administering an early care and/or education program; or - Associate's Degree in a relevant area and 4 years experience administering an early care and/or education program; or - Bachelor's Degree or higher in a relevant area and 2 years experience administering an early care and/or education program. - Beginning October 2009, a Program Administrator Credential.	<input type="checkbox"/> All teaching staff have high school diploma or its equivalent. <input type="checkbox"/> All teaching staff have an annually updated Professional Development Plan that includes training hours that support the goals of the plan. <input type="checkbox"/> Written plan for transitioning children affected by teaching staff turnover. <input type="checkbox"/> All teaching staff receive at least 6 hours annual training in addition to the training required by licensing regulations. <input type="checkbox"/> 50% of teaching staff have 1 of the following: - 4 years experience in an early care and/or education program and documented enrollment in TECTA orientation, or equivalent training; - 3 years experience in an early care and/or education program and a current Child Development Associate credential or Early Childhood Technical Certificate program or equivalent; - 2 years experience in an early care and/or education program and a current Child Development Associate credential or Early Childhood Technical Certificate program or equivalent; - 1 year experience in an early care and/or education program and Associate's Degree in relevant field; - Bachelor's Degree or higher in relevant field.	<input type="checkbox"/> Maintain copies of applicable developmental standards on site and available to staff. <input type="checkbox"/> Director and 100% of teaching staff participate in 3 hours of DHS approved training on the applicable developmental learning standards. <input type="checkbox"/> Director shall observe and document the use of the applicable developmental standards.	<input type="checkbox"/> Provides a quarterly updated bulletin board for communications/announcements to parents. <input type="checkbox"/> Provides written communication to parents monthly. <input type="checkbox"/> Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children. <input type="checkbox"/> Offers and documents 1 individual parent conference per licensing year that focuses on the child's developmental status or needs. <input type="checkbox"/> Provides parent education handouts to all parents. <input type="checkbox"/> Offers and documents 1 project or activity for families per licensing year. <input type="checkbox"/> Offers 1 parent educational training per licensing year for all families receiving service. <input type="checkbox"/> Provides list of current community resources for enrolling parents. <input type="checkbox"/> Offers parents an annual opportunity to evaluate the curriculum, structure and parent involvement aspects of the program. <input type="checkbox"/> Maintains a Parent Advisory Council with documented meetings at least 2 times per year.	<input type="checkbox"/> Meets the following ratios and group sizes: <small>(Single Age Grouping):</small> <table border="1"> <thead> <tr> <th>Age</th> <th>A:C Ratio</th> <th>Group Size</th> </tr> </thead> <tbody> <tr><td>Infant</td><td>1:4</td><td>8</td></tr> <tr><td>Toddler</td><td>1:4</td><td>12</td></tr> <tr><td>2 yrs.</td><td>1:5</td><td>10</td></tr> <tr><td>3 yrs.</td><td>1:8</td><td>16</td></tr> <tr><td>4 yrs.</td><td>1:13</td><td>20</td></tr> <tr><td>5 yrs. 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(not in kindergarten)	1:15	20	K-8 yrs.	1:17	25	9-12 yrs.	1:19	25	<input type="checkbox"/> Provides an employee pay scale for all staff. <input type="checkbox"/> Provides a pay scale for the teaching staff that is related to the employee's education, training, and/or experience in child care/education. <input type="checkbox"/> Provides at least 4 of the following employee benefits listed below: - payment of individual professional membership or association fees; - insurance supplement; - paid leave (e.g. sick, vacation, holiday, personal, family, bereavement); - reduced fee to staff for child care services; - money or cash equivalent bonuses (e.g. gift cards); - insurance (e.g. health, life, accident, disability, dental, vision); - tuition for academic education; - paid participation in staff development/training; - retirement fund (e.g. 401k); - flextime; - differential shift pay.	<input type="checkbox"/> Selected rooms or groups were assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent." <input type="checkbox"/> This agency received a score of _____. This score indicates a level of quality observed in this child care agency that was at least GOOD or higher as compared to national findings. <input type="checkbox"/> Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.
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<input type="checkbox"/> High school diploma or its equivalent. <input type="checkbox"/> 30 hours pre-service orientation training, including age specific training, inclusion of children with special needs and business management/administration. <input type="checkbox"/> Annually updated Professional Development Plan. <input type="checkbox"/> One of the following: - 8 years experience in early care and/or education, with 4 years experience administering an early care and/or education program. - A Bachelor's Degree or higher in relevant area and 5 years of experience in early care and/or education. - Beginning October 2009, a Program Administrator Credential.	<input type="checkbox"/> All teaching staff have high school diploma or its equivalent. <input type="checkbox"/> 75% of teaching staff have an annually updated Professional Development Plan that includes training hours that support the goals of the plan. <input type="checkbox"/> 25% of teaching staff have 1 of the following: - 3 years experience in early care and/or education and 30 hours training through TECTA, a Tennessee Technology Center, or equivalent training on an approved standardized curriculum. - Documentation of enrollment in a Child Development Associate credential or Early Childhood Technical Certificate program. <input type="checkbox"/> All teaching staff receive annually a minimum of 3 hours training in addition to the training hours required by licensing regulations.	<input type="checkbox"/> Maintain copies of applicable developmental standards on site and available to staff. <input type="checkbox"/> Director and 75% of teaching staff participate in 3 hours of DHS approved training on the applicable developmental learning standards. <input type="checkbox"/> Director shall observe and document the use of the applicable developmental standards.	<input type="checkbox"/> Provides a quarterly updated bulletin board for communications/announcements to parents. <input type="checkbox"/> Provides written communication to parents every two months. <input type="checkbox"/> Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children. <input type="checkbox"/> Offers and documents 1 individual parent conference per licensing year that focuses on the child's developmental status or needs. <input type="checkbox"/> Provides parent education handouts to all parents. <input type="checkbox"/> Completes 2 additional items from the 3 star category.	<input type="checkbox"/> Meets the following ratios and group sizes: <small>(Single Age Grouping):</small> <table border="1"> <thead> <tr> <th>Age</th> <th>A:C Ratio</th> <th>Group Size</th> </tr> </thead> <tbody> <tr><td>Infant</td><td>1:4</td><td>8</td></tr> <tr><td>Toddler</td><td>1:5</td><td>10</td></tr> <tr><td>2 yrs.</td><td>1:6</td><td>12</td></tr> <tr><td>3 yrs.</td><td>1:9</td><td>18</td></tr> <tr><td>4 yrs.</td><td>1:13</td><td>20</td></tr> <tr><td>5 yrs. 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<input type="checkbox"/> High school diploma or its equivalent. <input type="checkbox"/> 30 hours pre-service orientation training, including age specific training, inclusion of children with special needs and business management/administration. <input type="checkbox"/> Annually updated Professional Development Plan. <input type="checkbox"/> One of the following: - 5 years experience in early care and/or education, with 4 years experience administering an early care and/or education program. - Beginning October 2009, a Program Administrator Credential.	<input type="checkbox"/> All teaching staff have high school diploma or its equivalent. <input type="checkbox"/> 50% of teaching staff have a Professional Development Plan that includes training hours that support the goals of the plan. <input type="checkbox"/> 10% of teaching staff have 30 hours training through TECTA, a Tennessee Technology Center, or equivalent training. <input type="checkbox"/> All teaching staff receive annually a minimum of 3 hours training in addition to the training hours required by licensing regulations.	<input type="checkbox"/> Maintain copies of applicable developmental standards on site and available to staff. <input type="checkbox"/> Director and 50% of teaching staff participate in 3 hours of DHS approved training on the applicable developmental learning standards. <input type="checkbox"/> Director shall observe and document the use of the applicable developmental standards.	<input type="checkbox"/> Provides a quarterly bulletin board for communications/announcements to parents. <input type="checkbox"/> Provides written communication to parents quarterly. <input type="checkbox"/> Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children. <input type="checkbox"/> Offers and documents 1 individual parent conference per licensing year that focuses on the child's developmental status or needs. <input type="checkbox"/> Completes 1 additional item from the 3 star category.	<input type="checkbox"/> Meets the following ratios and group sizes: <small>(Single Age Grouping):</small> <table border="1"> <thead> <tr> <th>Age</th> <th>A:C Ratio</th> <th>Group Size</th> </tr> </thead> <tbody> <tr><td>Infant</td><td>1:4</td><td>8</td></tr> <tr><td>Toddler</td><td>1:6</td><td>12</td></tr> <tr><td>2 yrs.</td><td>1:7</td><td>14</td></tr> <tr><td>3 yrs.</td><td>1:9</td><td>18</td></tr> <tr><td>4 yrs.</td><td>1:13</td><td>20</td></tr> <tr><td>5 yrs. (not in kindergarten)</td><td>1:16</td><td>20</td></tr> <tr><td>K &amp; Above</td><td>1:20</td><td>25</td></tr> </tbody> </table> <p>*The adult:child ratio in a multi-age grouping shall be determined by the age of the majority of the children in the group unless the group contains an infant, in which case the adult:child ratio for infants shall always be maintained. If the ages of the children are evenly divided, and thus, there is no majority age, the adult:child ratio for the group shall be set by the adult:child ratio required in a single age grouping of the youngest child in the group.</p>	Age	A:C Ratio	Group Size	Infant	1:4	8	Toddler	1:6	12	2 yrs.	1:7	14	3 yrs.	1:9	18	4 yrs.	1:13	20	5 yrs. (not in kindergarten)	1:16	20	K & Above	1:20	25	<input type="checkbox"/> Provides an employee pay scale for the teaching staff. <input type="checkbox"/> Provides at least 2 of the following employee benefits listed below: - payment of individual professional membership or association fees; - insurance supplement; - paid leave (e.g. sick, vacation, holiday, personal, family, bereavement); - reduced fee to staff for child care services; - money or cash equivalent bonuses (e.g. gift cards); - insurance (e.g. health, life, accident, disability, dental, vision); - tuition for academic education; - paid participation in staff development/training; - retirement fund (e.g. 401k); - flextime; - differential shift pay.	<input type="checkbox"/> Selected rooms or groups were assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent." <input type="checkbox"/> This agency received a score of _____. This score indicates a level of quality observed in this child care agency that was AVERAGE as compared to national findings. <input type="checkbox"/> Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.			
Age	A:C Ratio	Group Size																															
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<input type="checkbox"/> High school diploma and 4 years full-time work experience with young children. <input type="checkbox"/> 4 hours pre-employment training. <input type="checkbox"/> 30 hours TECTA or comparable training, or 4 years college and 1 year full-time work experience with young children in a group setting; or 2 years college with at least 30 hours in business or management, child or youth development, early childhood education or related field, and 2 years full-time work experience with young children in a group setting; or was employed as an on-site director or child care agency owner as of July 1, 2000.	<input type="checkbox"/> First year: Completion of 18 hours in-service training including 2 hours pre-service training within the first 30 days, an additional 6 hours within the first 6 months, and the remaining 10 hours before the end of the first year. <input type="checkbox"/> After first year: Completion of 12 hours training annually.	<input type="checkbox"/> No minimum licensing standard.	<input type="checkbox"/> Provides written policies and procedures at time of admission. <input type="checkbox"/> Requires preenrollment visit by parent or designee. <input type="checkbox"/> Maintains a plan for regular and ongoing communication with parents concerning curriculum, changes in personnel, planned changes affecting children's routine care. <input type="checkbox"/> Conducts an awareness program for parents once a year that includes a child abuse prevention component, with information on the detection, reporting, and prevention of child abuse in centers and in the home.	<input type="checkbox"/> Complies with licensing regulations.	<input type="checkbox"/> No minimum licensing standard.	<input type="checkbox"/> No minimum licensing standard.																											



# Report Card For Family & Group Child Care Homes

Facility Name: \_\_\_\_\_ Date: \_\_\_\_\_

Accredited by: \_\_\_\_\_

### Compliance History

- This agency meets the star quality eligibility requirements.
- This agency does not meet the star quality eligibility requirements.

During the eligibility period the agency:

- was on probation;
- had part of its license suspended;
- received a major civil penalty
- received 5 or more minor civil penalties.

Further compliance history is available by contacting the local DHS child care licensing office at:

HIGHER QUALITY STANDARDS  
 BETTER  
 MINIMUM STANDARDS

PROFESSIONAL DEVELOPMENT	DEVELOPMENTAL LEARNING Effective January 2010	PARENT/FAMILY INVOLVEMENT	BUSINESS MANAGEMENT	PROGRAM ASSESSMENT
<input type="checkbox"/> Primary caregivers and administrators have an annually updated Professional Development Plan that includes training hours that support the goals of the plan. <input type="checkbox"/> Completes 20 hours training each year in addition to the Department's annual training requirements. <input type="checkbox"/> The primary caregiver maintains membership and documented participation in a family care support group and/or local, state or national association. <input type="checkbox"/> Complies with 1 of the following: - The primary caregiver holds a current Child Development Associate credential and/or an Early Childhood Technical Certificate or equivalent; or an Associate's Degree or higher and 2 years experience in early care and/or other education program. - The primary caregiver completed all Child Development Associate credential course work and has applied for testing or has completed testing and is awaiting the results. - The primary caregiver has completed and submitted all renewal requirements and is awaiting renewal from the Child Development Associate Credential Council.	<input type="checkbox"/> Maintain copies of applicable developmental standards on site and available to staff. <input type="checkbox"/> 100% of teaching staff, including the primary caregiver, shall participate in 3 hours of DHS approved training on the applicable developmental learning standards. <input type="checkbox"/> The primary caregiver shall observe and document the use of the applicable developmental standards. <input type="checkbox"/> In programs with a single caregiver, the use of the applicable developmental standards shall be documented annually.	<input type="checkbox"/> Provides an orientation meeting for parents/families/children new to the agency. <input type="checkbox"/> Provides written communication to parents monthly. <input type="checkbox"/> Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children. <input type="checkbox"/> Offers and documents 1 individual parent conference per licensing year that focuses upon the child's developmental status or needs. <input type="checkbox"/> Provides parent education handouts to all parents. <input type="checkbox"/> Offers and documents 1 project or activity for families. <input type="checkbox"/> Provides a list of current community resources for enrolling parents. <input type="checkbox"/> Offers parents an annual opportunity to evaluate the curriculum, structure, and parent involvement aspects of the program. <input type="checkbox"/> Effective January 1, 2010, provides a quarterly updated bulletin board for communications/announcements to parents.	<input type="checkbox"/> Provides a parent packet that includes: - personalized contracts between the child care agency and the parent; - agency policy; - agency philosophy; - parent resources; and - if children with special needs are enrolled or applying for enrollment, information on resources for such children. <input type="checkbox"/> Maintains a financial and program record-keeping system. <input type="checkbox"/> Maintains documentation of orientation for staff substitutes.	<input type="checkbox"/> The agency was assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent." <input type="checkbox"/> This agency received a score of _____. This score indicates a level of quality observed in this child care agency that was at least GOOD or higher as compared to national findings. <input type="checkbox"/> Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.
<input type="checkbox"/> Primary caregivers and administrators have an annually updated Professional Development Plan that includes training hours that support the goals of the plan. <input type="checkbox"/> The primary caregiver shall have 30 hours family child care training, or documented enrollment therein, through TECTA, a Tennessee Technology Center, National Association for Family Child Care Foundation accreditation training, or other training as approved by the Department. <input type="checkbox"/> Each year the primary caregiver shall complete 10 hours of annual training in addition to the 30 hours of training required above and the minimum training hours required by Department regulations. <input type="checkbox"/> Completes 1 of the following: - maintain membership in a family care support group and/or local, state or national association; or - 90 cumulative classroom hours toward the Child Development Associate credential. - 12 cumulative credit hours toward an Early Childhood Technical certificate.	<input type="checkbox"/> Maintain copies of applicable developmental standards on site and available to staff. <input type="checkbox"/> 75% of teaching staff, including the primary caregiver, shall participate in 3 hours of DHS approved training on the applicable developmental learning standards. <input type="checkbox"/> The primary caregiver shall observe and document the use of the applicable developmental standards. <input type="checkbox"/> In programs with a single caregiver, the use of the applicable developmental standards shall be documented annually.	<input type="checkbox"/> Provides an orientation meeting for parents/families/children new to the agency. <input type="checkbox"/> Provides written communication to parents every two months. <input type="checkbox"/> Offers and documents 1 group parent meeting per licensing year for all parents of enrolled children. <input type="checkbox"/> Offers and documents 1 individual parent conference per licensing year that focuses upon the child's developmental status or needs. <input type="checkbox"/> Provides parent education handouts to all parents. <input type="checkbox"/> Effective January 1, 2010, provides a quarterly updated bulletin board for communications/announcements to parents. <input type="checkbox"/> Effective January 1, 2010, completes 2 additional items from the 3 star category.	<input type="checkbox"/> Provides a parent packet that includes: - personalized contracts between the child care agency and the parent; - agency policy; - agency philosophy; - parent resources; and - if children with special needs are enrolled or applying for enrollment, information on resources for such children. <input type="checkbox"/> Maintains a financial and program record-keeping system.	<input type="checkbox"/> The agency was assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent." <input type="checkbox"/> This agency received a score of _____. This score indicates a level of quality observed in this child care agency that was between AVERAGE and GOOD as compared to national findings. <input type="checkbox"/> Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.
<input type="checkbox"/> Primary caregivers and administrators have an annually updated Professional Development Plan that includes training hours that support the goals of the plan. <input type="checkbox"/> The primary caregiver shall have 30 hours family child care training, or documented enrollment therein, through TECTA, a Tennessee Technology Center, National Association for Family Child Care Foundation accreditation training, or other training as approved by the Department. <input type="checkbox"/> Completes 1 of the following: - 10 hours of annual training in addition to the 30 hours of training required above and the minimum training hours required by Department regulations. - 30 cumulative hours toward the Child Development Associate credential. - 6 cumulative credit hours toward an Early Childhood Technical certificate.	<input type="checkbox"/> Maintain copies of applicable developmental standards on site and available to staff. <input type="checkbox"/> 50% of teaching staff, including the primary caregiver, shall participate in 3 hours of DHS approved training on the applicable developmental learning standards. <input type="checkbox"/> The primary caregiver shall observe and document the use of the applicable developmental standards. <input type="checkbox"/> In programs with a single caregiver, the use of the applicable developmental standards shall be documented annually.	<input type="checkbox"/> Provides an orientation meeting for parents/families/children new to the agency. <input type="checkbox"/> Provides written communication to parents quarterly. <input type="checkbox"/> Offers and documents 1 individual parent conference per licensing year that focuses upon the child's developmental status or needs. <input type="checkbox"/> Effective January 1, 2010, provides a quarterly updated bulletin board for communications/announcements to parents. <input type="checkbox"/> Effective January 1, 2010, completes 1 additional item from the 3 star category.	<input type="checkbox"/> Provides a parent packet that includes: - personalized contracts between the child care agency and the parent; - agency policy; - agency philosophy; - parent resources; and - if children with special needs are enrolled or applying for enrollment, information on resources for such children.	<input type="checkbox"/> The agency was assessed by trained observers using a scale that indicates the level of quality in the room or group as being either "Inadequate," "Minimal," "Average," "Good" or "Excellent." <input type="checkbox"/> This agency received a score of _____. This score indicates a level of quality observed in this child care agency that was AVERAGE as compared to national findings. <input type="checkbox"/> Following the annual agency assessment, has developed an improvement plan based upon the agency's Assessment Results.
<input type="checkbox"/> All caregivers complete: • training in detection, reporting and prevention of child abuse; • 2 hours in-service training each year. <input type="checkbox"/> The primary caregiver completes: • Family Home - 4 hours in-service training each year, • Group Home - 8 hours in-service training each year.	<input type="checkbox"/> No minimum licensing standard.	<input type="checkbox"/> Provides parent with a copy of the policy statement signed by both the parent and the primary caregiver. <input type="checkbox"/> Maintains a written plan of how the primary caregiver intends to communicate daily with parents of every child below 31 months of age.	<input type="checkbox"/> Maintains adequate financing of the child care operation.	<input type="checkbox"/> No minimum licensing standard.