
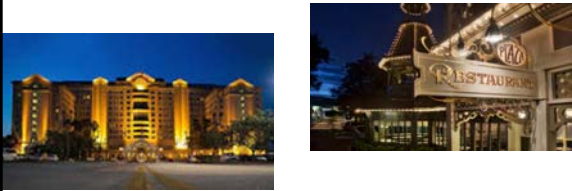


Quality Matters 

## Indicators of Quality

On chart paper identify how you know a hotel and restaurant are of high quality or good service



Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



## Keystone STARS 101

Overview of STARS System and CQI Principles


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



## Welcome to the Keystone STARS Orientation Courses


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Keystone STARS Orientation

STARS 101– Overview of STARS System and CQI Principles -1 hr

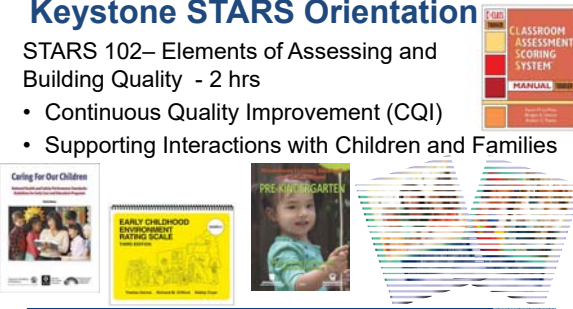
Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 


## Keystone STARS Orientation

STARS 102– Elements of Assessing and Building Quality - 2 hrs

- Continuous Quality Improvement (CQI)
- Supporting Interactions with Children and Families




Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Objectives

- Identify the benefits of Continuous Quality Improvement through Keystone STARS, for children, families, and programs
- Identify what determines STAR designation
- Describe Program Observation Instruments (POI) used for STARS designation

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



**ABOUT KEYSTONE STARS**

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

**Keystone STARS - a vision towards quality**

- 500,000+ children
- High-quality early learning
- Skills they need to succeed


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 


**Keystone STARS - a vision towards quality**

- Improve quality since 2002
- New opportunities
- More young children


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

**Keystone STARS**  
Pennsylvania's Office of Child Development and Early Learning (OCDEL).



Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

**Keystone STARS Orientation**

STARS is an acronym for, improving quality through:

**S**tandards  
**T**raining/Professional Development  
**A**ssistance  
**R**esources  
**S**upport

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

**Keystone STARS**

Keystone STARS has four primary goals:


- To improve the quality of ECE
- To support providers in their quality improvement goals
- To recognize programs for CQI & meeting higher quality standards
- To provide families a way to choose a quality program.

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Defining Quality

- Structural Quality
- Process Quality



Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Guiding Principles

*Keystone STARS is a responsive system to improve, support, and recognize the continuous quality improvement (CQI) efforts of early learning programs in Pennsylvania.*

*Our system is guided by three core guiding principles:*


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Guiding Principles

*1) A whole child approach to education is essential to meeting the holistic and individual needs of each and every child and family.*


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Guiding Principles

*2) Knowledgeable and responsive early care and education professionals are essential to the development of children and the support of families.*

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Guiding Principles

*3) Building and sustaining ongoing positive relationships among children, families, early care and education professionals and community stakeholders is essential for the growth and development of every child.*

*We believe inclusion, diversity, equity and respect are foundational values embedded in these principles.*

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Commitment to Providers

- accessible to all providers in Pennsylvania.
- flexibility to
  - plans that are meaningful to them
  - indicators that align with their goals.

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Commitment to Providers

Policies and standards should be interpreted in a way that aligns with the type of program a provider owns, operates or works to support.

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


19

Quality Matters 

## Reflection Activity

What is your program's priority?

- Care for children while families work
- To help children be ready for school
- To help children have a sense of self
- To give children a sense of belonging



Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

20


Quality Matters 



## Benefits of Keystone STARS

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

21

Quality Matters 


## For Children and Families

Quality early care and education benefits everyone and serves as an economic development strategy for Pennsylvania.

- Promotes healthy child development
- Better prepared to enter school
- Work focus
- Fewer absences
- More productive

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

22


Quality Matters 


## For Providers

- Customized support and assistance
- Financial supports
- Professional development
- Outreach and marketing
- Strengthening the quality
- Lifting up the child care profession
- Increased Child Care Works (CCW) payments

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

23


Quality Matters 



## Eligibility

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

24

Quality Matters 

## Eligibility Requirements

- Full Certificate of Compliance from the Department of Human Services
- Private academic certificate from Pennsylvania's Department of Education
- Good standing with the Commonwealth of Pennsylvania's Department of Revenue

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Eligibility Requirements

- Certified and compliant programs STAR 1 designation.
- Programs which are not required to be certified by the Department of Human Services, are eligible to participate


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 



## Navigating the STARS Process

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Four Levels

The Performance Standards are grouped into four levels:

- STAR 1 ★
- STAR 2 ★★
- STAR 3 ★★★
- STAR 4 ★★★★

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Step One – STAR 1

- DHS-certified child care
- Early Head Start and Head Start programs
- Preschool programs

These early care and education providers are awarded a STAR 1 and may increase STAR levels by meeting performance standards.


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Step One – Quality Coach


- Identify strengths and opportunities for growth
- Begin by a connection with your most supportive resource – your Quality Coach

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Step Two: CQI Profile

Complete the Keystone STARS CQI Program Profile.



Keystone STARS Continuous Quality Improvement (CQI) Program Profile

MPI: \_\_\_\_\_

Facility Information

This facility holds a Pennsylvania Department of Human Services Certificate of Compliance:  Yes  No

This facility holds a Pennsylvania Department of Education Private Academic School License:  Yes  No

This facility holds a current accreditation from a recognized accrediting body:  Yes  No

If yes, please indicate the type of accreditation: \_\_\_\_\_

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_

Facility Phone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_

Facility Type (if applicable, check one below):  Center  Family Child Care Home  Group Child Care Home  School Age Day Site


Legal Entity Information

Legal Entity Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Step Three – Structural Quality

- Programs
- Teachers




Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Step Four – STAR 2 Designation

- Fully meeting all of the STAR 2 standards
- Documents can be uploaded in SMART


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Step Five – Moving to Higher Quality Levels

- Encouraged to continue on their pathway to STAR 3 and 4
- Select indicators across the standards
- Choose which indicators best meet their CQI plan
- Use evidence-based program observation tools to measure program quality and plan for CQI activities

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

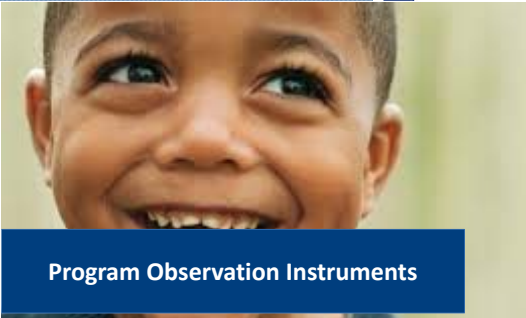
## Step Six – STARS Designation

Designation is determined by:

- Number of points earned
- Meeting CQI goals
- Minimum threshold score


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 




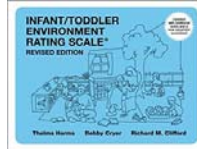
**Program Observation Instruments**

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

**Program Observation Instruments (POI)**

- Evidence-based
- Reliable tools
- Measure quality

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

**Program Observation Instruments (POI)**

POI can be used to:

- inform decision-making
- support program evaluation efforts


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

**Program Evaluation**

- Clearly articulating the goals and outcomes of a program
- Tied to the program's goals
- Serves to document the quality and effectiveness over time

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

**Program Evaluation**

Program evaluation can include many methods of data collection such as:

- Child assessment
- Observations of practice
- Measures of the environment
- Surveys or interviews of teachers or families


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



**Professional Development and Coaching**


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## STARS PD

- Intended to support improved classroom practice
- Provided to achieve movement in STAR levels
- OCDEL funds PD aligned with CQI and the office's priorities
- Approved PD is available in the PD Registry
- Quality Coaches identify PD that best fulfills CQI needs


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Coaching or TA?

<p><b>Coaching</b></p> <ul style="list-style-type: none"> <li>• build capacity for specific skills, and behaviors</li> <li>• focused on goal-setting and achievement</li> <li>• should be embedded in broader PD plan</li> </ul>	<p><b>TA</b></p> <ul style="list-style-type: none"> <li>• collaborative, problem-solving process</li> <li>• facilitates the assessment and resolution of an issue-specific concern</li> </ul>
--	---

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Professional Development Goals

- Assist in achievement
- Enhance, but not duplicate, the services
- Support a team approach


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Professional Development Guiding Principles

- Comprehensive
- Coordinated
- Relationship-based
- Culturally sensitive
- Strength-based approach
- Individual needs

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Professional Development Guiding Principles

- Maximizes resources
- Values a collaborative model
- Acknowledges and builds on the diversity and commonalities
- Cross-systems network
- Research and evidence-based practice
- Consistent data collection

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 



## STARS Renewal and Appeals Process

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services




Quality Matters 

## Annual Renewal

- STAR 2 or higher designation
- Annual Review Report
- Due 30 days prior to their designation anniversary
- Update their CQI plan
- Do not submit their annual report by their renewal date will result in a loss of their current designation

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 


## Annual Renewal

STAR designations are awarded for a 3-year period with the exception of:

- Ready to achieve a higher STAR designation
- Significant program growth (additional age groups added)
- Revocation, suspension or issuance to provisional Certification status
- 50 percent turnover of teaching staff

If any circumstances above apply, a program will need to repeat the full designation process.


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## STARS Appeal Process

If a program believes there has been an error in the process for determining their STAR designation, the program may submit a written appeal that details the indicator(s) and the evidence submitted in question to the Regional Key Director.


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## STARS Appeal Process

Appeal letters must be submitted within 30 business days of a STAR designation and will be responded to within 30 days.


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



## Quality Coaches

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Quality Coaches

Support your program through the evidence-gathering process

Support the program in selecting and conducting a self-assessment using an evidence - based tool that best meets your program goals

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services


Quality Matters 

## Quality Coaches

Provide guidance in creating a CQI Plan with goals and activities to support program improvement

Review evidence of meeting program standards

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Quality Coaches

Schedule a program observation from an OCDEL-approved assessor and assist in building program observation results into your program's CQI Plan


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 



## Keystone STARS Supports


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Child Care Subsidy Daily Add-On

- Programs at STAR 2 level or above
- This “tiered reimbursement,” is applicable to Family Child Care Homes, Group Child Care Homes, and Centers
- Increases with each STAR level.


Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Grants and Awards

- STARS grants and awards
- Serving children who are vulnerable and at risk
- Strategy implemented by OCDEL to CQI

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters 

## Tuition Assistance

The Keystone STARS Tuition Assistance:  
Rising STARS and TEACH

- Supports eligible applicants enrolling in CDA or other college-credit bearing courses
- Supports enrollment in higher education courses and degree programs

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

Quality Matters




**ARE YOU READY?**



Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

01

Quality Matters



**For More Information**

- **Access the Program Manual, Standards and Other Documents**  
[www.pakeys.org](http://www.pakeys.org)
- **Regional Key Quality Coaches:**
  - [Northeast Region](#) - 800-528-7222
  - [Northwest Region](#) - 800-860-2281
  - [Mid-State Region](#) - 800-864-4925
  - [Southeast Region](#) - 267-773-4400
  - [Southwest Region](#) - 877-349-4850

Tom Wolf, Governor  
Pedro Rivera, Secretary of Education | Teresa D. Miller, Acting Secretary of Human Services

02