



Program Observation Visit Scheduling

Moving to a New STAR Level (STAR 3 and STAR 4 - All Provider Types)	Maintaining Current STAR Level (STAR 3 and STAR 4 – All Provider Types)
1. The Regional Key alerts the Program Quality Assessment Team once it is determined that your facility is prepared to move to the next STAR Level.	1. The Program Quality Assessment team is alerted that your program's current observation scores are due to expire in the next six months.
2. A Program Quality Assessor will contact your site via phone or email to initiate the observation window scheduling process.	2. A Program Quality Assessor will contact your site via phone or email to initiate the observation window scheduling process.
3. The Program Quality Assessor will review: <ul style="list-style-type: none"> • site name and physical address • primary and secondary contact person and phone number and email • participation in PA Keys to Quality programs (e.g. Pre-K Counts, Head Start, etc.) • Current STAR level and STAR level goal • Program Observation Instrument choice (ERS or CLASS) • total # of groups in each age group served by your program (infants, toddlers, preschool, school-age, mixed age) • hours of operation • other information that will inform the scheduling process 	3. The Program Quality Assessor will review: <ul style="list-style-type: none"> • site name and physical address • primary and secondary contact person and phone number and email • participation in PA Keys to Quality programs (e.g. Pre-K Counts, Head Start, etc.) • Current STAR level, etc. • Program Observation Instrument choice (ERS or CLASS) • total # of groups in each age group served by your program (infants, toddlers, preschool, school-age, mixed age) • hours of operation • other information that will inform the scheduling process
4. The Program Quality Assessor will offer the first available observation window. You will be able to take up to four black-out dates during your observation window; these should be days that will not be a typical program day.	4. The Program Quality Assessor will offer the first available observation window. You will be able to take up to four black-out dates during your observation window; these should be days that will not be a typical program day. Your renewal observation window may be scheduled up to six months prior to the expiration of your current observation scores.
5. The Program Quality Assessor will email you confirmation of the scheduled observation window and black-out dates.	5. The Program Quality Assessor will email you confirmation of the scheduled observation window and black-out dates.