



Maintaining Your Registry Program Profile

Updated 9/21/2016 (new information highlighted)
Effective upon Commencement of My WIC Child Care EBT payments

The education and training of child care providers are important ways for programs to demonstrate their quality. For programs to earn points in the Education and Training category, which are needed to move beyond a 2 Star rating, these two steps **MUST** be completed:

- 1) Create a Registry Program Profile (also known as an Organizational Profile). It is a collection of information entered by family child care, group child care, school-age and day camp programs about the staffing, benefits and policies of the program. To find out how, visit: <http://www.the-registry.org/ProgramProfile.aspx>
- 2) Complete the “Classroom Tab” within the Program Profile. Keep in mind that each employee will need to have a Registry Career Level in order to be assigned to a position and have their qualifications recognized in YoungStar.

If you want help in creating or updating a Program Profile, contact Bridget Benson at the Child Care Information Center: 1-800-362-7353

The information you enter in your Program Profile is automatically used to determine your program’s YoungStar rating, **families’ Wisconsin Shares subsidy amount, and YoungStar Quality Adjustment** (if applicable). By signing the YoungStar Contract you agree to keep your Program Profile accurate and up-to-date at all times. All information must be included in your Program Profile because your YoungStar Technical Consultant **cannot** verify the education of employees by viewing their Registry Certificates. Every classroom that is open at least 25% of the time (up to 40 hours) the program accepts children needs to be listed on the Program Profile. For example, if the program is open 40 hours per week, any classroom that is open for 10 hours per week would need to be on the Program Profile.

While not required, YoungStar recommends that programs have Registry Career Levels for all teaching staff, not just Lead Teachers. This practice will allow the program to transfer teachers more easily between classrooms if an employee leaves.

Beginning January 1, 2016, if a program has more than one individual listed in their Program Profile for a classroom, the training (but not the education) of either individual will be counted when awarding YoungStar points for the following indicators: Wisconsin Model Early Learning Standards Training/School Age Curricular Framework (B.2.1), Social Emotional/WI Pyramid Model/Inclusion Training/Guiding Children’s Behaviors in School-Age Program (D.1.3), and Strengthening Families/Darkness to Light Training (D.1.4).

To be qualified to be listed in the Program Profile, the individual needs to be in the assigned classroom for at least 50% of the time that the classroom is open (up to 40 hours per week). The individual could be listed as any of the following in the Program Profile: Other Teacher, Teacher, Assistant Teacher or Assistant School-Age Teacher. The educational level of these individuals that are listed as something other than the Lead Teacher

will not be counted for component A of YoungStar. The method of awarding points for component A will remain the same.

For example, if the Other Teacher in a classroom has taken the Wisconsin Model Early Learning Standards (WMELS) but the Lead Teacher has not, the program would be given credit for that classroom having met the requirement for WMELS training.

Keep your Program Profile Up-to-Date All Year Long!

It is the responsibility of the Director/Site Supervisor or Primary Family Provider to ensure their Program Profiles are accurate and up-to-date all year long, not just at the time of their YoungStar rating. Information entered into your Registry Program Profile is automatically used to update your program's star rating. This means that you need to update the Program Profile with any changes to your program and/or staffing as soon as they happen. So, if an employee leaves your program you need to update your Program Profile **immediately**. Outdated or inaccurate information on Program Profiles can lead to inaccurate star ratings, inaccurate Wisconsin Shares subsidy amounts to families, and inaccurate YoungStar Quality Adjustments (if applicable). Intentionally providing outdated or inaccurate information on your Program Profile will result in Quality Adjustment and/or subsidy payments from families being recouped and/or adjusted when discovered.

Staffing of Family Child Care Programs

In most cases, the role of Lead Teacher and Administrator is filled by the same person in Family Child Care. If that is the case, then that person should be listed in both roles (Licensee/Owner and Primary Family Provider) in the Program Profile.

If these two roles are filled by two different people, each person should be listed only in her or his role. The person who is with the children the majority of the time the program is open is to be listed as the Primary Family Provider. YoungStar will consider the educational qualification of only the Primary Family Provider.

If in the case of a family child care program that has a person, other than the Licensee or Owner, teaching for the greatest number of hours between the hours of 6 AM and 6 PM, that person should be listed as the Primary Family Provider on the Registry Program Profile. For example, if the program is open 6 AM to 6 PM and Judy works from 6 AM – 8 AM and then again from 3:30 PM – 6 PM, a total of 25 hours per week and Beth works 32.5 hours per week (8:00 AM – 3:30 PM) with the group of children, Beth should be listed as the Primary Family Provider for the program.

Staffing of Group and School-Age Care Programs:

A person can only be associated in The Registry Program Profile with one program at a time. This means a person who works for more than one program must choose one organization profile with which to be affiliated. For any person listed in a Director/Site Supervisor or Lead Teacher/Group Leader role in the Registry Program Profile, the person must also meet licensing requirements for the position.

Director or Site Supervisor

- A. The person serving as the Director or Site Supervisor may step in to help out with Lead Teacher or Group Leader responsibilities if a staff member is ill, during staff break/meal times, when special programming or activities require more adults to be in the room or for emergencies.
- B. For YoungStar,¹ the person who is designated as the Director or Site Supervisor shall be on-site for **at least 25%** of the total number of hours they work for the program and shall have the following responsibilities:

¹ Licensing requirements regarding the role of the Director are different from YoungStar and can be found here: <https://dcf.wisconsin.gov/cclicensing/rules>. Licensing is meant to be a base level for health and safety and YoungStar is meant to be a step higher toward quality. So, while a program may be following licensing requirements for the role of a Director, the requirements outlined in this document will be used for YoungStar.

1. Supervision of the planning and implementation of the programming for children
2. Supervision of the staff at the program
3. Staff meetings and orientation
4. Continuing education for the staff

Variations—the following variations to rule B will be allowed:²

- **Centralized administration:** if the program is administrated outside the center, the program may ask for a variation from the typical YoungStar staffing requirements. Responsibilities 1 and 2 (listed above) must be performed by a person who is on-site at the center for at least 25% of the total number of hours they work for the program. Responsibilities 3 and 4 may be performed by a person or persons who are located off-site.

In these cases, the program has two options:

- Option 1: List a person from the administrative office who is responsible for 3 and/or 4 as the Director.
- Option 2: List the person who is on-site performing responsibilities 1 and 2 as the Director. **If the program wants to choose this option and the person listed as the Director is also a Lead Teacher, the rules for Dual-Role (below) must be followed.**
- **Dual-role:** group programs licensed for 30 or fewer children or school-age or licensed day camp programs licensed for 50 or fewer may, in the following limited circumstances, have a Director/Site Supervisor who also is listed as a Lead Teacher/Group Leader in the Program Profile:³
 - To be eligible to earn 3 Stars: The person in the dual-role has 25% of the time the program is open⁴ devoted to the responsibilities of the Director **AND** child to staff ratios must follow licensing requirements for licensed group centers. The dual-role Director must also meet the educational qualifications for a 3 Star rating. For example, if the program is open 40 hours per week, the person in the dual-role would have to be in the Director role for 10 hours per week.
 - To be eligible to earn 4 Stars: The person in the dual-role has 37.5% of the time the program is open devoted to the responsibilities of the Director **AND** child to staff ratios must follow licensing requirements for licensed group centers. The dual-role Director must also meet the educational qualifications for a 4 Star rating. For example, if the program is open 40 hours per week, the person in the dual-role would have to be in the Director role for 15 hours per week.
 - To be eligible to earn 5 Stars: A full-time dedicated Director must be in place, who meets the educational qualifications for a 5 Star rating.

Verification of the variations to rule B: To verify this indicator, the program may be asked to provide schedules, pay stubs, timesheets, job descriptions, employee handbooks and/or employment policy and procedure documentation.

Lead Teachers or Group Leaders

- A. The person who is teaching for the greatest number of hours **between the hours of 6 AM and 6 PM** in a given classroom should be listed as the Lead Teacher or Group Leader on the Registry Program Profile. For example, if the program is open 7 AM to 6 PM and Barbie works 25 hours per week and Ken works 35 hours per week in a given classroom, Ken should be listed as the Lead Teacher or Group Leader for the classroom.
- B. If two or more people work an equal number of hours between the hours of 6 AM and 6 PM, either person can be listed as the Lead Teacher or Group Leader on the Registry Program Profile. For

² In either of these cases, the following rule still applies: A person can only be associated in The Registry's Program Profile with one program at a time. This means a person who has responsibilities for more than one program must choose one organization profile with which to be affiliated.

³ Day camps are not eligible for the dual-role option for 4 or 5 Stars because they are not eligible for a 4 or 5 Star rating through the typical YoungStar rating process. They may only earn 4 or 5 Stars by being accredited through the American Camp Association.

⁴ "The time the program is open" means the number of hours the program accepts children for care. If a program had additional hours where staff are present but no children are in care, these hours do not count toward the time the program is open.

example, if Jenny and Kate both work 8 hours per day in the program (from 7 AM to 3 PM), either could be listed as the Lead Teacher or Group Leader in the Program Profile for that classroom.

- C. To calculate the number of hours a staff person works, only hours between 6 AM and 6 PM will count. For example, a program is open 24 hours per day. In the Bumblebee classroom, Callie works from 7 AM to 3 PM and Sarah works from 3 PM to 11 PM. Callie has to be listed as the Lead Teacher in the Program Profile because even though both she and Sarah work 8 hours per day, only 3 of Sarah's hours are before 6 PM. Therefore, Callie has more hours between 6 AM and 6 PM.

Verification of Staffing

Before approving a rating, the Technical Consultant will visit each classroom or group at least once and must see the person who is listed as the Lead Teacher or Group Leader in the Program Profile teaching in that classroom or group. If a Technical Consultant does not see each Lead Teacher in the classroom in which they are listed in the Registry Program Profile, a Technical Rating will not be completed and the program will be ineligible for a Formal Rating until the information can be verified. Further proof may be required in the form of time sheets or pay stubs.

Before approving any change in rating at a time outside the normal rating time for the program (for example, if a program's rating increases from a 2 Star to a 3 Star due to a staffing change), the program will be required to submit a statement in writing (electronically or in hard copy) **as soon as possible after being notified of a rating change** detailing the following information:

- Name of the person hired
- Classroom or group the person will teach in
- Date of hire for the new person
- Date of departure for the previous person teaching in the classroom

If the verification is received **before the 15th of the month**, the program's rating will increase on the 1st of the following month. If the verification is received **after the 15th of the month**, the rating increase will be effective the 1st of the month, two months following the receipt of the verification. This would result in a delayed increase in Wisconsin Shares subsidy amounts to families and/or YoungStar Quality Adjustments which cannot be recovered by the program.

Remember: Information from The Registry is automatically used to update star ratings! So, if an employee leaves, the program needs to **immediately** update their Program Profile to reflect that change. Staff changes can sometimes cause a program's star rating to go up or down.

- If staff changes cause a rating to go **up**: As soon as the information is in The Registry, YoungStar will receive it and **the star level will become pending on the 16th of the month, following the change.**
- If staff changes cause a rating to go **down**: **One time per calendar year**, the program is allowed a **90 day grace period** from the date the rating drops to fill the vacant slot. YoungStar staff at the local YoungStar office will notify any program in this situation. **The grace period begins on the 16th of the month after the lower rating is calculated for the first time and ends 90 calendar days later.** If an employee leaves a program and the program does not immediately update their Program Profile, the rating drop would not occur. In this case, the grace period would be calculated from the 16th of the month following the actual date the employee departed the program. This is because it is the program's responsibility to **immediately** update the Program Profile when an employee departs. If, within 90 calendar days, the program has hired a similarly-qualified or more-qualified employee and has updated this information in the Registry, the star rating will stay the same or be increased accordingly. If a program hires a new employee who does not meet the same qualifications or does not hire within the 90

days, the star rating will decrease on the first of the month following the 90 day grace period. The verification of staffing rules apply in grace period situations as well.

Further Information about the Grace Period

Grace Period Waivers

The grace period is given once per calendar year and is 90 calendar days in length. The grace period is calculated on the 16th of the month following the first time a rating drops in a calendar year. Programs can choose to “save” their grace periods to use at a later date if they anticipate a drop in rating later in the calendar year. However, if a program waives a grace period, it cannot be reclaimed. For example, if a program has a short rating drop beginning January 16th, but they anticipate a longer rating drop beginning June 16th when two of their highly-qualified teachers are leaving, they would sign a Grace Period Waiver form when the rating drops in January. Then, if the rating drops again in June, they could use their grace period at that time. However, if they sign a grace period waiver in January and the rating never drops again during that calendar year, they will not be allowed to retroactively “claim” their January grace period at the end of the year.

Registry Career Level Processing Delay

If, within the 90 day grace period, a program hires a similarly-qualified or more-qualified employee and has a **completed** application for a Registry Career Level, but the new employee is not in the program’s Program Profile because the Career Level has not been processed, the local YoungStar office will wait for the Program Profile to be completed before activating the rating. **A completed application means that all materials for a Registry Career Level have been received by The Registry and all necessary fees have been paid.** YoungStar staff will verify that the application was complete before the 90 day grace period expired by contacting The Registry.

Moving Employees Within a Program or Hiring Within 14 Calendar Days

Prior to a rating drop caused by a highly-qualified employee leaving, if a program has an employee on staff without a Registry Career Level who is similarly-qualified or more-qualified than the employee who is leaving and the program moves that second employee into the classroom to replace the departing employee as soon as the first employee departs, this does not count as a staff change that would use a grace period as long as a **completed** application for a Registry Career Level is submitted to The Registry within 14 days of the rating drop occurring on the 16th of the month.

If the program submits a **completed** application for a Registry Career Level to The Registry within 14 days of the rating drop, the local YoungStar office will verify with The Registry that a completed application was received within 14 days of the rating dropping.

Alternatively, if a program is able to immediately replace a departing employee with a new employee who is similarly or more qualified than the departing employee **AND** the program moves that second employee into the classroom to replace the departing employee as soon as the first employee departs, this does not count as a staff change that would use a grace period as long as:

- The new employee has a Registry level that can be verified as meeting the requirements of the former employee within 14 days of the rating drop, **OR**
- The new employee does not have a Registry level but has submitted a **completed** application for a Registry Career Level within 14 days of the rating drop. The new employee’s education will be verified once the Registry processes the application.

After verification of the submission of a **completed** application for a Career Level to The Registry, the local YoungStar office will hold off activating the lower rating. After the Registry processes the Career Level, the

employee should immediately be placed into the Program Profile by the program. Then, the program should notify the local YoungStar office. **If the rating goes up after the Program Profile was updated, the local YoungStar office will activate the higher rating. If the rating remains at the lower level after the Program Profile is updated, the local YoungStar office will activate the lower rating. In either case, the rating will be effective the first day of the month following the date that the rating is activated.**

Example: ABC Child Care is rated 3 Stars. One of their teachers, Jane Smith (Registry Level 12), is leaving. Cathy Jones, who has an associate's degree in early childhood but has not been given a Registry Career Level yet because she was not in a lead teaching role, is currently working in the same classroom as Jane as an assistant teacher:

1. Jane takes another job and ABC promotes Cathy to be the lead teacher in that classroom. However, because Cathy doesn't have a Registry Career Level, she cannot be put into ABC's Program Profile.
2. ABC's rating drops from 3 Star to 2 Star because there is no one in that classroom.
3. The local YoungStar office sees this drop and contacts the program to understand the situation.
4. ABC submits a **completed** application for a Registry Career Level to The Registry within 14 days of the rating drop.
5. After 14 days, the local YoungStar office verifies with The Registry that a completed application was received within 14 days of the rating dropping.
6. After the Registry processes the Career Level, Jane is immediately placed into the Program Profile by ABC. ABC notifies the local YoungStar office.
7. ABC's rating goes back up and the local YoungStar office activates the 3 Star rating.

Banking Grace Period Days

Programs cannot "bank" grace period days to use later in the year. For example, a program's rating drops from a 3 Star to a 2 Star on March 16, and the program chooses to use a grace period. Then, the rating goes back up on April 16. The program has used the grace period for that calendar year and does not get the unused 60 days.

Timing of Grace Periods

A grace period begins the 16th of the month following the first day the lower rating is calculated. If a lower rating is calculated at the end of one calendar year and the grace period extends into another calendar year, the following rules will apply:

- If a program has not used their grace period for the calendar year that is ending, they may use it and it would range into the new calendar year for a total of 90 calendar days. If the program still hasn't hired a similarly or more qualified employee after 90 days, the local YoungStar office would follow the normal procedure to activate the lower rating. For example, a program goes from 4 Star to 3 Star on December 16, 2017 and they have not used their grace period for 2017. They may use it then and it would extend through March 16, 2018. The program MAY NOT stack multiple years' grace periods to extend the grace period beyond 90 days. So, in this example, they cannot use the 2017 grace period from December 16, 2017 until March 16, 2018 and then add the 2018 grace period on so that it is extended to June 16, 2018.
- If a program's rating drops in one calendar year and the program has already used their grace period for that calendar year, once the new calendar year begins, they **may not** use the grace period for the new calendar year because the rating drop happened in the previous calendar year. The grace period for the new year would start the first time the program had a rating drop in the new calendar year. For example, a program goes from 4 Star to 3 Star on December 16, 2017 but they have already used their grace period for 2017 so the local YoungStar office follows the normal procedure to activate the lower rating. The rating batch runs again on January 16, 2018 and the program is still at 3 Star. The program

cannot use their 2018 grace period because the original drop occurred in 2017. If the program then goes back up to 4 Star on February 16, 2018 and then drops again to 3 Star on March 16, 2018, they could use their 2018 grace period then because the rating drop originated in 2018.