

Frequently Asked Questions About Outreach Assessments



1. What do I need to do to get ready for the Outreach Assessments?

Answer: We would simply like to see a typical day in the classroom(s) or child care space(s) with the usual schedule, activities, materials, staff, etc. Nothing needs to change or be special for that day. If you know a lead teacher will not be present in advance or there is going to be a special activity during the scheduling window, please call and let us know so that we don't send an assessor to your program on this day. There are a few forms that need to be completed for each classroom; these are included in the scheduling packet that will be sent to you.

2. Will I receive feedback, scores, or other information about the assessments?

Answer: Yes, you will receive feedback from each observation. An assessor will call to schedule a time to discuss important scoring issues, your questions, and to explain various requirements. Before this call, talk with other staff and gather any questions as an active way to participate. This call can be helpful when generating an action plan for ongoing improvements.

3. Will my consultant know about this?

Answer: DCDEE has approved this project. However, we do not notify consultants of your individual participation and the assessment report(s) are sent directly to you, and not the consultant.

4. Does it matter for my Star Rated License if I participate in this project or not?

Answer: Your choice of whether your program will participate, and the score earned during an Outreach Assessment, will have no impact on your current child care license and program standards points. If you don't want to participate, simply decline and this will have no impact on your Rated License. As in all situations, assessors are legally mandated to report child maltreatment.

5. If I like the scores, can they count for my Rated License?

Answer: No, this is not an official assessment process. Official assessments must be requested by your Child Care Consultant.

6. Is there a grievance process if I don't agree with the scores?

Answer: No, since this is not an official assessment process the scores do not impact your license. You will have a chance to ask questions during the follow-up conversation, but keep in mind the purpose of that call is to focus on better understanding the requirements and problem solving, rather than debating what occurred. The assessor who completes the follow-up conversation will not be the assessor who completed the assessment. Since this is likely a new experience for your program, please help all staff anticipate that there will be unfamiliar information and requirements, and some low scores. Supporting them in viewing this as a planning and learning opportunity will be helpful.

7. Will participation in this process count towards the self-study process that is required for Family Child Care Homes?

Answer: Yes, as long as reflection and planning related to this process occurs for enough time. Document the date of the introductory visit and details about your own questions and/or information provided by NCRLAP staff. If you review the FCCERS-3 or other resources such as [The Self-Study for Family Child Care Home Providers](#) posted at ncrlap.org make sure to document dates, reflections, and any plans, either before or after the practice assessment. After receiving the assessment report, make notes about any ideas, plans, or strategies that will be implemented based on the results and monitor your own progress.

Please connect with us at ncrlap@uncg.edu OR toll free at (866) 362-7527