



Staff Changes and Maintaining Your Wisconsin Registry Program Profile

The education and training of early childhood and school-age care educators is one key component that measurably impacts children's experiences. For providers to meet requirements under the Education Component of YoungStar, which are in place beyond a 2 Star rating, the following steps **MUST** be completed:

- 1) Create a Wisconsin Registry Program Profile.
A Program Profile is a collection of information entered by family child care, group child care, school-age and day camp providers detailing the staffing of the program. To learn more, see the following document: <https://wiregistry.org/wp-content/uploads/Creating-a-Program-Profile.pdf>
- 2) Each staff person who will be assigned a position on the Program Profile must become an individual Registry member with a [Wisconsin Registry Career Level](#). Resources on how to become a Registry member can be found here: <https://wiregistry.org/individuals/membership/>
 - a. While not required, YoungStar recommends that providers have Wisconsin Registry Career Levels for all staff, not just Lead Staff. This practice will allow the provider to transfer employees more easily between classrooms if an employee leaves.
 - b. A person can only be associated in the Wisconsin Registry Program Profile with one provider at a time. This means a person who works for more than one provider must choose one organization profile with which to be affiliated.
- 3) Complete the "Classroom Tab" within the Program Profile.
Keep in mind that any employee entered in the Program Profile **must** first meet the licensing requirements for the position they are listed as having.

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

The information you enter in your Program Profile is automatically used to determine your YoungStar rating **and Child Care Counts Quality Adjustment** payment (if applicable). By signing the YoungStar Contract you agree to keep your Program Profile accurate and up-to-date at all times. All information regarding lead staff education must be included in your Program Profile so it can be verified by the Wisconsin Registry. Please note, your YoungStar Coach **cannot** verify this component.

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 Profile is accurate and up to date all year long, not just at the time of their YoungStar rating. Information entered into your Wisconsin Registry Program Profile is automatically used to update your YoungStar rating. Providers must update their Program Profiles with any staff changes as soon as they happen (e.g., 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 and inaccurate **Child Care Counts Quality Adjustment** payments (if applicable). Intentionally providing outdated or inaccurate information on your Program Profile will result in **Child Care Counts Quality Adjustment** payments being recouped and/or adjusted when discovered.

If a provider 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 towards the following YoungStar high-quality practices, reviewed during formal ratings: Social Emotional/WI Pyramid Model/Inclusion Training/Guiding Children's Behaviors in School-Age Program and Strengthening Families/Darkness to Light Training. For example, if a second teacher in a classroom, or support provider in a Family Child Care Program, has taken the Pyramid Model Training but the Lead Teacher/Provider has not, the provider would be given credit for that classroom or program having met the requirement for Pyramid training.

Staffing of Family Child Care Programs

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

If more than one individual works at a Family Child Care Program, the person who is with the children the majority of the time the provider is open between 6 AM and 6 PM is to be listed as the Primary Family Provider on the Wisconsin Registry Program Profile. YoungStar will only consider the educational qualifications of the Primary Family Provider.

- For example, if a provider is open 6 AM to 6 PM and Lucinda works from 6 AM – 8 AM and then again from 3:30 PM – 6 PM, a total of 25 hours per week and Jong works 32.5 hours per week (8:00 AM – 3:30 PM) with the group of children, Jong should be listed as the Primary Family Provider for the program. In this case, since Lucinda also works directly with children, she can be listed as “Other Teacher” in the program and her completed trainings will be considered within YoungStar.

Staffing of Group and School-Age Care Programs

Director of Record or Site Supervisor

Program managers/administrators play an important role in the quality of care that children receive. Therefore, the educational qualifications of the Program Director or Site Supervisor are counted toward the provider's overall YoungStar rating. An individual assigned to this role in the Wisconsin Registry Program Profile must:

- Meet the licensing requirements to be the Program Director or Site Supervisor
- Be on site weekly for at least 25% of the total number of hours they work for the provider per week (up to 40 hours)
- Be responsible for:
 1. Supervising the planning and implementation of curriculum
 2. Supervising staff
 3. Staff meetings and orientation
 4. Continuing education for the staff

The person serving as the Director or Site Supervisor may step in to help with Lead Teacher or Group Leader responsibilities if/when:

- A staff member is ill
- Staff require a break or meal
- There is special programming
- An activity requires more adults to be in the room
- There is an emergency

Alternative Options for Director of Record or Site Supervisor:¹

- **Centralized administration:** if the program is administrated outside the center, the provider 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 provider. Responsibilities 3 and 4 may be performed by a person or persons who are located off-site.

In these cases, the provider has two options:

- Option 1: List a person from the administrative office who is responsible for 3 and/or 4 as the Director.

¹ In either of these cases, the following rule still applies: A person can only be associated in the Wisconsin 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. 09/2016 (R. 08/2023)

- 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 providers licensed for 30 or fewer children or school-age or licensed day camp providers 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:²
 - To be eligible to earn a **3 Star rating**: The person in the dual-role has 25% of the time the provider is open³ 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 provider 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 a **4 Star rating**: The person in the dual-role has 37.5% of the time the provider 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 provider 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 a **5 Star rating**: A full-time dedicated Director must be in place, who meets the educational qualifications for a 5 Star rating.

Lead Teachers or Group Leaders

Every classroom or group that is open at least 25% of the time (up to 40 hours) the provider accepts children needs to be listed on the Program Profile. For example, if the provider is open 40 hours per week, any classroom that is open for 10 hours per week would need to be on the Program Profile. To be qualified to be listed in the Program Profile, an 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.

- A. Any person listed in the Program Profile must meet the licensing requirements to be in the position.
- B. The person who is teaching for the greatest number of hours **between 6 AM and 6 PM** in a given classroom should be listed as the Lead Teacher or Group Leader on the Wisconsin

² 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.

³ "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.

Registry Program Profile. For example, if the program is open 7 AM to 6 PM and Kira works 25 hours per week and Jamal works 35 hours per week in a given classroom, Jamal should be listed as the Lead Teacher or Group Leader for the classroom.

- C. 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 Wisconsin Registry Program Profile. For example, if Aisha and Cheyenne 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.
- D. 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 Lorena 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 Lorena work 8 hours per day, only 3 of Lorena'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 assigned Coach will visit each classroom, group, or Family Child care provider 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, group, or Family Child Care center. If a Couch does not see each Lead Teacher in the classroom in which they are listed in the Wisconsin Registry Program Profile, a Technical Rating will not be completed, and the provider 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.

Changes in Staffing and Grace Periods

It is the responsibility of the Director/Site Supervisor or Primary Family Provider to ensure their Program Profile is accurate and up-to-date all year long, not just at the time of their YoungStar rating. Remember, information from the Wisconsin Registry is automatically used to update star ratings, so if an employee leaves, the provider needs to **immediately** update their Program Profile to reflect that change. Staff changes can sometimes cause a provider's star rating to go up or down.

- If staff changes cause a rating to go **up**: Two days after the information is updated by the provider in the Wisconsin Registry, YoungStar will receive it and the higher star level will become PENDING on the 16th of the month, following the change. Once accepted, the higher star level will become ACTIVE on the first of the following month.
 - For example, DCF Child Care hires a new Lead Teacher, Glenna. Glenna has education that qualifies DCF Child Care for an increase from a 2 to a 3 Star rating. The Director at DCF Child Care enters Glenna into the Program Profile as a Lead Teacher on December

1, 2021. On December 16, 2021, DCF Child Care will receive a **pending** 3 Star rating. DCF Child Care's Consultant approves this rating on December 18th. DCF Child Care's 3 Star rating becomes **active** on January 1, 2022.

- If staff changes cause a rating to go **down**: **Effective January 1, 2022, for calendar year 2022 only, a program is allowed TWO 90 day grace periods, which can be used separately or can be combined.** YoungStar staff at local YoungStar offices will notify any program in this situation.
 - This update applies to grace periods that **begin** between January 1, 2022 and December 31, 2022. This update **does not apply** to grace periods that began in 2021.
 - If used separately, each grace period begins on the 16th of the month after the lower rating is initially calculated and ends 90 calendar days later. If an employee leaves a program and the provider 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 because it is the provider's responsibility to **immediately** update the Program Profile when an employee departs.
 - If the two 90-Day grace periods are **combined**, one long grace period would begin on the 16th of the month after the lower rating is initially calculated and end between 91 and 180 calendar days later. Once a provider chooses to combine their two grace periods, and extend their first grace period beyond 90 days, the second grace period for the calendar year is applied. This is true even if the combined grace period ends well before 180 days.
 - If, within a grace period, the provider has hired a similarly qualified or more-qualified employee and has updated this information in the Wisconsin Registry, the star rating will stay the same or be increased accordingly. If a provider hires a new employee who does not meet the same qualifications or does not hire within the grace period(s), the star rating will decrease on the first of the month following the end of the grace period. The verification of staffing rules applies in grace period situations as well.

Additional Information about the Grace Period

Grace Period Waivers

Providers may choose to "save" any grace period to use at a later date within the same calendar year if they anticipate a drop in rating later in the calendar year. However, if a provider waives a grace period, it cannot be reclaimed. For example, if a provider 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 could sign a Grace Period Waiver form when the rating drops in January. Then, if the rating drops again in June, they could use a 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” a January grace period at the end of the year.

Wisconsin Registry Career Level Processing Delay

If, within a grace period, a provider hires a similarly-qualified or more-qualified employee and has a **completed** application for a Wisconsin Registry Career Level, but the new employee is not in the provider’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 Wisconsin Registry Career Level have been received by the Wisconsin Registry and all necessary fees have been paid.** YoungStar staff will verify that the application was complete before the grace period expired by contacting the Wisconsin Registry.

After verification of the submission of a **completed** application for a Career Level to the Wisconsin Registry, the local YoungStar office will hold off activating the lower rating. After the Wisconsin Registry processes the Career Level, the employee should immediately be placed into the Program Profile by the program. Then, the provider should notify the local YoungStar office.

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 provider has an employee on staff, or is able to immediately hire a new employee, who is similarly-qualified or more-qualified than the employee who is leaving and the provider 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 employee has a Wisconsin Registry career level that can be verified as meeting the requirements of the former employee within 14 days of the rating drop, **OR**
- The employee does not have a Wisconsin Registry career level but has submitted a **completed** application for a Wisconsin Registry Career Level within 14 days of the rating drop. The new employee’s education will be verified once the Wisconsin Registry processes the application.

Example: ABC Child Care is rated 3 Star. One of their teachers, Yasmiin (Wisconsin Registry Level 12), is leaving. Cathy, who has an Associate’s degree in early childhood education but has not been given a Wisconsin Registry Career Level yet, is currently working in the same classroom as an assistant teacher:

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

Banking Grace Period Days

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

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 provider has not used their grace period(s) for the calendar year that is ending, they may use it even though it spans into the next calendar year. If the provider still hasn't hired a similarly or more qualified employee after the grace period ends, the local YoungStar office would follow the normal procedure to activate the lower rating.
 - For example, a provider goes from a 4 Star to a 3 Star rating on December 16, 2022 and they **have not used either grace period** for 2022. They may use a combined grace period that would extend through June 16, 2023.
 - A different provider goes from a 4 Star to a 3 Star rating on December 16, 2022 and they **used only one grace period** for 2022. They may use a grace period that would extend through March 16, 2023.



Wisconsin's Child Care Quality Rating & Improvement System

- The provider **may not** stack multiple years' grace periods to extend the grace period beyond 90 or 180 days. So, in these examples, they cannot add a 2023 grace period to the one that began in 2022.
- If a provider has used their grace period(s) for the calendar year that is ending, they **may not** use the grace period for the next calendar year, even though a grace period would span into the next calendar year. In this case, the local YoungStar office would follow the normal procedure to activate the lower rating. The grace period for the new year would start the first time the provider had a rating drop in the new calendar year.
 - For example, a provider goes from a 4 Star to a 3 Star rating on December 16, 2022 but they have already used their grace periods for 2022. The local YoungStar office would follow the normal procedure to activate the lower rating on December 16, 2022. The rating batch runs again on January 16, 2023 and the program is still at 3 Star. The provider cannot use their 2023 grace period because the original drop occurred in 2022. If the provider goes back up to 4 Star rating on February 16, 2023 and then drops again to a 3 Star rating on March 16, 2023, they could use their 2023 grace period because the rating drop originated in 2023.