

ILLUSTRATIVE QUESTIONS FOR EACH STAGE OF IMPLEMENTATION, BY QRIS COMPONENT

Stage of Implementation	QRIS Components				
	Quality Standards	Quality Ratings	Quality Improvement (QI)	Financial Incentives	Consumer Education
Exploration	<ul style="list-style-type: none"> <li>-What are the state’s goals for quality improvement?</li> <li>- Which dimensions of quality are important to stakeholders?</li> <li>-How much support exists for developing or adopting specific quality standards?</li> <li>-What research evidence is available about the links between child outcomes and quality standards of interest?</li> </ul>	<ul style="list-style-type: none"> <li>-Can existing data sources be used to assign ratings?</li> <li>-Is an observational measure of quality needed? If so, which measure should be used?</li> <li>-Are qualified staff available to carry out the rating process? Do staff need to be hired?</li> <li>-How open are providers to being rated?</li> </ul>	<ul style="list-style-type: none"> <li>-Which dimensions of quality are most in need of improvement?</li> <li>-Are QI interventions with evidence of effectiveness available in those areas?</li> <li>-Who will provide QI services?</li> <li>-How will QI be funded?</li> <li>-Which providers will be eligible to receive which QI services?</li> <li>-How receptive are providers to participating in QI interventions?</li> </ul>	<ul style="list-style-type: none"> <li>-What quality improvements need to be incentivized?</li> <li>-What incentive mechanisms will be used?</li> <li>-Are subsidy system staff receptive to providing financial incentives?</li> <li>-Are data systems available to support a financial incentive program?</li> <li>-What magnitude of financial incentives is feasible?</li> <li>-What is the evidence on effectiveness for incentives?</li> </ul>	<ul style="list-style-type: none"> <li>-What sources of information do parents use to find child care?</li> <li>-Are CCR&amp;Rs receptive to providing information about a QRIS and provider ratings to consumers?</li> <li>-What strategies can be used to provide consumer education?</li> <li>-What is the evidence of effectiveness on consumer education?</li> <li>-How much will consumer education cost?</li> </ul>
Installation	<ul style="list-style-type: none"> <li>-What is the process for developing the standards? Who will be involved?</li> <li>-What strategies will be used to educate providers, parents, and other stakeholders about the content of the standards and how they will be used?</li> <li>-Is more work needed to operationalize the standards, including defining terms and decision rules for assigning ratings?</li> </ul>	<ul style="list-style-type: none"> <li>-Do data systems need to be created or refined to produce the ratings?</li> <li>-Who will assign ratings?</li> <li>-How will the standards and indicators be measured?</li> <li>-Who will conduct observations if needed, and on what schedule?</li> <li>-Who will train raters and observers, and how many staff need to be trained?</li> <li>-Is pilot testing needed?</li> <li>-Is a plan in place to monitor the rating process?</li> </ul>	<ul style="list-style-type: none"> <li>-Which interventions have been selected?</li> <li>-Who will deliver them?</li> <li>-Is funding in place?</li> <li>-Do staff need training to deliver the interventions?</li> <li>-Are needed data systems in place?</li> <li>-Have eligibility criteria been developed?</li> <li>-Have promotional materials been developed to inform providers about the QI services?</li> <li>-Is a plan in place for monitoring fidelity?</li> </ul>	<ul style="list-style-type: none"> <li>-Have subsidy staff been trained on how to implement the financial incentive program?</li> <li>-Are data systems in place to support the financial incentive program?</li> <li>-Have promotional materials been developed to inform providers and parents about the incentives and how providers can obtain them?</li> <li>-Is a plan in place for monitoring implementation?</li> </ul>	<ul style="list-style-type: none"> <li>-Have marketing materials been developed and pilot tested with parents and other consumers?</li> <li>-Has a dissemination plan been developed for marketing materials?</li> <li>-Have staff involved in consumer education been trained on delivering key messages?</li> </ul>

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Initial Implementation	<ul style="list-style-type: none"> <li>-How well do providers and other stakeholders understand the standards? Is additional education needed?</li> <li>-What feedback have providers and other stakeholders provided on the standards? Are there areas of disagreement that need to be addressed?</li> </ul>	<ul style="list-style-type: none"> <li>-Are raters able to assign ratings and conduct observations reliably?</li> <li>-How much effort is the rating process taking? Is it more or less than expected?</li> <li>-How are providers reacting to the rating process? Do adjustments need to be made to address any concerns?</li> <li>-What lessons from initial implementation can be used to fine tune the process?</li> <li>-How valid are the ratings? Do they adequately differentiate levels of quality as expected?</li> </ul>	<ul style="list-style-type: none"> <li>-What is the uptake of QI services? Is additional outreach to providers needed?</li> <li>-Are eligible criteria appropriate?</li> <li>-How well do QI services offered match the needs of eligible providers?</li> <li>-Are staff delivering the interventions with fidelity? Is additional training and support needed?</li> <li>-What are the early outcomes of QI services? Are changes in observed quality occurring as expected?</li> <li>-What lessons from initial implementation can be used to fine tune QI?</li> </ul>	<ul style="list-style-type: none"> <li>-Are staff implementing financial incentives as intended?</li> <li>-Are data systems adequate to support the financial incentive program or are changes needed?</li> <li>-What is the uptake of financial incentives? Are providers aware of them?</li> <li>-What are the early outcomes of financial incentives? Are they producing expected changes in provider behavior?</li> <li>-What lessons from initial implementation can be used to fine tune the financial incentives?</li> </ul>	<ul style="list-style-type: none"> <li>-What is the uptake of marketing materials?</li> <li>-Are marketing materials being broadly disseminated? Through what channels?</li> <li>-Are consumers interested in the QRIS and ratings?</li> <li>-Do consumers understand key messages, especially the quality ratings?</li> <li>-Is there any evidence that consumers are selecting care based on the ratings?</li> </ul>
Full Operation	<ul style="list-style-type: none"> <li>-Is there consensus on the quality standards among key stakeholders?</li> <li>-Is a system for periodic review and updating of the standards needed?</li> </ul>	<ul style="list-style-type: none"> <li>-Has a validation study been conducted to confirm that the ratings are working as expected?</li> <li>-Are systems in place for ongoing training and reliability checks for ratings and observers if used?</li> <li>-Are systems in place for reviewing and updating ratings periodically?</li> <li>-Are sufficient numbers of providers participating in the rating process?</li> </ul>	<ul style="list-style-type: none"> <li>-Are sufficient services available to meet the demand for QI?</li> <li>-Is a system for periodic review of QI services needed to ensure that services offered match the needs of providers?</li> <li>-Is a system in place to monitor fidelity?</li> <li>-What is the impact of QI services on observed quality and quality ratings? Are there plans to evaluate the services effectiveness in improving quality?</li> </ul>	<ul style="list-style-type: none"> <li>-Is a system in place for periodic review of incentive structure and amounts to determine if changes are needed?</li> <li>-Is a system in place for monitoring fidelity of implementation?</li> <li>-What is the impact of financial incentives on observed quality and quality ratings? Are there plans to evaluate the effectiveness of financial incentives in improving quality?</li> </ul>	<ul style="list-style-type: none"> <li>-Is a system in place for periodic review and updating of marketing messages and materials?</li> <li>-What is the impact of consumer education? Are there plans to evaluate the effect of consumer education on parents' child care choices?</li> </ul>

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	Quality Standards	Quality Ratings	Quality Improvement (QI)	Financial Incentives	Consumer Education
Innovation	<ul style="list-style-type: none"> <li>-What refinements should be made to improve the quality standards?</li> <li>-Does recent research suggest any needed revisions to the standards?</li> </ul>	<ul style="list-style-type: none"> <li>-Do validation study results indicate the need for changes in quality ratings?</li> <li>-Are there improvements that can be made to the rating process to reduce burden on providers? To increase provider participation?</li> </ul>	<ul style="list-style-type: none"> <li>-Do evaluation results indicate needed changes to delivery of QI services or the mix of services offered?</li> <li>-Are cultural or other adaptations to existing QI services needed to better address needs of providers?</li> </ul>	<ul style="list-style-type: none"> <li>Do evaluation results indicate needed changes to financial incentive structure or amounts?</li> <li>-Are any changes needed to reduce burden on providers and/or increase participation?</li> </ul>	<ul style="list-style-type: none"> <li>-Are changes needed to marketing messages, materials, and outlets to reach particular groups of consumers?</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>-Are systems in place to continually educate policy makers and stakeholders about the importance of the quality standards to supporting positive child outcomes?</li> <li>-Are quality standards well accepted in the state?</li> </ul>	<ul style="list-style-type: none"> <li>-Is a well-established system in place for ongoing training and monitoring of raters and for training new raters over time?</li> <li>-Are funding streams in place for the rating process?</li> <li>-Are quality ratings viewed as established practice in the state?</li> </ul>	<ul style="list-style-type: none"> <li>-Are systems in place to continually educate stakeholders about the importance of providing ongoing QI services?</li> <li>-Are systems for funding, delivering, and monitoring QI service delivery well established?</li> <li>--Are QI services viewed as established practice in the state?</li> </ul>	<ul style="list-style-type: none"> <li>-Is the system for calculating and providing financial incentives well established?</li> <li>-Are policymakers and key stakeholders educated about the benefits of the financial incentive structure?</li> <li>-Are financial incentives viewed as established practice in the state?</li> </ul>	<ul style="list-style-type: none"> <li>-Are well established systems in place for ongoing consumer education?</li> <li>-Is provision of quality rating information to parents and other consumers searching for child care viewed as accepted practice in the state?</li> </ul>