

Updated 4/23/10

Questions and answers for Trainers, Training Organizations and Providers STARS changes effective April 1, 2010

1. **What is the State Training and Registry System (STARS) database?** The database is where DEL stores information about trainings that child care providers have taken, as well as information about approved STARS trainers and training organizations. DEL owns the database and STARS Web site at www.del.wa.gov/stars .
2. **Why are we taking STARS offline on April 1?** After careful analysis and conversation with our own staff and external stakeholders, we have determined that it is best to take the current system offline while we design a new, more robust online registry. The new tool will allow DEL staff, child care providers and STARS trainers easy access for input and to get information.
3. **How long will the database be offline?** The database as it currently exists will not ever go back online.
4. **When will the new system be available?** DEL intends to phase-in the new system over time but we don't have a set release date for the first of those phases. DEL will continue to inform you of its progress and ensure there are opportunities for widespread testing and feedback of the new system. We appreciate your patience and understanding as we develop a new and improved system for your use.
5. **What will happen to the trainer and provider training information currently stored in the STARS database? Your information is saved!** You don't need to ask for a copy of your information right now unless you really need it for employment. We expect when the STARS replacement tool goes online, trainers, training organizations and providers will be able to view and print their training history as it existed in STARS prior to it being brought offline. (The old information will *not* be migrated into the new tool).
6. **What will the new STARS tool look like?** We are working on designing a tool which is easy to use and update and which providers, trainers and DEL licensors all can use online. DEL's staff are working on what we think will be a useful interactive database, that will be part of a larger registry system.
7. **Where are STARS forms available?** STARS forms were changed to include information about the April 1 changes. Forms are located at www.del.wa.gov/stars .

Trainers and Trainer Organizations

1. **How will trainers and training organizations record that providers have completed a STARS-approved training they took either before or after April 1, 2010?** All trainers and training organizations who offer STARS-approved training must complete a STARS Training

Completion Form for each training session. Once completed, please **keep** the original copy; **it does not need to be sent to anyone at this time**. At a later date, DEL may ask for a copy of the form for proof of attendees completing training during this offline period. Trainers and training organizations must also give each provider a certificate of completion within one week following the training end date (Question #10 lists what needs to be on the certificate). The “STARS Training Completion Form” can be found at www.del.wa.gov/stars .

2. **Must trainers and training organizations still complete an “Available Training Form”?** Yes. All approved trainers and training organizations must complete an Available Training form for each training provided. Once completed, please **keep** the original copy; **it does not need to be sent to anyone at this time**. At a later date, DEL may ask for a copy of the form for proof of trainings completed during this offline period. The “Available Training Form” can be found at www.del.wa.gov/stars .
3. **I sent in an “Available Training Form” before March 31, 2010 for training that was going to happen on or after April 1, 2010 but I did not receive a response; can I provide the training?** Maybe. DEL will be screening those forms and will get back to you as soon as possible.
4. **I sent in a STARS Training Completion Form before March 31, 2010. What will happen to that information?** It will be returned to you so that you can enter the information in the system at a later date.
5. **What do trainers do if a provider comes to training on or after April 1, 2010 and he or she has never been issued a STARS ID?** Trainers and training organizations should still give these providers a certificate of completion within one week following the training end date even though the certificate will not have a STARS ID.
6. **How do individuals or organizations become STARS-approved during the time STARS is offline?** No applications are being accepted for **new** trainers or training organizations after March 31, 2010. Currently approved STARS trainers and training organizations can continue to offer training, with no reauthorization application or fees. A trainer or training organization can lose its STARS approval status if DEL determines that the trainings do not meet the appropriate standards.
7. **I applied to be a STARS-approved trainer or training organization before March 31, 2010 but I did not receive a response to my application; can I provide training now?** No. In order to provide STARS-approved training, you needed to receive your approval before March 31, 2010. Please watch our website for updates on the new system and for instructions on how to become approved as a trainer or training organization. www.del.wa.gov/stars
8. **I am currently a STARS-approved trainer or training organization. What will happen to my approved status when the new STARS system is available?** You will remain an approved trainer until further notice. When the new STARS system is ready to accept new trainer information, you will be contacted about a renewal process. Like before, you will be

authorized for a certain period of time and there will be a cost to reapply. To find out if you are on the current list of approved trainers and training organizations, go to <https://apps2.del.wa.gov/stars/>.

9. **Must trainers and training organizations still follow requirements outlined in the *Trainer and Training Organization Manuals*?** Yes! Currently approved STARS trainers and training organizations can view revised versions of the manuals at www.del.wa.gov/stars.
10. **We are offering STARS-approved training to providers who do not have a STARS ID; can they still apply for reimbursements/scholarships?** Yes. WAEYC will continue to administer the STARS Scholarships program. This program offers funding to help pay for STARS training on a first come, first serve basis. You can go to <http://www.waeyc.org/STARS.htm> to download the reimbursement application form.
11. **How can we best help providers through this transition?** It is important that providers understand the details of this change. Sharing this Q&A document with them is a good start. Providers will also need good documentation of their completion of STARS-approved trainings. So, **please** make sure you are giving them certificates of completion within one week following the training end date. Certificates must include: Name of participant; Title of training; Date(s) of training; Number of hours of training; Name and signature of approved trainer; Trainer STARS ID Number; Core Competency area(s) (for continuing education only); and audience: family child care, school-age program, or child care center or mixed group (for 20-Hour Basic only). In addition, please make sure STARS participants get receipts if payment was made. Receipts must include: Date; Payer name; Payment amount; Who is being paid; What payment is for; and for whom payment is made, if applicable.

Providers

1. **Do I still have to meet STARS requirements according to licensing rules?** Yes! All the STARS training requirements in Washington Administrative Code (WAC) remain in place. There's more information about child care licensing rules on DEL's Web site at www.del.wa.gov/laws/rules/licensing.aspx.
2. **Where do I go if I have questions, or need information like my training record or current STARS ID?** You can find more information at www.del.wa.gov/stars. To request historical training information from the STARS database, e-mail your first and last name, and date of birth to stars@del.wa.gov or call 1.866.482.4325 and choose Option 8. DEL will respond to your request. E-mailing is quicker; please consider using this method instead of calling.

As of April 1, 2010, you cannot request a **new** STARS I.D. number. However, if you have forgotten your current STARS I.D. and need the number for approved training, use the e-mail or phone number listed above to contact DEL.

3. **What should I do if my training history can't be found or it is not complete?** DEL will make every attempt to find your complete training history in STARS. If the history cannot be found or it's incomplete, it may be that the training information wasn't entered in STARS prior to April 1, 2010. If you received a certificate of completion for training, **keep an original copy of that documentation**. At a later date, you may be asked to provide a **copy** of the certificate so it can be entered into the new registry system.
4. **I sent in documents to update my STARS history before or after April 1, 2010. What will happen to that information?** The Department of Early Learning will keep it. At a later date, you will be contacted to help set up your history in the new system.
5. **I applied for a STARS ID before April 1, 2010 but I did not receive a response to my application; should I worry about not getting the number?** No. Please see questions #5, 6 and 10 below. You don't need to contact anyone about not having a number.
6. **What do I do if I go to training and I've not been issued a STARS ID as of April 1, 2010?** Trainers and training organizations should still give you a certificate of completion within one week following the training end date. **Keep original copies of that documentation**.
7. **How will I get credit for completed STARS trainings?** If you complete a STARS-approved training you should always receive a certificate or verification that you successfully completed the training. **Keep original copies of that documentation**. When asked to verify your training, provide a **copy** of the certificate to the requestor. At a later date, you may be asked to provide a **copy** of the certificate for the trainings you completed during this offline period so it can be entered into the new registry system.
8. **How do I request an education exemption or approval for trainings that are non-STARS or out-of-state?** Use the "Educational Exemption Form" or "Continuing Education Proposal Form" and send your request to stars@del.wa.gov or STARS, PO BOX 40970, Olympia, WA 98504-0970 and DEL will respond to you.
9. **How can I find approved STARS trainers or training organizations?** You can search for approved trainers and training organizations at <https://apps2.del.wa.gov/stars/> . Your local Child Care Resource and Referral (CC R&R) agency can also provide training information. Visit the CC R&R education page at <http://www.childcarenet.org/providers/education> .
10. **Are scholarships/reimbursements still available if I want to complete 20-hour or 10-hour STARS-approved training?** Yes. WAEYC will continue to administer STARS Scholarships. This program offers funding if you need help paying for STARS training. You can go to <http://www.waeyc.org/STARS.htm> to download the reimbursement application form.
11. **I don't have a STARS ID but I attended STARS-approved training either before or after April 1, 2010; can I still apply for a reimbursement/scholarship?** Yes. WAEYC will accept

your application without a STARS ID. You can go to <http://www.waeyc.org/STARS.htm> to download the reimbursement application form.

12. **What do I do if I have a concern about a STARS approved trainer or training that I attended?** Please use the “Training Concern Form” and submit it to stars@del.wa.gov or STARS, PO BOX 40970, Olympia, WA 98504-0970 and DEL will respond to you. The form can be found at www.del.wa.gov/stars .