1. **Introduction**

All programs requesting to move up in Keystone STARS (or completing their annual review) must complete the Request for Keystone STARS Designation and Program Information Form. Programs completing their annual renewal should complete and submit this document prior to their STAR expiration. During the annual review process, programs should also ensure all information in PELICAN related to their program is accurate and current including age of children accepted, accreditations, contact information, etc. Programs requesting to move up in Keystone STARS can submit this form at any point in their Keystone STARS activity cycle.

The ability to complete, edit, and submit a Request for Keystone STARS Designation and Program Information Form online through Provider Self-Service (PSS) was made available in February 2020. This tip sheet provides information and guidance on submitting a Designation Request online.

Note that clicking on or hovering over a quick tip icon (🔍) next to an item will provide valuable information about that item.
2. **Request For Keystone STARS Designation and Program Information Form – Get Started**

Figure 1. Provider Self-Service Home Page

From the **Provider Self-Service Home** page, click the plus ( + ) sign beside Keystone STARS to expand the box. Next, click on the expanded text to get to the **Keystone STARS Home** page. After clicking on the Keystone STARS text, the **Keystone STARS Home** page will display.
Locations for the selected provider are shown here. Up to five locations can be viewed at one time. This list is sorted by Location Name. Locations that are inactive in Keystone STARS will appear at the bottom of the list. The first five locations associated with the Legal Entity are automatically selected when the Home Page first displays. Users can deselect any or all locations and move to another page to select other locations.

Move to the next or previous page of locations here, or jump pages by selecting the page number and clicking **GO**.
3. Click **VIEW** after selecting the desired locations.

4. Click the text beside any + sign to expand that section or drawer.

5. Results can be sorted by: Request ID, Submission Date, Location Name, Status, Grant Type (for Grants only), Area of Service (for Coaching Requests only), or Submitted By.

6. Time periods in the dropdown menu are fiscal years (e.g., FY 2018-2019, FY 2019-2020, etc.).

7. A number appearing in this area indicates that there is an item under that subject area that needs the provider’s attention.

Figure 3. Designation Requests – Expanded View

Expand the Designation Requests section and click **CREATE REQUEST**. The Designation Request: Get Started page displays.
Figure 4. Designation Request: Get Started Page

Designation Request: Get Started

For a tour of the designation request process, click here.

Please select your location from the list below and click GET STARTED to submit a Keystone STARS designation request online.

Current Locations

Below is a list of all locations associated with your organization. If you do not see your location listed below, please contact the PELICAN Help Desk.

<table>
<thead>
<tr>
<th>Select</th>
<th>BPR ID</th>
<th>Location Name</th>
<th>Address</th>
<th>Provider Type</th>
<th>STAR Rating</th>
<th>Designation Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>330546720-00011</td>
<td>UAT GRANT LOCATION 11</td>
<td>83 MOWAY SPRINGTOWN PA 16601</td>
<td>Family Child Care Home</td>
<td>★★★</td>
<td>5/17/2020</td>
</tr>
<tr>
<td>☐</td>
<td>330546720-00013</td>
<td>UAT GRANT LOCATION 13</td>
<td>9 JULY DR SUMMERTOWN PA 16601</td>
<td>Child Care Center</td>
<td>★★</td>
<td>5/17/2020</td>
</tr>
<tr>
<td>☐</td>
<td>330546720-00014</td>
<td>UAT GRANT LOCATION 14</td>
<td>3 AUGUST LN SUMMERTOWN PA 16601</td>
<td>Family Child Care Home</td>
<td>★★★</td>
<td>5/17/2020</td>
</tr>
<tr>
<td>☐</td>
<td>330558720-00015</td>
<td>UAT GRANT LOCATION 15</td>
<td>10 SEPTEMBER ST AUTUMNTOWN PA 16601</td>
<td>Group Child Care Home</td>
<td>★★</td>
<td>5/17/2020</td>
</tr>
<tr>
<td>☐</td>
<td>330546720-00016</td>
<td>UAT GRANT LOCATION 16</td>
<td>1 OCTOBER QUA AUTUMNTOWN PA 16601</td>
<td>Child Care Center</td>
<td>★★</td>
<td>5/17/2020</td>
</tr>
</tbody>
</table>

1. Select a location by clicking the button.
2. Click GET STARTED to continue to the Confirm Location Details page.
3. **CONFIRM LOCATION DETAILS**

The Confirm Location Details step of the Designation Request flow allows users to confirm details of their provider location.

**Figure 5. Confirm Location Details Page**

1. The Wayfinder lets the user know where they are in the process. A green ✓ beside a step indicates successful completion of the step. A red X indicates a failed step.

2. These location details will be pre-populated with the location information on file. This information can be modified by contacting the location’s Certification representative.

3. Provider information such as Master Provider Index (MPI) ID, Provider Type, Certificate of Compliance Number, Years in Operation and information about the children served are also pre-populated from the information on file.
4. Indicate the type of accreditation held by the location. Note: This is not a required field.

5. Attach/upload/submit a copy of the location’s current accreditation certification and/or documentation.

6. Click UPDATE to view and update the days and hours of operation. Note: The Days and Hours of Operation table shown here will only appear for R&R Other providers. Other Providers can update this information through their Provider Profile.

7. Click NEXT to move to the next step – Contact Information.
Figure 7. Days and Hours of Operation Modal (Only for R&R Other Providers)

1. Update days and hours of operation as appropriate.

2. Click SAVE AND CLOSE to save changes and return to the previous screen.
4. CONTACT INFORMATION

The Contact Information step of the Designation Request flow allows the user to confirm the location’s contact details.

Figure 8. Contact Information Page

The Contact Information step of the Designation Request flow allows the user to confirm the location’s contact details.

1. Select Last Name, First Name, and Title.
2. Enter Phone Number, Alternate Number, and Cell Phone Number.
3. Enter Email Address and Fax Number.
4. Enter Address Line 1, Address Line 2, and Address Line 3.
5. Enter City, State, and ZIP Code.
6. Choose Contact me about options:
   - STARS Designation/Renewal
   - Fiscal Monitoring
   - Grant Paperwork
   - Coaching
   - Program Quality Assessment Contact
7. Select Send me information by options:
   - Email
   - Fax
   - Mail
8. Click SAVE to save changes or NEXT to proceed to the next step.
Make sure to complete each step before moving to the next step. Note: The green check mark beside Step 1 indicating successful completion of that step.

2. Click the Select button beside a name to edit or delete that individual.

3. Enter new contact information here.

4. Check the box beside a topic to receive information about that topic.

5. Indicate the preferred method for receiving information. (This field is required.)

6. Click SAVE to save any changes made.

7. Click NEXT to move to the next step – Classroom Information.
5. Classroom Information

The Classroom Information step of the Designation Request flow allows the user to enter information about the classrooms at their location.

Figure 9. Classroom Information Page
1. Update the classroom overview and enrollment overview for the location here. Note: These are required fields.

2. Clicking **ADD CLASSROOM** or **EDIT CLASSROOM** expands the form below to allow the user to add or edit classroom information, respectively.

3. Complete the required fields (Classroom Name, Age Range, Room Capacity, Number of Teachers, and Number of Children Enrolled) for a new classroom.

4. Click **SAVE** to save any edits or newly added information.

5. Click **NEXT** to move to the next step – **Operational Information**.
6. **Operational Information**

The Operational Information step of the Designation Request flow allows a user to enter information about the operational and quality improvement information at its location.

**Figure 10. Operational Information Page**

Answer the questions on director/owner involvement, facility capabilities, and turnover. Note: Answers are required for all the questions.
Answer the Quality Improvement questions. If Yes is selected for either question, enter details in the text box below the question.

Click the box beside any activity or initiative the location is involved in.

Click NEXT to move to the next step – **STAR Level Request**.
7. STAR Level Request

The STAR Level Request step of the Designation Request flow allows the user to select the STAR level it is requesting or renewing.

Figure 11. STAR Level Request Page

[Diagram of STAR Level Request form with details on how to select different levels based on criteria such as staff development, curriculum, and educational outcomes.]
Check the box next to the appropriate STAR level for the requested STAR level, or for a renewal, for the existing STAR level.

A description of each STAR level is provided in this column. Please contact your Quality Coach for the most current information regarding STARS standards.

Click NEXT to move to the next step – Attestation.
8. Attestation

The Attestation step of the Designation Request flow allows the user to confirm the attestation details for its designation request.

![Attestation Page](image)

Attestation for All Keystone STARS Providers

In order to receive your STAR designation certificate, please read and complete the following attestation. The person who signs this document is the individual legally authorized to represent the child care provider. By completing and signing this form, you attest that you have reviewed and accept the terms of the Keystone STARS Status Review, Suspension, and Removal Process.

1. I agree to abide by the Keystone STARS Performance Standards for the current STAR designation and I understand the status of my Program's STAR designation may be reviewed, reduced, suspended, or removed if I am not meeting the Keystone STARS Performance Standards and/or other conditions listed in the attached STAR Status Review, Reduction, Suspension and Removal Process. (required)

2. I understand that the ELRC reserves the right to review my Program's STARS status and share information with the DHS Regional Certification Office or Department of Education. (required)

3. I understand that my Program's STAR designation may be suspended or removed if DHS initiates an injunction, emergency removal, or issues a Provisional Certificate of Compliance (for programs with DHS Certificate of Compliance). (required)

4. I understand that my Program's STAR designation may be suspended or removed if the Department of Education revokes my private academic license (for programs with private academic license). (required)

5. I agree that, as applicable if the DHS Regional Certification Office initiates an action to revoke or refuse to renew my Program's DHS Certificate of Compliance, that my STAR designation will be suspended or removed. I understand that the STAR designation will be suspended whether or not my Program appeals the DHS Regional Certification Office's action. (required)

6. I agree that if my Program's STAR designation is suspended or removed, my Program may not advertise as a STARS child care provider, I will not receive grant/award funds, and my Program's STAR designation will be removed from DHS's COMPASS website. The STAR designation may be reinstated upon my Program's correction of the noncompliance with DHS regulations, regaining private academic license or upon meeting the Keystone STARS Performance Standards. (required)

7. I understand that false statements made herein are subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities). (required)

(Screenshot continued below)
Check the box beside each statement. All of the boxes must be checked for successful completion of this step.

1. __________ Check the box beside each statement. All of the boxes must be checked for successful completion of this step.

2. Click **NEXT** to move to the next step – **E-Signature Authorization**.
9. **E-Signature Authorization for Submission**

The E-Signature Authorization step of the Designation Request flow allows the user to sign the Designation Request.

![Figure 13. E-Signature Authorization](image)

1. Check the declaration checkbox to verify the information.
2. Answer the security question with the response selected when the account was set up.
3. Provide additional comments, if desired.
4. Click **SUBMIT** to submit the Designation Request. The Designation Request is sent to the ELRC Designation Request Inbox in PELICAN Keys to Quality (KTQ). After clicking **SUBMIT**, the user is taken to the **Submission Confirmation** page.
10. Submission Confirmation

The Submission Confirmation step of the Designation Request flow allows the user to view the submission details of its Designation Request.

Figure 14. Submission Confirmation Page

1. Click the PRINT button to print the Designation Request submission. Note: When the PRINT button is clicked, the entire application is downloaded as a printer-friendly PDF file that can be saved and printed.

2. This is the assigned request number for the Designation Request.

3. Reminder to complete an Enrollment Calculation Tool for the current fiscal year within 10 days of submitting the Designation Request.

4. The assigned Quality Coach’s name displays here.

5. Click UPLOAD SUPPORTING DOCUMENTS to move to the Supporting Documentation page.
11. Supporting Documentation

The Supporting Documentation step of the Designation Request flow allows the user to upload supporting documents for its Designation Request and to view previously uploaded documentation.

Note: The PSS document upload process is different than the SMART document uploader. The SMART document uploader is for evidence being submitted to meet specific STARS standards and indicators of the standards, i.e., the policy handbook.

Figure 15. Supporting Documentation Page

Supporting Documentation

1. You have requested STAR Level 3 for Sample Location 2. To complete this request, your Quality Coach will need to review the relevant supporting documentation and evidence for the STAR level you have selected. Providers with a PDF Private Academic School License are asked to include the license as part of their application.

2. Upload only information related to your program’s request for STAR Designation, such as a copy of Accreditation/Alternate Pathways certificate or PA DOE private academic license. Documentation that serves as evidence in meeting the Keystone STARS Performance Standards will be uploaded through the SMART document uploader, which is a separate database.

Instructions to Manage Documents:

1. Select the document type from the dropdown.
2. Click the ADD DOCUMENT button and a new window will appear.
3. Select the correct file folder on your desktop/laptop and attach the desired document.
4. To add additional documents, select the document type from the dropdown and select the ADD DOCUMENT button. Please see file formats and size restrictions below.
5. If you wish to delete a file, click the trash can icon next to the file.
6. Once you are done, click the SAVE button.

File Formats Accepted: .JPEG, .BMP, .PNG, .Excel, .Word, and .PDF. Maximum File Size: 10 MB.

Note: Microsoft Word and Excel files with a.doc or .xls extension cannot be uploaded. In order to convert these files to compatible formats, ensure that while saving the document on your desktop, the “Save as type” is either .doc or .xls. Additionally, files may also be converted to PDF by selecting PDF (*.pdf) from the “Save as type” dropdown list.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>File Name</th>
<th>Date Uploaded</th>
<th>Uploaded By</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELRC Requested</td>
<td>Certificates</td>
<td>1/02/2019</td>
<td>BobRixon</td>
<td>2.1 MB</td>
</tr>
</tbody>
</table>

Select Document Type...  ADD DOCUMENT

PREVIOUS  QUIT  SAVE
Identifies what the supporting documentation is for.

This section provides instructions for document upload process.

File formats accepted for upload include the following: JPEG, BMP, PNG, Excel, Word, and PDF. The maximum file size for upload is 10 MB.

Documents that have already been uploaded are listed here. Note: A document can be deleted by clicking the trash can icon at the end of the row.

Select the type of document being uploaded from the dropdown menu. Valid document types for a Designation Request include Staff Transcripts, Designation Request Form, Continuous Quality Improvement (CQI) Plan, Professional Development and Staff Qualifications Grid, and ELRC Requested.

Click ADD DOCUMENT to open File Explorer to select the document to be uploaded.

Click SAVE to upload the document. After clicking SAVE, the user will receive confirmation that the document was successfully uploaded.
12. Designation Destination

The Designation Destination page allows the user to confirm the details and updates on the location’s Designation Request. It is accessed by clicking on the Designation Request ID on an existing Designation Request tile in PSS.

**Figure 16. Designation Destination Page**

1. Click on the Designation number hyperlink.
2. Summary of the Designation Request including the location, submitted date, current status, and designation expiration date, if available.
3. The ELRC review comments will display here.
4. Click **VIEW DETAILS** to review the details of the Designation Request. Clicking **VIEW DETAILS** will take the user to the **Confirm Location Details** page.
13. **Next Steps**

After the provider submits its Designation Request through PSS, the Designation Request is sent to the Designation Request Inbox in Keys to Quality (KTQ) system, where it will be retrieved, reviewed, and acted on by the provider’s Quality Coach at the Early Learning Resource Center (ELRC). The provider can track this request through the Designation Request section of the Keystone STARS Home page.

![Designation Request Status Information](image)

This is the Designation Request number assigned to your Designation Request. Click the Designation Request number to view more details about the Designation Request.

The status of the Designation Request is shown here. Designation Request statuses include the following:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress</td>
<td>The request is currently in progress and has not been submitted to the ELRC.</td>
</tr>
<tr>
<td>Under Review</td>
<td>The request has been submitted and is being reviewed by the ELRC.</td>
</tr>
<tr>
<td>Pending</td>
<td>The request has been approved by the ELRC in the Designations Inbox, but the provider has not yet undergone the pre-designation process.</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>The request has been withdrawn by the provider, prior to its approval.</td>
</tr>
<tr>
<td>Approved</td>
<td>The request has been approved by the ELRC.</td>
</tr>
<tr>
<td>Returned</td>
<td>The request has been reviewed by the ELRC and returned to the provider to make updates and re-submit.</td>
</tr>
<tr>
<td>Disapproved</td>
<td>The request was declined by the ELRC.</td>
</tr>
</tbody>
</table>
14. **Alerts and Email Notifications**

Below is a list of PSS alerts and email notifications that the location may receive related to its Designation Request.

**Figure 18. Designation Request Alerts and Email Notifications**

<table>
<thead>
<tr>
<th>Trigger</th>
<th>Notification Text</th>
<th>Notification Mechanism</th>
<th>Audience</th>
<th>Clearing Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation request has been approved by ELRC</td>
<td>Your Designation Request for &lt;STAR Level&gt; for &lt;Provider Location Name&gt; has been approved</td>
<td>Email</td>
<td>PSS – Manage Keystone STARS Requests</td>
<td>N/A</td>
</tr>
<tr>
<td>Designation request has been returned by ELRC</td>
<td>Your Designation Request for &lt;STAR Level&gt; for &lt;Provider Location Name&gt; has been returned. More action is required if you would like to continue with this request. Details about why this was returned can be found by viewing your Designation Request in PSS. Please contact your Quality Coach if you have questions.</td>
<td>Email</td>
<td>PSS – Manage Keystone STARS Requests</td>
<td>N/A</td>
</tr>
<tr>
<td>Designation request has been disapproved by ELRC</td>
<td>Your Designation Request for &lt;STAR Level&gt; for &lt;Provider Location Name&gt; has been disapproved. Details about why this was disapproved can be found by viewing your Designation Request in PSS. Please contact your Quality Coach if you have questions.</td>
<td>Email</td>
<td>PSS – Manage Keystone STARS Requests</td>
<td>N/A</td>
</tr>
<tr>
<td>Designation is nearing expiration – 30 days prior to the expiration date</td>
<td>Your Designation for &lt;Provider Location Name&gt; will expire on &lt;Designation Expiration Date&gt;. Please submit a Keystone STARS Designation Request.</td>
<td>Alert</td>
<td>PSS – Manage Keystone STARS Requests</td>
<td>The alert will be cleared when the user submits a Designation Request for the Location or the current Designation expires.</td>
</tr>
<tr>
<td>Designation is nearing expiration – 60 days prior to the expiration date</td>
<td>Your Designation for &lt;Provider Location Name&gt; will expire on &lt;Designation Expiration Date&gt;. Please submit a Keystone STARS Designation Request.</td>
<td>Alert</td>
<td>PSS – Manage Keystone STARS Requests</td>
<td>The alert will be cleared when the user submits a Designation Request for the Location or the current Designation expires.</td>
</tr>
<tr>
<td>Designation is nearing expiration – 90 days prior to the expiration date</td>
<td>Your Designation for &lt;Provider Location Name&gt; will expire on &lt;Designation Expiration Date&gt;. Please submit a Keystone STARS Designation Request.</td>
<td>Alert</td>
<td>PSS – Manage Keystone STARS Requests</td>
<td>The alert will be cleared when the user submits a Designation Request for the Location or the current Designation expires.</td>
</tr>
</tbody>
</table>