

PARENT AWARE – RECONSIDERATION PROCESS

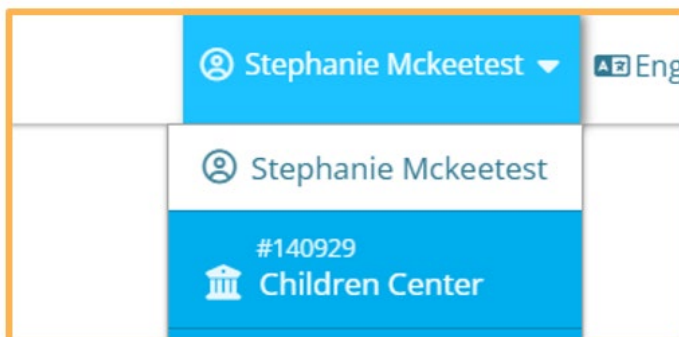
After a program is issued a Two or Three-Star Rating, the program will go into **Active (Open to Review)** status for period of 30 days. The program can choose to seek a **Reconsideration** of the Rating they were awarded. **Reconsideration** requests must be completed online through the **Organization Profile**. Programs who receive a Four-Star Rating are not eligible for the **Reconsideration** process.

Programs should speak with their Quality Coach or Professional Development Advisor for additional guidance about requesting a Rating Reconsideration before submitting the request.

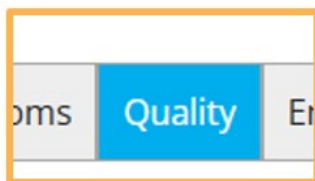
Below are the instructions to request a Reconsideration.

INSTRUCTIONS

1. Log into your Develop account to access your Individual Profile with your email address and password.
2. Choose your **Organization** from the drop-down menu under your name.

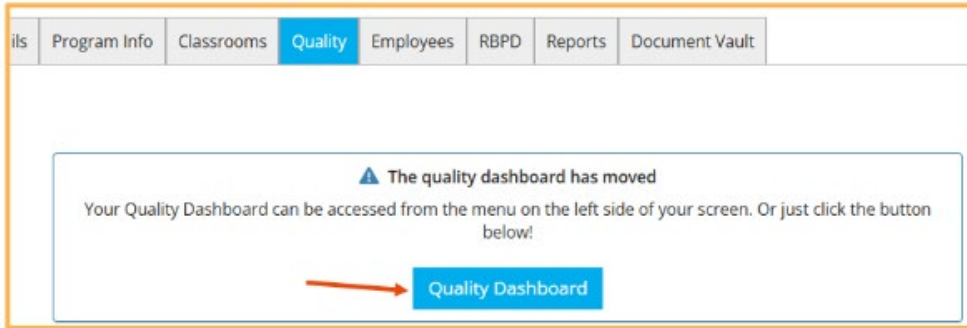


3. Navigate and click on the **Quality tab**. This will take you the **Quality Dashboard**.



4. To view the **Quality Dashboard**, you can either:
 - a. Click on the **Quality Dashboard** button

Parent Aware – Reconsideration Process



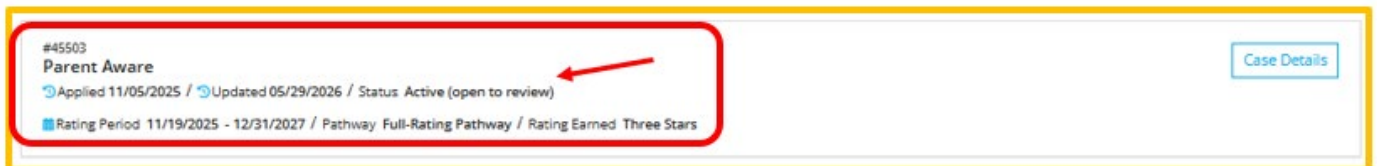
- b. Navigate to the left-hand navigation and select the three lines. Select the **Quality Overview**.



- 5. Navigate to the **Case History** button. This will display a list of all your cases.




- 6. Look for the most recent **Full Rating Case**. This will have a **Case Status** that will display as **Active (open to review)**.



- 7. The **Case Detail** page will display the **Case Rating** issued. This will also display the **Rating issued** and **Rating Valid through** dates.

Parent Aware – Reconsideration Process

Case Details Close



Org ID #127374
All 'bout Children Daycare
★ Published Rating: Three-Star Rating / Valid Through 12/31/2027

Case Rating

Three-Star Rating

■ Rating Start Date 11/19/2025
■ Rating Valid Through 12/31/2027

[Print Parent Aware Certificate](#)

Case ID #45503
Parent Aware

Case Status: Active (open to review) 🔄

📅 Applied 11/05/2025 / Star-Level goal Three Stars
Pathway Full-Rating Pathway / Cohort July 2025 / Submission Deadline 09/30/2025

📌 **Next Steps**

A Rating packet will be mailed to your program within 15 business days.
Due by 06/28/2026

[Request Reconsideration](#)

[Review Application](#)

[Participant Agreement](#)

[View Case Summary](#)

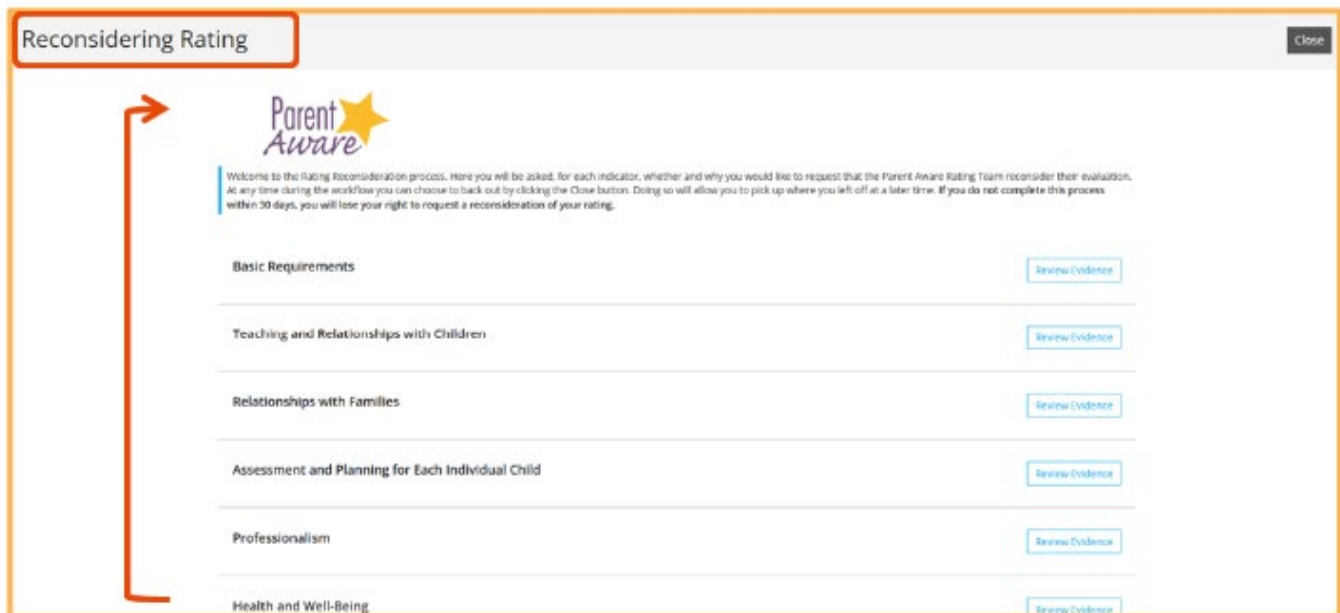
Parent Aware – Reconsideration Process

8. Select the **Request Reconsideration** button to start the process.



9. The **Reconsidering Rating** page will display. For each indicator, you will be asked if you would like to request that the Parent Aware Rating Team reconsider their evaluation and provide an explanation.

At any time during the workflow, you can choose to save your progress or exit to come back later. **If you do not complete this process within 30 days, you will lose your right to request a reconsideration of your rating.**



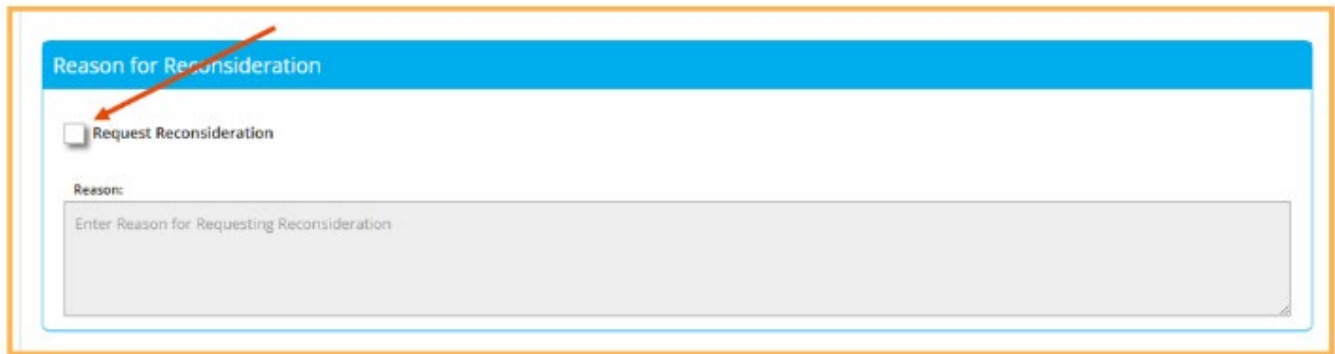
10. Reconsiderations can be requested for any Indicators in the Quality Documentation Portfolio, as well as the Basic Requirements and Training Requirements. **Reconsideration requests must be specific to an Indicator in the Quality Documentation Portfolio to be considered.**

Parent Aware – Reconsideration Process

11. Click on the **Review Evidence** button for the Category of the Indicator you want to have reconsidered.



12. To request that an Indicator be reconsidered, check **Request Reconsideration** checkbox.



13. This will highlight the Indicator in green.

Parent Aware – Reconsideration Process

Every Lead Provider, Program Director, Education Coordinator, and one Lead Teacher per classroom must have a current Individual Develop Membership, a Career Lattice Step, and verified accurate employment records.

After registering your Organization Profile in Develop, complete the Classrooms tab in Develop, identifying one Lead Provider or one Lead Teacher per classroom.

AND

Ensure the Employees tab has verified information and is up to date.

Check the boxes below to confirm that you have completed the following requirements:

- All Lead Teachers have current Individual Develop Memberships.
- I have registered my Organization Profile in Develop.
- I have reviewed the Program Enrollment and Classroom section on the Classrooms tab of my Develop Organization Profile.
- I have verified employment information listed on the Employees tab of my Develop Organization Profile.

Evidence

No documents have been added.

Evidence Notes

No text evidence has been provided.

After the Request Reconsideration button is checked a green highlight will display around the indicator.

Reason for Reconsideration

- Request Reconsideration

Reason:

Enter Reason for Requesting Reconsideration

Required

14. Enter the reason for requesting reconsideration for this Indicator.

You will need to provide:

- An explanation why the Indicator should be re-evaluated. Programs will only receive one opportunity to provide a reason regarding their request.
- Programs do not have the option to upload additional evidence during the Reconsideration process.

Parent Aware – Reconsideration Process

T4.3 - Kindergarten transition activities: Program offers a variety of activities that transition children to kindergarten. (4 points)

Submit: Written descriptions of and/or examples of at least **two** activities or events that your program has offered to support children in their transition to kindergarten.

Some examples of activities or events include, but are not limited to: visit / tour of kindergarten classroom, visit from kindergarten teacher, family information night at your program, and planned classroom experiences.

Check the boxes below to confirm that your documentation meets one of the following criteria:

- I prefer to opt-out of this Indicator.
- I have included written descriptions of at least two activities or events that support children in their transition to kindergarten.
- I have included examples of at least two activities or events that support children in their transition to kindergarten.
- I have included a combination of written descriptions and examples of at least two activities or events that support children in their transition to kindergarten.

Evidence

No documents have been added.

Evidence Notes

No text evidence has been provided.

Reason for Reconsideration

Request Reconsideration

Reason:

Enter Reason for Requesting Reconsideration

Enter the reason for the reconsideration. This is required.

Evaluation

0 points

4 points

Actions Required

Visible to the Program

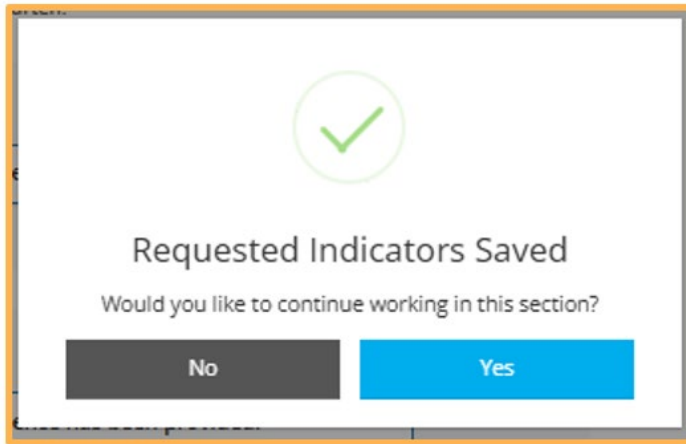
15. You can save your progress at any time. Click the Save button at the bottom of the screen.



A message will display stating that your requested Indicators were saved.

- Click Yes, if you would like to continue working in this Category.
- Click No, if you are done with this Category or would like to come back later.

Parent Aware – Reconsideration Process

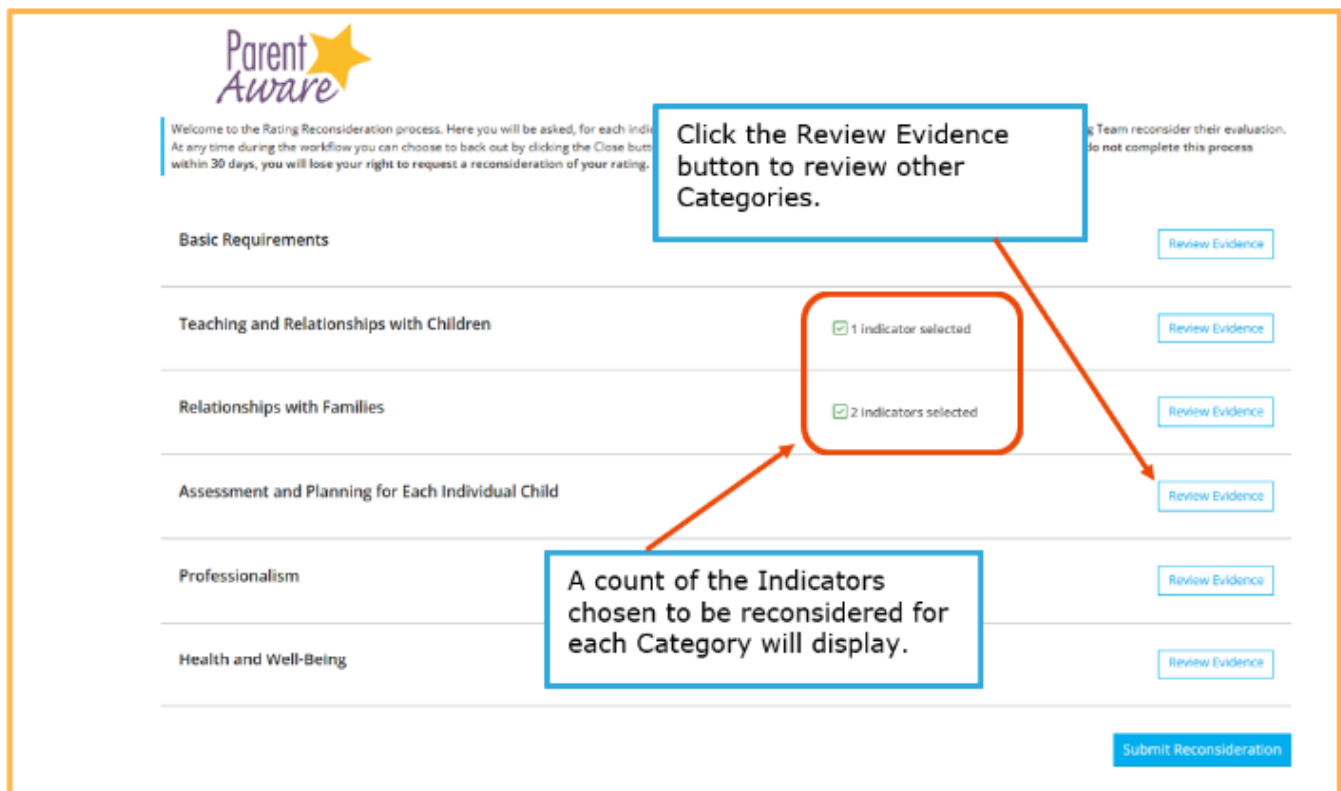


16. The **Reconsidering Rating** page will display.

- a. Click on the **Review Evidence** button to review any Section or Category of the Quality Documentation Portfolio.

A count of the Indicators chosen to be reconsidered for each Category will display.

- b. Programs can review the scores and notes for each Indicator.
- c. Programs may click **Save** at any time in the Reconsideration process.

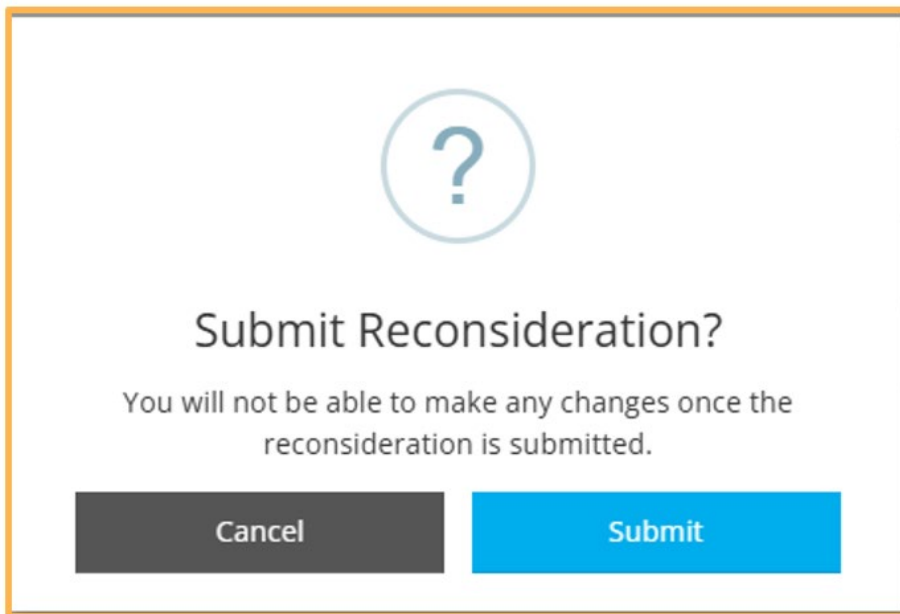


Parent Aware – Reconsideration Process

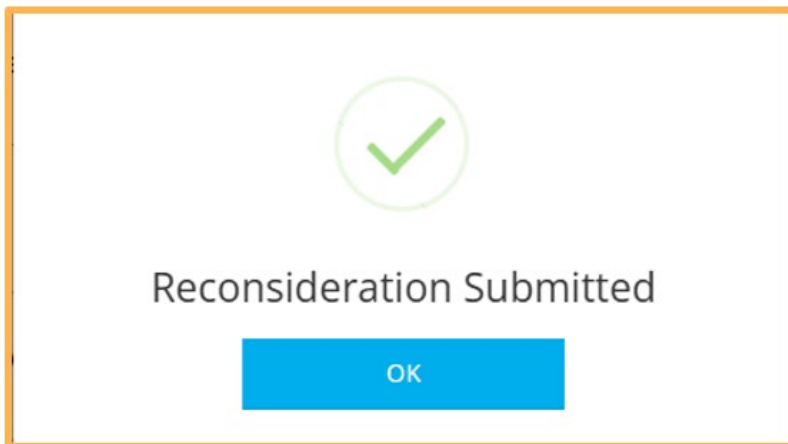
Click the **Submit Reconsideration** button when all Categories have been reviewed.



17. A message will display asking to **Submit Reconsideration**. You will not be able to make any changes once the reconsideration is submitted. Click the **Submit** button if ready.



18. A message will display, Reconsideration Submitted. Click, **OK**.



Parent Aware – Reconsideration Process

19. The Rating Case Detail page will display. The case status will be **Requested Reconsideration**.

NOTE: Click on the **Review Reconsideration** to review what was submitted. This is view-only and a program is not able to make any changes.

The screenshot shows the 'Case Details' page for Case ID #41503. The organization is 'All 'bout Children Daycare'. The current status is 'Requested Reconsideration'. A callout box points to the 'Review Reconsideration' button, stating: 'To review the Reconsideration submitted, click on the Review Reconsideration button.' The page also shows a 'Case Rating' section with a 'Three-Star Rating' and a 'Next Steps' section with instructions on how to view the response to the reconsideration request.

20. When the Parent Aware Rating team begins the reconsideration review process, the case status will change from **Requested Reconsideration** to **Under Reconsideration**. The review process can take up to 45 days to finalize.

NOTE: The Review Consideration button will no longer display when in the Under Reconsideration status.

The screenshot shows the 'Case Details' page for Case ID #45466. The organization is 'Parent Aware'. The current status is 'Under Reconsideration'. The page shows the 'Review Application' and 'Participant Agreement' buttons. The 'Next Steps' section indicates that the request for reconsideration will be reviewed within 45 days and that the response will be documented in the Staff Notes section.

21. When the reconsideration request has been reviewed by the Rating team, it will be in the **Ready for Rating** status.

Parent Aware – Reconsideration Process



Case ID #45466
Parent Aware

Case Status **Ready for Rating** 📅

Applied 10/05/2024 / Star-Level goal Four Stars
Pathway Full-Rating Pathway / Cohort July 2025 / Submission Deadline 09/30/2025

Quality Documentation Portfolio
Review Application
Participant Agreement

22. When the reconsideration request has been completed, the case will be updated to **Completed** status. The outcome of the requested Reconsideration, as well as an explanation regarding the review, will be available. If the Reconsideration process results in a new Rating, the program will receive an updated Rating certificate in the mail.

DEVELOP HELP DESK

The Develop help desk is available by phone Monday through Friday.

- Monday, Wednesday and Friday hours are from 8:00 a.m. to 5:00 p.m.
- Tuesday and Thursday hours are from 8:00 a.m. to 7:00 p.m.
- Call 844-605-6938 or email support@develophelp.zendesk.com

For assistance in Hmong, Somali or Spanish, contact the Language Access Line provided through Child Care Aware of Minnesota.

- Call 888-291-9611 **or** 651-655-0150