

Introduction

It is not uncommon for providers to have questions about their observation results. In some cases, providers may disagree with an aspect of their observation results. In those cases, providers may request a review of their observation results. The Observation Results Review Process and the steps providers may follow to have their observation results reviewed are described below.

Review Process

Step 1: Complete and submit an Observation Results Review Form within 30 working days of receiving your summary report

If you have questions and are not sure if you would like to proceed with the formal review process, you may contact the San Francisco Quality Connections Administration. Complete the Observation Results Review Form within 30 working days of receiving your summary report. The form can be completed and sent via email, fax, or mail to:

San Francisco Quality Connections
WestEd Center for Child and Family Studies
730 Harrison St
San Francisco, CA 94107
Email: sfqc@wested.org
Fax: 415.615.3434

Step 2: The Quality Review Manager will contact you

Within one week of receiving your review request, the Quality Review Manager will contact you to acknowledge receipt of your Observation Results Review Form and to schedule your review conversation.

Step 3: Discuss your specific concerns with the Quality Review Manager

At a mutually agreeable time, the Quality Review Manager will contact you to discuss and address each of your concerns regarding the specified observation results.

Step 4: Receive a summary of the review results

Following the conversation with the Quality Review Manager, you will receive a summary of the results of the review conversation within 30 working days. If it is deemed necessary that changes be made to scores during the review conversation, then a revised report will be submitted to both you and the funder.

Additional Information about the review process

- The review process only applies to the most recently completed observation review report.



Observation Results Review Form

INSTRUCTIONS: Return the completed Observation Results Review Form with applicable rationale. This form should be submitted no later than 30 working days after receipt of your summary report. If you are a center-based program and would like more than one report reviewed for more than one classroom, please complete a separate Observation Results Review Form for each classroom. The form can be sent to San Francisco Quality Connections via email: sfqc@wested.org; fax: 415.615.3434; or mail: San Francisco Quality Connections; WestEd Center for Child and Family Studies; 730 Harrison St, San Francisco, CA 94107.

Who Was Observed?	
Program Name	
Agency Name (if applicable)	Room Name (if applicable)
Provider/Teacher Name	License Number
Program Mailing Address	
City, State, Zip	
What Observation Review Results Are You Concerned About?	
Type of Observation (select one) <input type="checkbox"/> CLASS <input type="checkbox"/> ITERS-R <input type="checkbox"/> ECERS-R <input type="checkbox"/> FCCERS-R	
Name of Observer/Reviewer (if known)	Date of Observation
Please describe in detail the program's rationale for the appeal and your grievance for each item (please identify the item/indicator number).	
Who Should We Contact?	
Contact Name	Role
Phone	Fax
Email	
How would you like us to contact you? (select one) <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> Fax	When is the best time to contact you? (select one) <input type="checkbox"/> Morning <input type="checkbox"/> Mid-day <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening

Office Use Only:

Request Received (Date)	Observation Results Review Scheduled (Date)	Summary of Review Results Sent (Date)	SFQC ID
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