

ASQ Screening FAQ's

General Access & System Navigation

Q: How do we enter ASQ Screening?

A: Providers enter ASQ results through the DEL Provider Portal. Access instructions are available on the ELC of Duval website.

Q: How do we access an ASQ result?

A: Log in to the Provider Portal. Navigate to Preschool Development → Developmental Screening → Search. Leave all fields blank and select Search again. Click the Screening ID to view results.

Q: What does the status “Coalition Reviewing” mean?

A: If screening results show monitoring or concern, the coalition must manually review and approve the screening and assign it to Intervention. The status remains “Coalition Reviewing” until approved, but the providers can review the results and print them.

Completing ASQ Screenings

Q: Are parents able to complete screenings at enrollment?

A: Yes. Parents may complete screenings at enrollment and have five (5) days to submit. If not submitted, the provider becomes responsible and the queue updates to reflect the provider as the screener.

Q: How do we complete ASQ screenings and know when they are due?

A: Pending ASQs are located under Preschool Development → Developmental Screening Queue. The Days Until Due column is color-coded: **Red** (past due), **Yellow** (due within two weeks), and **Green** (due in more than 15 days). Providers should check the portal daily. Notifications and due letters are also sent. Once submitted, the screening drops from the queue within 24 hours.

Q: Are we required to complete both the ASQ-3 and ASQ:SE-2?

A: Yes, if the parent requests both. The Developmental Screening Queue will note which tools are required. Not all children require both.

Q: I completed the ASQ-3. Why is the ASQ still showing incomplete?

A: Parents may opt in for an ASQ:SE-2 (social-emotional). The screening will remain incomplete until both required screenings are submitted.

Q: Why am I only being asked to complete the ASQ: SE-2?

A: The parent most likely completed the ASQ-3 but forgot to complete the ASQ:SE-2. When this happens, the remaining screening automatically rolls over to the provider to complete. You can click on the Screening ID in the Provider Portal to view the completed ASQ-3 results.

Q: Why am I being asked to complete an ASQ again?

A: This may happen if a section was left blank or not scored, the completion date is more than 30 days from entry, or the incorrect interval was completed.

Q: What do I do if the wrong screening interval is being requested?

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A: Use Google Chrome. Sign out, close the browser, clear cache, sign back in, and reopen the screening from the portal. Confirm the child's date of birth. If still incorrect, contact an ASQ Coordinator. Corrective action plans are issued when screenings are more than 46 days past due. These plans cannot be voided.

Screening Queue & Enrollment Issues

Q: Why is an SR child not showing in my screening queue?

A: Possible reasons include the parent not giving screening permission, no screening currently due, or the family completed screening at enrollment. For system errors, contact ASQHelp@elcduval.org.

Q: What should I do if a child is on my queue but never attended or no longer attends?

A: End the child's enrollment in the Provider Portal. If the child does not drop from the queue, email ASQHelp@elcduval.org.

Q: What should I do if a screening is in my queue but the child has not started or is on a waitlist?

A: Contact an ASQ Coordinator to request a due date update. CCR&R will update the start date and issue a new screening due date.

Special Attendance Scenarios

Q: What if I have an ASQ due during the summer for an SR child who finished VPK?

A: ASQs are required for all SR children birth to 60 months. If the due date is before kindergarten entry, the ASQ must still be completed.

Q: What if a child only attends before/aftercare or holidays under 60 months?

A: The ASQ is still required. Providers may contact families for assistance completing the screening.

Q: What if I am having difficulty completing a screening due to inconsistent attendance?

A: Screenings must be completed by the due date. Providers may complete the screening by phone with the parent and document all attempts in the portal. Contact an ASQ Coordinator if issues persist.

Sharing Results with Families

Q: Are providers required to share screening results with families?

A: Yes. Providers must share written ASQ-3 and/or ASQ:SE-2 results with families when a screening indicates a concern in one or more areas. This requirement applies regardless of whether the family or the provider completed the screening. Providers must also obtain a **signed Parent Review Form** from the family.

Q: Are providers required to maintain and upload ASQ Parent Review Forms?

A: Yes. Signed ASQ Parent Review Forms must be kept on file **and** uploaded to the Document Library → ASQ Results – Parent Review Form. Out-of-county providers should upload forms to their designated folder.

Troubleshooting Tips

Q: General reminders

A: **Always use Google Chrome.**

- **Enable pop-ups** before starting a screening.
- **Complete screenings in one sitting**—do not leave the session idle.
- **Do not use the back button** while completing a screening.
- **Always open screenings from the Provider Portal** (not Brookes).
- **The system will time out** if a screening is not completed in one sitting.
- If a timeout occurs, **it may appear “completed” on your side**, but the screening will **NOT** show as complete in the Provider Portal.
- If a timeout occurs, the provider must resubmit the screening, as the ELC cannot access a screening that did not save correctly in the Provider Portal.

Contact Information

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