QEIP FREQUENTLY ASKED QUESTIONS

FAQ

**What is the Quality Endorsement and Improvement Process (QEIP)?**

The Parents as Teachers QEIP is something that all Parents as Teachers affiliates engage in to help ensure that they are achieving fidelity to the Parents as Teachers model and implementing high quality services to families. The Parents as Teachers Essential Requirements and Quality Standards form the basis for the QEIP. Affiliates that earn the endorsement (also referred to as the blue ribbon) are recognized by Parents as Teachers National Center as exemplary affiliates, delivering high quality services to children and families.

**Why does my program need to participate in the Quality Endorsement and Improvement Process?**

Participation in the QEIP is required of all Parents as Teachers affiliates, as stated in the PAT Essential Requirements. Ultimately the QEIP benefits the families affiliates serve as it helps ensure quality services are delivered. In addition, the QEIP:

• Provides assurance to funders, community groups and participants that the PAT affiliate is a wise investment

• Helps affiliates maintain and strengthen their role in the community

• Demonstrates that affiliates are committed to continuously improving the quality of the services provided to children and families

• Offers additional national recognition, as high-achieving members in the field of early childhood learning and parent engagement

As an added benefit, participation in the QEIP earns parent educators in their second year and beyond the professional development hours required for the following year’s certification renewal. First year parent educators can earn up to half of their professional development hours.

**What is involved in the Quality Endorsement and Improvement Process?**

The QEIP has four main steps:

Step 1: The front end Essential Requirements Review is the first step in the process. For this step, each affiliate submits its Affiliate Performance Report (APR) as required by August 15. Data on the APR is used to calculate whether each affiliate met the Essential Requirements. The Parents as Teachers National Center reviewer prepares a letter to each affiliate detailing whether all Essential Requirements were met, and the next steps in the process. Affiliates that meet or exceed all Essential Requirements move forward to the next step, preparing the affiliate self-study.

Step 2: In October, the self-study step begins. Through the affiliate self-study, affiliates illustrate how they meet the 81 Quality Standards by answering questions, providing documents, populating information tables, and completing file reviews. Affiliates use the Quality Endorsement Manual which outlines each standard and accompanying measurement criteria, to guide them in completing their self-study and determining whether they meet each Quality Standard. The self-study is completed and submitted online by April 1 using a survey link provided by the National Center.

Step 3: Between April – September, Parents as Teachers National Center representatives conduct a thorough review of each self-study, complete an interview with the affiliate supervisor and review three family files that the affiliate supplies (from families that granted their permission). This information is used to assess whether the affiliate met each of the Quality Standards they rated as met. The reviewer prepares a report for the affiliate that details strengths and recommendations.

Step 4: The back end Essential Requirements Review is the final step in the process. Like in step 1, the affiliate submits their next APR by August 15, and data from that APR is used to assess whether each of the Essential Requirements continues to be met. The results of this Essential Requirements Review is incorporated in each affiliate’s final QEIP report. In October affiliates receive their final QEIP report.

**How long does the process take?**

In total, the QEIP spans a 15-month period. However, the affiliate is not working on the process this whole time. Much of this time is allocated for National Center responsibilities. The affiliates’ primary time commitment is the six month period from October through March when staff are preparing and submitting the self-study.

**When will it be my affiliate's turn?**

Affiliates begin the QEIP in the summer that they begin their 4th year of implementation. There are five cohorts of affiliates, and each year a cohort begins the QEIP. When an affiliate reaches their 4th year of implementation, they will be assigned to the cohort that begins the process that year. Affiliates are notified in January of the year that they would begin the QEIP. Affiliates complete the QEIP every five years.

**What if my affiliate will have a new supervisor the year my affiliate is due to go through QEIP?**

An affiliate can request a one year postponement of its participation in the QEIP once in each five year cycle. The National Center does not vet the reasons an affiliate requests a postponement. Each affiliate is able to receive one postponement in each five year cycle. Once an affiliate is notified in January of the year they are to begin the QEIP, they have until June 1 to request a postponement. If an affiliate postpones, they begin the QEIP the following year and join the next cohort.

**What is required to earn the endorsement?**

To earn the endorsement, affiliates must meet or exceed all of the Essential Requirements on the front and back end Essential Requirements Review, meet the required Quality Standard #1 (related to having comprehensive policies and procedures) and meet at least 80% of the additional Quality Standards. Once earned, the Quality Endorsement is valid for up to five years as long as the affiliate continues to submit the APR, meet the Essential Requirements, pay the affiliate fee, and renew parent educators annually.

**How did the National Center determine the 81 Quality Standards? Why is there one required standard?**

In 2019 the National Center began the extensive process of updating the 2013 PAT Quality Standards. A thorough literature and research review was conducted to identify best practices in early childhood home visiting, and findings were aligned with our Quality Standards. In addition, we sought out stakeholder input from state offices, trainers, regional technical assistance providers and affiliates. We revised and eliminated 2013 Quality Standards and added new ones that supported the research. The resulting 81 Quality Standards are rooted in best practices, research and our collective on the ground experience and knowledge of what works.

Quality Standard #1, which is related to having comprehensive policies and procedures and having staff be trained in those policies and procedures was determined to be required for earning the Blue Ribbon because of its significance in implementing a high quality program. Comprehensive policies and procedures are essential for quality and consistent operations and service delivery, and the National Center deems it critical that all Blue Ribbon affiliates have these in place.

**What timeframe is the National Center looking at for the self-study?**

It depends on the Quality Standard. There are five main timeframes that we are looking at in the self-study, and in the Quality Endorsement Manual the timeline associated with each Quality Standard is identified. The five timeframes are:

• Implemented at least three months prior to submission of self-study – this applies to policies, procedures and protocols that must be written and in effect at least three months prior to submission of the self-study.

• Calendar year - the 12-month period from January to December of the year that the affiliate began the self-study. For example, for cohort 1 that began summer 2020, the calendar year focused on in the self-study is January -December 2020.

• Current practice – reflective of how your program operates as of the time you are responding to that Quality Standard.

• Most recent APR – reviewed based on information contained in your program’s most recent APR (from the APR submitted for the front end Essential Requirements Review)

• From file review – reviewed based on the results of the family file review completed.

**What kind of file reviews are done for this process?**

There are two types of file reviews completed as a part of the QEIP. The first file review is completed by the affiliate supervisor as a part of their self-study, and the other file review is completed by the National Center as a part of the review of the affiliate’s self-study.

1. File reviews completed by the affiliate

a. Affiliates complete file reviews as a part of completing their self-study. Affiliates complete three, six or nine file reviews depending on how large their affiliate is.

• 1-3 parent educators = 3 file reviews

• 4-6 parent educators = 6 file reviews

• 7 or more parent educators = 9 file reviews

b. Affiliate supervisors choose which files to review, and the results of the file review are used to assess some of the Quality Standards. The completed file review tools (not the files themselves) are uploaded to the self-study to confirm that they were done.

2. File reviews completed by the National Center

a. The National Center completes file reviews of three randomly selected family files for each affiliate that submits a self-study. Affiliates give the National Center a list of the families that grant their permission for their file to be reviewed by National Center, and three are chosen from that list. The results of that file review are also used to by the National Center reviewers to validate the affiliate’s ratings of some of the Quality Standards.

**What happens if my affiliate does not meet all Essential Requirements?**

On the front end Essential Requirements Review, affiliates that do not meet all Essential Requirements will stop the process at that point, move to Provisional Affiliate status and complete the Essential Requirements Success Plan. The National Center Quality Team will complete their Essential Requirements Review again the following year. If all Essential Requirements are met at that point, they will move to Model Affiliate status and complete a self-study. If at the end of the process the Blue Ribbon is earned it would be good for four years. If all Essential Requirements are not met in the second front end Essential Requirements Review, then the affiliate stops the process, remains a Provisional Affiliate that year and completes the Essential Requirements Success Plan. They will begin the process again in three years when their cohort is due to begin again. If the affiliate meets the Essential Requirements in subsequent years, they can move to Model Affiliate status.

On the back end Essential Requirements Review, affiliates that do not meet all Essential Requirements do not earn the Blue Ribbon (and would have Provisional Affiliate status that year). However if the required Quality Standard #1 was met along with at least 80% of the additional Quality Standards, they could earn the Blue Ribbon the following year if all Essential Requirements are met then. In this case, the Blue Ribbon would be good for four years.

**What happens if my affiliate does not meet the required Quality Standard #1?**

Affiliates engaged in the QEIP for the first time in their five-year cycle (i.e. met the Essential Requirements in their first front end Essential Requirements Review) that met at least 80% of the standard but did not meet required Quality Standard #1 have the option to update their policies and procedures manual and train staff in the updated policies and procedures. Affiliates must submit the updated policies and procedures by June 1. If the National Center reviewer confirms that their updated material meets the criteria, they can earn the Blue Ribbon. The Blue Ribbon would be good for four years.

**What happens if my affiliate does not meet at least 80% of the additional Quality Standards?**

Affiliates engaged in the QEIP for the first time in their five-year cycle that meet less than 80% of the Quality Standards (but meet all Essential Requirements in the back-end Essential Requirements Review) have the option to immediately repeat the QEIP. These affiliates would be sent a new self-study link, and it would be due by April 1. If the Blue Ribbon is ultimately earned, it would be good for four years.