



Parents as Teachers®

Original date: December 2015

Last update: April 2020



Quality Endorsement and Improvement Process

Administrative Policies and Procedures

Table of Contents

I. Quality Endorsement and Improvement Process Introduction	3
II. Quality Endorsement Cohorts	4
III. QEIP Step 1: The Essential Requirements Review (front end)	6
IV. QEIP Step 2: The Affiliate Self-Study	8
V. QEIP Step 3: Review and Corroboration of the Self-Study	9
VI. QEIP Step 4: The Essential Requirements Review (back end)	11
VII. QEIP Review and Essential Requirements	12
VIII. Notification of Quality Endorsement Results	13
IX. Maintaining the Blue Ribbon	17
Appendix A: QEIP Timeline	19
Appendix B: Reviewer Confidentiality and Nondisclosure Statement	21

I. Quality Endorsement and Improvement Process Introduction

In order to achieve desired outcomes of the Parents as Teachers (PAT) model, PAT affiliates must adhere to model requirements. There are 21 model requirements, called Essential Requirements, and one of those Essential Requirements involves participating in the Quality Endorsement and Improvement Process (QEIP). The QEIP facilitates continuous quality improvement and helps ensure affiliates implement the PAT model with fidelity and quality. PAT affiliates engage in the QEIP in their fourth year of implementation and every five years thereafter.

Through the QEIP, affiliates that are meeting all of the Essential Requirements, required quality standard #1 and at least 80% of the rest of the PAT quality standards are recognized by Parents as Teachers National Center (PATNC) as Blue Ribbon Affiliates, delivering high quality services to children and families.

The benefits involved in participating in the QEIP and earning the endorsement include but are not limited to:

- > Providing assurance to funders, community groups and participants that an affiliate is worth their investment.
- > Helping an affiliate maintain and strengthen its role in the community.
- > Demonstrating that an affiliate is committed to continuously improving the quality of the services provided to children and families.
- > Offering additional national recognition as a high-achieving member in the field of early childhood learning and parent engagement.

As an added benefit, parent educators earn the professional development hours required for the following year's certification renewal when they participate in QEIP. To earn these hours, parent

educators must participate in the self-study step of the process, offering input for at least the PAT Services sections of the standards. Parent educators in at least their second year of employment can earn all of the required professional development hours, and parent educators in their first year of employment can earn up to half of the required hours.

The QEIP has four main steps:

1. Essential Requirements Review (front end)
2. Affiliate self-study
3. Review and corroboration of the self-study
4. Essential Requirements Review (back end)

For a more detailed timeline of the entire process, please see [Appendix A](#).

II. Quality Endorsement Cohorts

Policy

All PAT affiliates are assigned to a cohort, one through five. New affiliates are assigned to a cohort when they become an affiliate, (based on their join date) and engage in the QEIP for the first time in their fourth year of implementation. Each cohort repeats the QEIP every five years. Each year two cohorts are engaged in the process, the main cohort and the group of repeat affiliates from the prior cohort.

Procedures

A. In December, the most recent APR (Affiliate Performance Report) and reports from Aptify (PATNC's customer database) is used to identify the cohort of affiliates due to participate in the process starting in the summer.

B. In early January, the QEIP team at PATNC emails a letter to state leaders and the Implementation Support Providers notifying them of the affiliates in their states that are due for participation in QEIP for the first time, along with the group of affiliates that will be repeating the process from the previous cohort.

C. In late January, the QEIP team informs the affiliates due to participate in the QEIP via a letter that is emailed to the supervisor. There are two types of letters 1) to affiliates that are repeating the process in the upcoming year because they did not meet all the Essential Requirements in the latest Essential Requirements Review or because they did not submit a self-study as expected the prior April and 2) to affiliates that are in the "main cohort," meaning that this is their designated year to go through QEIP

1. The letter to those repeating the process that year asks the supervisor to confirm that they are aware they will be participating that year in the process. There is no option to postpone for those repeating the process.
2. The letter to affiliates in the main cohort asks the supervisor to respond with one of the following options within two months (copying the state leader as applicable). Response options are:
 - a. Confirm their participation in the process.

b. Request a one-time, one-year postponement.¹ It is not required that the affiliate provide the National Center with the reason they are postponing as the QEIP team does not evaluate the reason for the request.

c. Inform the National Center that they are considering a postponement. Requests to postpone **must be made by June 1** of the year in which the affiliate is to begin the process. **Postponements cannot be granted after June 1st.** If an affiliate does not respond by June 1, and they are eligible to postpone, the National Center will assume the affiliate wishes to use their postponement. If an affiliate does not respond by June 30 but has already used their postponement, the affiliate is expected to participate in the process that year.

3. All responses are captured in an online Excel tracking document by the QEIP Team.

¹ Affiliates that have already used their one-time postponement in the five-year cycle are not eligible to request a postponement.

D. In the first week of June, the list of affiliates going through QEIP that year is finalized.

1. The Manager of Quality Improvement sends the APR point person and the Implementation Support Providers the list of affiliates going through QEIP that year to clarify which affiliates will have the Essential Requirements Review done by the QEIP team.
2. The QEIP Team emails each state office and Implementation Support Provider the finalized list of affiliates that will be going through QEIP that year from their state(s).

A note about consolidated affiliates

As identified in the consolidation agreement signed by the affiliate manager, consolidated affiliates submit one combined APR and go through the QEIP as one affiliate. The join date for the consolidated affiliate in Parents as Teachers National Center's customer database (Aptify) is used to determine when the consolidated affiliate is in its fourth year of implementation.

A consolidated affiliate must represent the operations and practices of all its sites in a single self-study. Wherever possible, these operations and practices should be consistent across sites. If they are not consistent, each site's operations and practices should be clearly explained in the consolidated affiliate's self-study and all site-specific policies and procedures must be provided.

III. QEIP Step 1: The Essential Requirements Review (front end)

Policy

Affiliates that earn the Blue Ribbon must demonstrate sufficient fidelity to the PAT model. This is done by reviewing the affiliate's performance on the Essential Requirements based on the affiliate's APR data.

Procedures

The Essential Requirements Review

A. Between June 1 and August 15 affiliates submit their APR.

B. In June, PATNC hosts an informational webinar on the Essential Requirements Review for affiliates going through QEIP (those in the main cohort and repeating cohort), Implementation Support Providers and State Leaders to explain how this part of the process works and answer questions.

C. In early July, the Manager of Quality Improvement creates the online

Essential Requirements Review Tracking Spreadsheet which lists all the affiliates for whom the QEIP team is doing Essential Requirements Reviews along with the member of the QEIP team doing their Essential Requirements Review.²

D. In July, the QEIP team begins sending monthly QEIP emails to affiliates going through the QEIP with pertinent information and reminders.

E. After submission of the APR, the affiliate's state office or Implementation Support Provider reviews the APR to assess for data accuracy. The APR is either approved or returned to the affiliate for fixes. If returned for fixes, the affiliate makes the necessary adjustments and re-submits the APR for approval. Once the state office or Implementation Support Provider has completed the APR data review, the state office or Implementation Support Provider marks

this in the portal as "Ready for Essential Requirements Review".

F. Once the APR is "Ready for Essential Requirements Review", the assigned QEIP reviewer opens the affiliate's Performance Measures Report (PMR) and the screening and outcomes report (in the ebiz portal) to assesses whether the affiliate met each of the Essential Requirements. This is referred to in QEIP as "the front end Essential Requirements Review."

1. This information is entered in the online Essential Requirements Review Tracking Spreadsheet.
2. The reviewer prepares an email to the affiliate (copying the Implementation Support Provider and state office) that includes the appropriate Essential Requirements Review Notification which summarizes the affiliate's performance on the Essential Requirements and informs them of their next steps in the process. If one

² Between July – September if the QEIP team learns that an affiliate designated for QEIP that year is no longer going to be an affiliate, the Manager of Quality Improvement confirms this in writing with the affiliate and Implementation Support Provider and/or state office. The Essential Requirements Review would then be completed by the Implementation Support Providers and the affiliate is removed from the cohort.

or more Essential Requirements is not met, the affiliate is also sent the Essential Requirements Success Plan.

- 3.** The total number of Essential Requirements the affiliate met and their corresponding status (Blue Ribbon, Model or Provisional) is entered into Aptify in the QEIP tab on the company profile page, based on the results of the Essential Requirements Review.
 - a.** If the affiliate met or exceeded the minimum levels for all Essential Requirements its status for the APR program year is Model Affiliate or Blue Ribbon Affiliate if the affiliate has previously earned and since retained the Blue Ribbon to date.
 - b.** If the affiliate did not meet the minimum levels for one or more Essential Requirements, its status is Provisional Affiliate for the program year.
- G.** All QEIP Essential Requirements Reviews are completed by September 30. Any affiliate that does not have an approved APR by September 30 receives an email from the QEIP reviewer indicating that the APR was not submitted by the deadline, meaning they are not in compliance with an Essential Requirement.

As a result, their status is Provisional Affiliate for the program year.

Essential Requirements Review Results

- A.** Affiliates that met or exceeded the minimum levels for all Essential Requirements proceed to step two: the affiliate self-study.
- B.** Affiliates that did not meet the minimum levels for one or more Essential Requirements complete an Essential Requirements Success Plan.
 - 1.** These affiliates are expected to complete an Essential Requirements Success Plan to address the Essential Requirement(s) that were below minimum levels.
 - a.** The link to this plan is emailed with their Essential Requirements Review Notification letter.
 - b.** The Essential Requirements Success Plan is due within 30 days of the Essential Requirements Review Notification letter. The Implementation Support Provider at PATNC and the affiliate's state office (as applicable) assist the affiliate in developing and implementing this plan

- 2.** For affiliates in the main cohort, the QEIP will be repeated the following year (they will become the repeat cohort the next year).
 - a.** If the affiliate meets all Essential Requirements upon its second Essential Requirements Review, its status changes to Model Affiliate and it proceeds with the affiliate self-study at that time.
 - b.** If the affiliate does not meet one or more Essential Requirements in its second Essential Requirements Review, it will complete the Essential Requirements Success Plan again with assistance from the Implementation Support Provider at PATNC and state office (as applicable). The affiliate's status remains Provisional. In this situation, the affiliate begins the QEIP three years later when their cohort is up for the QEIP again. The Implementation Support Providers conducts Essential Requirement Reviews for these affiliates those three years.
- 3.** Affiliates in the repeat cohort stop the QEIP at this point until their original cohort is up again in three years. The Implementation Support Providers conducts Essential Requirement Reviews for these affiliates those three years.

IV. QEIP Step 2: The Affiliate Self-Study

Policy

Affiliates that met or exceeded the minimum levels for all of the Essential Requirements continue to step two of the QEIP, the affiliate self-study. In the affiliate self-study, staff illustrate and rate how they meet the 81 Quality Standards, identifying strengths and making improvements along the way.

Procedures

A. In mid-October, the QEIP team hosts a webinar on the self-study for affiliates completing this step, Implementation Support Providers and State Offices to explain how this part of the process works and answer questions.

B. At the end of October, the QEIP team assigns a QEIP guide to each affiliate moving forward in the process. Affiliates are notified of these assignments in the November QEIP email.³

C. By November 1, the QEIP team emails each affiliate in the cohort a unique link to that year's self-study web survey.

D. Between October 1 and March 31, affiliates compile their affiliate self-study.

E. Between October and March, affiliates that do not use the PAT Participation Agreement and Consent for Services need to request and collect family permission for file reviews from currently enrolled families that enrolled prior to January 1. It is important to note that families can decline to give permission. Affiliates using the PAT Participation Agreement and Consent for Services already request consent for file reviews by Implementation Support Providers and QEIP Reviewers and an additional consent is not required.

F. Once permissions are collected, the affiliate populates the Record Review Selection form with the initials and enrollment dates of families that granted permission for their file to be reviewed by the National Center.

G. Affiliates must email the Record Review Selection form by March 15 to their QEIP Guide.

H. Affiliates are expected to review their self-study prior to submitting it to ensure that all the documents they uploaded are successfully attached. The affiliate should save the PDF version of their self-study.

I. Affiliates must submit the self-study by April 1 (if April 1 falls on a weekend, it will be due the following Monday). The National Center is unable to accept late submissions.

J. An affiliate that does not submit the self-study as expected or submits it late is no longer in compliance with an Essential Requirement and is moved to Provisional affiliate status.

1. If the affiliate is in the main cohort, they will repeat the QEIP starting that summer (joining the repeat cohort).
2. If the affiliate is in the repeat cohort, they will begin the process again in three years and remain in Provisional Affiliate status until they begin the QEIP again, when they will have the opportunity to move to Model Affiliate status and depending on their self-study, earn the Blue Ribbon.

³ Each affiliate is assigned a QEIP Guide, which is one of the Quality Specialists at the National Center who serves as the point person for the affiliate regarding questions related to the QEIP.

V. QEIP Step 3: Review and Corroboration of the Self-Study

Policy

In order to confirm that affiliates met the Quality Standards they rated as met, the QEIP team thoroughly reviews the self-studies. In addition to reviewing the self-study, the QEIP team conducts a supervisor interview and file reviews with each affiliate. All QEIP reviewers maintain the confidentiality of the information reviewed. To this end, each reviewer signs the PAT Reviewer Confidentiality and Nondisclosure Statement ([Appendix B](#)). These are maintained in the Research and Quality department and affiliates can request a copy.

Procedures

A. In mid-March, the Record Review Selection forms are reviewed by each QEIP Guide to ensure they are completed appropriately. Any forms not completed appropriately must be corrected by the affiliate prior to April 1. Forms not completed correctly will be returned to the affiliate by the QEIP Guide for correction.

B. In early April, the Manager of Quality Improvement assigns each self-study to a QEIP reviewer.

C. The QEIP Guides use the submitted Record Review Selection Form to randomly select three family files to be submitted.

D. In mid-April, each QEIP team member emails their affiliates to inform them of the three family files selected for review. Affiliates have one week to submit them, and submitted files must include a copy of the family's consent for file review. The affiliate may opt to submit the records using Dropbox or allow access to their database for those three files, or a combination of both options.

1. Dropbox - For this option, the supervisor must set up a Dropbox account if the affiliate doesn't already have one, and create the folder that contains the family files. The affiliate will scan and upload the family files and save them in the designated folder, and then send the link to the folder to the National Center reviewer. No other files should be uploaded

to the folder and the link should not be sent to anyone else. The QEIP reviewer will not share the link and will delete the email containing the link once he/she has completed the file reviews. The supervisor must delete the files once the reviewer notifies the supervisor that the file reviews are complete. The reviewer will close out of the files when not viewing them and will not download or save any of the files to his/her computer.

2. Access to database - For this option, the supervisor grants the reviewer access to the affiliate's database system. The account provided to the reviewer should only allow access to the three files selected for review. The reviewer will not share his/her password information and will close out of the database when not viewing family files. The account must be deleted once the reviewer notifies the supervisor that the file reviews are complete.

E. In the same email regarding the family files that the affiliate needs to submit, the affiliate will also be informed of the available weeks (between May and September) in which they can schedule their supervisor interview. The supervisor interview is about 60 minutes, and includes at least one affiliate supervisor, along with administrator(s) if possible. Dates of the interviews will be scheduled on a first respond first serve basis.

F. Between April and September, the assigned reviewer conducts a thorough review of each affiliate's self-study and family files and completes the supervisor interview on the designated date.

1. The family files will be reviewed using the PAT Family File Review Tool. As part of each file review, six personal visit records are randomly selected for review.
2. The reviewer uses the self-study review tool to facilitate the review of the self-study.

3. After reviewing the self-study and family files, the QEIP reviewer conducts the supervisor interview. The interview consists of both standard questions and tailored questions based on review of the self-study and family files.

4. Ratings for each Quality Standard are recorded on the self-study review tool. Any standards that the reviewer would like the QEIP committee⁴ to review are flagged.

5. The QEIP committee meets weekly to discuss the standards marked for committee review. The committee will make the determination on a final rating.

G. The reviewer prepares a report for each affiliate, highlighting strengths and recommendations for each section of the Quality Standards, as well as an explanation for any standards rated as 'not met'.

1. Quality Standard #1 must be met in order to earn the Blue Ribbon. For affiliates in the main cohort, if it is rated not met by the reviewer, but at least 80% of the rest of the Quality Standards are rated met, their QEIP report indicates that the affiliate can edit and add to its policies and procedures, review all changes with staff and submit the policies and procedures by June 1 for re-review by PATNC.
2. Between August and September, QEIP reviewers assess the updated policies and procedures submitted by June 1. If the re-review determines that the affiliate's policies and procedures now sufficiently meet the criteria for Quality Standard #1, the procedures included in step four of the process are followed.

⁴ The QEIP committee is made up of the Quality team at PATNC, which includes the Director of Quality Improvement, Manager of Quality Improvement and all Quality Specialists.

VI. QEIP Step 4: Essential Requirements Review (back end)

Policy

Because this is a 15 month process that spans two program years, affiliates in the QEIP will go through a second Essential Requirements Review. This is referred to as the “back end Essential Requirements Review.” In order to earn the Blue Ribbon, affiliates need to meet all Essential Requirements in the back end Essential Requirements Review.

Procedures

A. Between August and September, the QEIP reviewer conducts an Essential Requirements Review for the affiliates whose self-studies they reviewed. Once the APR is marked “Ready for Essential Requirements Review” by the state office or Implementation Support Provider, the QEIP reviewer checks the PMR, along with the screening and outcomes report (in the ebiz portal) to assess whether the affiliate met each of the Essential Requirements.

The results of this Essential Requirements Review are incorporated into the final QEIP report, and this information is entered in the online Essential Requirements Review Tracking Spreadsheet. The total number of Essential Requirements met is entered into the QEIP tab in Aptify.

B. The QEIP reviewer will indicate in the final report whether the Blue Ribbon has been earned and next steps for the affiliate.

C. In early October, the Manager of Quality Improvement checks Aptify to confirm that each affiliate about to receive their final report (or amended report in the case of affiliates from the prior cohort that submitted updated policies and procedures) is still an affiliate, and current on their affiliate fee. Any affiliate that is over 30 days past due on their affiliate fee will not receive their final report until the fee is paid. Instead, they will receive a letter letting them know that their QEIP

final report is being held until payment is received.

D. Each QEIP reviewer emails the final report, with the final results of the QEIP, to eligible affiliates by the end of October. The Implementation Support Provider and the State Office are copied as applicable.

- 1.** For affiliates that earn the Blue Ribbon as a result of re-review of their updated policies and procedures, their Blue Ribbon is good for up to four years.
- 2.** For affiliates that are repeating from the prior cohort and meet the criteria to earn endorsement, their Blue Ribbon is also good for up to four years.
- 3.** For affiliates that are in the main cohort and meet the criteria to earn endorsement, their Blue Ribbon is good for up to five years.

VII. QEIP Review & Essential Requirements

Policy

The QEIP Team works together with the Implementation Support Providers and PAT state office (as applicable) to follow up on and address any information that emerges during step three of the QEIP that indicates an Essential Requirement is not being implemented.

Procedures

A. If information emerges during the review process that indicates the affiliate did not meet one or more of the Essential Requirements, the Manager of Quality Improvement discusses this further with the affiliate supervisor, the National Center Implementation Support Provider and the State Office, as applicable.

B. If needed, the QEIP team will discuss any issues regarding Essential Requirements that emerged during the review process and help make a determination of whether the Essential Requirement is met.

C. If determined that an Essential Requirement is not met, the Manager and Director of Quality Improvement schedule a call with the State Office (as applicable) to notify them of this finding and the need to change to Provisional Affiliate status.

D. This information is detailed in the final report sent to the affiliate along with next steps.

VIII. Notification of Quality Endorsement Results

Policy

PATNC clearly communicates the results of the QEIP in a timely manner, offering meaningful feedback in the QEIP report and providing an opportunity for affiliates to request report corrections.

Procedures

Possible Outcomes

A. Formal notification of the results of the QEIP are provided to affiliates, their Implementation Support Providers, and

state offices (if applicable) by the end of October. The following outcomes are possible:

1. Blue Ribbon Affiliate
 - a. Affiliates that meet at least 80% of the Quality Standards, the

QEIP Outcomes		Met all ERs on back end ER Review	Met the required standard	Met at least 80% of the remaining quality standards	Receive
Blue Ribbon Affiliate		Yes	Yes	Yes	Final report, official award letter, Blue Ribbon certificate, media/marketing toolkit, Blue Ribbon logo, and Request for Correction form
Model Affiliate	Type 1	Yes	Yes	No	Final report, QEIP letter and Request for Correction form
	Type 2	Yes	No	No	
	Type 3	Yes	No	Yes	
Provisional Affiliate	Type 1	No	Yes	Yes	Final report, QEIP letter, Request for Correction form and Essential Requirements Review Success Plan
	Type 2	No	No	Yes	
	Type 3	No	Yes	No	
	Type 4	No	No	No	

required Quality Standard #1, and all Essential Requirements in both Essential Requirement Reviews. These affiliates receive their final report, official award letter, Blue Ribbon certificate, media/marketing toolkit, Blue Ribbon logo and the Request for Correction form.

2. Model Affiliate

- a.** Type 1: Affiliates that meet fewer than 80% of the Quality Standards, meet the required Quality Standard #1, and all Essential Requirements.
- b.** Type 2: Affiliates that meet fewer than 80% of the Quality Standards, do not meet the required Quality Standard #1, and meet all Essential Requirements.
- c.** Type 3: Affiliates that meet at least 80% of the Quality Standards, do not meet the required Quality Standard #1, and meet all Essential Requirements.

All three types of model affiliates receive their final report, QEIP letter and Request for Correction form.

3. Provisional Affiliate

- a.** Type 1: Affiliates that meet at least 80% of the Quality Standards, meet the Required Standard #1 but

do not meet at least one Essential Requirement.

- b.** Type 2: Affiliates that meet at least 80% of the Quality Standards, do not meet the Required Standard #1 and do not meet at least one Essential Requirement.
- c.** Type 3: Affiliates that meet less than 80% of the Quality Standards, meet the Required Standard #1 but do not meet at least one Essential Requirement.
- d.** Type 4: Affiliates that meet less than 80% of the Quality Standards, do not meet the Required Standard #1, and do not meet at least one Essential Requirement.

These affiliates receive their final report, QEIP letter, Request for Correction form and Essential Requirements Review Success Plan.

Responding to an inaccuracy in the review

A. The affiliate supervisor has 30 days from the date they receive the final report from PATNC to submit a Request for Correction form. In this form, the supervisor identifies the Quality Standards that they believe PATNC did not rate accurately based on the information

already supplied in the self-study. Information not already provided with the self-study cannot be considered. In addition they must clearly describe the inaccuracy based on the information that was already provided with the self-study, and provide specific information that warrants changing the rating of the standard to “met”.

1. Upon submission of the Request for Correction form, the QEIP team will acknowledge receipt of the email within two business days.
2. The QEIP reviewer that conducted the original review of the self-study will review the Request for Correction form.
3. The QEIP Committee will be consulted as necessary to decide on the proper response.
4. Within 30 days of receipt of the Request for Correction form, the affiliate will receive a response from the National Center. If additional time is needed for approval from the QEIP reviewer, the affiliate will be notified of the delay. In the response, the National Center will inform the affiliate if their final self-study score will be changing. If it is changing, the affiliate will receive an addendum to the final report that includes the results of the review.

Pathways Forward: This table outlines the pathways forward for each possible outcomes of the QEIP

QEIP Outcomes		Met all ERs on back end ER Review	Met the required standard	Met at least 80% of the remaining quality standards	Pathways Forward	
					Repeat Cohort	Main Cohort
Blue Ribbon Affiliate		Yes	Yes	Yes	Blue Ribbon is good for 4 years. Maintained by continuing to meet all ERs in subsequent annual ER Reviews.	<ul style="list-style-type: none"> > Blue Ribbon is good for 5 years. Maintained by continuing to meet all ERs in subsequent annual ER Reviews.
Model Affiliate	Type 1	Yes	Yes	No	<ul style="list-style-type: none"> > Have an annual ER Review and repeat QEIP in 3 years. 	<ul style="list-style-type: none"> > Retain Model Affiliate status and begin QEIP again in 4 years OR > Choose to immediately repeat QEIP. If choosing to repeat, must notify PATNC ASAP but no later than 30 days after report. Sent online link; self-study must be submitted April 1.
	Type 2	Yes	No	No		
	Type 3	Yes	No	Yes		<ul style="list-style-type: none"> > Retain Model Affiliate status and begin QEIP again in 4 years OR > Update their policies and procedures (P&P) manual and train staff in the updated P&P. Affiliate must notify PATNC by 11/30 that they plan to submit P&P by 6/1. Updated P&P reviewed by QEIP team July-September. If standard #1 is met plus all ERs, Blue Ribbon is earned; good for 4 years.

QEIP Outcomes		Met all ERs on back end ER Review	Met the required standard	Met at least 80% of the remaining quality standards	Pathways Forward	
Provisional Affiliate	Type 1	No	Yes	Yes	Earn Blue Ribbon the following year if all ERs are met. Good for 3 years.	> Able to earn the Blue ribbon the following year if all ERs are met. Good for 4 years.
					Repeat Cohort	Main Cohort
Provisional Affiliate (continued)	Type 2	No	No	Yes	Move to Model Affiliate Status if all ERs are met in a subsequent annual ER Review.	> Can move to Model Affiliate Status if all ERs are met in a subsequent annual ER Review OR
	Type 3	No	Yes	No		> Update their policies and procedures (P&P) manual and train staff in the updated P&P. Affiliate must notify PATNC by 11/30 that they plan to submit P&P by 6/1. Updated P&P reviewed by QEIP team July-September. If standard #1 is met plus all ERs in next ER review, Blue Ribbon is earned; good for 4 years.
	Type 4	No	No	No		> Move to Model Affiliate Status if all ERs are met in a subsequent annual ER Review.
	Type 5	No <i>Due to not submitting their self-study; all other ERs met</i>	No	No	Have an annual ER Review, but retain provisional status due to not submitting their self-study and repeat QEIP in 3 years.	> Will join the repeat group. If all Essential Requirements are met in the next Essential Requirements Review that summer, the affiliate is expected to submit their self-study the following April. The options above pertaining to the repeat group would apply. If the self-study is not submitted a second time, the affiliate retains provisional affiliate status and will begin QEIP again in three years.

IX. Maintaining the Blue Ribbon

Policy

Once earned, the Blue Ribbon is valid for up to five years as long as the affiliate continues to submit the APR, meet the Essential Requirements, and pay the affiliate fee. These criteria help maintain the value and integrity of the endorsement.

Procedures

A. The Implementation Support Providers at PATNC, in coordination with PAT State Offices, conduct Essential Requirements Reviews each year with affiliates not participating in the QEIP at that time.

- 1.** To maintain its Blue Ribbon status, the affiliate's Essential Requirements Review must indicate that the affiliate is meeting all Essential Requirements.
 - a.** If the affiliate is not meeting one or more Essential Requirement, the affiliate is moved to Provisional Affiliate status for that program year.
 - b.** The following year, if the affiliate is once again meeting all Essential Requirements, the affiliate returns to Blue Ribbon Affiliate status. If the affiliate indicates on the following

APR that it is still not meeting the minimum levels for one or more Essential Requirement, the affiliate retains Provisional Affiliate status.

B. If an affiliate that passed the Essential Requirements Review stops implementing one or more of the Essential Requirements at any point during the QEIP or afterwards, the affiliate supervisor must notify their state leader (or their PATNC Implementation Support Provider if there is not a state leader) so that appropriate support can be given. If the state leader is notified, they will inform the assigned PATNC Implementation Support Provider.

C. If a state leader or Implementation Support Provider discovers that an affiliate currently in the QEIP cohort or an affiliate that has earned the Blue Ribbon has stopped doing an Essential Requirement, then the following steps need to be taken so appropriate support can be given.

- 1.** For both B and C, this is not about the performance level associated with the Essential Requirements, but rather no longer doing one or more Essential Requirement at all.

2. The state leader and/or PATNC Implementation Support Provider will follow up with the affiliate to verify that an Essential Requirement is no longer being implemented, and seek to understand why that is the case.

D. For both B and C above, the state leader and/or PATNC Implementation Support Provider will work with the affiliate to help the affiliate resume implementing the needed Essential Requirement.

E. The PATNC Implementation Support Provider appropriately guides the affiliate to complete the next APR in a way that reflects whether the Essential Requirement was met. For example, if it comes to be known in May that a Blue Ribbon affiliate is not designed to be meeting an Essential Requirement, and the affiliate does not have time to put measures into place to be meeting the Essential Requirement by the time the APR is completed, then that will need to be reflected in the report.

F. If, after a period of support and technical assistance, the affiliate is still no longer implementing the Essential Requirement, the PATNC Implementation Support

Provider will inform the Manager of Quality Improvement.

1. The affiliate's status will be changed to Provisional Affiliate at the appropriate time.
2. The PATNC Implementation Support Provider notifies the affiliate of their affiliate status change and provides them with the Essential Requirements Success Plan template.
 - a. The state leader and/or PATNC Implementation Support Provider consult with the affiliate to help them address the relevant issues.

G. If the affiliate has submitted its Essential Requirements Success Plan and its next APR indicates that they are once again implementing all Essential Requirements and doing so at or above the minimum levels for each, they will regain their Blue Ribbon Affiliate status.

Appendix A. QEIP Timeline

		Affiliate activities/tasks	PATNC activities/tasks
Program year 1	July	<ul style="list-style-type: none"> > Complete APR for prior program year by 8/15 > Review affiliate PMR > Correct any errors in the APR and review PMR again 	<ul style="list-style-type: none"> > Review PMRs & prepare Essential Requirements Notification Letters
	August		
	September	<ul style="list-style-type: none"> > Receive & review Essential Requirements Notification Letter > If not meeting one or more Essential Requirements, develop an Essential Requirements Success Plan (in this scenario, affiliate pauses in the QEIP here) 	<ul style="list-style-type: none"> > Send Essential Requirements Notification Letters (& Success Plans as applicable) to affiliates by 9/30 > Implementation Support Providers along with state offices are available to help with Essential Requirements Success Plans
	October	<ul style="list-style-type: none"> > If meeting all Essential Requirements, compile the self-study > If not already obtained, get permission for the QEIP family file reviews > Submit the Record Review Selection form by 3/15 > Submit the self-study by 4/1 	<ul style="list-style-type: none"> > Provide support: <ul style="list-style-type: none"> - Quality Team is available for logistical questions about QEIP and to clarify intent & criteria of specific standards and sends monthly QEIP email - Implementation Support Providers is available to answer questions about how an affiliate currently meets certain standards and materials/procedures it is developing
	November		
	December		
	January		
February			
March			

		Affiliate activities/tasks	PATNC activities/tasks
Program year 1 (continued)	April	<ul style="list-style-type: none"> > Submit three family files to the National Center > Identify date/times for supervisor interview with QEIP reviewer 	<ul style="list-style-type: none"> > Assign self-studies to QEIP reviewers > Randomly select files based on Record Review Selection Form & notify affiliates of selected files > Identify dates/times for supervisor interviews > Begin review of self-studies
	May	<ul style="list-style-type: none"> > Participate in supervisor interview > Submit APR for prior program year by 8/15 	<ul style="list-style-type: none"> > Continue review of self-studies, conduct interviews, review family files & review findings with QEIP Committee > Check most recent PMR and affiliate fee status to confirm affiliates continue to meet all Essential Requirements
	June		
Program year 2	July		
	August		
	September		
	October	<ul style="list-style-type: none"> > Review QEIP report which indicates endorsement status > For those in the main cohort that did not earn the Blue Ribbon, determine next steps (see Pathways Forward). 	<ul style="list-style-type: none"> > Send affiliates their QEIP report (& accompanying documents) and award Blue Ribbons
	November	<ul style="list-style-type: none"> > Submit the Request for Correction Form > Inform National Center of decision to repeat the process or submit updated policies and procedures. 	<ul style="list-style-type: none"> > QEIP committee reviews & replies to any Request for Correction Forms

Appendix B. PAT QEIP Reviewer Confidentiality and Nondisclosure Statement

I understand that I have a legal and ethical duty to maintain and promote the confidentiality and privacy of family files submitted to PAT National Center by PAT affiliates as part of the review component of the QEIP. By signing below I agree to the following:

1. I am responsible for protecting personally identifiable information in the family files submitted as part of the QEIP and for conducting myself in accordance with PAT National Center's policies and procedures. This applies equally to files submitted electronically via Dropbox, and when access is granted to the database system used by an affiliate.
2. I will not misuse or be careless with family files.
3. I will safeguard and not disclose my individual authorization to access confidential information (i.e. link to electronic files, account password).
4. I will not copy, release or alter any personally identifiable information.
5. I will discontinue access to the family file once I have completed my review. If files have been submitted electronically via Dropbox, I will delete the email with the link to the uploaded files upon completion of my review and will send an email to the affiliate supervisor reminding him/her to delete the uploaded files. If I have been granted access to the database system used by an affiliate I will send an email to the affiliate supervisor reminding him/her to delete my account.

Name: _____

Signature: _____

Title: _____

Date: _____