

Quality IFSP and Outcomes (QIO) Tool User Guide

Introduction:

While many Early Intervention Brokers have developed file review checklists for the purpose of programmatic quality assurance, it is more challenging to assess quality in a completed Individualized Family Service Plan (IFSP). The Quality IFSP & Outcomes (QIO) Tool is a way to review quality in a standardized way. It is based largely on the work of Naomi Younggren of the Educational and Developmental Intervention Services, Department of Defense, and has been adapted from the Kansas Quality Indicator Rubric. The EI Colorado QIO Tool has been designed to align with the Colorado IFSP form, the Colorado Early Intervention Data System, and the IFSP training and instruction manual.

The QIO Tool is meant to be used by local programs as part of their continuous quality improvement efforts and as a tool in the State's IFSP review and verification process. To share feedback and/or potential bugs please use the [QIO Tool Feedback form](#).

For further guidance or instruction please contact:

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Background

Context and Updates to the QIO Tool

The intent of the QIO Tool is to provide common criteria for examining IFSP and Outcome quality, and to ensure that families across the state receive consistent, high-quality IFSPs. To ensure the highest degree of objectivity, it is important that the assessor rate each section based on the criteria stated on the Tool and not in light of their own expectations. Each section is designed to match corresponding sections located on the Colorado IFSP form, including Family Assessment, Concerns & Priorities, Global Outcomes, and IFSP Outcomes/Plan of Action. Data from the QIO Tool help to inform the IFSP process, which relates to the previous and current state systemic improvement plan strategies. The Tool is also a valuable resource for training staff.

2023 Update: The QIO Tool is embedded in the EI Colorado data system. The ability to score IFSPs directly in the data system provides the assessor a more seamless user experience. State and local EI broker assessors are able to perform QIOs on the same IFSPs simultaneously. There are also improvements regarding transparency and timely feedback. All users can access printable QIO forms to see the full details of each submission - including each criteria that was selected or not selected per section and any comments entered in the comment boxes.

After using the QIO Tool for many years, EI Colorado has determined that an overall score of 2.0 indicates the IFSP reviewed is a quality IFSP. The original terminology of “Acceptable” is still accurate, but a score of 2.0 **does** mean that the IFSP meets quality standards.

The following sections outline how to access, utilize, and score the QIO Tool in the EI Colorado data system.

Scoring

Scoring Breakdown of the QIO Tool

The QIO uses a five-point analytic rating scale, which provides clarifying descriptions for each criterion. Quality statements are only presented for Not Acceptable (0), Acceptable (2), and Best Practice (4), as shown below.

Missing Required Info ❶

- ☐ Family Assessment Tool Used' is left blank
- ☐ 'Routine/Time of Day' column is left blank for one or more routine
- ☐ 'What does this look like' routine information is missing for one or more routine
- ☐ Numeric family satisfaction score is miss-

0 - Not Acceptable

- ☐ Does not include enough routines to visualize what this child and family's day looks like
- ☐ Routines information has little detail and/or is limited to only a sentence
- ☐ Routines information contains technical jargon

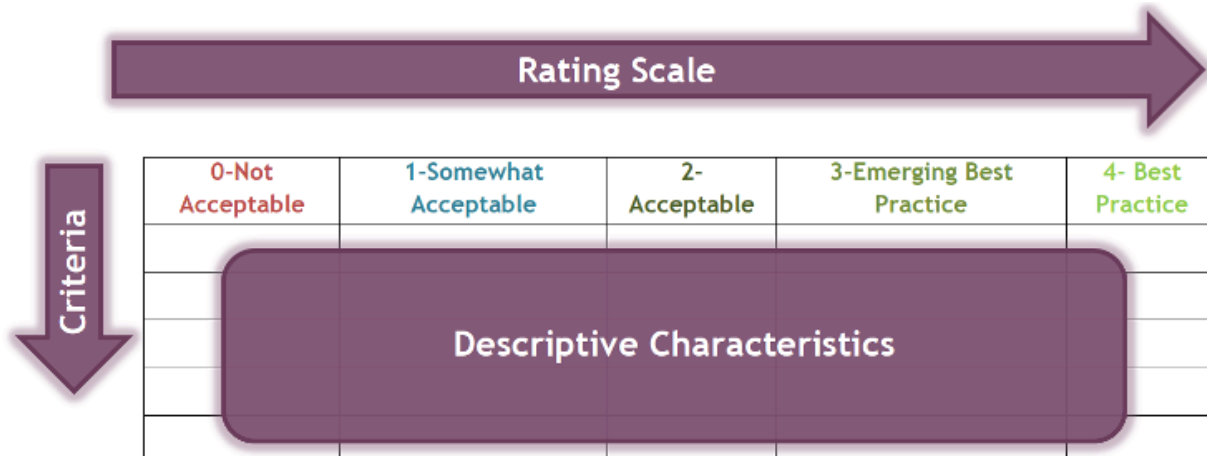
2 - Acceptable

- ☐ Routine information provides enough detail to visualize what this child and family's day looks like
- ☐ At least one routine provides some information about this child's level of engagement, independence, and/or social relationships (EISR)

4 - Best Practice ❷

- ☐ Each routine addresses all components of engagement, independence, and/or social relationships EISR
- ☐ 'Your Family's Concerns' includes challenges and concerns noted in the routine information regardless of the satisfaction rating score

However, the scale allows for a rating of Somewhat Acceptable (1) and Emerging Best Practice (3) in order to account for overlapping criteria. For example, an IFSP Outcome rating may meet criteria in Acceptable (2) and some in Best Practice (4), resulting in an overall rating of Emerging Best Practice (3).



0- Not Acceptable	Section is missing required info and/or does not meet any of the criteria for '2-Acceptable'. Indicates need for quality improvement.
1-Somewhat Acceptable	Section has all required info and meets some criteria within '0-Not Acceptable' and '2-Acceptable'. Indicates need for quality improvement.
2-Acceptable	Section has all required info and meets the majority of the criteria for '2-Acceptable'. Indicates need for quality improvement.
3-Emerging Best Practice	Section has all required info and meets some criteria within '2-Acceptable' and '4-Best Practice'. Indicates need for quality improvement.
4-Best Practice	Section has all required info and meets all criteria within '4-Best Practice'.

Note: Updated definitions have been created for these ratings. More information can be found in the following scoring sections of this user guide.

Scoring

Determining the Section Scores

The assessor will determine the Section Score for each of the three sections of the QIO Tool: Family Assessment, Global Outcomes, and IFSP Outcomes/Plan of Action. While the point calculations serve as a visual aid in determining the section score, the assessor will also need to consider the information presented in the IFSP to determine the most fitting section score.

In addition, please follow these guidelines when determining the section score:

- If required elements are missing from an IFSP section, the IFSP section is considered “not acceptable” in terms of quality
- Any section that contains at least one rating of Not Acceptable (0) will be unable to receive a section score of Best Practice (4)
- If items/criteria are checked within multiple categories, then the section score could reflect either the Somewhat Acceptable (1) or Emerging Best Practice (3) rating. For example, a section that has two “Not Acceptable (0)” and three “Acceptable (2)” items checked, could result in a section score of Somewhat Acceptable (1)
 - If all criteria is not checked within Acceptable (2), it is not necessary to check any Best Practice (4) criteria, however, if Best Practice (4) criteria is checked, this should not be considered when scoring the section
- In order to receive a section score of Best Practice (4), all items must be checked in the Best Practice column and the Acceptable column. The assessor may check items that reflect best practice to identify strengths and recognize emerging quality practices

Scoring

Overall Scoring Expectations and Definitions

An overall score of Acceptable (2) is the expectation for QIO submissions. An IFSP with an overall QIO score of Acceptable (2) means the entire IFSP meets quality expectations. EI Colorado realizes that since 2 falls in the middle of the possible scores of 0-4, this may seem like a 2 means average. It may be helpful to think of the scoring scale definitions as follows:

0 - Not Acceptable	Did not meet requirements
1 - Somewhat Acceptable	Baseline of information but missing the heart of the content; missing descriptive details
2 - Acceptable	A quality IFSP; all requirements are met
3 - Emerging Best Practice	Higher quality IFSP; requirements are met and exceeded in some sections
4 - Best Practice	Highest quality IFSP; requirements are met and exceeded in each section

EI Colorado also realizes that not every IFSP is capable of receiving a score of Best Practice (4) based on information shared by the family and other extenuating circumstances. It is important to note the significance of receiving an Emerging Best Practice (3) or Best Practice (4) score in *any* section of the QIO. This indicates a deep knowledge of the child and family and is individualized throughout all sections of the IFSP.

Using the QIO Tool in the EI Data System

How to Access and Complete the QIO Tool within the EI Data System

Note: The QIO Tool is embedded in the EI Data System and is located within the child's IFSP page. The following screenshots aim to show examples of what the page looks like.

1) Using the Google Sheet to Access Monthly Batch of IFSPs

- Each local EI broker has a Google Sheet titled QIO_[local EI broker name] on which they will find their monthly batch of IFSPs selected for QIO assessment
- At this time, only Initial IFSPs with at least one child outcome will be assessed using the QIO Tool
- Navigate to the appropriate month tab
- Click the link in column L (IFSP Link) to open each IFSP in the Data System

QIO_LEIP DEMO

File Edit View Insert Format Data Tools Extensions Help

100% 123 10 B I A

A1 =CONCATENATE(FiscalYear, ":", \$D\$1)

	A	B	C	D	F	G	H	I	J	L	N	O
1	FY 2022-2023: September	9/1/2022										
2	IFSP: LEIP	IFSP: Record ID	IFSP: IFSP Number	IFSP: Record Type	IFSP: IFSP Meeting Date	Evaluation / Assessment: Created Date	Evaluation Date	Evaluation / Assessment: Owner Name	Tool(s) Used	IFSP Link	Scorer	Overall Score
3	Local EI Program	a134N000004MuCD	200663	Initial	9/1/2022	9/13/2022		Alicia Garcia	SAFER	https://dcfs-staging.sandbox.lightning.force.com/a13-		
4	Local EI Program	a134N000004MM4L	199659	Initial	9/8/2022	8/18/2022		Kacy Exelbert	SAFER	https://dcfs-staging.sandbox.lightning.force.com/a13-		
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+ Selected for QIO: July Selected for QIO: August Selected for QIO: September Selected for QIO: All Year LEIP Scores Selected Import Data Validation



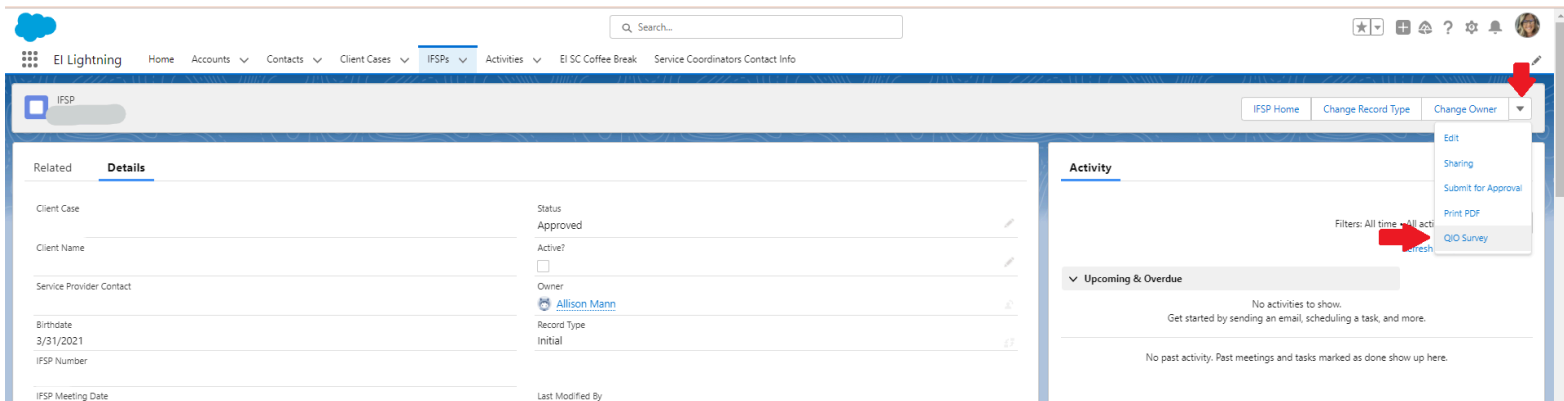
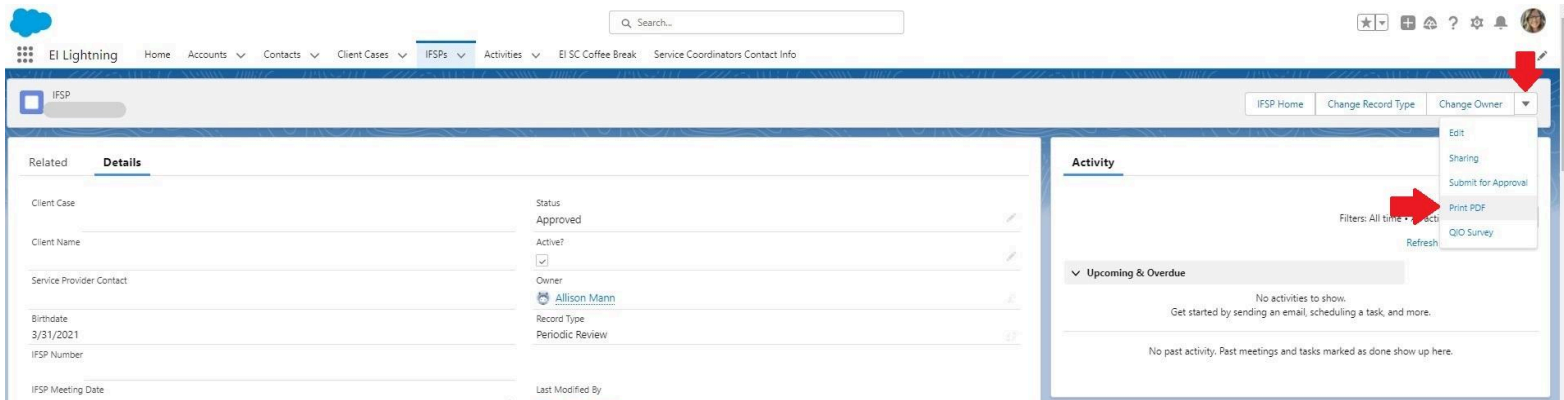
2) Accessing the IFSP and QIO Tool

a) Open the QIO Tool

- There is a drop-down button in the top right corner of the page. Click the drop-down button and click on the 'QIO Survey' button to open the tool


b) Navigate back to the first tab (IFSP Details page)

- Find the arrow in the top right corner of the page and click 'Print PDF'
- c) Keep the QIO Tool and PDF version of the IFSP open throughout the assessment



3) QIO Tool Description

- The first page of the QIO Tool will give a quick summary of the tool and how scores reflect the quality of an IFSP
- Once familiar with the information on the page, click 'Next' at the bottom of the screen

 El Lightning Home Accounts Contacts Client Cases IFSPs Activities El SC Coffee Break Service Coordinators Contact Info

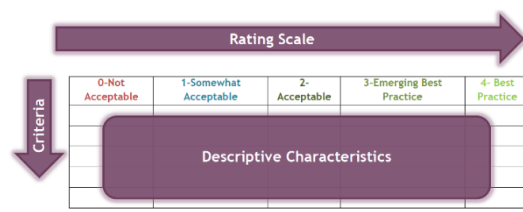
Search...

Quality IFSP and Outcomes (QIO) Assessment Tool

Individualized Family Service Plan (IFSP) development is a complex process which requires collaboration between various team and family members. It should result in a document that is understandable to all, and useful for guiding the individualized provision of services according to the Mission and Key Principles of Early Intervention.

The intent of the QIO Assessment Tool is to provide common criteria for examining IFSP and Outcome quality. To ensure the highest degree of objectivity, it is important that the reviewer rate each section based on the criteria stated on the QIO Assessment Tool and not in light of their own expectations. Each section is designed to match corresponding sections located on the Colorado IFSP form including Family Assessment, Concerns & Priorities, Global Outcomes, and IFSP Outcomes/Plan of Action. The print PDF IFSP view will allow the assessor to easily scroll through all sections to be reviewed, however the "include on print" check box must be selected on the plan of action in review.

The goal is a rating of 2-Acceptable. Quality statements are only presented for Not Acceptable, Acceptable, and Best Practice. However, the scale allows a rating of Somewhat Acceptable and Emerging Best Practice in order to consider overlap in criteria. For example, an IFSP Outcome may meet criteria in Acceptable and Best Practice resulting in an overall rating of Emerging Best Practice.




Rating Scale

Criteria	0-Not Acceptable	1-Somewhat Acceptable	2-Acceptable	3-Emerging Best Practice	4-Best Practice
	Descriptive Characteristics				

Rating Key

0- Not Acceptable	Section is missing required info and/or does not meet any of the criteria for '2-Acceptable'. Indicates need for quality improvement.
1-Somewhat Acceptable	Section has all required info and meets some criteria within '0-Not Acceptable' and '2-Acceptable'. Indicates need for quality improvement.
2-Acceptable	Section has all required info and meets the majority of the criteria for '2-Acceptable'. Indicates need for quality improvement.
3-Emerging Best Practice	Section has all required info and meets some criteria within '2-Acceptable' and '4-Best Practice'. Indicates need for quality improvement.
4-Best Practice	Section has all required info and meets all criteria within '4-BestPractice'.

Please refer to the [QIO Assessment Tool User Guide](#) for additional instructions before proceeding.

[Next](#) 



4) Starting the QIO Tool

- Information will pre-populate from the IFSP (Assessor Name, IFSP Date, Local EI Broker, Service Coordinator)
- Answer the required questions that have a red asterisk (Area(s) of Delay/Informed Opinion, What type of user are you, Is this a Practice QIO)
- The tool will also ask if, “the information contained in the evaluation/assessment results summary supports the range of delay documented?” Read through the evaluation results to accurately answer this question

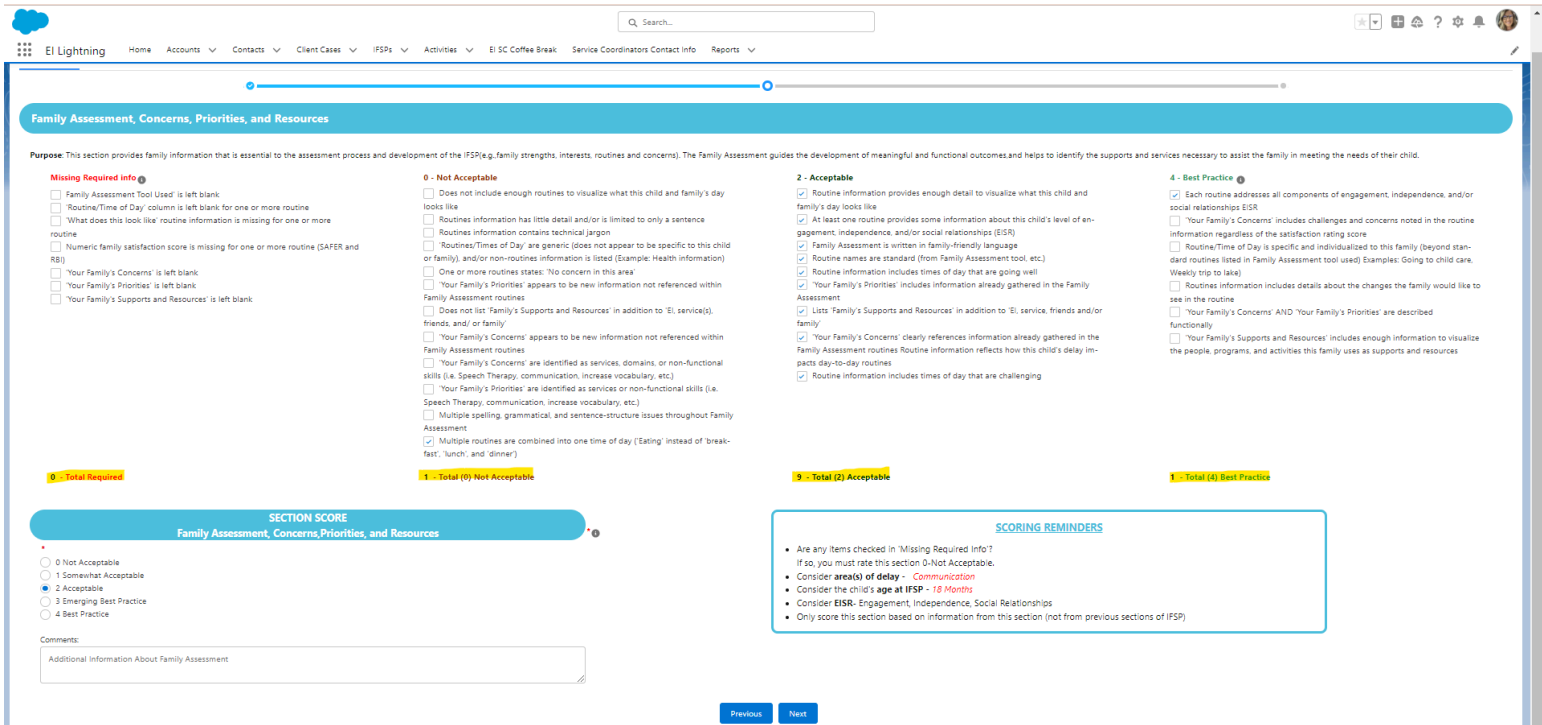
The screenshot displays the 'QIO Survey' interface. At the top, there is a navigation bar with a search bar and various icons. Below the navigation bar, the 'QIO Survey' title is followed by a progress bar. The main content area is titled 'QIO Assessment' and contains several sections:

- IFSP#**: A text field.
- Assessor Name**: A text field with the value 'Danielle French'.
- IFSP Meeting Date**: A text field with the value '2022-09-16'.
- Age at IFSP Development**: A text field with the value '1 Years 6 Months'.
- Service Coordinator Name**: A text field with the value 'Allison Mann'.
- CCB**: A text field with the value 'Foothills Gateway'.
- * Area(s) of Delay/Informed Opinion**: A section with a red asterisk and a list of checkboxes: 'Adaptive', 'Cognitive', 'Communication' (checked), 'Social and Emotional', 'Physical', 'Established Condition', and 'No delay documented'.
- * What type of user are you?**: A section with a red asterisk and two radio buttons: 'CCB' and 'State' (selected).
- * Is this a Practice QIO**: A section with a red asterisk and two radio buttons: 'Yes' and 'No' (selected).
- * Does the information contained in the evaluation/assessment results summary support the range of delay documented?**: A section with a red asterisk and two radio buttons: 'Yes' (selected) and 'No'.

At the bottom of the form, there are 'Previous' and 'Next' buttons.

5) Family Assessment, Concerns, Priorities, and Resources

- Note:** Only Initial IFSPs in which the Family Assessment is completed should be selected for QIO assessment
- The first page of the QIO Tool will assess the IFSP's Family Assessment, Concerns, Priorities, and Resources
- Read through each related section of the IFSP and then use the QIO criteria to score the quality of the section
- When scoring each section, read the criteria left to right starting with "Missing Required Info"
 - If there is any Missing Required Information this results in a zero for the entire section
- Click the checkboxes for each criteria evident in the IFSP
 - The total number of checkboxes selected will appear under each scoring category. Use these as guidelines when choosing a section score
- Choose a section score (bottom left of the screen)
- Use the Scoring Reminders at the bottom of the page for more guidance
- Use the comment section at the bottom for any notes and specific feedback
- Press Next at the bottom of the page to advance to the following section



Family Assessment, Concerns, Priorities, and Resources

Purpose: This section provides family information that is essential to the assessment process and development of the IFSP (e.g. family strengths, interests, routines and concerns). The Family Assessment guides the development of meaningful and functional outcomes and helps to identify the supports and services necessary to assist the family in meeting the needs of their child.

Missing Required Info	0 - Not Acceptable	2 - Acceptable	4 - Best Practice
<input type="checkbox"/> Family Assessment Tool Used is left blank. <input type="checkbox"/> Routine/Time of Day column is left blank for one or more routine. <input type="checkbox"/> What does this look like routine information is missing for one or more routine. <input type="checkbox"/> Numeric family satisfaction score is missing for one or more routine (SAFER and RB). <input type="checkbox"/> Your Family's Concerns is left blank. <input type="checkbox"/> Your Family's Priorities is left blank. <input type="checkbox"/> Your Family's Supports and Resources is left blank.	<input type="checkbox"/> Does not include enough routines to visualize what this child and family's day looks like. <input type="checkbox"/> Routines information has little detail and/or is limited to only a sentence. <input type="checkbox"/> Routines information contains technical jargon. <input type="checkbox"/> Routines/Times of Day are generic (does not appear to be specific to this child or family) and/or non-routine information is listed (Example: Health information). <input type="checkbox"/> One or more routines states: "No concern in this area." <input type="checkbox"/> Your Family's Priorities appears to be new information not referenced within Family Assessment routines. <input type="checkbox"/> Does not list Family's Supports and Resources in addition to EI, service(s), friends, and/or family. <input type="checkbox"/> Your Family's Concerns appears to be new information not referenced within Family Assessment routines. <input type="checkbox"/> Your Family's Concerns are identified as services, domains, or non-functional skills (i.e. Speech Therapy, communication, increase vocabulary, etc.). <input type="checkbox"/> Your Family's Priorities are identified as services or non-functional skills (i.e. Speech Therapy, communication, increase vocabulary, etc.). <input type="checkbox"/> Multiple spelling, grammatical, and sentence-structure issues throughout Family Assessment. <input checked="" type="checkbox"/> Multiple routines are combined into one time of day (Eating instead of breakfast, lunch, and dinner).	<input checked="" type="checkbox"/> Routine information provides enough detail to visualize what this child and family's day looks like. <input checked="" type="checkbox"/> At least one routine provides some information about this child's level of engagement, independence, and/or social relationships (ESR). <input checked="" type="checkbox"/> Family Assessment is written in family-friendly language. <input checked="" type="checkbox"/> Routine names are standard (from Family Assessment tool, etc.). <input checked="" type="checkbox"/> Routine information includes times of day that are going well. <input checked="" type="checkbox"/> Your Family's Priorities includes information already gathered in the Family Assessment. <input checked="" type="checkbox"/> Lists Family's Supports and Resources in addition to EI, service, friends and/or family. <input checked="" type="checkbox"/> Your Family's Concerns clearly references information already gathered in the Family Assessment routines. Routine information reflects how this child's delay impacts day-to-day routines. <input checked="" type="checkbox"/> Routine information includes times of day that are challenging.	<input checked="" type="checkbox"/> Each routine addresses all components of engagement, independence, and/or social relationships (ESR). <input type="checkbox"/> Your Family's Concerns includes challenges and concerns noted in the routine information regardless of the satisfaction rating score. <input type="checkbox"/> Routine/Time of Day is specific and individualized to this family (beyond standard routines listed in Family Assessment tool used). Examples: Going to child care, Weekly trip to lake. <input type="checkbox"/> Routines information includes details about the changes the family would like to see in the routine. <input type="checkbox"/> Your Family's Concerns AND Your Family's Priorities are described functionally. <input type="checkbox"/> Your Family's Supports and Resources includes enough information to visualize the people, programs, and activities this family uses as supports and resources.

SECTION SCORE
Family Assessment, Concerns, Priorities, and Resources

☐ 0 Not Acceptable
☐ 1 Somewhat Acceptable
☒ 2 Acceptable
☐ 3 Emerging Best Practice
☐ 4 Best Practice

SCORING REMINDERS

- Are any items checked in 'Missing Required Info'? If so, you must rate this section 0-Not Acceptable.
- Consider areas of delay - Communication
- Consider the child's age at IFSP - 18 Months
- Consider EISR: Engagement, Independence, Social Relationships
- Only score this section based on information from this section (not from previous sections of IFSP)

Comments:
Additional Information About Family Assessment

Previous Next



6) Global Outcomes

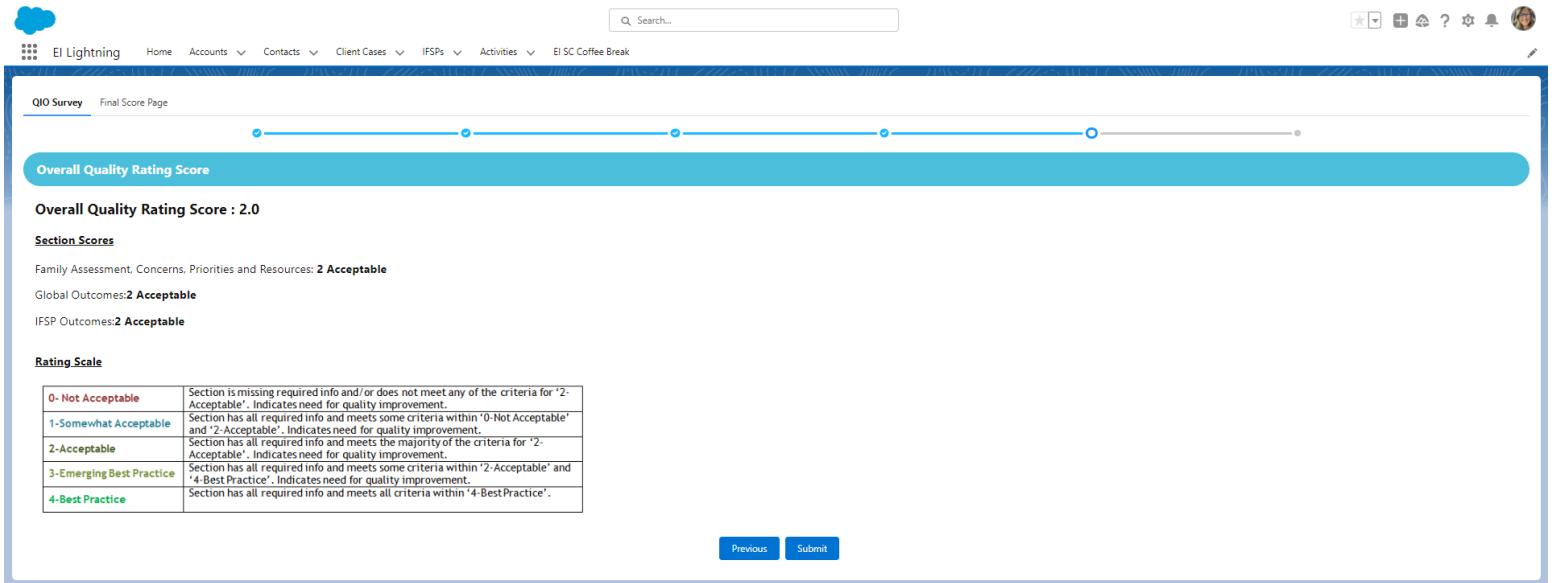
- a) The second page of the QIO Tool will assess the IFSP's Global Outcomes
- b) Read through the Global Outcomes section of the IFSP and then use the QIO criteria to score the quality of the section
- c) When scoring each section, read the criteria left to right starting with "Missing Required Info"
 - i) If there is any Missing Required Information this results in a zero for the entire section
- d) Click the checkboxes for each criteria evident in the IFSP
 - i) The total number of checkboxes selected will appear under each scoring category. Use these as guidelines when choosing a section score
- e) Choose a section [score](#) (bottom left of the screen)
- f) Use the Scoring Reminders at the bottom of the page for more guidance
- g) Use the comment section at the bottom for any notes and specific feedback
- h) Press Next at the bottom of the page to advance to the following section

7) IFSP Outcomes

- a) Only **one** IFSP Outcome will be reviewed. If there are multiple, the outcome at the top of the section will be reviewed
 - i) Family outcomes will **not** be reviewed
- b) The IFSP Outcome is divided into subsections with different criteria for each section for scoring purposes. The sections follow along with the IFSP: What is the priority this outcome will address? IFSP Outcome, Measurable Criteria, and Strategies
- c) Read through the IFSP Outcomes section of the IFSP and then use the QIO criteria to score the quality of the IFSP Outcome
- d) When scoring each section, read the criteria left to right starting with "Missing Required Info"
 - i) If there is any Missing Required Information this results in a zero for the entire section
- e) Click the checkboxes for each criteria evident in the IFSP
 - i) The total number of checkboxes selected will appear under each scoring category. Use these as guidelines when choosing a section score
- f) Refer to the services page of the IFSP and answer the question "Is the service(s) identified the most appropriate to implement the strategies listed and support meeting the IFSP outcome?"
- g) Choose a section [score](#) (bottom left of the screen)
- h) Use the Scoring Reminders at the bottom of the page for more guidance
- i) Use the comment boxes throughout for any notes and specific feedback
- j) Press Next at the bottom of the page to advance to the following page

8) Overall Quality Rating Score

- The last page of the QIO Tool will show the Overall Quality Rating Score and the three section scores
- The Rating Scale breaks down the quality of the Initial IFSP
- Click Submit



The screenshot shows the 'QIO Survey' 'Final Score Page'. At the top, there is a navigation bar with 'EI Lightning' and various menu items. A search bar is also present. Below the navigation bar, a progress bar indicates the current position on the survey. The main content area displays the 'Overall Quality Rating Score' as 2.0. Below this, 'Section Scores' are listed: 'Family Assessment, Concerns, Priorities and Resources: 2 Acceptable', 'Global Outcomes: 2 Acceptable', and 'IFSP Outcomes: 2 Acceptable'. A 'Rating Scale' table is provided, detailing the criteria for scores from 0 to 4. At the bottom, there are 'Previous' and 'Submit' buttons.

Overall Quality Rating Score

Overall Quality Rating Score : 2.0

Section Scores

Family Assessment, Concerns, Priorities and Resources: **2 Acceptable**

Global Outcomes: **2 Acceptable**

IFSP Outcomes: **2 Acceptable**

Rating Scale

0- Not Acceptable	Section is missing required info and/or does not meet any of the criteria for '2- Acceptable'. Indicates need for quality improvement.
1- Somewhat Acceptable	Section has all required info and meets some criteria within '0- Not Acceptable' and '2- Acceptable'. Indicates need for quality improvement.
2- Acceptable	Section has all required info and meets the majority of the criteria for '2- Acceptable'. Indicates need for quality improvement.
3- Emerging Best Practice	Section has all required info and meets some criteria within '2- Acceptable' and '4- Best Practice'. Indicates need for quality improvement.
4- Best Practice	Section has all required info and meets all criteria within '4- Best Practice'.

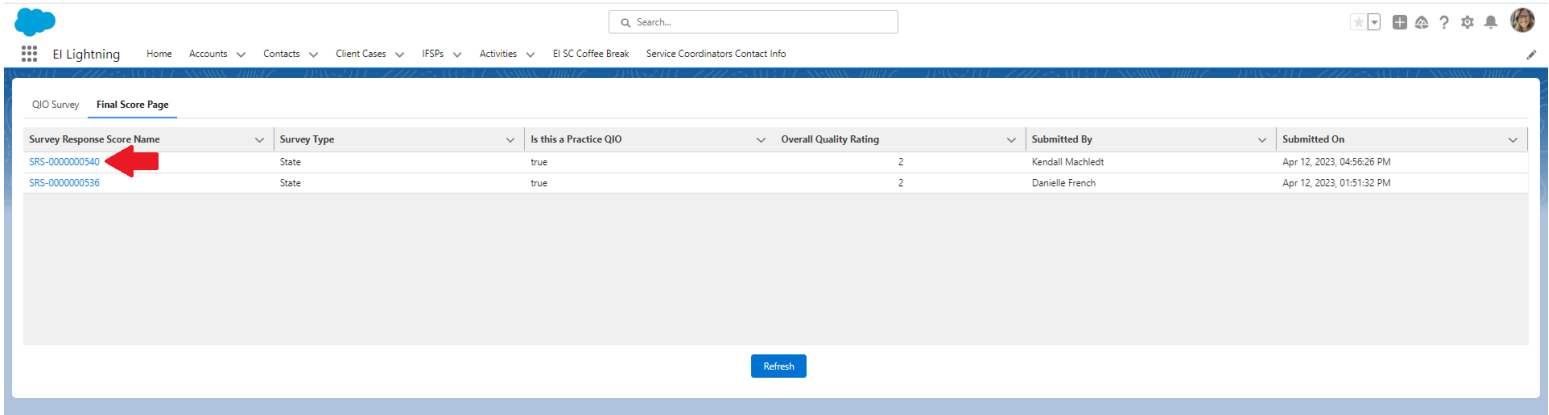
[Previous](#) [Submit](#)

9) Final Score Page

- Once the score is submitted, the Final Score Page will appear
- The Final Score Page will show all QIOs that have been submitted for this IFSP so scores can be compared

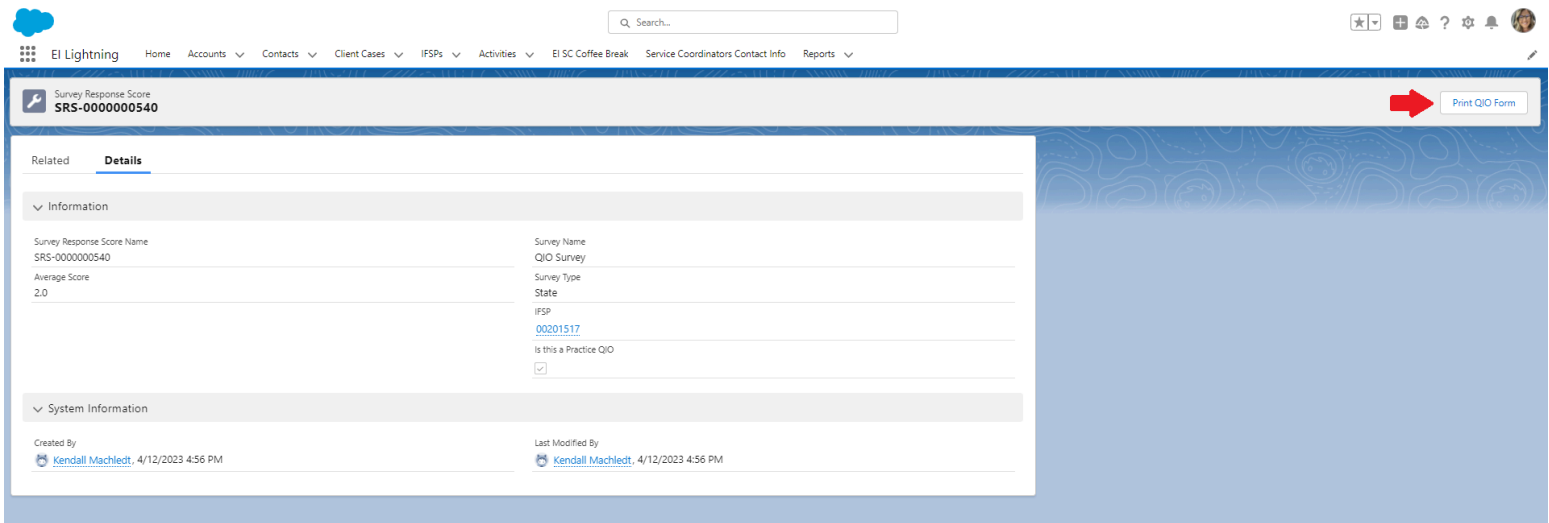
10) Accessing QIO Summaries

- To view the summary in a PDF format, click on the “survey response score name” link
- On the next screen, click the “Print QIO Form” in the upper right corner to view the completed QIO summary. A new tab will open with the downloadable QIO summary.



Survey Response Score Name	Survey Type	Is this a Practice QIO	Overall Quality Rating	Submitted By	Submitted On
SRS-0000000540	State	true	2	Kendall Machleidt	Apr 12, 2023, 04:56:26 PM
SRS-0000000536	State	true	2	Danielle French	Apr 12, 2023, 01:51:32 PM

Refresh



Survey Response Score: **SRS-0000000540** [Print QIO Form](#)

Details

Information

Survey Response Score Name	Survey Name
SRS-0000000540	QIO Survey
Average Score	Survey Type
2.0	State
	IFSP
	00201517
	Is this a Practice QIO
	<input checked="" type="checkbox"/>

System Information

Created By	Last Modified By
Kendall Machleidt , 4/12/2023 4:56 PM	Kendall Machleidt , 4/12/2023 4:56 PM



Saving & Resuming QIO Assessment

How to Save and Resume Your Place During an Assessment

1) Saving a QIO Assessment

- a) The assessment will automatically save when the assessor exits the survey

2) Resuming a QIO Assessment

- a) Open the IFSP in which the QIO was not finished
- b) Navigate to the QIO Survey (using same instructions as above)
- c) QIO Tool will open with the information that was previously entered

Note: Assessors can view all QIO assessments for an IFSP on the Final Score Page of the QIO Tool. This includes completed *and* uncompleted submissions, with the uncompleted submissions missing a score under Overall Quality Rating (indicated below with the red circle).

Survey Response Score Name	Survey Type	Is this a Practice QIO	Overall Quality Rating	Submitted By	Submitted On
SRS-0000001121	State	false	2	Danielle French	Sep 25, 2023, 04:22:00 PM
SRS-0000001039	CCB	false		[Redacted]	Sep 20, 2023, 01:00:43 PM

Refresh

Who Uses the QIO Tool?

The State QIO Team comprises the Quality Assurance Coordinator, Data Specialist, EI Child Find Coordinator, Training Coordinator, and Data Reporting Analyst. This group meets monthly to review the latest QIO data and determine if any local EI broker will move into a different QIO Phase.

The State QIO assessors are the Quality Assurance Coordinator, Training Coordinator, Data Specialist, Child Find Coordinator, and Part C Administrator. Other EI state staff members may perform QIOs as appropriate. This group is responsible for completing the same QIOs that local EI broker's assess on a monthly basis. Additionally, the State QIO assessors participate in an "Everyone QIO." The Everyone QIO involves all State QIO assessors completing a QIO on the same IFSP. Therefore, local EI broker staff may see multiple QIO submissions on a single IFSP. The purpose of this exercise is to ensure that all State assessors remain in agreement with each other in using the QIO Tool.

Local EI brokers create their internal QIO assessor structure. There should be a minimum of two staff members at each program that know how to complete a QIO. It is recommended that the staff using the QIO Tool at their program oversee and/or train service coordinators. It is the responsibility of local EI broker's to ensure the QIO tab in the [Early Intervention Colorado Contacts](#) sheet remains updated with the contact information of staff doing QIOs.

What Does EI Colorado Do With These Data?

The State QIO Team comprises the Quality Assurance Coordinator, Data Specialist, EI Child Find Coordinator, Training Coordinator, and Data Reporting Analyst. This group meets monthly to review the latest QIO data (of both local EI broker and State) and determine if any local EI broker will move into a different QIO Phase.

The **QIO Phases** that local EI brokers may be in are Verify All, Verify Half, and Quarterly Verification. All local EI brokers begin in the Verify All phase. In order to move into the succeeding phases, the QIO data of local EI brokers must reflect not only quality IFSPs (IFSPs earning at least a 2.0 score) but also consistency in scoring (State and local EI brokers scoring IFSPs the same) for three months in a row. It is also possible for a local EI broker to move back a phase if there become concerns about scoring consistency and/or IFSP quality.

Phase 1: Verify All: The State QIO Assessors perform QIOs on all of the IFSPs that local EI brokers in this phase are assigned each month. This allows the State to maintain a close look at IFSPs from a program that does not consistently have quality IFSPs.

Phase 2: Verify Half: The State QIO Assessors perform QIOs on half of the IFSPs that a local EI broker in this phase is assigned. The portion completed by the State will be randomly selected among the local EI broker's monthly sample. This allows the State to have a more hands-off approach, as they are confident the local EI broker in this phase is writing quality IFSPs.

Phase 3: Quarterly Verification: The State QIO Assessors only perform QIOs on a local EI broker's IFSPs on a quarterly basis. This is the final QIO Phase and allows for the most independence and autonomy from the local EI broker. Additionally, instead of the State populating the IFSPs selected for QIOs, the local EI broker selects their own sample which may be helpful for training and TA purposes.

- Local EI brokers will be asked to provide a brief written policy describing how they will implement this phase, including information about the number of IFSPs will be selected and how the selection will be made.
- **Note:** Local EI brokers should select Initial IFSPs in which the Family Assessment is completed and have at least one child outcome.

Additionally, the State QIO Team reviews QIO data to identify trends and inform training and technical assistance needs across the state. This information is also used to create monthly **Q-Tips** for local EI brokers. All Q-Tips are on the YTD Q-Tips tab on local EI brokers' QIO Google Sheets.

Timeline

Breakdown of Monthly Schedule

During the first full week of the month, the State begins populating the Google Sheets for local EI brokers' upcoming QIO assessment. Local EI brokers receive a summary of their results data from the latest round of QIO assessments at this time. In the second full week of the month, local EI brokers receive their monthly batch of Initial IFSPs for QIO assessment via their Google Sheets. This begins the two-week QIO assessment period for local EI brokers. Local EI brokers have through the end of the third full week of the month to complete their QIO assessments. The State begins assessing Initial IFSPs at the start of the third full week of the month and completes assessments by the last working day of the month.

1st Full Week	Local EI broker receive data summary of previous month. State populates Google Sheets for upcoming assessment
2nd Full Week	Local EI broker receive monthly batch of Initial IFSPs for QIO on Monday and begin QIO assessment
3rd Full Week	Local EI brokers finish assessing Initial IFSPs via QIO Tool by the end of the week. State begins assessing Initial IFSPs via QIO Tool on Monday
4th Full Week	State finish assessing Initial IFSPs via QIO Tool by end of the week

Tips

Helpful Reminders While Using the QIO Tool



Grammatical errors include misspelled words, incomplete sentences, use of passive voice, and a general sense of ambiguity. If two or more instances of grammatical errors are present in a section of the IFSP, the assessor should choose the related criteria in the Not Acceptable scoring section. **Note:** Users should proofread after translating the IFSP from English to Spanish.



You can [save and resume](#) QIO assessments.



Local EI brokers and State assessors can share feedback by utilizing the comment boxes within each section of the QIO Tool. Feedback may include strengths, areas of improvement, and elaboration of given score. All users are able to view comments in the printable summary.



It is most helpful to be able to view both the IFSP and QIO Tool at the same time. This may be done by splitting your screen (having the two windows open next to each other) or by using two monitors, if possible.



When scoring the IFSP, only consider what is written in that section, not what is remembered from other places in the IFSP. *For example: The Global Outcomes section is completed in isolation.*



Assessors may navigate to a previous section of the QIO and review the choices. It is not final until it is submitted on the last page.



Be mindful of the family's primary language and how translation can impact grammar and sentence structure.



The QIO Tool displays the child's age in whole months. For example, if a child is between 5 and 6 months, the QIO Tool will show that as 6 months. This is important to keep in mind when it comes to checking Global Outcomes ratings.

Terms and Definitions

Terms Used in the QIO Tool

The following terms are used in the QIO Tool and sometimes cause confusion. The following terms are listed in alphabetical order.

Term	Definition	Examples
Child outcome	Outcome that focuses on the child making progress and is directly tied to a service. A child outcome involves the child doing an action to meet the outcome.	Johnny will participate in playtime by using two-word phrases to talk about his toys.
Discrete/isolated (skills)	Usually from a check-list and tend to not cross developmental domains or settings. Opposite of functional skills.	Stacking cups, hopping on one foot
EISR	Engagement Independence Social Relationships	Engagement looks like making eye contact with others. Independence looks like a child falling asleep on their own. Social relationships look like going to parents for comfort when upset.
Family-identified point-in-time	A point in time that is meaningful to the family and will help them remember the timeline of the outcome.	By the time brother is home for summer break (Best Practice) By Mother's Day (Emerging Best Practice) By the fall (Acceptable)
Family outcome	Outcome that focuses on the family as a whole. The action(s) may be performed by other family members in order to meet the outcome. Services cannot be tied to a family outcome.	Daniel's parents will explore a variety of resources related to Down syndrome in their community.
Family resources	Anything that supports the family (professional, social, financial, natural, etc.) outside friends, family, and EI services.	Story time at the library, neighbor friends to ride bikes with, WIC, parenting classes, Early Head Start, Nurse Family Partnership, childcare, church, playgroups, medicaid, employment
Functional (skills)	Addresses what the child can do and how they utilize the skills within	Pointing to a picture in a book when reading together, scooping with a



	their routines. Answer the question “to do what?”	spoon to eat oatmeal at breakfast
Individualized	Is specific to a child and/or family Incorporate and document personal elements that the family has shared throughout the IFSP process.	Child-specific toys they like to play with, pet names, family member names, specific routines, foods they enjoy
Measurable	A specific and detailed description of how we’ll know the child has met the outcome. Answers the questions “how often?” and “by when?”	Tia tastes 3 new foods a week by Dad’s birthday. Eleanor points to 5 named pictures in his favorite book by the time brother is out of school for summer.
<p style="text-align: center;"><i>Global Outcomes Language</i></p> <p>Colorado uses the term “Global Outcomes” to refer to the child outcomes that are reported to the Office of Special Education Programs (OSEP) and are the same for all children receiving early intervention services. These outcomes provide a snapshot of the whole child at a point in time, provide the status of the child’s current functioning in relation to typical peers, and look across all settings and situations.</p>		
Active language	The child is the subject and the one performing an action. This is the opposite of passive language.	Sarah and Mom kick the ball back and forth while playing outside.
Age anchoring	Age anchoring determines where a child’s development is (in months) in relation to peers of their same age. A child is age-anchored separately in each of the three Global Outcomes.	Molly is using two-word phrases to talk about playtime, <i>which we would expect from a child her age</i> . Shane is <i>not yet</i> using his finger to point to what he wants. Hallie is using skills in this area that are <i>similar to a child that is 19-21 months</i> .
Strengths-based	Strengths-based language focuses on what the child and family do well, not on challenging behaviors. The strength-based approach is centered around the idea that the child is the actor or agent of change.	Dante is using a variety of single words to label his toys and relies on pointing to let his family know what he wants and needs. Dante enjoys pointing to pictures in books.
Throughout	“Concerns and priorities are represented throughout Strengths and Needs” = evidence of concerns and priorities are found in multiple sections of the Global Outcomes.	N/A

Updates Log

History of Updates Made to the QIO User Guide

Update	Date	Reason
Added clarifying language to the Timeline section	8/2/2023	Made the timeline dates more clear
Saving & Resuming a QIO assessment	9/25/2023	New functionality
Changes to Accessing the IFSP and QIO Tool	10/3/2023	New functionality
Everyone QIO, tip about GO age and ratings, Q-Tips	1/9/2024	Clarification and information added
Phase information	3/5/2024	Clarification and information added
Scoring suggestion	10/1/2024	Clarification added