Quality Assurance

Second Annual Symposium

Presented by a collaboration of Community Corrections and Criminal Justice agencies.

CBCA
Community Based Correctional Association

CorJus, Inc.
An association of nine publicly operated CBCFs

OCCA
Ohio Community Corrections Association

OCPOA
Ohio Chief Probation Officers Association

ODRC
Ohio Department of Rehabilitation and Correction

OJACC
Ohio Justice Alliance for Community Corrections

Quality Assurance
Continuous Quality Improvement

Thursday and Friday
March 17 and 18, 2016

Crowne Plaza
Columbus North Hotel
6500 Doubletree Avenue
Columbus, OH
614.885.1885

Featured Speaker:
Kimberly Sperber, Ph.D., Director
Center for Health and Human Services Research
Talbert House

CPEs and COBs available

Seating is limited, so register early
Welcome

On behalf of the Collaborative of Community Corrections Associations, we are pleased to present its Second Annual Symposium at the Crowne Plaza Hotel North in Columbus, Ohio, March 17-18, 2016. The symposium will again focus on Quality Assurance (QA) and Continuous Quality Improvement (CQI).

Featured speaker will be:

Kimberly Sperber, Ph.D., Director, Center for Health and Human Services Research, Talbert House

As we continue to evaluate the effectiveness of the criminal justice system and implement techniques to reduce jail and prison populations, the more clear it becomes that effective QA/CQI practices lead the charge to success. This year the symposium will continue where it left off. Presenting ways to implement and improve the QA/CQI practices intra agency and will evaluate the need for systemic QA/CQI practices. The symposium will remind you that you are not alone and effective QA/CQI practices are a top to bottom, bottom to top initiative.

Effective QA/CQI SAVES LIVES.

QA/CQI practices and information will be shared from Prisons, Adult Parole Authority, Probation, Department of Youth Services, Halfway Houses and CBCFs.

Workshops include:

- The Role of CQI in Public Safety
- To Change for the Better
- QA/CQI for Case Planning
- Best Practices in Implementation
- The Role of Staff Supervision in Changing Offender Behavior
- Measuring and Improving Fidelity to Evidence Based Practices
- Criminal Justice and Community Collaboration
- Staff Safety and Wellness
- Continuum of Care
- Changing Culture with Intention
- Assessment to Treatment Planning
- On-Boarding/New Hire Orientation
- CPC an Overview

Many sessions meet the Ohio Department of Rehabilitation and Correction’s Changing Offender Behavior (COB) requirements. The approval of hours is pending. RCH and CEU’s have been approved for 9.0 hours; 3.0 hours of the 9.0 hours are approved for supervision hours.
THURSDAY GENERAL SESSION
8:30 a.m. - 10:00 a.m.

Achieving our Mission: The Role of CQI in Public Safety (COB)

Kimberly Sperber, Ph.D., Talbert House

Correctional programs in Ohio are investing a great deal of resources in implementing a variety of evidence-based practices with the goal of reducing recidivism and protecting the public. To maximize the results of these efforts, programs need to implement formalized Continuous Quality Improvement (CQI) processes. Consequently, this presentation will focus on: (1) defining and describing CQI, (2) establishing the benefits of investing in CQI, and (3) demonstrating the link between CQI and public safety.

THURSDAY, MARCH 17, 2016
WORKSHOPS
10:15 A.M. – 11:45 A.M.

(1-A) To Change for the Better: How Lean Six Sigma Transformed the Way DYS Operates
Anna Karousis and Hannah Thomas, Ohio Department of Youth Services

Since April 2014, the Ohio Department of Youth Services (ODYS) has utilized Lean Six Sigma and the Kaizen methodology to transform five of its core business processes. Lean Six Sigma is an international process improvement approach that teaches organizations to use data and customer input to make processes simpler, faster, better, and less costly. ODYS has successfully redesigned and implemented the following processes since 2014: reception and orientation process, the youth intervention hearing process, the youth interdisciplinary team meeting process and the utilization of how staff use the ODYS Activity Management System, which is an incident and investigation tracking system. Some of the results include an 81% reduction in steps for the intake process and decreasing the intake process from four days down to three days. These efficiencies were all realized through the utilization of Lean Six Sigma and we will present how we started our process improvement journey and how we implemented real change.

(1-B) QA/CQI for Case Planning – What Managers Can Implement to Obtain Desired Results (COB)
Holley Bossell and Matthew Morris, Ohio Department of Rehabilitation and Correction, Bureau of Community Sanctions

Case planning is a process that starts with the assessment interview, requires accurate interpretation of assessment results, the development of detailed individualized case plans, routine monitoring of progression, and thorough documentation. As a correctional manager, developing and ensuring your agency has an effective continuous quality improvement (CQI) process for case planning is likely up to you. This training will discuss quality assurance methods a manager can adopt to implement, effectively monitor, and improve the quality of the case planning process within their organizations. Facilitators will discuss recommended practices through each stage of the case planning process, and present sample documentation that can be used as a guide as an agency looks to implement a process of their own. The presentation will also link case planning CQI to audit standard expectations of grant and funding providers.

(1-C) Best Practices in Implementation (COB)
Dr. Jessica Warner, Miami University

Organizational change in the field of corrections is pervasive due to the pendulum swing of politics and the strong emphasis on adopting evidence-based practices. Unfortunately, due to decreasing budgets and limited resources, many agencies and departments have limited access to technical assistance from experts and researchers. During this workshop, participants will be introduced to various implementation processes and resources. Participants will also have the opportunity to draft an implementation structure for their agency or department.

(1-D) The Role of Staff Supervision in Changing Offender Behavior (COB)
Kimberly Sperber, Ph.D., Talbert House

Many correctional programs are allocating a great deal of resources to train staff in various evidence-based practices/models in an effort to improve client outcomes. However, effective implementation of evidence-based practices requires much more than attendance at trainings. Research has demonstrated that sound supervision is key to adherence to evidence-based practices and positive client outcomes. Consequently, this presentation will provide information on effective supervision strategies and will engage participants to identify both opportunities for and barriers to effective supervision within their organizations. Time will also be allocated to begin problem-solving barriers.
(2-A) QA/CQI for Case Planning – What Direct Service Staff Can Implement To Obtain Desired Results (COB)

Dionne Addison and Matthew Morris, Ohio Department of Rehabilitation and Correction, Bureau of Community Sanctions

Case planning is a process that starts with the assessment interview, requires accurate interpretation of assessment results, the development of detailed individualized case plans, routine monitoring of progression, and thorough documentation. As a direct service employee, developing and ensuring your agency has an effective continuous quality improvement (CQI) process for case planning starts with you. This training will discuss quality assurance methods you and your co-workers can adopt to implement, effectively monitor, and improve the quality of the case planning process within your organizations. Facilitators will discuss recommended practices through each stage of the case planning process, and present sample documentation that can be used as a guide as an agency looks to implement a process of their own. The presentation will also link case planning CQI to audit standard expectations of grant and funding providers.

(2-B) Measuring and Improving Fidelity to Evidence-Based Practices: Our Obligation to Effective Service Delivery and Supervision (COB)

Kimberly Sperber, Ph.D., Talbert House

Many correctional programs are allocating a great deal of resources to implementing evidence-based practices/models in an effort to improve client outcomes. However, few programs are actively monitoring staff and organizational fidelity to these models. The result is often poor fidelity to the model and corresponding poor client outcomes. After briefly reviewing the scientific literature on fidelity and its impact on public safety, the workshop presenter will work with participants to: identify opportunities for assessing fidelity within their organizations, identify resources required to monitor and improve fidelity, address barriers to monitoring fidelity, and to start working on a plan for operationalizing fidelity reviews within their organizations.

(2-C) Criminal Justice and Community Collaboration

Bud Hite, Correctional Treatment Facility

This presentation will focus on the importance of knowing your system, the importance of knowing your data (who is really in your jail), and how to apply research to your systems practices. We will discuss the value of the community members being engaged with the criminal justice system and the difficulties that have to be addressed. The presentation will look at 5 main areas to evaluate as you look to build a stronger system. (Based out of the book, The Five Dysfunctions of a Team). Finally, we will discuss the importance of creating effective quality assurance practice, not only in your programs, but system wide.

(2-D) Staff Safety and Wellness: Protecting Our Valuable Resources Part I

Harvey Reed, Linda Janes, Rochelle Jones and Ursel McElroy, Ohio Department of Youth Services

The Ohio Department of Youth Services (ODYS) is the juvenile corrections system for the State of Ohio. Balancing the responsibility of youthful offender rehabilitation and corrections with staff safety and wellness is central to the department’s success. A widely-accepted body of research underscores the toxic effects a correctional environment can have on staff if effective strategies are not in place. Examples include burnout, substance abuse, disease, and even death. By using proactive management strategies to improve the workplace experience for its employees, ODYS has strengthened its organization. Workshop participants will learn how to make continuous improvements in their organizations by hiring the best employees, retaining a well-trained and prepared staff, and creating an environment where staff feel safe and motivated to perform at their very best.
through an offender’s termination. In addition, this workshop will include how to minimize barriers to change, problem solve and open doors to opportunities for offenders to succeed.

(3-B) Changing Culture with Intention in Juvenile Facilities
Amy L. Ast and Ginnie M. Trim, Ohio Department of Youth Services

Correctional leaders are in the people business and when staff are factored into that equation, it should come as no surprise that a facility culture has a direct correlation to staff and youthful offenders feeling safe. This workshop is designed for facility leaders and will explore the pitfalls that often derail facility leaders and the successful and intentional strategies that can result in a positive and healthy facility culture.

(3-C) Measuring and Improving Fidelity to Evidence-Based Practices: Our Obligation to Effective Service Delivery and Supervision - Repeated (COB)
Kimberly Sperber, Ph.D., Talbert House

Many correctional programs are allocating a great deal of resources to implementing evidence-based practices/models in an effort to improve client outcomes. However, few programs are actively monitoring staff and organizational fidelity to these models. The result is often poor fidelity to the model and corresponding poor client outcomes. After briefly reviewing the scientific literature on fidelity and its impact on public safety, the workshop presenter will work with participants to: identify opportunities for assessing fidelity within their organizations, identify resources required to monitor and improve fidelity, address barriers to monitoring fidelity, and to start working on a plan for operationalizing fidelity reviews within their organizations.

(3-D) Treatment Continuity – Treatment Planning from Assessment Through Complete (COB)
William Weaver, Correctional Treatment Facility

In the treatment process, the assessment identifies the client’s needs. “You have to know where you’re at to get to where you’re going”. The treatment plan identifies where the client wants to go. The treatment offer then moves the client closer to the goal and evaluate how things are going and adjust as necessary.

FRIDAY, MARCH 18, 2016
WORKSHOPS 8:30 A.M. – 10:00 A.M.

(4-A) On-Boarding/New Hire Orientation
Lori Carson, Jake Jones, Kim Massary and Lisa Rowe, NorthEast Ohio Community Alternative Program

Over the past year NEOCAP developed a four (4) month staff on-boarding program designed to reduce the turnover in its resident supervisor (RS) corps thus decreasing the high turnover rate of RS staff. NEOCAP’s on-boarding program is based on the assumption that the first several months of employment is a critical period for gaining buy-in; acceptance of the agency’s culture; and acceptance of the agency’s mission, goals, and objectives. It is also based on the assumption that all levels of supervision/management (low, mid, and upper levels) must play an active and significant role in the on-boarding process of a new hire. NEOCAP staff will report out on the components of the program, and the lessons learned over the past year.

(4-B) Improving Systems through Peer Mentoring
Ida M. Lewis, Darlene Smith and Angie Wurgler, Ohio Department of Youth Services

One of the most critical ingredients to improving systems is ownership by agency staff. When staff from all levels of the agency, line staff to management, is involved in the process, it reinforces the benefits of system and increases staff buy-in. Our agency utilizes a combination of line staff and supervisory staff (peers) to participate in operational audits and reviews. The viewpoint from both a management perspective, as well as from line staff, can shed valuable insight in reviewing agency operations. This workshop is designed to explore and share the benefits of utilizing “Peer Mentoring” to improve systems and processes.

(4-C) Treatment Continuity – Treatment Planning from Assessment Through Complete - Repeated (COB)
William Weaver, Correctional Treatment Facility

In the treatment process, the assessment identifies the client’s needs. “You have to know where you’re at to get to where you’re going”. The treatment plan identifies where the client wants to go. The treatment offer then moves the client closer to the goal and evaluate how things are going and adjust as necessary.
(4-D) Evidence-Based Correctional Program Checklist (CPC): An Overview (COB)
Jodi Sleyo, University of Cincinnati

This workshop will provide an overview of the CPC, how to use the CPC report, and background information about the process.

FRIDAY, MARCH 18, 2016
CLOSING SESSION
10:15 A.M. – 11:45 A.M.

Evidence-Based Guidelines, Evidence-Based Practices, and Evidence-Based Decision Making: The Intersection of Research and CQI in the Quest to Change Offender Behavior (COB)
Kimberly Sperber, Ph.D., Talbert House

First disseminated in 1990, The Risk-Need-Responsivity (RNR) model of offender rehabilitation has become the linchpin of community corrections. More than 20 years of research has moved the field from a core set of principles to a number of evidence-based practices that have been shown to help practitioners change offender behavior and to ultimately reduce recidivism. Even in the face of such progress, however, many questions remain unanswered regarding the most effective execution of the RNR model in real world settings. Consequently, this session will focus on the need for evidence-based decision making and the role of research and CQI in the decision-making process. Operational implications from several recent studies will also be presented in order to illustrate practical strategies that organizations can employ to further evidence-based decision making within the context of recidivism reduction.
Registration Procedures

Conference Location
Crowne Plaza Columbus North
6500 Doubletree Avenue
Columbus, OH 43229
614-885-1885

Registration Fee
Full conference registration cost is $100.00 per participant.

Checks should be made payable to the Ohio Justice Alliance for Community Corrections and mailed to:

OJACC
P. O. Box 849
Pataskala, OH 43062

Cancellations made after March 1, 2016, or no shows to the conference are subject to the full registration fee.

The conference registration fee covers participation in the education sessions, continuing education credits, breakfast, breaks and Thursday lunch.

Continuing Education Credits
- Recognized Clock Hours (RCHs)
- Counselor/Social Worker Board
- Training hours that qualify for ODRC “Changing Offender Behavior” requirements are signified by the initials “COB” next to the workshop title.

Attendees must attend the entire conference to receive full CEUs. Certificates will be distributed at the registration area following the closing session on Friday, March 18. No certificates will be issued before that time.

Hotel Reservations
All hotel reservations must be made directly with the Crowne Plaza Columbus North Hotel by calling 614-885-1885. State you are with the QA Symposium to obtain the $104 discounted rate.

The reservation cut-off date is February 24, 2016. The hotel will accept reservations until the cut-off date or until the room block is filled, whichever comes first.

Room rates include complimentary wireless internet in guest rooms.

Map to Hotel

Limited seating available, so register early.

Registrations will be on a first come, first serve basis.
Second Annual Collaborative Symposium  
March 17 & 18, 2016  
(Print and complete one form for each participant. All fields are required.)

First Name ______________________________________ Last Name ______________________________________

Name as you would like it to appear on nametag ______________________________________________________

Agency/Organization _____________________________________________________________________________

Address ________________________________________________________________________________________

City ______________________________ State ___________ Zip ______________________________

Work Phone_________________________________________ E-mail________________________________________

Workshop Selection (Please circle one for each breakout session)

Thursday Morning Breakout 1-A 1-B 1-C 1-D
Thursday Afternoon Breakout 2-A 2-B 2-C 2-D
Thursday Afternoon Breakout 3-A 3-B 3-C 3-D
Friday Morning Breakout 4-A 4-B 4-C 4-D

Special Meal Requests:        _____Vegetarian

Registration Fee: $100.00 per participant

Method of Payment
☐ Purchase order is attached  P.O. #_______________________________
☐ Personal/Agency check is enclosed

Please make checks payable to Ohio Justice Alliance for Community Corrections and mail with a copy of the registration form to:
   OJACC
   Post Office Box 849
   Pataskala, OH  43062

OJACC Federal ID#  31-1255020

Questions/Contact
Cheryl Taylor, QA/CQI Symposium Coordinator
Post Office Box 849, Pataskala, OH  43062
(740) 420-6444
tctaylor@mac.com

Forms can only be mailed or scanned and e-mailed to tctaylor@mac.com.

Limited seating available, so register early.

Registrations will be on a first come, first serve basis.