

Dauphin County Quality Assurance: Making it Work

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Why Quality Assurance?

- Juvenile Justice System Enhancement Strategies
 - YLS, SPEP, CBT, etc.
 - Alleviate work from supervisors that are now tasked with handling more responsibilities.
- Data Collection on programming, outcomes, recidivism, etc.
- Ability to advocate for funding through the Needs Based Budget
- Use this position to fill other needs that are county/agency specific

Where to Begin?

- Assessing the workload of supervisors and other key staff within your agency
- Job Descriptions
- Discussion with Children and Youth agency about using the Needs Based Budget to fund potential QA position
 - Cannot serve the traditional role of a probation officer for NBB purposes

Example Job Description

OVERALL OBJECTIVE OF JOB:

To collect and assess descriptive, fiscal, and outcomes data related to services provided by Dauphin County Juvenile Probation Officers and private providers to juvenile offenders and their families.

ESSENTIAL FUNCTION OF JOB:

1. Monitors services offered to juvenile offenders and their families by all contracted private providers for facilities directed and monitors contract compliance.
2. Manages and monitors the services offered to juvenile offenders and their families by all department Juvenile Probation Officers. Makes suggestions for improvement.
3. Collects, analyzes, and reports outcome statistics for assigned contracted juvenile probation community-based and residential services and discusses issues related to compliance with services contracts, program improvements, and best practices with supervisor.
4. Conducts on-site visits and interviews with provider staff and youth, and reviews department reports and provider records.
5. Reports concerns to supervisor regarding the safety of placed juveniles, non-compliance by service providers with contractual expectations, licensing issues, etc.
6. Schedules and plans meetings and trainings with service providers as needed or delegated by supervisor.
7. Maintains records and outcome statistics for the department's annual report, and assists with producing the report each year.
8. Provides requested information pertaining to supervisor for the preparation and management of the Office of Children, Youth, and Families' Needs Based Plan and Budget.
9. Assists with implementing and monitoring Evidenced-based Probation Practices.
10. Assist juvenile probation staff to identify appropriate program resources.
11. Prepare statistical reports for community based programs and out of home placements when deemed appropriate by Supervisor

OTHER DUTIES OF JOB:

1. Attends training workshops and seminars.
2. Performs related tasks as necessary.
3. Assists with special projects and reports.

Quality Assurance

1. YLS
 - Inter-rater reliability
 - Reports
2. Community Based Programming
 - Contracts
 - Deliverables
 - Feedback reports
3. Recidivism/Outcomes
 - Community Based Programs
 - Out of home placements

Youth Level of Service

- Inter-rater Reliability
- Booster Trainings
- Usage of the reports in JCMS – monthly YLS reviews
 - YLS Detailed Scoring by Date Range

Inter-rater Reliability

- Review set up for YLS

#	Juvenile	Probation Officer	YLS score by PK	YLS score by MT	Domain Differences
1		Ashley Mattis	Moderate - 18	Moderate - 17 (JG)	Peers, Substance, Leisure, Personality
2		Daniel Esposito	Low - 0	Low - 0 (JI)	
3		Hector Blanco	Moderate - 9	Low - 7 (BI)	Family, Personality
4		Cindy Bettinger	High - 23	Moderate - 18 (RA)	Family, Education, Peers, Substance, Leisure, Personality
5		Julie Ivey	Moderate - 9	Moderate - 10 (DC)	Leisure, Attitudes
6		Sarah Roadcap	Moderate - 16	Moderate - 10 (EU)	Education, Leisure, Personality, Attitudes
7		Jason Lester	High - 26	High - 24 (CS)	Prior and Current Offenses, Education, Substance,
8		G. Parthemore	Low - 3	Low - 3 (NM)	
9		Jennifer Miller	Low - 7	Low - 5 (BW)	Education
10		Amanda Feher	Low - 6	Low - 6 (CM)	

Inter-rater Reliability & Booster Trainings

Prior & Current Offenses	Family Circumstances/Parenting	Education & Employment	Peer Relations	Substance Abuse	Leisure & Recreation	Attitudes & Orientations
3	2	5	4	3	3	2
3	5	5	3	4	3	3
3	6	4	2	3	5	3
3	4	6	4	1	4	4
3	4	6	3	5	1	5
2	4	5	3	1	2	4
1	2	4	2	3	3	4
18	27	35	21	20	21	25

JCMS Reports

- YLS Score Detailed by Date Range
 - Pulled monthly to ensure YLS's are being completed and scored. Used to help create end of the year report on YLS.

Juvenile Name	Date of Assessment	Score	Risk Status	1	2	3	4	5	6	7	8	Assigned PO	INTERVIEWER	Initial/Progress/Closing YLS	Change in score if not initial YLS
	1/25/2012	23	High	L	M	M	H	H	M	H	M	K Murray	Carrie Omdorff	Initial	
	4/7/2012	1	Low	L	L*	L*	L	M	L	L*	L*	Kassi Morgart	Kassi Morgart	Closing	Reduced
	1/6/2012	9	Moderate	L	L*	M	M	M*	L	L	L	Kija Waithe	Kija Waithe	Initial	Reduced

Community Based Programs

- Everything starts at the contract level
- Tracking and Monitoring
- Deliverables
- Weekly Feedback Reports
- Justification for Rate Increases

Contract Level

- Set-up your expectations
- Incorporate EBP in contract language
- If possible, prepare providers for how SPEP may change contracts
 - Dosage
 - Appropriate Risk Level
 - Funding for Quality Improvements
- Incorporating deliverables into the contract

Tracking and Monitoring

- Gather vital information before the referral is sent to the Provider for services
- Allows for quick review of the information

File #	Name	Date of Birth	Age	Gender	Race	Hispanic Y/N	Date Referral Sent	Start Date	End Date	# Days in Program	YLS Risk Level	YLS Score	H1	H2	Successful Completion	Unsuccessful Completion	Referring P.O.
27361		12/23/1996	17	F	B	N		1/6/2014	2/26/2014	51	Moderate	18	3	2		X	Imler
27304		4/27/1997	17	M	B	N	1/21/2014	1/28/2014	7/18/2014	171	Moderate	12	2	6	X		Stockdale
27444		5/23/1997	17	M	B	N	3/3/2014	N/A	N/A	0	Moderate	13	3	5	Case Never Officially Opened		Bettinger
24878		8/26/1996	18	F	H	Y	3/7/2014	3/17/2014	7/28/2014	133	Moderate	11	6	2	X		Gaughan
27507		12/4/1999	14	M	B	N	3/12/2014	3/24/2014	8/4/2014	133	Moderate	15	1	3	X		Esposito

Deliverables

- Outlines the minimum expectations for service delivery for each program.
- Allows Probation Department and Provider to track services and identify lack of service issues.
 - Weekly Feedback Report
- Hand in Hand with SPEP requirements in regards to service delivery

Deliverables

Multi-Systemic Therapy (MST) and Multi-Systemic Therapy Problem Sexual Behavior (MST-PSB):

1. The MST and MST-PSB Programs shall deliver services to an unspecified number of Dauphin County Children and Youth and Juvenile Probation referred youth and their families and shall deliver such services with strict adherence to the MST and MST-PSB evidence-based models.
2. The MST/MST-PSB therapist shall provide a minimum of 2 hours per week family or individual therapy.
3. The MST/MST-PSB therapist shall maintain weekly contact with the referring Agency, the child's school, and other relevant team members.
4. The MST/MST-PSB therapist shall re-assess treatment goals on a weekly basis and shall forward a report of such re-assessment to the referring Agency within 3 business days following the end of each week. This weekly report shall include the total number of face-to-face service hours delivered and total hours dedicated to engaging and informing collateral contacts during the service week. In the event that the therapist is unable to meet the requirements set forth in items 1a. and 1b. above, an explanation shall also be included.
5. The MST/MST-PSB therapist shall review each family's plan and progress with an external MST consultant and shall follow all resulting recommendations.
6. The North Carolina Family Assessment Scale (NCFAS) shall be utilized to measure program outcomes. Participant improvement in the following areas shall be measured: Parental capabilities, family interactions, family safety, child well-being, child/caregiver ambivalence, and readiness for reunification (if applicable). Hempfield Behavioral Health shall also work in conjunction with the Juvenile Probation and Children and Youth Agencies to measure moderate and long-term outcomes for youth who successfully complete the program.

Deliverables

- Tracking of Program Deliverables – MST Example

Name	Start Date	Week of Report	2 Hrs w/ Family	Weekly JPO Contact	Weekly Reassessed Treatment Goals	Date Completed	Successful? Y/N
	5/7/2014	5/10	Y		Y		
		5/17	Y	Y	Y		
		5/24	Y		Y		
		5/31	Y	Y	Y		

Overarching Treatment Goal	Baseline Rating	Last Week Rating	Current Rating
Weekly Ratings: 3=Baseline, 1= Goal Not Met-----5=Goal Met			
OG #1: Joe will have 0 incidents of Physical Aggression for a period of 5 consecutive weeks and sustain throughout the duration of treatment as evidenced by; Family and JPO reports and therapist observation. Date of last incident: Weeks of Success/Weeks Open: Progress/Barriers:	3	5	5
OG #2: Joe will have no more than 2 incidents of Verbal Aggression for a period of 5 consecutive weeks and sustain throughout the duration of treatment as evidenced by; Family, school, and JPO reports and therapist observation. Date of last incident: Weeks of Success/Weeks Open: Progress/Barriers:	3	4	4
OG #3: Joe will attend school on a daily basis (unless excused by a doctor) for a period of 5 consecutive weeks and sustain throughout the duration of treatment as evidenced by; Family, School, and JPO reports and therapist observation. Date of last incident: Weeks of Success/Weeks Open: Progress/Barriers:	3	5	5
OG #4: Joe will have 0 incidents of suspension or academic failure for a period of 5 consecutive weeks and sustain throughout the duration of treatment as evidenced by; Family, school, and JPO reports and therapist observation. Date of last incident: Weeks of Success/Weeks Open: Progress/Barriers:	3	4	4
Engagement in Treatment:	3	5	5
Cancelled Sessions this week: NO YES (explain below)			
Safety Concerns: NO YES (explain below)			

MST Weekly Feedback Forms

Justification for Rate Increases

- Allows Probation Department to look at Deliverable percentages and outcomes for supporting or not supporting rate increases
- Allows Probation Department to determine if program should be continued all together
- Acknowledging Provider commitment in the SPEP process and incorporating Evidenced Based Programming

Recidivism

- 3-6-9-12-24 month check
- New arrests on felony or misdemeanors
- Revocations of probation
- Conducted For:
 - All community based programs
 - All out of home placements
 - General 2 year recidivism study
 - Ability to pull data on specific needs (ie: consent recidivism)

Community Based Program Outcomes/Recidivism

File #	Juvenile Name	DOB	JPO	Pre - Y15 Score	Pre - Y15 Rating	Discharge Date	Post - Y15 Score	Post - Y15 Rating	3 Months	3 - Y/N	6 Months	6 - Y/N	9 Months	9 - Y/N	12 Months	12 - Y/N	24 Months	24 - Y/N
25268		4/15/1996	Stockdale	N/A	N/A	10/12/2012	N/A	N/A	3/12/2013	N	4/12/2013	Y	7/12/2013	N	10/12/2013	N	10/12/2014	Y
25605		12/6/1996	Foster	22	Moderate	10/22/2012	N/A	N/A	3/22/2013	N	4/22/2013	N	7/22/2013	N	10/22/2013	N	10/22/2014	Y

Out of Home Placement Outcomes/Recidivism

- Successful Charges v. FTA

File #	Juvenile Name	JPO	D.O.B.	Discharge Date	Placement	3 Months	3 - Y/N	6 Months	6 - Y/N	9 Months	9 - Y/N	12 Months	12 - Y/N	24 Months	24 - Y/N
24139		Kinsinger	8/7/1994	8/29/2013		11/29/2013	N	3/1/2014	N	5/29/2014	N	8/29/2014		8/29/2015	
25222		Sifford	11/20/1995	1/9/2013		4/9/2013	Y	7/9/2013	N	10/9/2013	N	3/9/2014	Y	1/9/2015	
23915		Stauffer	2/11/1997	3/18/2013		6/18/2013	Y	9/18/2013	N	12/18/2013	N	3/18/2014	N	3/18/2015	

Quality Assurance

- Questions/Comments?