

Quality Assurance

First Annual Symposium

Presented by:

A collaboration of
Community Corrections
and Criminal Justice
agencies.

CBCA

Community Based
Correctional
Association

CorJus

An association of nine
publicly operated
CBCF's

OCCA

Ohio Community
Corrections
Associations

OCPOA

Ohio Chief Probation
Officers Association

ODRC

Ohio Department of
Rehabilitation and
Corrections

OJACC

Ohio Justice Alliance for
Community Corrections

Quality Assurance

Quality Assurance Continuous Quality Improvement

Thursday, March 19, 2015
Friday, March 20, 2015

**Crowne Plaza
Columbus North Hotel**
6500 Doubletree Avenue
Columbus, Ohio 43229

Continuously Quality Improvement

Patroned Sponsors

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

Dr. Faye Taxman, Director
Center for Advancing Correctional Excellence
George Mason University

LEAN Ohio

**CPE's and
COB's available**

Limited seating available so register early



Welcome

On behalf of the Collaborative of Community Corrections Associations, we are pleased to present its First Annual Symposium at the Crowne Plaza Hotel North in Columbus, Ohio, March 19-20, 2015. The symposium will focus on **Quality Assurance (QA) and Continuous Quality Improvement (CQI)**.

Featured speakers will be:

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

Dr. Faye Taxman, Director, Center for Advancing Correctional Excellence, George Mason University

Anna Karousis and Michael Buerger, Lean Ohio

It is important to note that statewide, agency and offender success are directly tied to effective QA/CQI practices. Through this symposium, you will learn that you are not alone and effective QA/CQI practices are a top to bottom, bottom to top initiative. Effective QA/CQI happens because everyone matters. This is not an impossible task.

Whether you are brand new to QA/CQI, or well on your way, there is something for everyone. QA/CQI practices and information from Prisons, Adult Parole Authority, Probation, Halfway Houses and CBCFs will be shared. Workshops include:

- Structure;
- Technology;
- Combining Processes;
- Hiring staff based on Characteristics;
- Agency Culture;
- 1:1 Quality Assurance;
- Process Mapping;
- Survey/Focus groups;
- Giving/Receiving Feedback;
- CBT QA;
- ORAS QA;
- Security/ Behavior Management QA, and more.

Many sessions meet the Ohio Department of Rehabilitation and Correction's "Changing Offender Behavior (COB) requirements". There are 7.5 COB hours approved. RCH and CEU's have been approved for 9.0 hours.

Schedule at a Glance

THURSDAY MARCH 19, 2015

7:30 a.m. - 8:30 a.m.
Registration

8:30 a.m. - 10:00 a.m.
General Session

10:00 a.m. - 10:15 a.m.
Break

10:15 a.m. - 11:45 a.m.
Morning Workshops

11:45 a.m. - Noon
Break

Noon - 1:00 p.m.
Lunch

1:00 p.m. - 1:15 p.m.
Break

1:15 p.m. - 2:45 p.m.
General Session

2:45 p.m. - 3:00 p.m.
Break

3:00 p.m. - 4:30 p.m.
Afternoon Workshops

FRIDAY MARCH 20, 2015

8:30 a.m. - 10:00 a.m.
Morning Workshops

10:00 a.m. - 10:15 a.m.
Break

10:15 a.m. - 11:45 a.m.
Mid-Morning Workshops

11:45 a.m.
Pick up certificates



Featured Speakers & Workshops

THURSDAY GENERAL SESSION 8:30 a.m. - 10:00 a.m.

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

Dr. Kimberly Sperber, 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.

and increasing customer satisfaction. They're doing so by using the principles, tools, and strategies of Lean, Kaizen and Six Sigma. These are the same best practices used by top private-sector organizations across Ohio and throughout the world.



has demonstrated a link between certain employee characteristics and staff performance, retention, and satisfaction. During this workshop, participants will be presented with information regarding best practices for hiring correctional staff based on personal characteristics (e.g., support for offender change and rehabilitation, problem-solving aptitude, and ability to gain compliance through respectful guidance). Special attention will be paid to the use of assessments and vignettes as tools for use during interviews. After this workshop, participants will be able to review their agency's job descriptions and set up hiring practices beyond the traditional interview and background check in effort to identify the best candidates for open positions.

THURSDAY, MARCH 19, 2015 WORKSHOPS 10:15 A.M. – 11:45 A.M.

(1-A) Investing in CQI: Implementation Issues to Consider (COB)

Dr. Kimberly Sperber, Talbert House

Because there is no one-size-fits-all method for implementing a CQI model, agencies seeking to implement CQI can be overwhelmed with getting started. Consequently, this workshop will provide a variety of practical tips and strategies that can be tailored to best fit an organization's infrastructure and resources. During the workshop, participants will learn about: (1) common elements of CQI plans or models (2) practical strategies for building an infrastructure to support CQI functions, and (3) pitfalls to avoid in order to maximize the success of their CQI efforts.

(1-C) Implementation to Validation and Quality Assurance (COB)

Dionne Addison and Stephanie Starr, Ohio Department of Rehabilitation and Correction

This workshop will include the purpose of quality assurance on risk assessments, the results of the 2013 statewide QA that included CBCF's, halfway houses, probation, prisons, Parole Board, and the Adult Parole Authority, and the follow-up steps.

THURSDAY GENERAL SESSION 1:15 p.m. - 2:45 p.m.

Lean Ohio: Helping Make Government in Ohio Simpler, Faster, Better and Less Costly (COB)

Anna Karousis and Michael Buerger, Lean Ohio



State agencies and local governments in Ohio are dramatically improving their core business processes, reducing process times, decreasing costs,

(1-B) Hiring Beyond Experience and Education (COB)

Jessica J. Warner, Volunteers of America of Greater Ohio

Traditionally, the hiring process for new correctional staff involves a resume, an interview, a drug screen, and a background check. However, research

(1-D) One on One Quality Assurance (COB)

Jason Bellman and Kristen Foster, Butler County Adult Probation Department, and Sara Shields, Franklin County Adult Probation Department

This workshop will highlight two probation departments' attempts to translate research into practice. Butler County Adult Probation and Franklin County Adult Probation have worked on developing quality assurance procedures to help ensure that staff



Workshops

is using evidence-based practices in their supervision of offenders. The departments will share procedures and practices that have been created in their agencies. This workshop will also discuss the implementation process of QA initiatives, including barriers, problem solving attempts and the success of implementation. Finally, the agencies will highlight the role line officers and supervisors have in the QA process.

**THURSDAY, MARCH 19, 2015
WORKSHOPS
3:00 P.M. – 4:30 P.M.**

**(2-A) Process Mapping/SIPOC:
Making the Invisible Visible (COB)**
Anna Karousis, Lean Ohio

Process mapping is a proven tool used in Lean methodology and is used to find both value-added and non-value-added steps. It shows the current state of a process. By documenting, analyzing, and designing the best flow of materials and information needed to produce a service and bring it to the customer, you can identify problems to correct and find opportunities to save time and money.

(2-B) Poka Yoke: How to Error Proof Your Forms (COB)
Michael Buerger, Lean Ohio

From the Japanese term for mistake-proofing, poka-yoke is used to eliminate the root cause of delays and other inefficiencies. One of the biggest improvement opportunities in government relates to forms. This session will focus on helping you redesign your forms so that needed information from customers is supplied correctly and completely the first time around.

(2-C) CQI Through Coaching (COB)
Jennifer Kisela, Oriana House, Inc.

This workshop will provide participants an overview of research and literature in regard to coaching staff. Participants will learn strategies and techniques to effectively coach staff. We will also discuss challenges in the coaching process and overcoming these challenges to ensure successful outcomes. In addition, we will look at how to receive feedback when being coached to increase skill sets.

**FRIDAY, MARCH 20, 2015
WORKSHOPS
8:30 A.M. – 10:00 A.M.**

(3-A) Quality Assurance for CBT Groups (COB)
Jennifer Lux, University of Cincinnati

This workshop will provide a look into the importance of quality assurance for group interventions. We will review the principles of effective intervention placing emphasis on the fidelity principle. Key indicators for continuous quality improvement will be identified as well as different ways to measure those indicators. Finally, we will share a group observation form and train participants on its use.

**(3-B) Process Mapping/SIPOC:
Making the Invisible Visible (COB) – Repeated**
Anna Karousis, Lean Ohio

Process mapping is a proven tool used in Lean methodology and is used to find both value-added and non-value-added steps. It shows the current state of a process. By documenting, analyzing, and designing the best flow of materials and information needed to produce a service and bring it to the

customer, you can identify problems to correct and find opportunities to save time and money.

(3-C) One on One Quality Assurance (COB) – Repeated
Jason Bellman and Kristen Foster, Butler County Adult Probation Department and Sara Shields, Franklin County Adult Probation Department

This workshop will highlight two probation departments' attempts to translate research into practice. Butler County Adult Probation and Franklin County Adult Probation have worked on developing quality assurance procedures to help ensure that staff is using evidence-based practices in their supervision of offenders. The departments will share procedures and practices that have been created in their agencies. This workshop will also discuss the implementation process of QA initiatives, including barriers, problem solving attempts and the success of implementation. Finally, the agencies will highlight the role line officers and supervisors have in the QA process.

(3-D) Implementation Science for Behavioral Health Services in Justice Settings (COB)
Dr. Faye Taxman, Center for Advancing Correctional Excellence

Implementation science is a new approach to understanding how to implement behavioral health services within justice settings. Unlike other evaluative methods, implementation science focuses on understanding the techniques that organizations can use to facilitate implementation. A major challenge is that there are significant gaps in services in most systems that present a responsive system of care, and one that provide



Workshops

for a broad range of services. The workshop will use the RNR Simulation Tool's Assess the Jurisdiction (www.gmuace.org/tools) functions to assess available programs and services for the broad array of services to address the needs of individuals involved in the justice system. The tool provides a gap analysis of services needed given the needs of the justice-involved population. The results of this model will be used to identify different services that are needed. The goal of this session is to apply implementation science techniques to three key areas: 1) the use of local change teams to establish goals to address gaps in services; 2) activities that local team change teams can perform to advance adoption and implementation of services; and 3) factors associated with penetration into routine practice and sustainability of behavioral health services in justice settings. The end result of the workshop will be a plan to address gaps in services using implementation science strategies.

FRIDAY, MARCH 20, 2015
WORKSHOPS
10:15 A.M. – 11:45 A.M.

(4-A) Continuous Quality Improvement for Security and Behavior Management (COB)

Jodi Sleyo, University of Cincinnati

This workshop will provide a look at the role of custody staff in the delivery of a behavior management system. We will review Core Correctional Practices around reinforcers, effective use of authority, and delivering sanctions. Key indicators for continuous quality improvement will be identified as well as different ways to measure those indicators and provide coaching to improve skills.

(4-B) Poka Yoke: How to Error Proof Your Forms (COB) – Repeated

Michael Buerger, Lean Ohio

From the Japanese term for mistake-proofing, poka-yoke is used to eliminate the root cause of delays and other inefficiencies. One of the biggest improvement opportunities in government relates to forms. This session will focus on helping you redesign your forms so that needed information from customers is supplied correctly and completely the first time around.

(4-C) Panel Speaking on Statewide Quality Assurance/Continuous Quality Improvement

Samantha Chamberlain, Warren County Common Pleas Court Probation Department; Christopher Gipson, Ohio Department of Rehabilitation and Correction; Lois Hochstetler, Alvis House; Kimberly Nossaman, Bryan Municipal Court Probation Department; Jennifer Rutherford, Ohio Department of Rehabilitation and Correction; and Craig Shumaker, West Central Community Correctional Facility

Representatives from around the State will share their successes and failures as they have implemented Quality Assurance/Continuous Quality Improvement practices within their organizations. There will be representatives from the Prison System, Adult Parole Authority, Municipal Probation, County Probation, Halfway House and Community-Based Correctional Facilities. The final thirty minutes of this panel will be a question and answer period for the workshop participants.

(4-D) Implementation Science for Behavioral Health Services in Justice Settings (COB) – Repeated

Dr. Faye Taxman, Center for Advancing Correctional Excellence

Implementation science is a new approach to understanding how to implement behavioral health services within justice settings. Unlike other evaluative methods, implementation science focuses on understanding the techniques that organizations can use to facilitate implementation. A major challenge is that there are significant gaps in services in most systems that present a responsive system of care, and one that provide for a broad range of services. The workshop will use the RNR Simulation Tool's Assess the Jurisdiction (www.gmuace.org/tools) functions to assess available programs and services for the broad array of services to address the needs of individuals involved in the justice system. The tool provides a gap analysis of services needed given the needs of the justice-involved population. The results of this model will be used to identify different services that are needed. The goal of this session is to apply implementation science techniques to three key areas: 1) the use of local change teams to establish goals to address gaps in services; 2) activities that local team change teams can perform to advance adoption and implementation of services; and 3) factors associated with penetration into routine practice and sustainability of behavioral health services in justice settings. The end result of the workshop will be a plan to address gaps in services using implementation science strategies.



Registration Procedures

Conference Location

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

Registration Fee

Full conference registration cost is \$25.00 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, 2015, 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 and Thursday lunch.

Breakfast on Thursday and Friday will not be provided.

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.

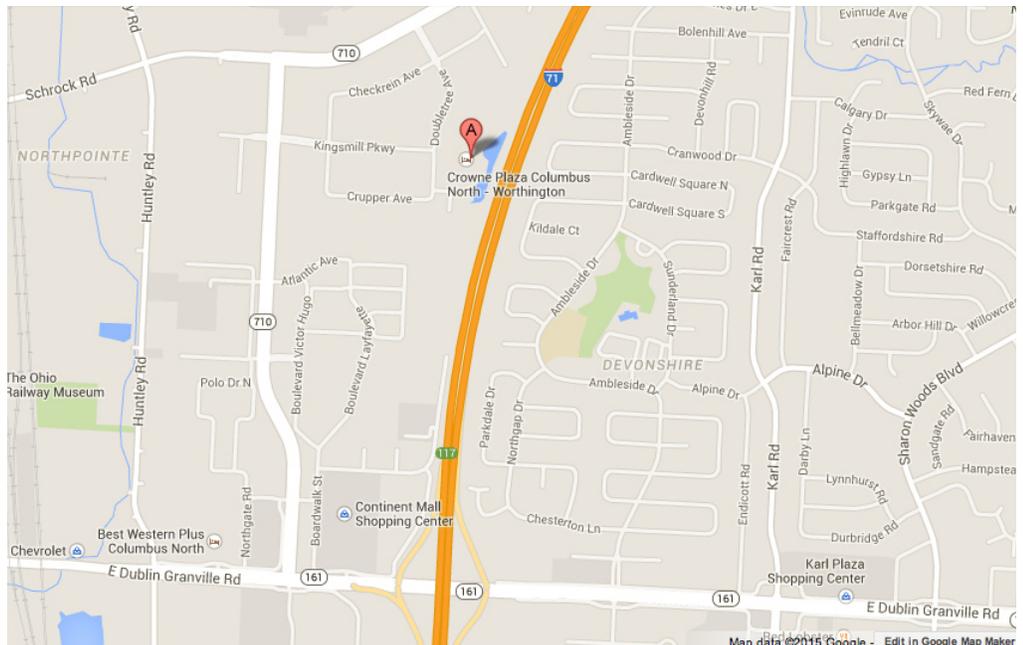
Attendees must attend the entire conference to receive full CEUs. Certificates will be distributed at the registration area following the closing session on Friday, March 20. No certificates will be issued before that time.

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 25, 2015. The hotel will accept reservations until the cut-off date or until the room block is filled, whichever comes first.

Map to Hotel



Limited seating available, so register early.

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



Registration Form

**First Annual Collaborative Symposium
March 19 & 20, 2015**

(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	
Friday Morning Breakout	3-A	3-B	3-C	3-D
Friday Mid-Morning Breakout	4-A	4-B	4-C	4-D

Special Meal Requests: _____Vegetarian

Registration Fee: \$25.00 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
c/o Cheryl Taylor
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

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