



CSSD Chronicle



A regular publication of information and news about Court Support Services Division

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Thursday, June 4, 2009

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CT PROVIDERS RECOGNIZED FOR EXCELLENCE

BACKGROUND: Since the initiation of CSSD's Risk Reduction efforts, Quality Assurance (QA) has become an important component of the juvenile and adult programs offered by our contracted network of community-based services. In order to achieve the best possible outcomes for clients, CSSD has chosen to invest in evidence based treatments and practices. Evidence-based treatments are interventions that have been proven effective through rigorous research methodologies. Evidence-based practice (EBP) refers to a decision-making process which integrates the best available research, clinician expertise, and client characteristics.

In commenting on the progress of CSSD QA efforts, Executive Director Bill Carbone said "The QA process has provided CSSD with the tools to conduct meaningful reviews of contracted programs and staff performance, the quality of their implementation and the ability to connect this to client outcomes. This has informed our thinking and efforts to identify and implement the most effective interventions to help reduce recidivism in CT."

HOW QA WORKS: While identifying evidence based practices is an essential first step, choosing the correct intervention does not guarantee outcomes. Implementing programs properly has been identified by OJJDP as a key component in producing the success and recidivism reduction. Practices that have been developed to address this issue of effective implementation are known as Quality Assurance (QA). QA is an integral component of many of CSSD's contracted services. During the QA process, coaches with expertise in a particular intervention render specific feedback regarding the manner in which the staff interacted with the client, and their fidelity to the model as it was developed. This can involve reviewing tapes and DVDs of client sessions, or engaging in detailed discussion about client sessions. The goal of QA is to be strength-based while sharpening the skills of staff to increase the positive outcomes for clients.

IMPORTANCE OF QA: Overall, QA is a resource for program staff that supports their skill development in delivery of interventions. QA not only ensures that clients are receiving services that will be effective in reducing their recidivism and bettering their lives, but it also allows staff the opportunity to grow and become more proficient as a part of their own professional development. In addition, monitoring the delivery of services and fidelity to procedures helps build accountability and maintains the integrity of services. This supports CSSD's mission to work collaboratively with criminal justice stakeholders to promote compliance with court orders and instill positive change in clients.

IMPROVED RESULTS: Quality Assurance efforts improve program "adherence" or "fidelity," and have been shown to improve outcomes. For instance, the Washington State Institute for Public Policy did a cost-benefit analysis that showed that one cognitive behavioral therapy program that is also offered in CT has successfully decreased felony recidivism rates in Washington state by 6% (after 18 months) when the model was delivered with fidelity. However, recidivism actually increased when the same intervention was not delivered with fidelity.

The use of quality assurance techniques within CT's contracted juvenile program network has been an ongoing effort. An example of this is the implementation of the evidence based intervention MultiSystemic Therapy (MST) for juveniles. MST is an intensive family-and community-based treatment model proven to have good results with serious, violent and chronic juvenile offenders. Fidelity to the MST model design and good implementation has produced successful results. Based on research, youth criminal charges are 36% lower for families who receive MST from therapists with maximum adherence scores (those who are most closely implementing MST properly) compared to their counterparts with minimum adherence scores.

SUGGESTIONS? QUESTIONS? COMMENTS? CONCERNS? CONTACT US!

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RECOGNITION OF EXCELLENCE: CT was recognized recently with the presentation of the 2009 “*Whatever It Takes Award*” for MultiSystemic Therapy (MST) Services that was given to Kim Kehoe, Tricia Busch, Shani Alexander and Michael Williams of Advanced Behavioral Health in Middletown, CT. This award is given on an annual basis to recognize efforts that show creative thinking, persistence and dedication to do “whatever it takes” to accomplish positive outcomes. In addition, the 2009 “*Sustained Excellence Award*” was given to Connecticut Junior Republic’s Waterbury Team 1 of MST practitioners. This award is based on feedback from the families experience with MST, and is presented to therapists that rank in the top one percent among their peers in 12 different countries.

QA IN ADULT PROGRAMS – PROGRAM CHAMPIONS: In adult programs, quality assurance was instituted in 2006 in all 17 AIC locations and has grown to include STARS - Gender Specific Program and the Adult Risk Reduction Center. Interventions and assessments that are quality assured include LSI-R, ASUS-R, Motivational Interviewing, Treating Alcohol Dependence, Reasoning and Rehabilitation II Short version, Moving On, Helping Women Recover, and Seeking Safety. Since 2006 we have celebrated the accomplishments and growth of over 200 community provider staff from our contractor network. Recognition of outstanding performance and excellence is marked with an “AIC Program Champion” award. Program Champions are staff who have consistently demonstrated a high level of proficiency in the delivery of services and interventions as well as individual counselor work to enhance client motivation and support offender behavior change. The Intervention Specialists and Case Managers who have received the AIC Program Champion Award are:

Daniel Lovallo (Community Renewal Team, Bristol)

Maya Spell, Chaylynn Brooks, Joseph Fortini, Angazza

Mwando (Project M.O.R.E., New Haven)

Demetrise Jordan (Community Solutions, Inc., Waterbury)

Maryann Gardner (NEON, Norwalk)

Kelly Burton (Perception, Danielson)

Lucasz Kroll, Richard George, Shanna Hoard (Wheeler Clinic, New Britain)

Paul Paquette (Community Solutions, Inc., Danbury)

Sherina Richard (Community Renewal Team, Enfield)

Deon Hardison, Karina Andre (Career Resources, Bridgeport)

Katie Martin (Community Solutions, Inc., Bridgeport)

Shrina Richard, Jessica Bottomly (Community Renewal Team, Enfield)

Aislin Green (Community Partners in Action, Hartford)

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