

CSSD Chronicle

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Court Support Services Division
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Quality Assurance Forum recognizes WOCM staff as Intervention Champions



The CSSD Quality Assurance Forum recognized several CSSD Women Offender Case Management (WOCM) officers as “Intervention Champions” at its biannual award ceremony on September 13th. It was the first time CSSD officers were recognized for this prestigious award.

The CSSD Quality Assurance Forum is administered by Community Solutions, Inc. (CSI). CSI’s coaches provide

CSSD staff and service providers with quality assurance consulting, tools, and training. The coaches use strength-based strategies designed to increase the skill level and confidence of risk reduction staff. Quality assurance procedures include audio/video tape review of client sessions, individual and peer coaching sessions, and action plans to build on staff strengths.

The criteria used to evaluate CSSD WOCM officers as “Intervention Champions” is extensive. Officers must deliver gender-responsive services, with integrity and fidelity, based on demonstrated proficiency over multiple Quality Assurance rating periods in the following areas:

- Strong communication style, evidenced by the use of Motivational Interviewing skills
- Adherence to female responsive principles and WOCM model
- Strong assessment skills
- Strong feedback skills
- Accurate and collaborative case plans
- Targeting of criminogenic needs and use of strategic case management skills

- Attendance at required WOCM trainings and refresher courses
- Regular submission of QA recorded sessions
- At least four consecutive months consistently meeting specific criteria in the intervention over multiple rating periods

Once officers meet the criteria, they “graduate” to the next level in the Quality Assurance process, which includes:

- Reduced submission of QA tapes to every other month
- Reduced individual QA feedback sessions to every other month
- Opportunity to become a QA peer mentor within the WOCM unit

At the award ceremony, Greg Halzack, CSSD Director of Adult Probation Services, gave the opening speech which emphasized the importance of Quality Assurance and the positive influence that WOCM officers have on their female clients. “It takes very special people to do this day in and day out,” Halzack noted. “All the award recipients today are truly worthy of praise and recognition.” CSSD Regional Managers and probation office Chiefs also attended the award ceremony in support of the WOCM teams.

The WOCM officers were awarded a certificate of excellence by Director Halzack along with a letter of appreciation from CSSD Executive Director William Carbone.

The following WOCM officers received “Intervention Champion” recognition:

High proficiency in administering the Women’s Risk Needs Assessment Tool:

- Chyann Higgs and Marisol Perez from the Bridgeport WOCM team
- Margarita Gonzales and Megan O’Shea from the New Haven WOCM team
- Lauren Vincent from the Waterbury WOCM team

Two WOCM officers received an award for the full **Gender Responsive Assessment** process which includes high proficiency in administering the **Women’s Risk Needs Assessment Tool, Feedback, and Development of the Case Plan**. The recipients were:

- Valerie Moore from the Norwich WOCM team
- John Baldwin (the only male WOCM officer), also from the Norwich WOCM team

Congratulations to this year’s WOCM award winners!



CSSD WOCM officers and management staff at the Quality Assurance Forum held on September 13th: (First row, L to R) Eboni Douglas, CPO I, Bridgeport; Lauren Vicente, PO II, Waterbury; Marisol Perez, PO II, Waterbury; Margarita Gonzales, PO II, New Haven; Chyann Higgs PO II, Bridgeport; Maureen Aquino, CPO I, Norwich; Megan O’Shea, PO I, New Haven (Second row, L to R) Michael Hines, CSSD Regional Manager; Valerie Moore, PO II, Norwich; Trevor Johnson, CSSD Regional Manager; Greg Halzack, CSSD Director, Adult Services; Ed Palmieri, CSSD Regional Manager; Michael Keleher, CSSD Regional Manager; John Baldwin, PO II, Norwich

The CSSD Chronicle is a regular publication of information and news about the Court Support Services Division. Questions or comments on this edition, or suggestions for future articles, can be directed to Linda.Grzeika@jud.ct.gov