

# Quality Assurance

# Fourth Annual Symposium

Thanks to the following  
supporters.

**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

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## Continuous Quality Improvement

Thursday and Friday  
March 15 and 16, 2018

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

CPEs and COBs available



# Welcome

On behalf of the Collaborative of Community Corrections Associations, we are pleased to present our Fourth Annual Symposium at the Crowne Plaza Hotel North in Columbus, Ohio, March 15 and 16, 2018. The symposium will again focus on **Quality Assurance (QA) and Continuous Quality Improvement (CQI)**.

Effective quality assurance requires leadership to come from all levels. Excellent training, coaching and follow-up practices ensure that effective programming is being delivered. Additionally, effective hiring practices allow agencies to bring the right people on board to make sure your agency has employees who fit the bill. Never forget, leadership comes from everyone regardless of title.

Effective [QA/CQI SAVES LIVES](#)

## Featured speakers will be:

**Thursday:** Kimberly Sperber, Ph.D., Talbert House

**Friday:** Sarah Manchak, Ph.D., University of Cincinnati School of Criminal Justice

## Workshops include:

- From the End of the Bench to “Put Me In, Coach!” - Performance Improvement Through Confident Coaching
- Sentinel Events Review
- Maximizing Client and Staff Outcomes: Implementing and Sustaining an Effective Peer Coaching Process
- Data Driven Leadership
- Moving Beyond Implementation: Maintenance of Core Corrections Practices Use
- Accepting Feedback (Even When We Don’t Really Want to Hear it)
- Changing Offender Behavior through Effective Applications of Dosage by Risk
- Practical Strategies in Addressing the Opioid Epidemic: A CQI Perspective
- Trying Something New: Piloting Changes 101
- Treatment Continuity - Treatment Planning from Assessment Through Completion
- Ensuring Effective Treatment and Supervision: Operationalizing Fidelity in Real World Settings
- Trauma Informed Care in Corrections
- Analyzing and Adjusting Organizational Culture

Many sessions meet the Ohio Department of Rehabilitation and Correction’s Changing Offender Behavior (COB) requirements. The approval of hours is pending. RCH and CEUs have been applied for.

## Schedule at a Glance

### THURSDAY MARCH 15, 2018

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.  
Workshops

11:45 a.m. - 12:00 p.m.  
Break

12:00 p.m. - 1:00 p.m.  
Lunch

1:00 p.m. - 2:30 p.m.  
Workshops

2:30 p.m. - 2:45 p.m.  
Break

2:45 p.m. - 4:15 p.m.  
Workshops

### FRIDAY MARCH 16, 2018

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

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

10:15 a.m. - 11:45 a.m.  
Closing Session

11:45 a.m.  
Pick up certificates

# Featured Speakers & Workshops



**THURSDAY, MARCH 15, 2018**  
**GENERAL SESSION**  
**8:30 A.M. - 10:00 A.M.**

## **“CQI: Bringing the Mission Back into Focus Humanizing the Evidence – COB**

*Kimberly Sperber, Ph.D., Talbert House*



Correctional agencies face numerous obstacles to the daily execution of their intended mission. These obstacles include shrinking treatment and supervision resources, the opioid epidemic, staff turnover, and burnout, to name a few. In the face of such obstacles, it is easy to lose sight of the agency’s mission and to dismiss CQI strategies as busy work or only necessary for compliance. This presentation highlights CQI as a set of tools to help organizations bring their mission back into the forefront as a driving force for excellence and maximum impact on public safety.  
**(Management and Line Staff)**

prepared manager engages the team member with a focus on improvement, not blame. Attendees will also learn how to help the team member gain confidence, while at the same time disarming excuses and navigating around other factors which may form barriers to the coaching message.  
**(Management)**

## **(2-A) Sentinel Events Review** *Christopher Lowenkamp, Ph.D., Administrative Office of the U.S. Courts*

Sentinel events review has become increasingly popular in the field of criminal justice over the past 10 years. This presentation discusses the application of sentinel events review to the US Probation system. Lessons learned and implications for other parts of the correctional system will also be discussed.  
**(Management and Line Staff)**

## **(3-A) Maximizing Client and Staff Outcomes: Implementing and Sustaining an Effective Peer Coaching Process** *Melanie Lowenkamp, Core Correctional Solutions*

Peer coaching is a method that organizations can use to help staff expand, refine, and build new skills necessary for delivery of evidence-based interventions. This session will discuss strategies for operationalizing peer coaching in correctional environments. Sample topics include differences between supervision and peer coaching, training requirements for coaches, addressing staff concerns about the role of peers in observation/feedback, methods for sharing feedback, and how to use results for continuous quality improvement.  
**(Management and Line Staff)**

## **(4-A) Changing Offender Behavior Through Effective Applications of Dosage by Risk - COB** *Kimberly Sperber, Ph.D., Talbert House*

The risk principle suggests that effective correctional programs should vary the intensity of treatment by offender risk. Although research indicates that programs targeting higher risk cases are more effective, research identifying appropriate dosage levels for treatment is more limited. Consequently, many programs allocate services by risk level with limited evidence to guide them. In response, Talbert House has constructed a research agenda to answer practical questions about the application of dosage by risk across treatment settings and offender populations. Results and implications of these studies will be presented and discussed.  
**(Management and Line Staff)**

## **(5-A) Moving Beyond Implementation: Maintenance of Core Correctional Practices Use - COB** *Michael Crofford and Alexandra Tonkin, Oriana House, Inc.*

Core Correctional Practices (CCP) skills are interventions utilized by line staff to promote positive behavior change. Oriana House, Inc. began implementation of CCP approximately 10 years ago. As with any new practice, there is an initial implementation phase that will eventually transition to a maintenance phase. Both implementation and maintenance (and the transition between the two) present unique challenges when considering skill utilization and fidelity. As research has proven, reinforcement of positive behaviors is the most effective way of promoting and sustaining behavior

**THURSDAY, MARCH 15, 2018**  
**WORKSHOPS**  
**10:15 A.M. – 11:45 A.M.**

## **(1-A) From the End of the Bench to “Put Me In, Coach!” – Performance Improvement Through Confident Coaching**

*Brian Cunningham, Lucas County Human Resources/Training & Performance Improvement Program*

QA & CQI depend on contributions from individual team members. This presentation will show the benefits of a coaching conversation when a



# Workshops

change but its effectiveness is not just limited to offender behavior. With this in mind, Oriana House, Inc. has developed a tier system to not only measure skill utilization and proficiency, but to reward staff for their continued skill development and use of CCP with clients. This workshop will provide an overview of Oriana House, Inc.'s process of developing and implementing the CCP Tier System within residential facilities. Also, included will be initial results, barriers and successes, and lessons learned. **(Management and Line Staff)**

**THURSDAY, MARCH 15, 2018**  
**WORKSHOPS**  
**1:00 P.M. – 2:30 P.M.**

## **(1-B) Accepting Feedback (Even When We Don't Really Want to Hear It)**

*Brian Cunningham, Lucas County Human Resources/Training & Performance Improvement Program*

When we are offered feedback that is well-meaning, accurate & truly in our best interests to improve our performance, it's common for us to "block" receiving the feedback message when 1 of 3 "triggers" become activated (and don't even get us started on the feedback that we didn't ask for or disagree with!). Learn how to recognize & deactivate these triggers and find the useful & actionable information from any feedback. In addition, we'll cover some tips on how to more effectively give feedback to others so that you don't activate their triggers.

**(Management and Line Staff)**

## **(2-B) Data Driven Leadership**

*Linda S. Janes, Alvis, Inc.*

This workshop will discuss the importance of continuous quality improvement activities divided into the three tiers of: (1) Day-to-day management (2) Quarterly reviews (3) Evaluation of longer term outcomes. This workshop will also inform managers and leaders how they can best utilize quality assurance data to keep staff informed of the agency progress and opportunities for improvement. Equally important is for leaders to be ambassadors by marketing both lessons learned and success stories to the public. Participants will learn specific strategies for maximizing the use of data, implementing solid quality assurance techniques and how to most effectively communicate agency outcomes internally and externally.

**(Management and Line Staff)**

## **(3-B) Practical Strategies in Addressing the Opioid Epidemic: A CQI Perspective - COB**

*Julie Kubin, Talbert House*

This interactive workshop will outline the practical strategies developed and utilized by Talbert House in response to the current Opioid Epidemic. Special emphasis will be placed on the agency's Continuous Quality Improvement practices and their role in the implementation and ongoing oversight of these strategies. In addition, this workshop will highlight potential risk management issues and lessons learned throughout the process. Lastly, the workshop will wrap up with looking ahead at next steps and provide time for Q&A and/or suggestions for additional practical strategies related to the opioid epidemic from the audience.

**(Management and Line Staff)**

## **(4-B) Trying Something New: Piloting Changes 101**

*Jessica J. Warner, Ph.D., Miami University Regionals, and Tarin Macher, Empowered for Excellence Behavioral Health*

"Piloting" as a practice is often mentioned in corrections as a way to test a new policy or practice. It is referenced in some evidence-based literature as a necessary step in implementing new programs. But what exactly is piloting? Who is involved? How much extra work does it create? Is it really worth it? During this workshop, attendees will gain answers to these questions. Examples of successful pilots will also be presented. As a takeaway, attendees will receive a checklist to use when planning and executing pilots of new programs, policies, or procedures.

**(Management)**

## **(5-B) Treatment Planning from Intake Through Completion - COB**

*William Weaver, The Correctional Treatment Facility*

This workshop will address having continuity in treatment from when the client enters through termination, connecting the assessment to the treatment plan and then how the treatment follows.

**(Line Staff)**

# Workshops



**THURSDAY, MARCH 15, 2018**  
**WORKSHOPS**  
 2:45 P.M. – 4:15 P.M.

**(1-C) From the End of the Bench to “Put Me In, Coach!” – Performance Improvement Through Confident Coaching” - Repeated**

*Brian Cunningham, Lucas County Human Resources/Training & Performance Improvement Program*

QA & CQI depend on contributions from individual team members. This presentation will show the benefits of a coaching conversation when a prepared manager engages the team member with a focus on improvement, not blame. Attendees will also learn how to help the team member gain confidence, while at the same time disarming excuses and navigating around other factors which may form barriers to the coaching message.

**(Management)**

**(2-C) Trying Something New: Piloting Changes 101**

*Jessica J. Warner, Ph.D., Miami University Regionals, and Tarin Macher, Empowered for Excellence Behavioral Health*

“Piloting” as a practice is often mentioned in corrections as a way to test a new policy or practice. It is referenced in some evidence-based literature as a necessary step in implementing new programs. But what exactly is piloting? Who is involved? How much extra work does it create? Is it really worth it? During this workshop, attendees will gain answers to these questions. Examples of successful pilots will also be presented. As a takeaway, attendees will receive a checklist to use when planning and executing pilots of new programs, policies, or procedures.

**(Management)**

**(3-C) Ensuring Effective Treatment and Supervision: Operationalizing Fidelity in Real World Settings - 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, many programs still lack the necessary infrastructure to actively monitor and improve 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. In addition, a representative from the Bureau of Community Sanctions will be present to answer questions specific to complying with ODRC standards as they relate to fidelity to evidence-based practices.

**(Management and Line Staff)**

**(4-C) Trauma Informed Care in Corrections - COB**

*Ro-Ellen Sinkewich, Volunteers of America Greater Ohio*

“Trauma-Informed Care” in the criminal justice system is presented. Discussion includes approaches to working with offenders that recognizes the far-reaching impact of trauma and understands that positive life changes are often delayed until the underlying issues associated with the trauma

are addressed. “Trauma-informed” care seeks to “do no harm” but yet some of our well-intended practices of the criminal justice system can inadvertently re-traumatize or re-victimize the men and women we are trying to help. And what about our employees? Are they susceptible to trauma working in the corrections field?

**(Management and Line Staff)**

**(5-C) Using Inter-Rater Reliability & Coaching Strategies to Ensure the Fidelity of Offender Risk Assessment in Correctional Settings - COB**

*Jennifer Lux, Ph.D., University of Cincinnati Corrections Institute, Dionne Addison and Stephanie Starr, Ohio Department of Rehabilitation and Correction*

This workshop will highlight the importance of assessing the accuracy of offender assessment and the quality of case plans and interviews. Challenges of monitoring RNR adherence and best practices in implementation will also be discussed. Different approaches for monitoring the quality of assessments and generating feedback to staff will be presented. Finally, the importance of using the data generated from inter-rater reliability and coaching activities to make policy and practical decisions will be examined. Recent ODRC inter-rater reliability ORAS results will also be reviewed and discussed.

**(Management and Line Staff)**

# Workshops



**FRIDAY, MARCH 16, 2018**  
**WORKSHOPS**  
**8:30 A.M. – 10:00 A.M.**

**(1-D) Accepting Feedback (Even When We Don't Really Want to Hear It) - Repeated**

*Brian Cunningham, Lucas County Human Resources/Training & Performance Improvement Program*

When we are offered feedback that is well-meaning, accurate & truly in our best interests to improve our performance, it's common for us to "block" receiving the feedback message when 1 of 3 "triggers" become activated (and don't even get us started on the feedback that we didn't ask for or disagree with!). Learn how to recognize & deactivate these triggers and find the useful & actionable information from any feedback. In addition, we'll cover some tips on how to more effectively give feedback to others so that you don't activate their triggers.

**(Management and Line Staff)**

**(2-D) Using Inter-Rater Reliability & Coaching Strategies to Ensure the Fidelity of Offender Risk Assessment in Correctional Settings – Repeated - COB**

*Jennifer Lux, Ph.D., University of Cincinnati Corrections Institute, Dionne Addison and Stephanie Starr, Ohio Department of Rehabilitation and Correction*

This workshop will highlight the importance of assessing the accuracy of offender assessment and the quality of case plans and interviews. Challenges of monitoring RNR adherence and best practices in implementation will also be discussed.

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**(Management and Line Staff)**

**(3-D) Practical Strategies in Addressing the Opioid Epidemic: A CQI Perspective – Repeated - COB**

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**(Management and Line Staff)**

**(4-D) Analyzing and Adjusting Organizational Culture**

*Travis Bosanac and Alex Dorman, Oriana House, Inc.*

Aligning organizational culture to strategy can be critical to achieving the mission of any organization. The problem is, culture can be difficult to define, analyze, and then change because of its complexity and wide variety of contributing factors. During this workshop we will be discussing how and why we assess the culture of an organization and how to analyze results. Additionally, we will talk about how to take action based on the outcomes, including examples from applying these techniques in a residential community corrections facility.

**(Management and Line Staff)**

**(5-D) Treatment Planning from Intake Through Completion – Repeated - COB**

*William Weaver, The Correctional Treatment Facility*

This workshop will address having continuity in treatment from when the client enters through termination, connecting the assessment to the treatment plan and then how the treatment follows.

**(Line Staff)**



# Registration Procedures

**FRIDAY, MARCH 16, 2018**  
**CLOSING SESSION**  
**10:15 A.M. – 11:45 A.M.**

## **Putting Science Into Action: Maximizing the Potential of Corrections - COB**

*Sarah Manchak,  
Ph.D., University of  
Cincinnati School of  
Criminal Justice*



Existing scientific literature leaves no doubt about the potential of correctional agencies to change offender behavior, reduce victimization, and enhance public safety. Shrinking resources, competing priorities, the opioid epidemic, secondary trauma, and staff turnover often converge to create an environment that works against staff efforts to maximize offender behavior change. After highlighting evidence of the positive impact of correctional practitioners, this session will examine ways in which organizations can use research and CQI strategies to support staff moving forward.

**(Management and Line Staff)**

## **Conference Location**

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

Attendees must attend the entire conference to receive full CEUs. Certificates will be distributed following the closing session on Friday, March 16. No certificates will be issued before that time.

## **Registration Fee**

Full conference registration cost is **\$150.00** per participant.

## **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 **\$107** discounted rate.

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

OJACC  
P.O. Box 849  
Pataskala, OH 43062

The reservation cut-off date is **February 22, 2018**. The hotel will accept reservations until the cut-off date or until the room block is filled, whichever comes first.

## **Cancellations made after March 2, 2018, 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.

Room rates include complimentary wireless internet in guest rooms.

## **Continuing Education Credits**

- Meets the requirement for 3 hours of Supervision for Counselors and Social Workers
- Training hours that qualify for ODRC "Changing Offender Behavior" requirements are signified by the initials "COB" next to the workshop title.



# Registration Form

**Third Annual Collaborative Symposium  
March 15 & 16, 2018**

*(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	2-A	3-A	4-A	5-A
Thursday Afternoon Breakout	1-B	2-B	3-B	4-B	5-B
Thursday Afternoon Breakout	1-C	2-C	3-C	4-C	5-C
Friday Morning Breakout	1-D	2-D	3-D	4-D	5-D

Lunch will be a soup and salad bar.

**Registration Fee: \$150.00** 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.

Fax is not available.