

Moving Beyond Implementation: Maintenance of Core Correctional Practices Use

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Objectives

- History of Core Correctional Practices implementation at Oriana House, Inc
- Core Correctional Practices Maintenance Plan
 - Creation
 - Implementation
 - Results
 - Lessons Learned
 - Moving forward



ORIANA
HOUSE



Implementing: Core Correctional Practices at Oriana House, Inc.

- Relationship and Rapport
- Effective Use of Reinforcement
- Effective Use of Disapproval
- Effective Use of Punishment
- Effective Use of Authority

Implementing: Core Correctional Practices at Oriana House, Inc.

- Observations
- Logging
- Boosters

How Do We Know We Are Ready to Move from Implementation to Maintenance?

Staff/Personnel related signs

- Proficient staff
- Established coaches
- Support from leadership
- Staff interest in what's next

Systemic/Data related signs

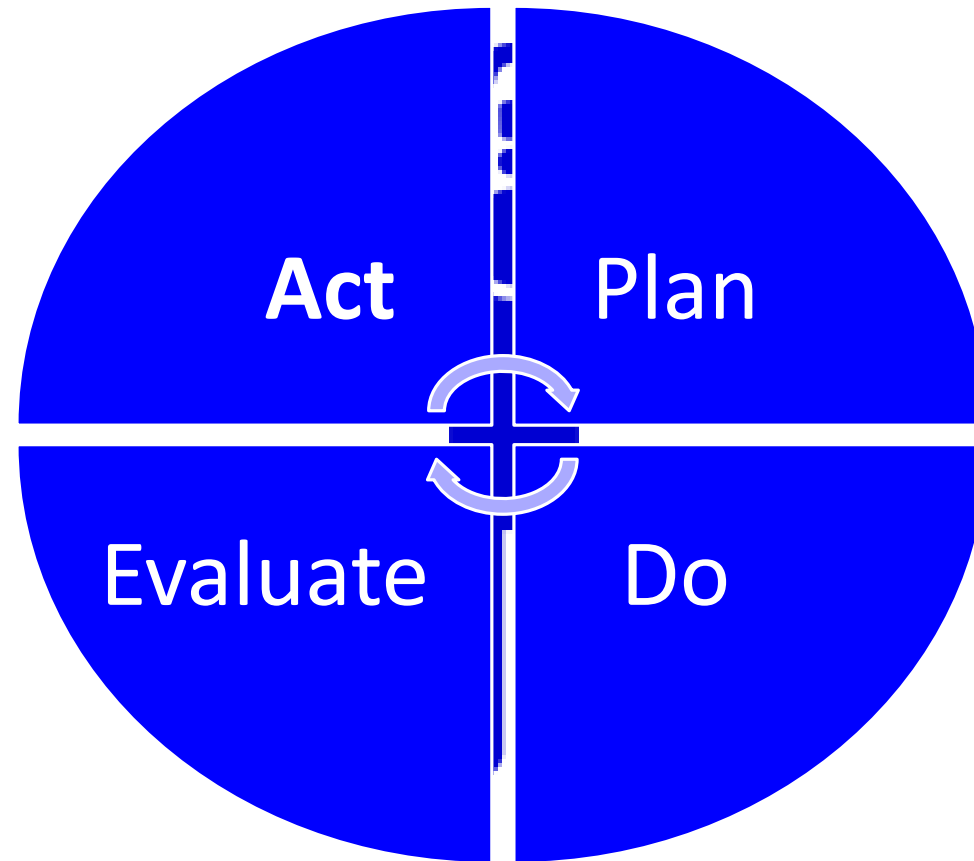
- Standardized CCP business rules
- Established training classes and schedules
- Standardized tracking
- Increased compliance

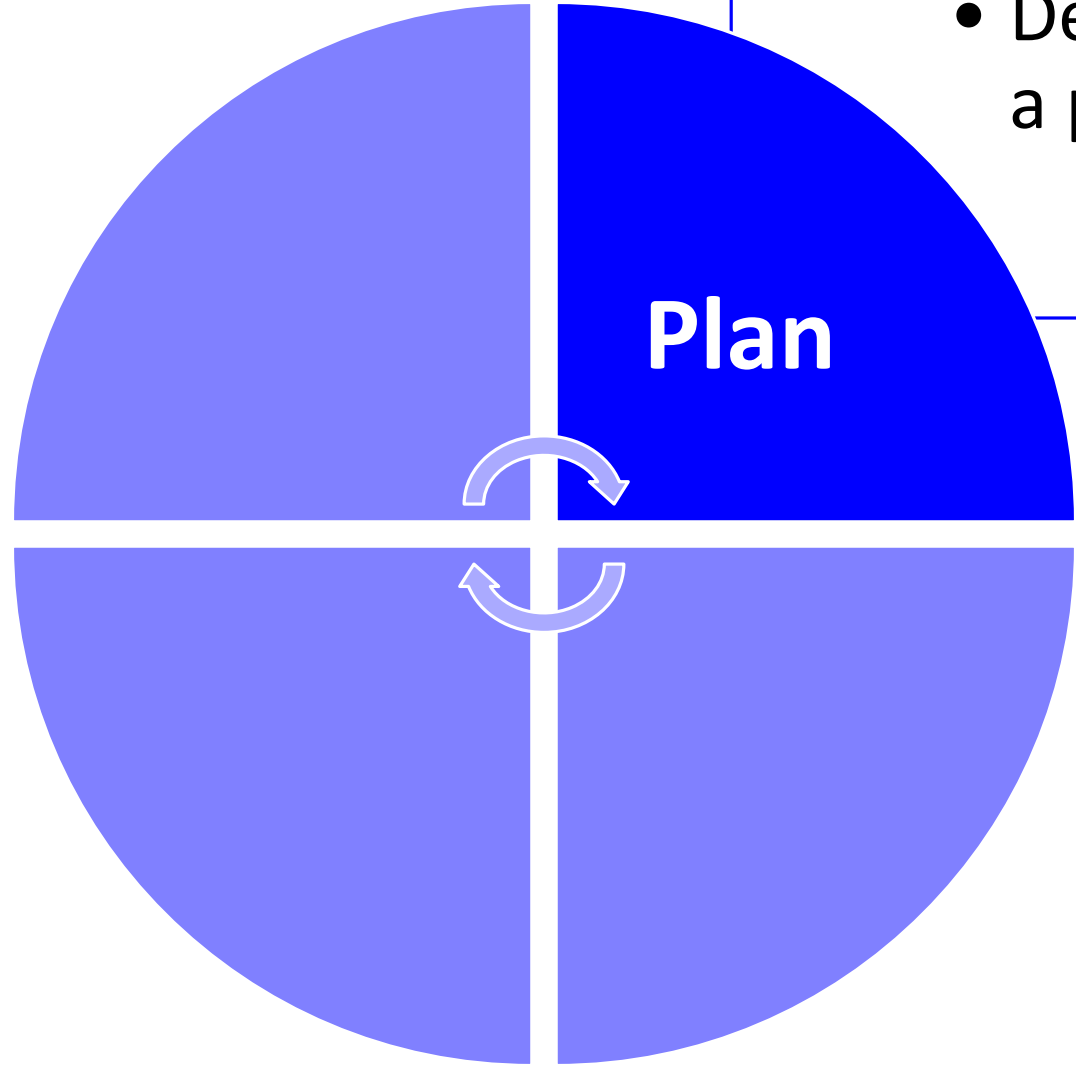


Is the Current System Enough?

- Learning organization
 - Always looking to grow
 - Always looking for the newest research/evidence
 - Avoid stagnation/complacency
- Practice what you preach
 - Rewards more effective than punishers
 - Adding the missing piece

Where Do We Go/What Do We Do?





- Develop a plan

Plan: Where Do We Start?

- What
- Why
- Who
- Where
- When
- How



Plan: What and Why?

What?

Our Goal

- Develop a structured Core Correctional Practices system for rewarding and incentivizing staff
- Developing a more thorough evaluation of staff's skill acquisition

Why?

- Increase staff motivation Incentivize staff to use Core Correctional Practices
- Move from initial implementation to a maintenance system
- Mentoring new staff to aid in retention

Plan: Who?

- All staff that utilized Core Correctional Practices with clients

Plan: Where and When?

Where?

- Our entire agency
- Approximately 200 frontline staff

When?

- June 2017
- Permanent system

Plan: How to Develop?

Things to consider:

- Tier content
- Moving between tiers
- Rewards
- Tracking
- Presenting to staff

Plan: Creating Our Tiers

- Core Correctional Practice Tiers
- Applications
- Tier Tests

Plan: Creating Tier Tasks

Initial Tasks New Staff Complete Prior To Gaining Proficiency	Date Completed
Completed “Client Interaction” training from 30 day checklist	/ /
Completed weekly perception report for first 2 months	/ /
Attended CCP Part I	/ /
Attended CCP Part II	/ /
Attended 1 st Booster session	/ /
Attended 2 nd Booster session	/ /
Attended 3 rd Booster session	/ /
Generated 4 CCP or Rel. & Rapp. Logs (1 st Month)	/ /
Generated 4 CCP or Rel. & Rapp. Logs (2 nd Month)	/ /
Met 1:1 with CQI (First Session)	/ /
Met 1:1 with CQI (Second Session)	/ /
Met 1:1 with CQI (Third Session)	/ /
Completed a minimum of one observation on Effective Use of Reinforcement	/ /

Plan: Creating Check-in with New Staff

Perception Report

1. Write a brief description of your week.
2. List three thoughts you had throughout your week at work.
3. List three feelings you experienced throughout your week at work.
4. List three questions you have.

Plan: Rewards and Tracking

Rewards

- Meaningful to the staff
- Appropriate for tier

Tracking

- Receipt of incentives (gift cards, movie tickets, and vending coupons)
- Reward type and amount
- Serial number
- When and who received
- Suggestions for future rewards

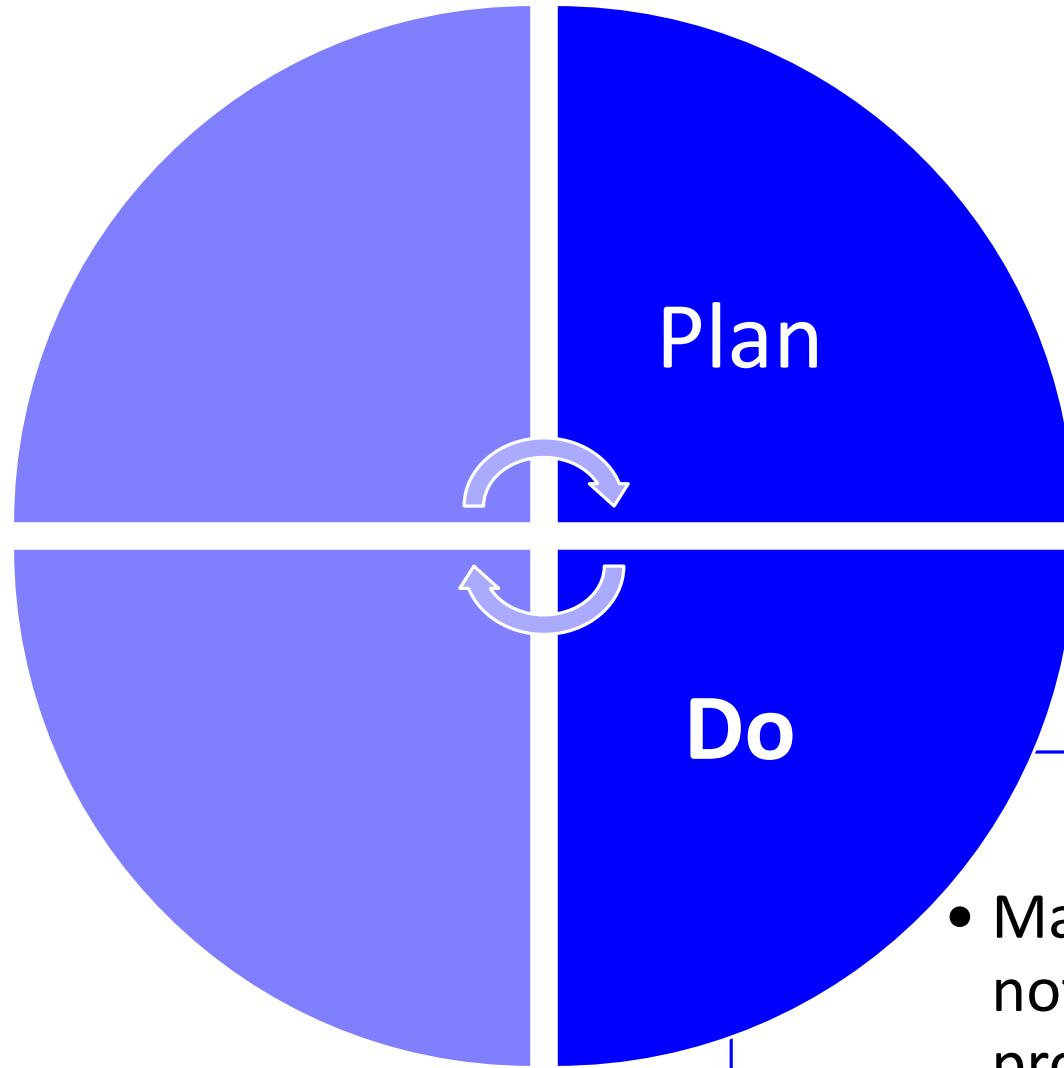
Plan: Kick-Off Meeting

Create informational handout for staff

- Grandfathering
- Tiers and rewards
- FAQs

Create training presentation for staff

- 5 Ws
- Explain the tiers and rewards
- Questions from staff



- Make notes on progress

Do: Roll Out

Rewards

- Order tier rewards
 - Gift cards, water bottles, candy, movie tickets, Oriana House, Inc. shirts

Tracking

- Rewards
- Reward suggestions from staff
- Staff progression through tiers

Do: Roll Out

- Grandfathering Staff
- Kickoff Meetings
- Coach's Luncheon



Do: Ongoing

Prior to Meeting with Staff

- CQI reviews staff's tier application to verify tasks were completed
- CQI reviews perception reports if applicable
- Schedule one on one meeting with staff member

Do: Ongoing

Meeting with Staff

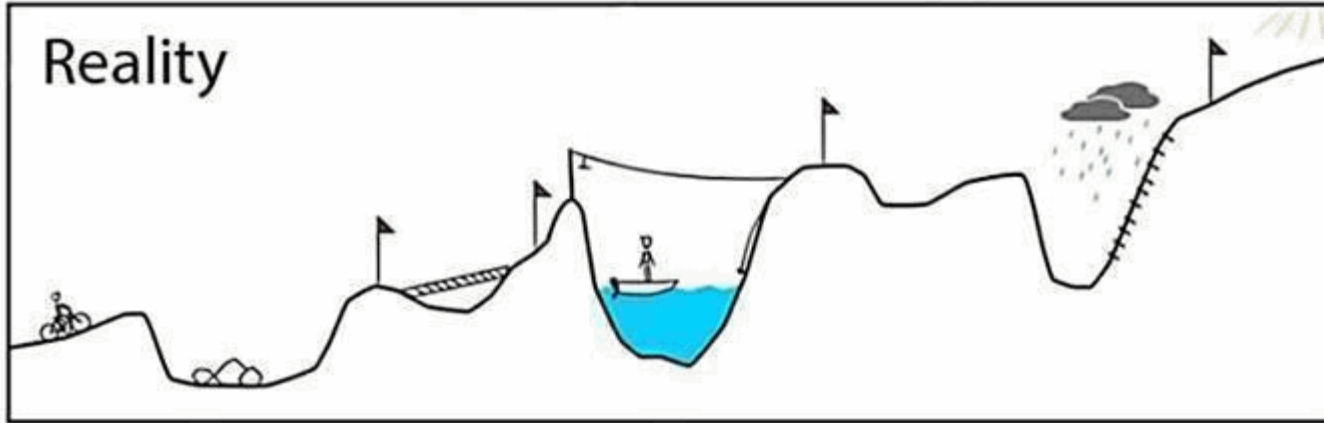
- Check in with staff member
- Review tier application
- Complete test if applicable
- Staff receive tier reward
- CQI reviews with staff member the requirements of next tier
- Staff receives application for the next tier



Your plan

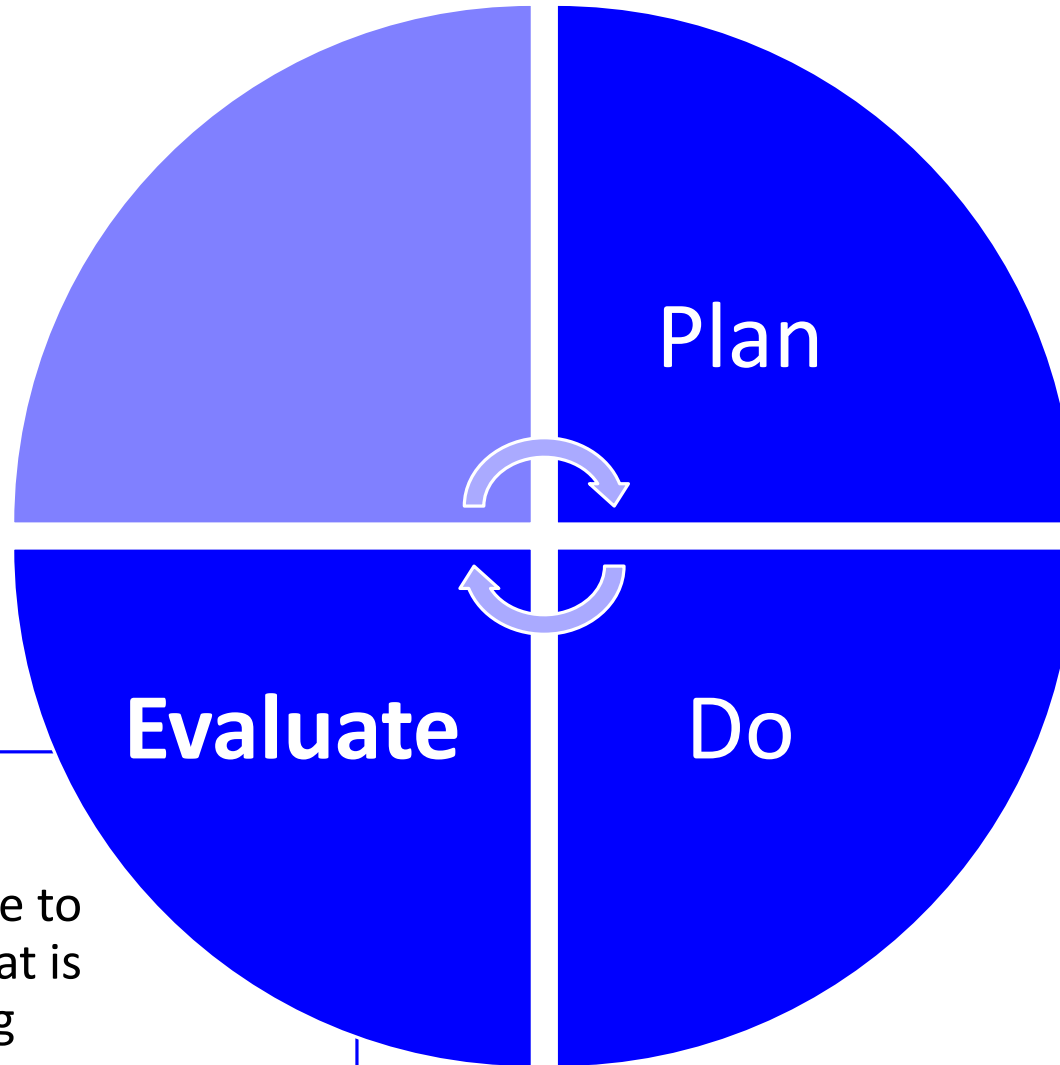


Reality



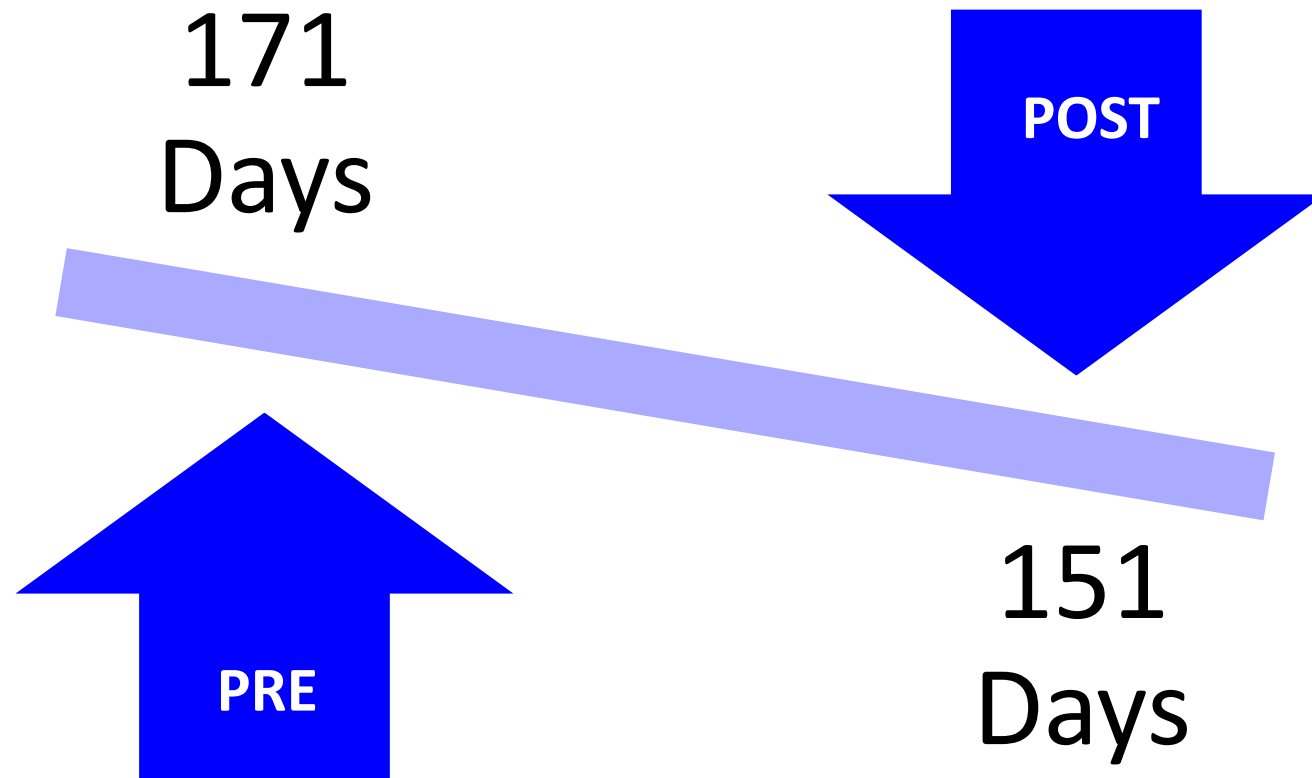
Do: Our “Bumps” in the Road

- We had planned on rolling the system out in June 2017
- Not all applicable staff were present at kickoff meetings
- Missed opportunities to meet with staff
- Line staff responsibilities impeded available time with CQI Specialists
- Learning curve for the new tracking system for proficiencies
- Learning curve for training registration system for staff

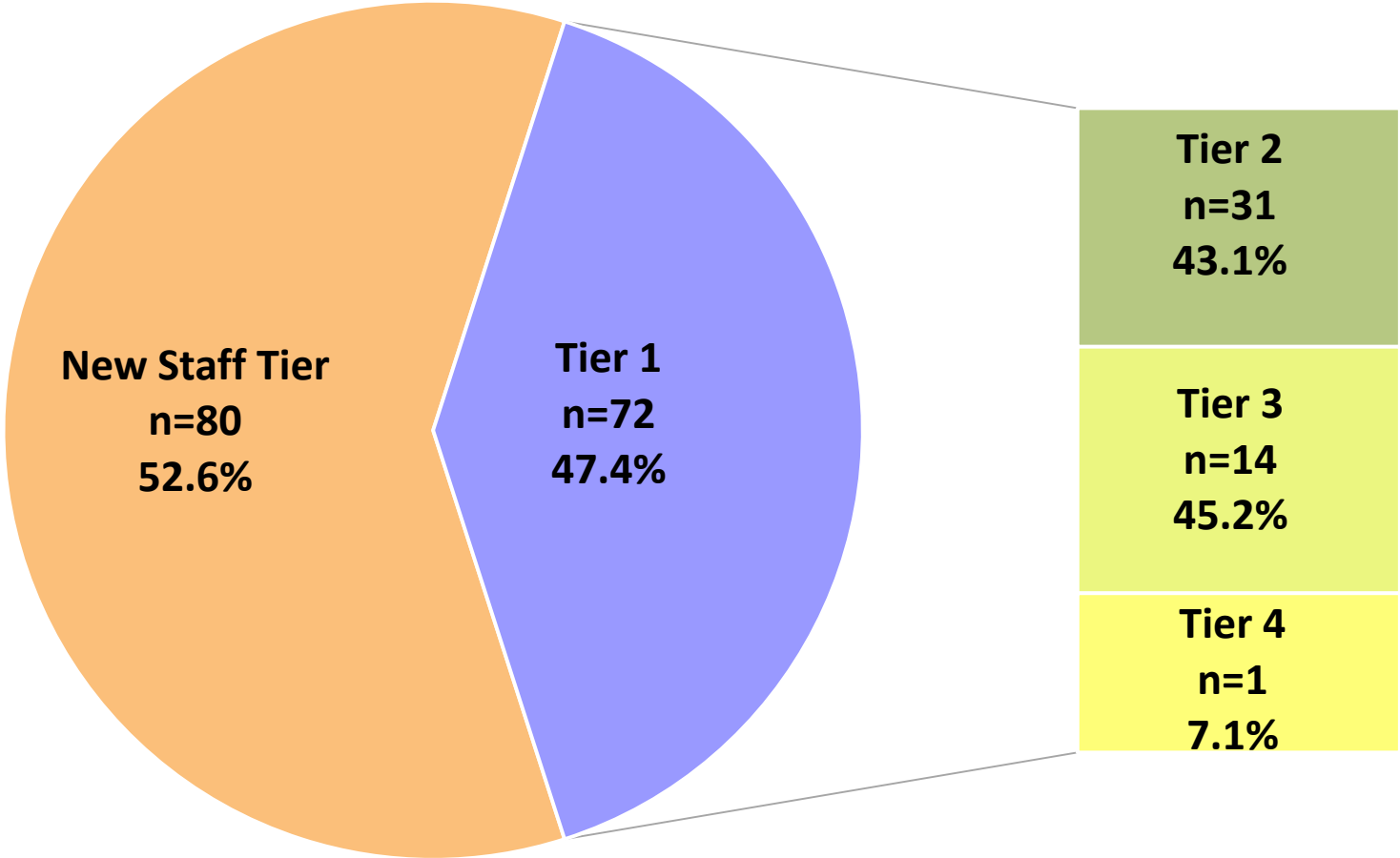


- Evaluate to see what is working

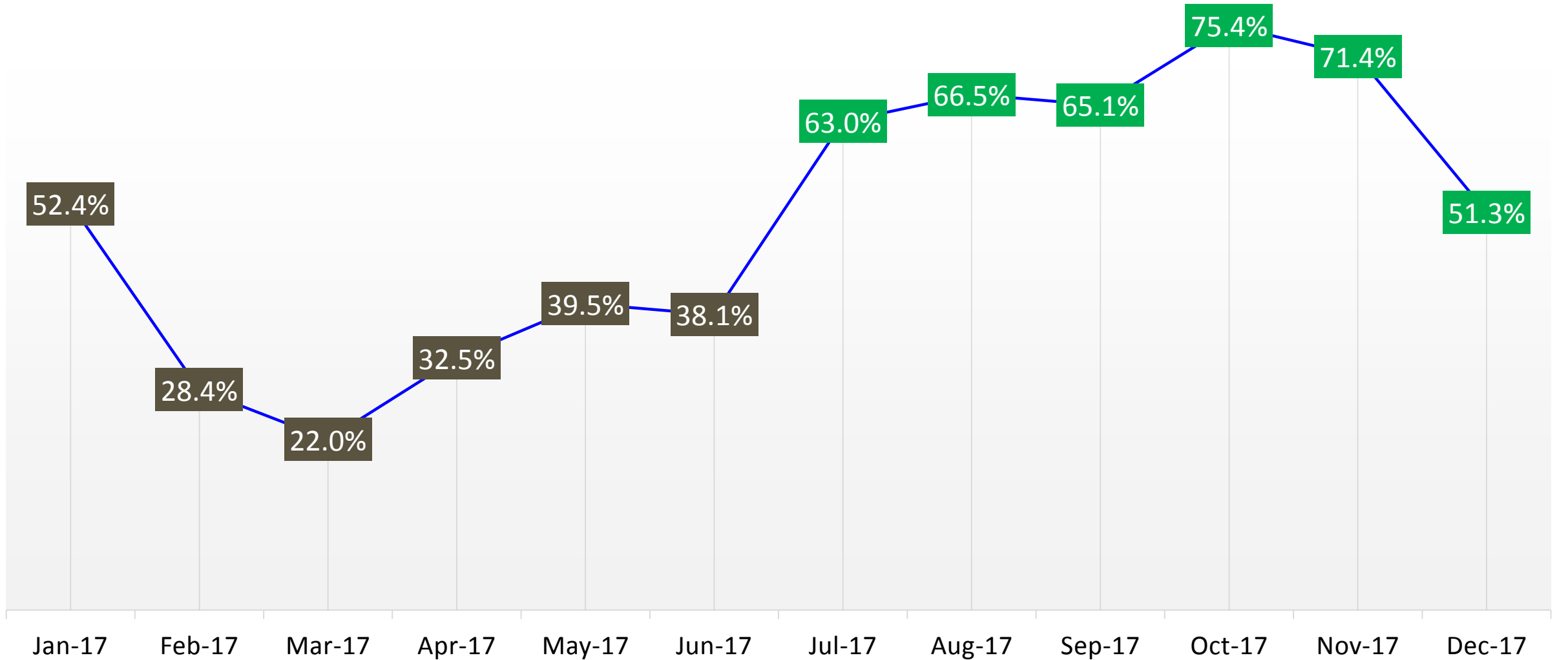
Evaluate: Initial Results



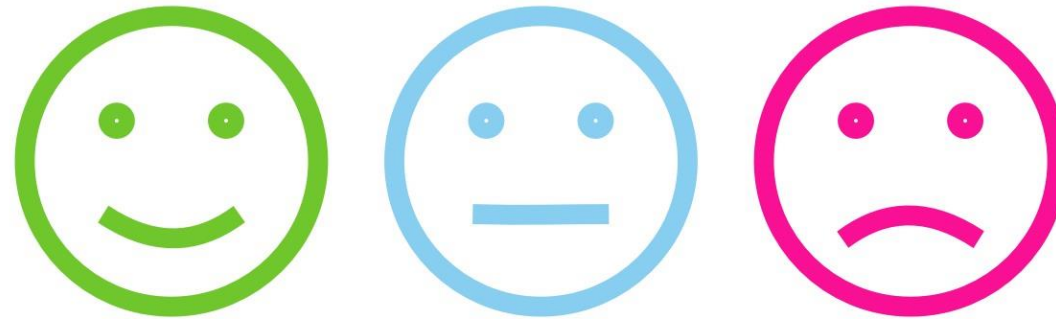
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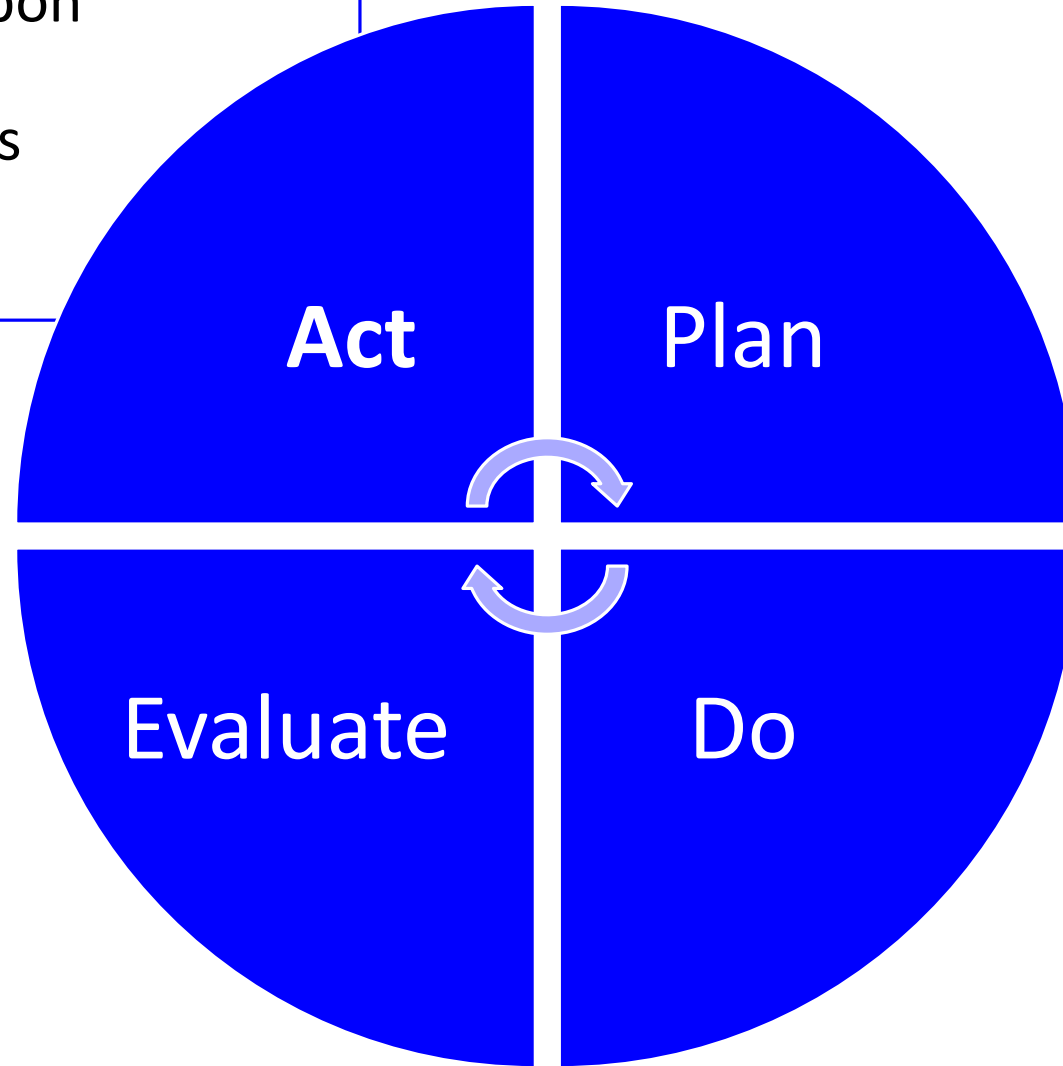


Evaluate: Staff Feedback



FEEDBACK

- Act upon those results



Act: Lessons Learned from Initial Implementation

- Core Correctional Practices seen as an extra duty
- Resistance
- Staffing
- Motivation
- Marketing the Tiers
- Accountability on staff to turn in applications

Moving Forward

- Continual tracking and analyzing our results
- Talking more about the tier system with staff
- Updating CCP boosters training and creating Coaches Boosters
- More check-ins with staff
- Public recognition of staff
- Working with leadership
- Getting staff feedback

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