

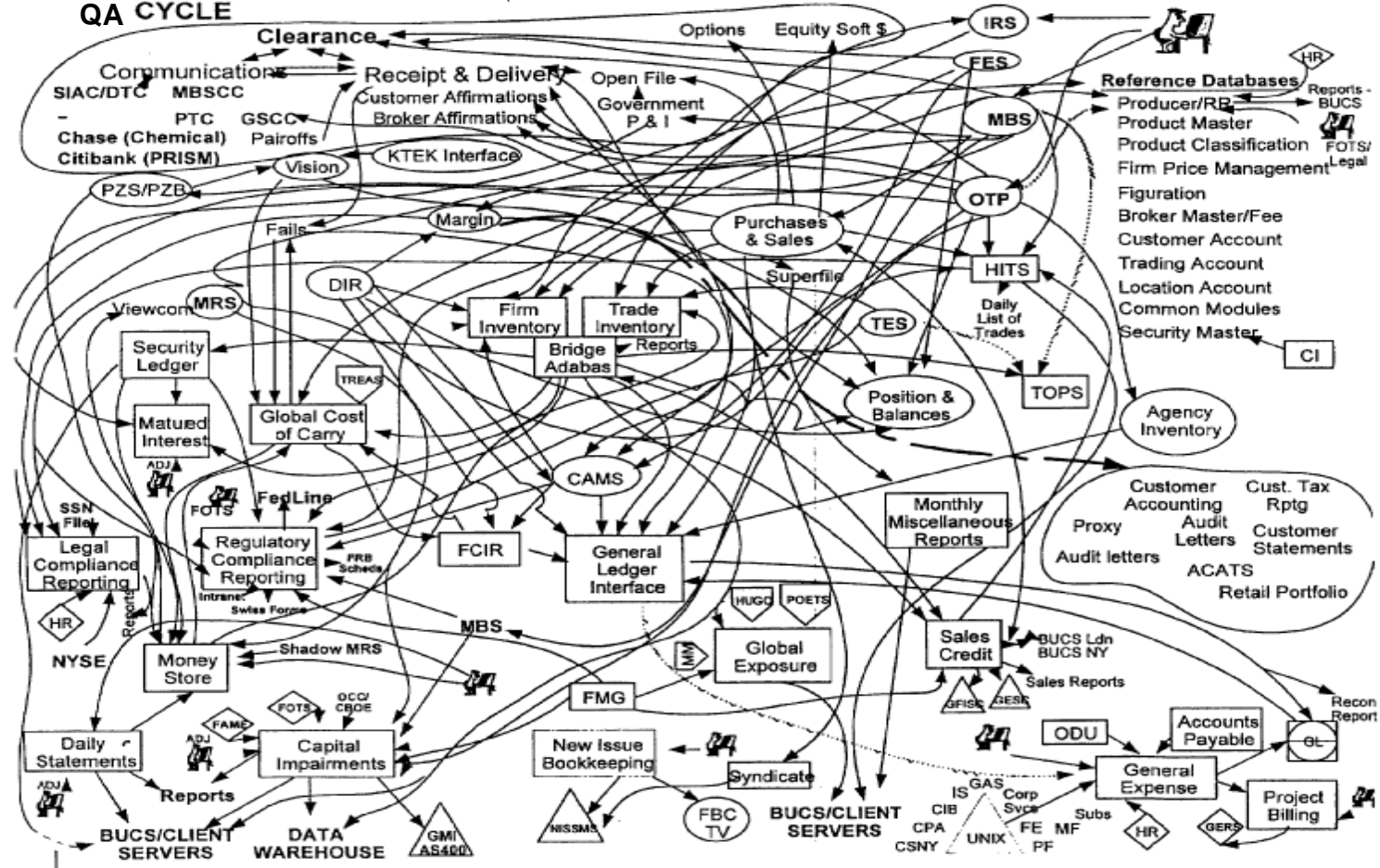
Circuit Court of Cook County
Adult Probation Department
EBP Initiative



Quality Assurance in Cook County Adult Probation



QA CYCLE





Major Components

- Training, policies & forms, work aids
- Central administrative auditing and program evaluation
- Ongoing managerial audit and case review process



- **Training:**
3-module basic EBP training, quality assurance workshop, presentation of audit findings, MI skill-building, and booster sessions for case planning and assessment.
- **Policies and Forms:**
Policies, intake interview guide, supervision plan, supervision plan worksheet
- **Work Aids:**
LSI-R Scoring Guide & Desktop Reference Guides



Centralized Auditing

- ✓ Determine compliance rates and establish benchmarks
- ✓ Identify strengths and weaknesses
- ✓ Examine outcomes
- ✓ Share information with staff and develop strategies for improving quality



Audit Methods

- Case reviews
- Interviews with staff members and probationers
- Analysis of information in data system
- Presentation of information to staff



Information from Case Reviews

- Percentage of tasks completed and % within timeframes (e.g., pre-screen, LSI-R, supervision plan, contacts)
- Quality of supervision plans and ongoing contacts defined by the specific components of each and overall comprehensiveness
- Referrals to treatment and status of participation (court ordered vs. officer recommendation)



Interviews

Semi-structured interviews were conducted with cross section of staff and with a sample of probationers to:

- ✓ Gain insight regarding audit results and get an idea of how the change has been perceived and managed
- ✓ Get staff's recommendations
- ✓ Hear probationers' perspectives



Staff Interview Themes

- Initial response to EBP
- How well management prepared staff
- Current perception about EBP
- How the change management and leadership has been
- What was done well and what was not
- Recommendations for the future



Probationer Interview Themes

- Waiting time
- Relationship with officer
- Length of visit
- Officer's helpfulness in setting and achieving goals
- Probation's role in changing behavior



Information from Data System

- Distribution of LSI-R scores and supervision levels overall and by unit
- Violation rates for new arrests by supervision level and by unit
- Violation rates for technical violations by supervision level and by unit



Presentation to Staff

- Went on site and shared findings in detail
- Discussed and clarified expectations
- Provided and discussed examples of work that did not meet expectations and work that did
- Obtained feedback



Ongoing Supervisory Audit/ Case Review Process

Shifting toward:

- ✓ Fewer but better quality case reviews
- ✓ More observations of officer/
probationer interactions
- ✓ The addition of case staffings



Future Goals

- Further analyze outcomes including violation/re-arrest rates, special condition completion rates, participation in treatment, and changes in risk levels on department, unit and individual levels.
- Continue to work with the university EBP research team in collecting and analyzing data
- Reevaluate Pre-Screen and LSI-R cut-off scores
- Better integrate supervisory audits with performance appraisal.