

P.O. Career Track Quality Assurance Guidelines and Documentation Requirements

LEVEL I: FIRST YEAR

1. Training Requirements: Training is to be completed in sequential order. The series of training should be started within the first five months of hire date and completed prior to the end of the probationary period. Following each training, staff will take a quiz based on key concepts and terminology learned in training. The trainers will review the answers to each quiz at the training.

Quality Assurance / Documentation:

- Supervisor documents training completion dates.
- Supervisors discuss the quizzes and concepts learned in training with staff.
- Supervisor signs off on CP 1, 2 and 3 objectives form from the training sessions.
- Supervisor establishes performance plan goals with staff on applying the case planning concepts in case work.

2. Case Planning Core Concepts Exam: The probation officer completes an exam demonstrating the knowledge and understanding of case planning terminology and concepts learned in training. The exam is “graded” on the scale of Needs Improvement / Meets Requirements (below 80% accuracy is considered Needs Improvement).

Quality Assurance / Documentation:

- To prepare for the exam, supervisor reviews with staff previously completed CP 1, 2 and 3 objectives and Knowledge, Skills, Abilities (KSAs) forms.
- Supervisor provides the exam to staff within 30 days of completing the CP 1, 2 and 3 training.
- Staff complete the exam without consulting other staff or training materials.
- For staff in the “Meets Requirement” category or higher:
 - Supervisor documents the date of completion on the P.O. Certification form.
- For staff in the “Needs Improvement” category:
 - Supervisor determines training needs and assists staff in learning the terminology and concepts from the training
- Staff can repeat this requirement every 30 days until successful completion.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.

3. Risk Scoring: The probation officer is expected to complete a Delinquency History domain with 100% accuracy on five cases.

Quality Assurance / Documentation:

- Supervisor randomly selects 5 cases from the Assessment Tracking report in CARE and reviews the delinquency history scoring as compared with the PSRA / PRA Delinquency History Scoring report in CARE.
- If all cases are accurate, supervisor documents the completion of the requirement on the P.O. Certification form.

- If any cases are inaccurate:
 - Supervisor meets with staff, discusses inaccuracies, and determines training needs. If numerous mistakes or patterns are found, supervisor may review past assessments for accuracy.
 - Supervisor selects another 5 cases within 30 days for a review.
- The process is repeated every 30 days until successful completion. Supervisor should provide individual training and/or provide an opportunity for district / state training for staff who continue to have difficulties in completing accurate Delinquency Domains.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.

4. Videotape: A video of an interview is a very effective training tool as it ensures consistency in grading, gives validity to the process, and makes the process more effective and efficient for the supervisors in explaining and supporting feedback given to staff.

The video should be, at a minimum, a PSRA interview. The length of the videotape should generally be between 20 to 40 minutes. Districts have flexibility in accepting shorter or longer video tapes as long as the length of the tape is sufficient to demonstrate the skills being evaluated. The videotape is “graded” on the scale of Needs Improvement / Meets Requirements / Exceeds Requirements. A completed PSRA assessment should be submitted along with the video tape.

Knowledge, Skills, Abilities: For specific KSAs evaluated, refer to the grading form. In general, a P.O. should demonstrate:

- KNOWLEDGE:** - PSRA Assessment Tool
 - Effective styles and interview techniques
- SKILLS:** - OARS interviewing skills
 - Assessing risk
- ABILITY:** - Complete the assessment tool on CARE accurately
 - Interpret risk score accurately
 - Utilize effective styles with youth
 - Use interview skills to gather information as applied to specific items on the PSRA

Video Tape Quality Assurance / Documentation:

- It is recommended that probation officers complete and review several videotapes in order to become more comfortable with the process and to identify areas where improvement may be needed prior to submitting their final videotape to their supervisor.
 - Supervisor meets with staff and prepares them for the videotaping. The preparation may include: discussing the purpose of the video tape and specific KSAs that must be demonstrated, reviewing practice tapes, providing individual/team training, watching and grading other available video tapes, reviewing the grading form, and staff evaluating and grading their own video.
 - Supervisor assures that an appropriate release for video taping is signed.
 - Supervisor, chief, and other district designated persons (minimum of two) review the submitted videotape and rate the probation officer based on the grading form (provided in the Education Manual).
 - Supervisor meets with staff and provides detailed feedback regarding the interview.
- For staff in the “Meets Requirement” category or higher:
 - Supervisor documents the date of completion on the P.O. Certification form.
 - Supervisor creates a plan of action with staff regarding the on-going skill evaluation and

further skill development.

- For staff in the "Needs Improvement" category:
 - Supervisor determines training needs and provides opportunities for staff to attend team/ district / state training.
- Staff can submit a new tape every 30 days until successful completion.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.
- All submitted videotapes will be kept by the employee's immediate supervisor or designated District person(s) in a secured location. Videotapes will only be used for training purposes if written permission is given by the probation officer.

SECOND YEAR:

1. Training Requirements: There are no mandatory assessment or case planning training requirements during the second year of employment. Based on the plan of action for further skill development created with the supervisor at the end of first year, staff may be expected to attend individual training with the supervisor or attend team / district /state training if available.

2. Written Case Scenarios: Each probation officer is expected to demonstrate proficiency in understanding and applying the case planning model terminology and concepts in their case work. This requirement consists of reviewing the presented case scenario, completing a conceptualization form and a case staffing form, and presenting the case to the supervisor. Written case scenarios are "graded" on the scale of Needs Improvement / Meets Requirements / Exceeds Requirements.

Knowledge, Skills, Abilities:

KNOWLEDGE: - What Works Principles (Risk, Need, Responsivity, Program Integrity)

- Risk (Static, Dynamic, Specific to the POE)
- Stages of change
- Conceptualization concepts and need principles
- Criminogenic needs

SKILLS: - Present a conceptualized case in a staffing format

ABILITY: - Accurately complete the conceptualization worksheet utilizing the need principle
- Ability to apply What Works principles to the Case Planning model
- Ability to staff cases while emphasizing risks and criminogenic needs

Quality Assurance / Documentation:

- Supervisor meets with staff and prepares them for the written case scenarios. The preparation may include discussing use of case planning concepts in case work, practicing staffing cases using the staffing form, and reviewing the purpose and specific expectations of the case scenario requirement.
- Supervisor provides the case scenario to staff. Staff have up to two hours to review the scenario and complete the conceptualization and staffing forms. Staff should work alone and complete the forms based only on the information presented in the scenario. To assure consistency and standardized evaluations, staff cannot use one of their "real" cases to complete this assignment.
- Supervisor meets with staff to review the completed case scenario assignments and provides feedback to staff.
- For staff in the "Meets Requirement" category or higher:
 - Supervisor documents the date of completion on the P.O. Certification form

- For staff in the “Needs Improvement” category:
 - Supervisor determines training needs and provides an opportunity for staff to attend team/district / state training.
 - Supervisor assists staff in improving their skills by regularly discussing and staffing cases.
- Staff can retake this requirement every 30 days until successful completion. For the subsequent attempts, the components remain the same, but the case scenario is different.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.

3. Videotape: The video should be, at a minimum, a PRA interview on a Moderate or High risk youth. The length of the videotape should generally be between 20 to 40 minutes. Districts have flexibility in accepting shorter or longer video tapes as long as the length of the tape is sufficient to demonstrate the skills being evaluated. The videotape is “graded” on the scale of Needs Improvement / Meets Requirements / Exceeds Requirements. A completed PRA should be submitted along with the video tape.

Knowledge, Skills, Abilities: For specific KSAs evaluated, refer to the grading form. In general, a P.O. should demonstrate:

KNOWLEDGE: - PRA Assessment Tool

- Stages of change
- Change talk
- Behavior Change steps

SKILLS:

- Proficiency in using OARS to gather information in all stages of the model
- Avoiding roadblocks
- Hearing change talk during the interview

ABILITY:

- Complete the PRA on CARE accurately
- Gather the POE information
- Use interview skills to gather accurate information for PRA domains 9 and 10
- Conversational and effective style with youth that demonstrates knowledge of the PRA

Quality Assurance / Documentation:

- Supervisor meets with staff and prepares them for the videotaping. The preparation may include discussing the purpose of the tape and specific KSAs that must be demonstrated, discussing accurate scoring of PRA domains, reviewing practice tapes, providing individual/team training, watching and grading other available video tapes, and reviewing the grading form.

- For other video tape quality assurance and documentation requirements, refer to pg 2: Video Tape Quality Assurance / Documentation.

LEVEL II: P.O.II

1. Training Requirements: There are no mandatory assessment or case planning training

requirements during Level II. Based on the plan of action for further skill development, staff may be expected to attend individual training with the supervisor or attend team / district /state booster training if available.

2. Demonstrate KSAs: Staff who remain on P.O. II level are expected to demonstrate KSAs on an annual basis in conjunction with the performance plan and the performance evaluation. Specific KSAs are determined per district requirements and may include one or more of the KSAs previously listed in these guidelines. Per district decisions and probation officer needs, the requirements of demonstrating chosen KSAs may include case file audits, client feedback surveys, case staffings, discussions of conceptualization and risk factors with the supervisor, direct observation of meetings with youth, role playing, and a video.

Quality Assurance / Documentation:

- Supervisor and staff determine specific KSAs (per district requirements) which are set as performance goals.
- Supervisor regularly meets and discusses progress with staff on the case planning performance plan goals during performance plan meetings.
- For continuous quality assurance, supervisor should observe staff's meetings with youth, review completed assessments, read court reports, role play with staff, and use tools such as case staffing forms, case file audits, and client feedback forms.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.

3. Videotape (required if progressing to P.O.III): The video should be, at a minimum, a case plan feedback session on a Moderate or High risk youth. The length of the videotape should generally be between 20 to 40 minutes. Districts have flexibility in accepting shorter or longer video tapes as long as the length of the tape is sufficient to demonstrate the skills being evaluated. The videotape is "graded" on the scale of Needs Improvement / Meets Requirements / Exceeds Requirements. A completed PRA, a conceptualization form, and a feedback form should be submitted along with the feedback video.

Knowledge, Skills, Abilities: For specific KSAs evaluated, refer to the grading form. In general, in addition to previously listed KSAs, a P.O. should demonstrate:

KNOWLEDGE: - Finding the Hook strategies

- Decisional Balance
- SMART Action steps

SKILLS: - Hearing change talk and pointing out discrepancies

- Recognizing barriers and setting action steps
- Provide effective feedback

ABILITY: - Ability to complete decisional balance form with youth

- Ability to apply behavior change steps in case planning
- Guide the youth in recognizing barriers and setting action steps
- Provide feedback using the feedback steps

Quality Assurance / Documentation:

- Supervisor meets with staff and prepares them for the videotaping. The preparation may include discussing the purpose of the tape and specific KSAs that must be demonstrated, discussing conceptualization and effective feedback techniques, reviewing practice tapes, providing individual/team training, watching and grading other available video tapes, and reviewing the grading

form.

- For other video tape quality assurance and documentation requirements, refer to pg 2: **Video Tape Quality Assurance / Documentation.**

3. Demonstrate KSAs: Staff who remain on P.O. II level are expected to demonstrate KSAs on an annual basis in conjunction with the performance plan and the performance evaluation. Specific KSAs are determined per district requirements and may include one or more of the KSAs previously listed in these guidelines. Per district decisions and probation officer needs, the requirements of demonstrating chosen KSAs may include case file audits, client feedback surveys, case staffings, discussions of conceptualization and risk factors with the supervisor, direct observation of meetings with youth, role playing, and a video.

Quality Assurance / Documentation:

- Supervisor and staff determine specific KSAs (per district requirements) which are set as performance goals.
- Supervisor regularly meets and discusses progress with staff on the case planning performance plan goals during performance plan meetings.
- For continuous quality assurance, supervisor should observe staff's meetings with youth, review completed assessments, read court reports, role play with staff, and use tools such as case staffing forms, case file audits, and client feedback forms.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.

LEVEL III: P.O.III

1. Training Requirements: There are no mandatory assessment or case planning training requirements during Level III. Based on the plan of action for further skill development, staff may be expected to attend individual training with the supervisor or attend team / district /state booster training if available.

2. Demonstrate KSAs: All senior staff are expected to demonstrate KSAs on an annual basis in conjunction with the performance plan and the performance evaluation. Specific KSAs are determined per district requirements and may include one or more of the KSAs previously listed in these guidelines. Per district decisions and individual staff's needs, the requirements of demonstrating chosen KSAs may include case file audits, client feedback surveys, case staffings, discussions of conceptualization and risk factors with the supervisor, direct observation of meetings with youth, role playing, and a video.

Quality Assurance / Documentation:

- Supervisor and staff determine specific KSAs (per district requirements) which are set as performance goals.
- Supervisor regularly meets and discusses progress with staff on the case planning performance plan goals during performance plan meetings.
- For continuous quality assurance, supervisor should observe staff's meetings with youth, review completed assessments, read court reports, role play with staff, and use tools such as case staffing forms, case file audits, and client feedback forms.
- For staff who are not successful in completing this requirement, supervisor will address it as any other unsuccessful career track / performance evaluation component.

SUPERVISORS / CHIEFS:

1. Training Requirements: Supervisors and chiefs are expected to attend all available district or state wide training.

2. Demonstrate KSAs: Supervisors and chiefs are expected to demonstrate KSAs on an annual basis in conjunction with the performance plan and the performance evaluation. Specific KSAs are determined per district requirements and may include one or more of the KSAs previously listed in these guidelines. Per district decisions and individual needs, the requirements of demonstrating chosen KSAs may include a video tape or direct observation of training sessions with staff, a video tape or direct observation of a case, role play, or any other demonstration of skills per district requirements.