

Washington State Juvenile Court's Case Management Assessment Process Quality Assurance Policies

This policy addresses the following areas of quality assurance of the Washington Association of Juvenile Court Administrators (WAJCA) Case Management Assessment Process (CMAP):

- Quality Assurance Committee
- Court Quality Assurance Plan
- CMAP Trainer Certification
- Quality Assurance Specialist Certification
- Line Staff Certification

Quality Assurance Committee

Purpose

The Quality Assurance Committee (QAC) is tasked with overseeing the provision of CMAP quality assurance on a local and statewide level.

Membership

The committee shall consist of statewide representatives as follows:

- a. Two Juvenile Court Administrators (JCA), who shall Co-chair the Committee. Additional JCAs may be appointed by approval of WAJCA
- b. At least seven Juvenile Court Probation Managers, representative of east-west and all sized counties
- c. Certified State Trainer
- d. WAJCA CMAP Coordinator
- e. Vacated member positions will be filled by nominations by the current membership

Responsibilities

The Quality Assurance Committee will:

1. Provide vision and clearly defined direction for statewide CMAP maintenance and improvement.
2. Identify and track measurable markers of implementation and adjust/refine direction as needed.
3. Remain informed on issues surrounding case management and use this knowledge to provide assessment of and recommendations for quality assurance and continuous process improvement to WAJCA.

4. Ensure Washington State CMAP guidelines.
5. Serve as a resource to Juvenile Court Administrators, Juvenile Court Probation Managers, State Trainers, and Quality Assurance Specialists.
6. Serve as an informational clearinghouse for training and research materials related to risk assessment and case management services to youth under the jurisdiction of Juvenile Courts in Washington State.
7. Provide direction and oversight to the CMAP Coordinator.
8. Coordinate the development of CMAP software and recommend standardized outcome reporting mechanisms for courts.

CMAP Standards for local Court Quality Assurance Plans

Purpose

The Quality Assurance Plan (QAP) of each court ensures CMAP to be a consistent process from client to client and court to court throughout Washington State. Each court is to develop a QAP that addresses their specific CMAP goals. The QAP should be considered a “living document” and should be revisited by the courts on a regular basis.

QAP Requirements

1. Each Juvenile Court will submit their QAP every two years by December 1 to the CMAP Coordinator for review and approval by the QAC.
2. The Quality Assurance Plan will specifically address the following areas regarding CMAP practices within the court:
 - a. Implementation procedures and process
 - b. Interviewer certification process
 - c. Additional training practices for staff that score less than four on any category of the feedback report
 - d. Timelines for staff certification/on-going certification
 - e. Orientation/Philosophy/Purpose of the interview process to the youth and their families
 - f. Initial, re-assessment and final assessment practices
 - g. Utilizing Motivational Interviewing (MI) techniques in all phases of CMAP
 - i. Mapping (Pre-Orientation, Orientation, Assessment, Conceptualization)
 - ii. Finding the Hook (Feedback, Prioritize, Focus)
 - iii. Moving Forward (Intervention, Referrals)
 - iv. Reviewing and Supporting (Monitor Progress, Re-assessment)
 - h. A minimum of eight hours of continuing education annually
4. The Coordinator may assist courts in designing a method to track compliance with their QA plan and provide expertise/resources on how to improve their plan.
5. Disputes by a court regarding submission to and/or approval by the QAC of the Court’s Quality Assurance Plan may be appealed to the WAJCA Executive Board.

CMAP Standards for State Coordinator

Purpose

The CMAP Coordinator will ensure statewide program integrity. The Coordinator will provide statewide coordination and support for risk assessment and case management quality assurance in juvenile courts throughout Washington State.

Process

The CMAP Coordinator will report to the co-chairs of the Quality Assurance Committee and through them, to the Executive Board of WAJCA, and will take direction from the QAC and the Administrative Office of the Courts (AOC).

Certification Requirements

Become a certified trainer as outlined in the WA State QAP

On-going Certification Requirements

Meet state trainer certification standards at a minimum of every four years

Ongoing CMAP Responsibilities

1. Schedule, coordinate, and provide training of juvenile court staff in the use and appropriate application of CMAP
2. Respond to procedural/technical problems and coordinate software development with the AOC/Juvenile Courts
3. Provide certification of CMAP trainers according to standards of the WA State QAP
4. Oversee certification of QAS's in each court according to standards outlined in the WA State QAP
5. Provide training, support, information, and coordination of QAS and state trainers
6. Provide certification of juvenile court staff in the use and application of the CMAP in courts that have not yet certified a QAS or for those that request assistance
7. Implement the policy and procedures of the QAC and provide staff support to the QAC
8. Provide information to the QAC as to the status of CMAP implementation, issues or problems related to the implementation of CMAP, and proposals for addressing program challenges
9. Review and update the CMAP curriculum under the direction of the QAC
10. Complete local court site visits
11. Review local QAP's from each court and provide feedback

CMAP Standards for State Trainers

Purpose

CMAP Trainer certification will ensure statewide program integrity.

Certification Requirements

1. Potential CMAP Trainer candidates may have demonstrated competency as a local QAS
2. Shall have the approval of their JCA
3. Trainer candidates will submit a videotaped risk assessment interview and a copy of the youth's completed full assessment
4. Candidates will be directly observed or shall submit a video of themselves facilitating a CMAP training component
5. Demonstrate competency co-facilitating all aspects of the CMAP curriculum as approved by the coordinator or designated state trainer
6. The QAC shall award certification

On-going Certification Requirements

Meet state trainer certification standards at a minimum of every four years

Ongoing Responsibilities

1. Provide CMAP training to court staff throughout the state
2. Assist court staff with CMAP related questions, implementation challenges, or training suggestions
3. Participate in state trainer meetings/conference calls
4. Certify Quality Assurance Specialists. This includes:
 - a. Review of a risk assessment interview and review of the completed full assessment
 - b. Completion of the feedback report and submission of a copy to the QAS and their Administrator
 - c. Ensure that additional training or feedback be available to staff who score less than four on any category in the feedback report
 - d. Notify the CMAP Coordinator upon completion of the certification process
5. May also serve as a Quality Assurance Specialist for their county
6. Commit to being involved in ongoing booster training throughout the state

CMAP Standards for Quality Assurance Specialists (QAS)

Purpose

The Quality Assurance Specialist (QAS) role is designed to assist courts in obtaining timely information and resources for their jurisdiction. Quality Assurance Specialists serve as each court's "in-house" content specialist and liaison to the CMAP trainers and coordinator. They are the first level of service in assisting line staff and court personnel with CMAP issues and communicating new information to the courts.

Certification Requirements

1. Each Juvenile Court Administrator will identify at least one court staff to serve as the Court's Quality Assurance Specialist.
2. A Quality Assurance Specialist must be certified by a state trainer according to the following criteria:
 - a. Complete basic CMAP training provided by state trainers.
 - b. A state trainer will either be present during the risk assessment interview or will be responsible for scoring a recording of the interaction. Also used to complete the feedback report, the trainer will review a copy of the youth's completed full assessment.
 - c. Receive a score of four or greater on each section of the feedback report. This certifies the staff to serve as CMAP QAS for four years.
 - d. If a score below four is received on any section, the QAS candidate may submit a second interview for additional feedback.
 - e. Upon the second review of the QAS candidate, if any section scores below a four, it shall be forwarded on to the state coordinator. The state coordinator will review and inform the local JCA.
 - f. Certified state trainers are qualified to be a QAS.
3. QAS will receive continuing education (in person training, on-line meeting, packet of reading materials, etc.) at least twice a year.

Benefits of QAS Certification

Quality Assurance Specialists will receive ongoing training in CMAP best practices as well as, techniques for communicating this information to their court staff. This information is intended to be shared with their colleagues in order to encourage ongoing dialogue and improvement around CMAP methods.

The mode through which the training occurs and the time commitment associated with it, will be determined by the trainers in conjunction with the needs and availability of the QAS they coordinate. The intention is to help QAS maintain, and increase, their knowledge base in a timely and resource efficient way so that they can assist their court peers.

On-going Certification Requirements

Meet QAS certification standards at a minimum of every four years

Quality Assurance Specialist Responsibilities

1. Assist with implementation of their court's local QAP
2. Provide ongoing CMAP training within their court
3. Attend QAS meetings scheduled by the CMAP Coordinator or state trainer, as local funding allows

CMAP Standards for Juvenile Probation Counselors (JPC)

Purpose

JPC certification is designed to ensure practitioner integrity

Certification Requirements

1. Prior to attending basic CMAP training, risk assessments may be conducted under the direction/supervision of a certified staff member or QAS.
2. Attend and successfully complete basic CMAP training.
3. A QAS will either be present during the risk assessment interview or will be responsible for scoring a recording of the interaction. Also used to complete the feedback report, the QAS will review a copy of the youth's completed full assessment.
4. Receive a score of four or greater on each section of the feedback report. This certifies the JPC to deliver CMAP for up to three years.
 - a. If a score below four is received on any section, the JPC will be placed on an informal improvement plan.
 - b. The JPC may conduct a second interview with the QAS observing or submit another recording for additional feedback.
 - c. If a score below four is received on any section in the second attempt the QAS, state trainer and any appropriate local court staff shall create a formal improvement plan. It shall include identified deficiencies with individualized strategies to address them. It shall also include a date the improvement plan will be completed and a new risk assessment interview will be submitted.
5. Must complete initial certification process within six months of successfully completing basic CMAP training.
6. Successfully complete the requirements incorporated in the local court's QAP

On-going Certification Requirements

Meet JPC certification standards at a minimum of every three years