

COUNTY COURT Program Review Project
Track: Process, Operations, & Environment

Introduction:

This proposed scope of work details the project steps and deliverables. The project aims to 1) help COUNTY COURT gain a clear view of program policies and operations and 2) promote equal and effective justice in Washington's Courts. Project results will highlight program strengths and identify areas that can be improved or better aligned with best practices. AOC services will be provided at no charge to the COUNTY COURT; AOC's Behavioral Health Program in the Office of Court Innovation will fund the project.

Initial Consultation:

Researchers will host an initial meeting with the court coordinator and/or other team members to review the continuous quality and improvement (CQI) process, learn about the priorities of the court, and identify specific topics or areas the program would like to address during the project. The meeting will also address specifics of data/document use, observations, reporting, post-project technical assistance, and general project timelines.

Document Review:

AOC researchers will work with court staff to identify any documentation needs related to court processes, including participant eligibility and screening, admission/entry process, program responses (incentives and sanctions), team member roles and expectations, staffing and court procedures, among other topics. Final reports will identify strengths in existing documentation and also include recommendations for document updates and/or improvement.

Observations & Interviews:

Observations of staffing and court hearings will provide context for written court materials. Observations also serve as one way of reviewing fidelity to the model in practice. AOC researchers will interview team members to learn more about policy reasoning, program operations, and team environment. Final reports will include recommendations for adherence to Best Practices and improving fidelity to the model.

Report Dissemination:

Results will include a report(s) and presentation(s) designed to highlight program strengths and recommendations for continued adherence to best practices. Infographics (which are quicker to review than the full reports) will be designed to share with the therapeutic court team and other stakeholders. Following the delivery of reports, presentations, and infographics, the research team will host a meeting with COUNTY COURT stakeholders to discuss next steps and develop short and long-term action plans.

Follow-through:

The research team will be available for ongoing technical assistance as it relates to the results, new research questions, follow-up review, and the use of information to make incremental changes to better programs.

Conclusion:

This scope of work may change as AOC and COUNTY COURT develop this collaboration. This project will include frequent communication between AOC staff and COUNTY COURT stakeholders which could result in adjustments to the proposed scope of work.

Proposed Scope of Work:

Track: Process & Operations

Task	Task Name	Task Description	Deliverable(s)
1	Initial meeting with stakeholders	Complete meeting with stakeholders. Create lists of wanted/required reports, summaries, presentations, and other deliverables. Determine court document availability. Set general timeline for project.	List of deliverables or other products. Contact information for stakeholders. Proposed timeline. Meeting notes.
2	COUNTY sends documents to AOC	Receive COURT documents from COURT (examples: Policy & Procedures Manual, participant handbook, participant contract, ROI, etc.).	Court operational materials.
3	Review documents	Review court documents for adherence to Best Practice Standards. Establish information gaps. Identify strengths in existing documents	Document adherence report. Information gaps. Provide example templates to programs
4	Visit COURT	Observe staffing and court hearing(s). Interview court team members.	Summary of visit/initial debrief with team members.
5	Review visit materials	Compile interview and observation results. Create overall report with adherence to Best Practice Standards.	Visit report.
6	Draft results/ findings/ report(s)	Draft report and presentation covering results and reports. Draft summary infographics. Draft recommendations for ongoing, routine process review.	Draft of findings. Draft of presentation(s). Draft of infographic(s). Draft of routine process review.
7	Share drafts with stakeholders	Send drafts listed above to stakeholders for review and feedback. Consider additional requests for supplemental review.	Drafts with feedback. Additional list of next steps.
7	Incorporate feedback, supplemental review, finalize report(s)	Incorporate feedback from stakeholders, complete additional review (if available), finalize deliverables. Finalize recommendations.	Final report(s). Final presentation(s). Final infographic(s). Final recommendations.
9	Disseminate final deliverables	Send final deliverables to stakeholders. Add final deliverables to BH website. Schedule "Next Steps" meeting.	Presentation(s)/brief(s)/ website link(s). List of additional stakeholders/groups for information to be sent to.
10	Next Steps meeting	All team members meet with research & technical assistance staff to set goals for how to use the report results. Team will set a timeline for action items.	Team goals; action items; follow-up dates/times.
11	Next Steps follow up	Research & technical assistance staff will review action items with court team according to Next Steps timeline.	Check-in meetings/emails.
12	Long-term support and technical assistance	Research team will remain available for long-term support related to, but not limited to, evaluating whether program policies and processes are being implemented as intended, gathering participant focus group feedback, evaluating team communication, assessing team decision-making processes and overall functioning.	Regular communication between research team and court stakeholders. Training for regular process review.