

HOW DO WE KNOW WE'RE DOING WHAT WE SAY WE'RE DOING?

Integrating Quality Assurance Into Implementation

April 2, 2019

Claire Brooker, Justice System Partners cmb.brooker@gmail.com

Charlene Rhyne, Justice System Partners Charlene@justicesystempartners.org

Jessica Ireland, Program Manager, Mecklenburg County Pretrial Services Jessica.Ireland@mecklenburgcountync.gov

Katy Fitzgerald, Analyst, Mecklenburg County Criminal Justice Services Katherine.Fitzgerald@mecklenburgcountync.gov



Supported by the John D. and Catherine T. MacArthur Foundation

Learning Objectives

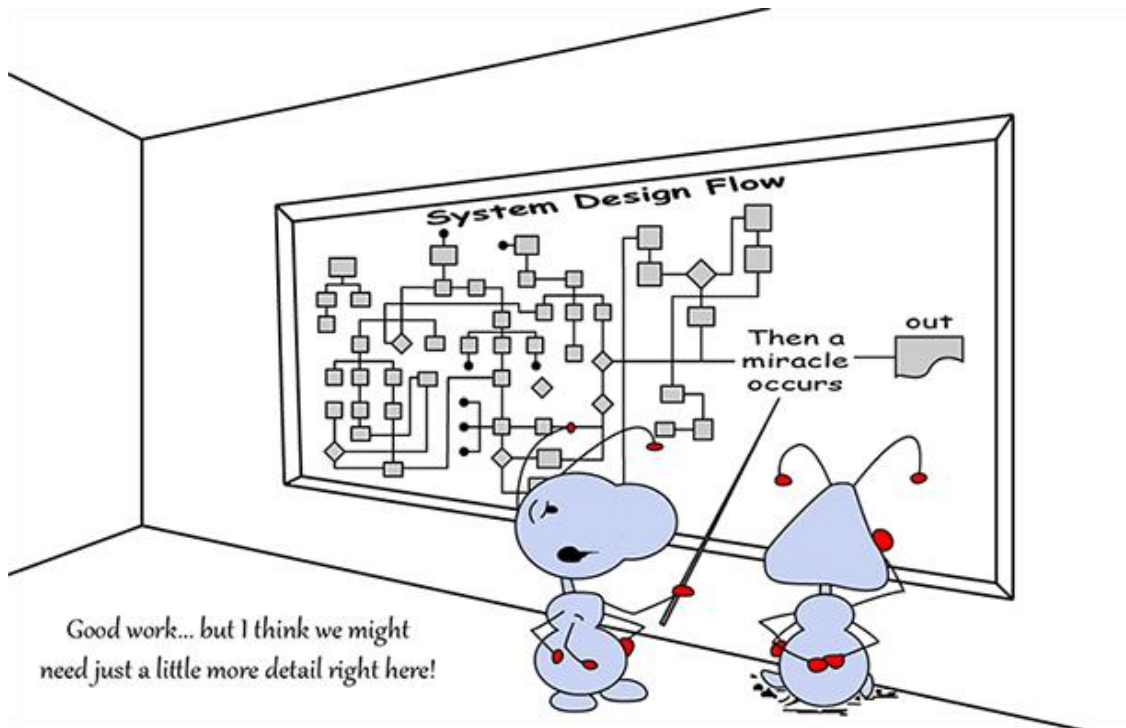
- Understand what QA is and why it's important
- Know the key components of a QA plan
- Understand the importance of QA and how to sustain efforts over time
- Learn how Mecklenburg County incorporated QA into their SJC processes

Source of much of the material in this presentation:

Implementing Evidence-Based Practice in Community Corrections: Quality Assurance Manual, Howe and Joplin, 2005.

What is Quality Assurance (QA)?

A process for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.



<https://www.merriam-webster.com/dictionary/quality%20assurance>

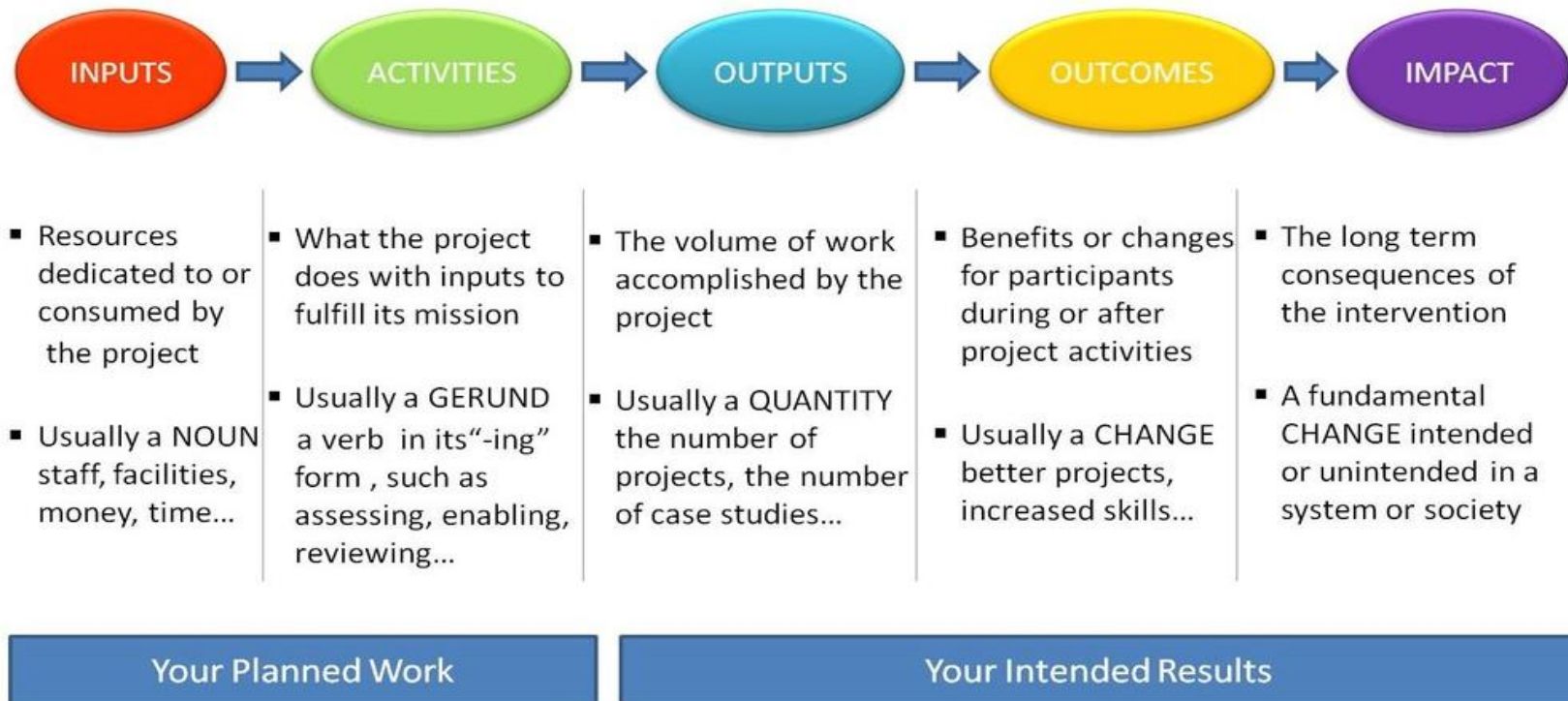
<http://www.codedog.design/about.htm>

Key Principles of QA

1. Stakeholder commitment to “culture of quality”
2. Identify key measures and data systems
3. Institutionalize measurement monitoring, discussion, and feedback loops
4. Share information with all levels of staff
5. Provide positive feedback and celebrate achievement

Key Components of QA

1. Start with a logic model to map the change process

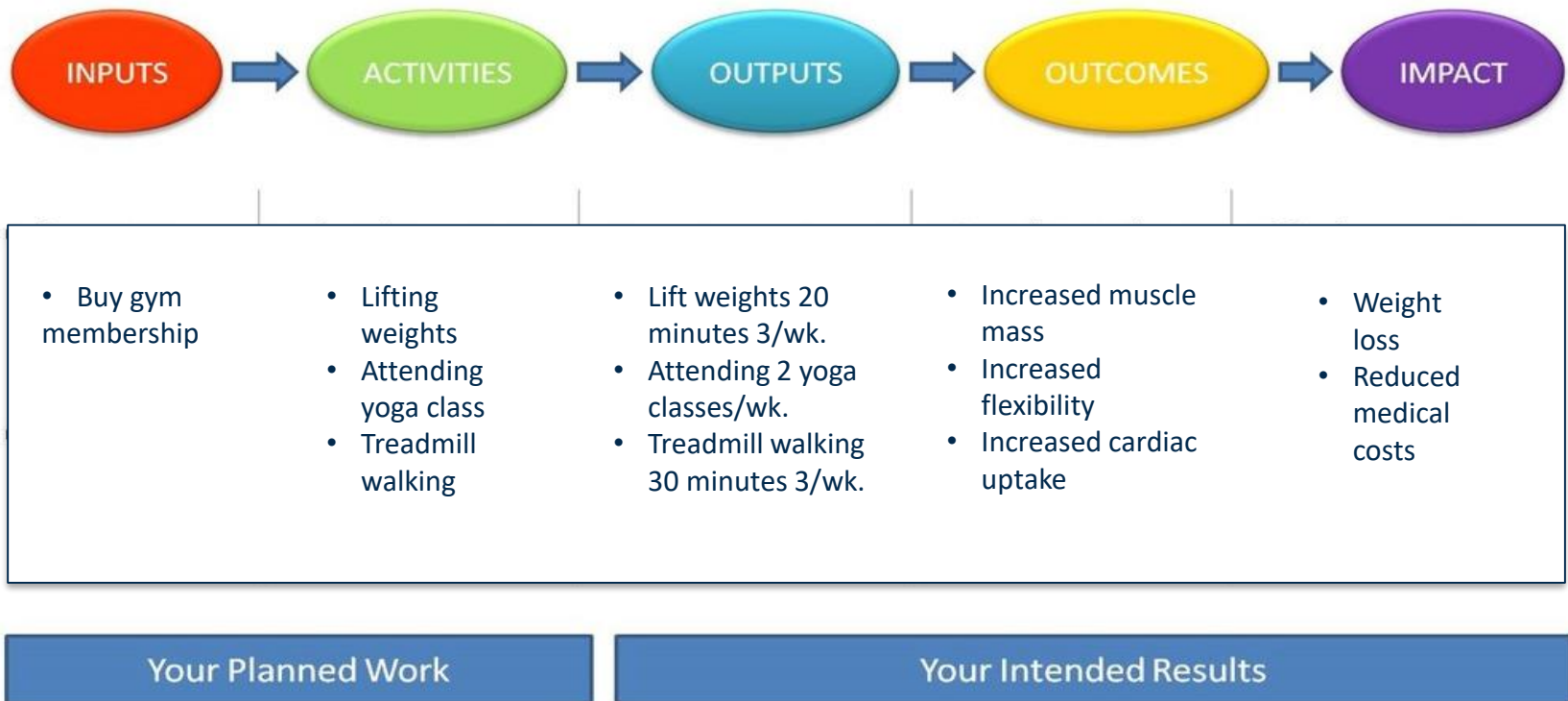


Nixor Ltd

Derived from the Kellogg Logic model

Logic Models: An Example

I want to become more physically fit



Nixor Ltd

Derived from the Kellogg Logic model

Key Components of QA (*cont.*)

2. Develop SMART measures



thebensonstreet.com

SMART Measure: An Example

- Example of a SMART *process measure*:
 - By May 31, 2019, attend 80% of the classes I scheduled at the gym.
 - Metric: $\text{number of classes attended} / \text{number of classes scheduled} * 100\%$
- Example of a SMART *outcome measure*:
 - By April 30, 2019, increase weight lifting capability by 20%, as measured by gym conducted weightlifting test.
 - Metric: $\text{post max wt. test results} / \text{pre max wt. test results} * 100\%$.

Key Components of QA (*cont.*)

3. Specify persons responsible for various components

- Partnership between data analysts, staff, and stakeholders is critical

4. Create formal feedback loops



How Does My Site Implement a QA Process?

- Develop a written plan
- Clearly define roles and responsibilities
- Establish a reporting and review schedule
- Set expectations for staff and stakeholders to review data



MECKLENBURG COUNTY, NORTH CAROLINA

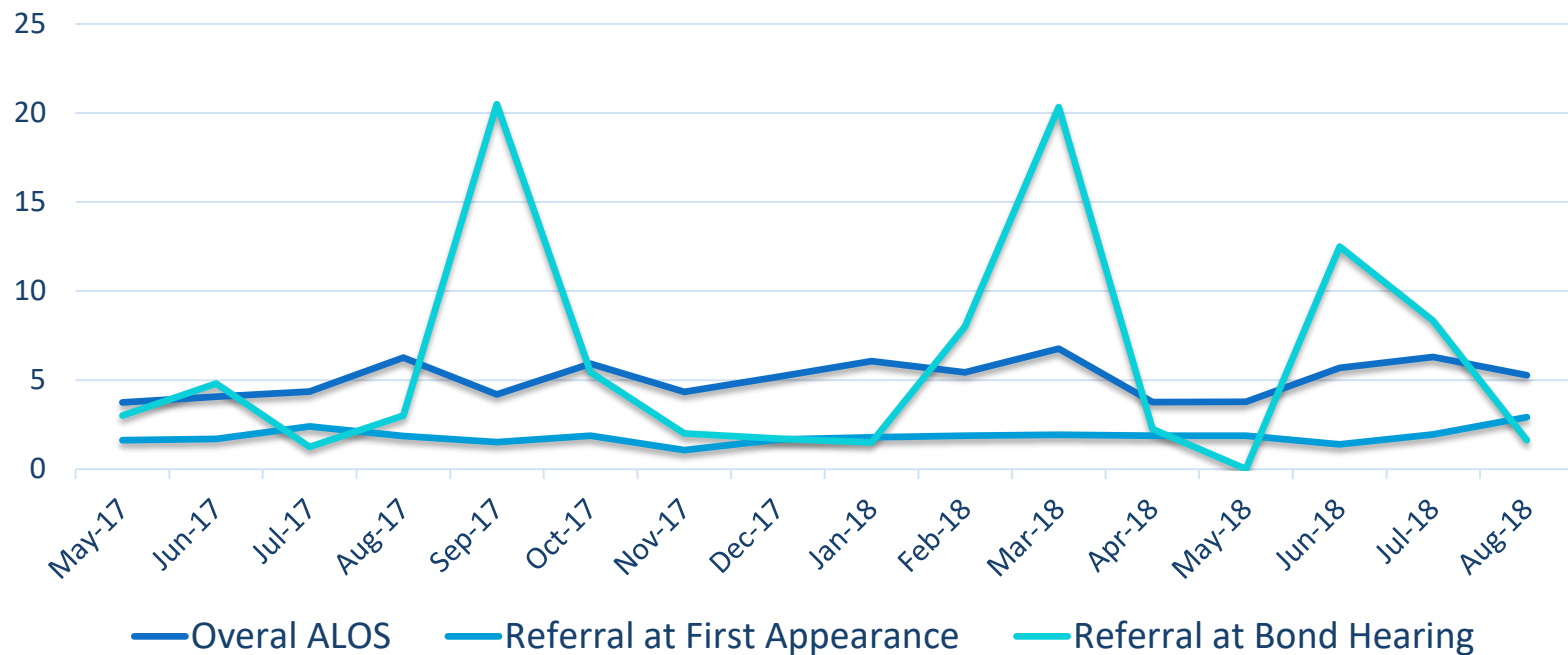
Demonstrating Quality Assurance In Action

Local Implementation Structure

- Analysts assigned to support each strategy owner
 - Implementation tasks
 - Data analysis
 - Monitoring progress
- Partner the “data people” with the “program people”

Examples of QA at Work:

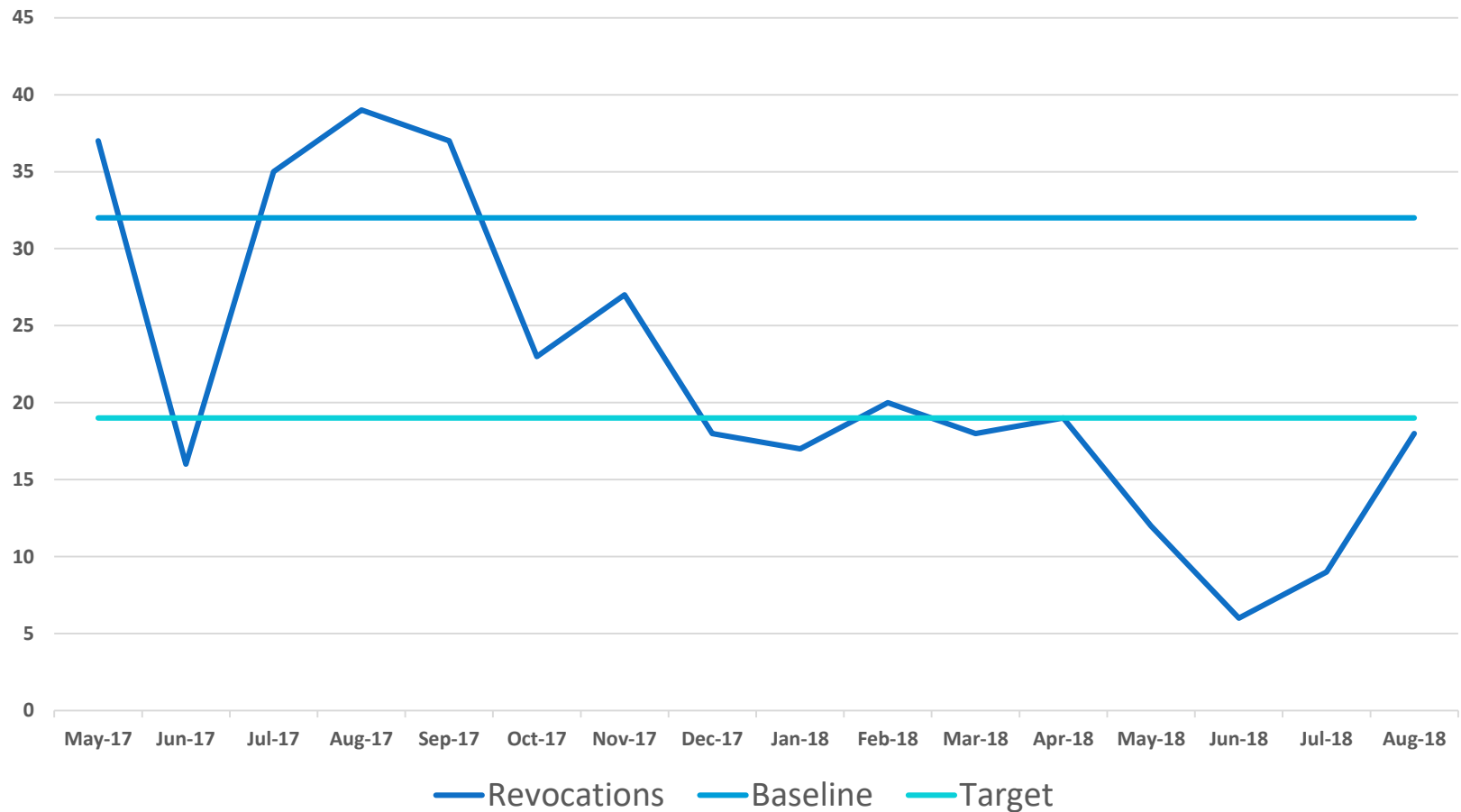
Time to Release to Pretrial Services



Referred but Not Accepted to Pretrial Supervision



Revocations for Technical Violations



QUESTIONS AND ANSWERS

Next steps



SafetyAndJusticeChallenge.org

Sample work plan

Measures (Process & Outcome)	Variables needed (with detailed definitions of data fields and measure calculation)	Variable available by race/ ethnicity, gender, and age?	Data source (e.g. system)	Type of extraction (automated /case file/hand count)	Person/ Agency responsible for pulling data	Due date for pulling data	Person/ Agency responsible for compiling and reporting data	Due date for vetting data with program staff	Distribution date for stakeholder review	Celebrate Success/ Develop Course Correction Plan

Where Does QA Fit in the SJC Process?

