



Department of Corrections

INTERNAL MANAGEMENT POLICY & PROCEDURE

Applicability: ☒ Adult Operation Only ☐ JUVENILE Operations Only ☐ DEPARTMENT-WIDE

IMPP #: 14-146A

PAGE #: 1 of 6

PAROLE SERVICES: Continuous Quality Improvement and Review Procedures

Original Date Issued: 05-13-25 Replaces IMPP Issued: N/A **CURRENT EFFECTIVE DATE: 05-13-25**

Approved By: , Secretary Next Scheduled Review: 10/2028

POLICY

The Parole Services division shall use a Continuous Quality Improvement (CQI) model to evaluate designated areas of work, reinforce effective processes and, when needed, guide improvement toward desired outcomes.

DEFINITIONS

Case Management Review: A comprehensive review of the case activity for a specific offender on supervision. The review process includes the evaluation of various aspects of supervision, work performed by the parole officer and compliance with policy requirements. The reviews are documented on the Case Management Review form as provided in IMPP 14-149A.

Continuous Quality Improvement (CQI): A method of conducting business that includes the ongoing evaluation and measurement of work and outcomes to identify benchmarks and guide progressive, incremental improvement.

Evidence Based Practice (EBP) Case Review: A review of case activity for a specific offender on supervision that focuses on areas of supervision directly related to evidence-based case management strategies and behavior change work.

Fidelity Review: A review of a completed risk assessment or the use of a case management tool to determine the degree to which the person involved adhered to the guidelines, skill steps or scoring guidelines for the process. Fidelity reviews help ensure that processes or assessments are completed accurately and provide an opportunity to coach staff and their work.

Inter-rater Review: A comparative review of a completed fidelity review, observation or case management review. The reviewer completes a review and compares it with one that was created for the same case or situation, and then compares the two to determine if the initial review was completed accurately and with fidelity.

Observation and Coaching Review: A review that is based on direct observation or a recording of a staff person having an interaction with an offender on supervision. The reviewer determines the degree to which the staff person adhered to the guidelines and/or skill steps for designated communication skills and case management techniques. The focus of the observation review is professional development, by providing staff with coaching and information to affirm strengths and identify areas where improvement is needed.

Parole Management Team (PMT): A group of individuals who serve in leadership roles for parole services and provide direction and guidance for policy, procedure and the desired outcomes for supervision processes. Team members are the Deputy Secretary of Juvenile and Adult Based-Community Services, Director of Interstate Community Services, Parole Projects Director, Parole Operations Manager, Regional Parole Directors, Deputy Parole Directors, and Director of Staff Development for Community-Based Services.

PROCEDURES

I. Continuous Quality Improvement

- A. Continuous Quality Improvement (CQI) processes shall be used to promote awareness, learning, process improvement and professional growth for individual employees and the agency.
- B. Work processes and their results shall be reviewed and evaluated regularly to identify progress toward desired outcomes. Review and evaluation can be focused on an individual employee's work, or on aspects of the work as performed by the agency. Examples include operational procedures, outcomes for individuals on supervision, fidelity in the completion of risk assessments or in the use of motivational interviewing and EBP skills.
 - 1. The Summary of Observation and Review Processes (Attachment A) shall be used to guide CQI processes.
- C. Methods of evaluation may include, but are not limited to:
 - 1. The review of data and reports;
 - 2. Formal research studies, data evaluation or validation processes;
 - 3. The use of focus groups or surveys;
 - 4. The review of cases of supervised individuals;
 - 5. The observation/review of interactions between staff and individuals on supervision;
 - 6. Fidelity reviews; and
 - 7. Inter-rater review.
- D. CQI review processes shall include input from those impacted by the process or topic being reviewed. Staff at all levels may be involved in review processes, directly or indirectly, depending on the topic of evaluation.
- E. The results of evaluations and/or outcomes identified shall be shared with the individuals involved and relevant stakeholders. The purpose of information sharing is to encourage communication and the support of on-going, incremental improvement.
 - 1. Details about evaluations of individual employees' work performance shall be maintained in a manner that supports confidentiality for individuals involved.

II. Fidelity Reviews

- A. Fidelity reviews shall be conducted to evaluate the accuracy of scoring and adherence to required procedures in completed risk assessments. Types of assessments to be reviewed include, but are not limited to, the Risk Screener, LS/CMI and WRNA.
- B. Fidelity reviews shall be completed by the parole Staff Development unit using the designated forms accordingly:
 - 1. Risk Screener Fidelity Review (Attachment B);
 - 2. LS/CMI Fidelity Review (Attachment C); or
 - 3. WRNA Fidelity Review (Attachment D).
- C. Parole Supervisors, POII's or other staff may complete fidelity reviews, if needed, after receiving training from the Staff Development unit.

- D. Fidelity reviews shall be conducted for each parole officer within six months of their completion of training and/or being certified to complete each type of risk assessment: risk screener, LS/CMI, and/or WRNA.
 - 1. Additional reviews shall be completed periodically or if a need is identified.
- E. Information gained from fidelity reviews shall be used to provide coaching to employees regarding the skills involved and assess work performance.

III. Evidence-Based Practice (EBP) Case Reviews

- A. EBP case reviews shall be completed periodically for all staff who supervise a caseload to evaluate parole officer work in areas of offender supervision that are directly related to evidence-based case management strategies and behavior change work.
- B. EBP case reviews shall be completed by the parole Staff Development unit using the EBP Case Review (Attachment E).
- C. Parole Supervisors, POII's or other staff may complete EBP reviews, as needed, after receiving training from the Staff Development unit.
- D. At least one EBP case review shall be completed for new parole officers within six months of completing Parole Officer Basic Training.
 - 1. Additional reviews shall be completed periodically or if a need is identified.
 - 2. If an EBP case review is completed before an employee has had the opportunity to complete training in all of the topics or skills involved, the review results for that area(s) shall be used for training and coaching rather than to evaluate work performance. Employees shall not be expected to perform tasks or utilize skills with proficiency prior to receiving the required training.
- E. Information gained from EBP case reviews shall be used to provide coaching to employees regarding the skills involved and to assess employee work performance.

IV. Observation and Coaching Reviews

- A. Observation and coaching reviews shall be completed to evaluate the use of specific communication and case management skills by parole staff, during interactions with an individual on supervision.
 - 1. Observation and coaching reviews are a tool for coaching employees, to teach or reinforce specific skills and guide professional development through open discussion and feedback.
 - 2. They are not considered part of the Performance Management Process.
 - a. However, if multiple observation and coaching reviews are completed and indicate that on-going improvement is needed, in a same skill area without substantial improvement, the information may be considered in evaluating work performance and in a subsequent Performance Management Process.
- B. Observation and coaching reviews shall be completed use the Observation Coaching Review (Attachment F).
- C. Parole Supervisors shall complete at least one observation and coaching review annually for each parole officer they supervise. The Staff Development unit may also complete reviews, if necessary.

V. EBP BriefCASE Observation and Coaching

- A. Observation and coaching reviews shall be completed for supervisory staff who are leading EBP BriefCASE sessions for staff.
 - 1. EBP BriefCASE observation and coaching is a tool for coaching employees, to teach or reinforce specific skills and guide professional development through open discussion and feedback
 - 2. They are not considered part of the Performance Management Process.
- B. The reviews may be completed by a designated training consultant, Parole Supervisor or a member of the Parole Management Team individual that is trained in the BriefCASE process, using the EBP BriefCASE Observation Review (Attachment G).
- C. A review shall be completed within the first four months of a supervisor beginning to present EBP BriefCASE sessions for staff.
 - 1. Additional reviews may be completed randomly or as needed.

VI. Inter-rater Reviews

- A. Inter-rater reviews shall be conducted periodically to help ensure that all types of reviews discussed in this policy are completed accurately and consistently.
- B. Inter-rater reviews may be conducted by the Staff Development unit, parole supervisor or a member of the PMT.

VII. Documentation and Reporting

- A. Results of each review/observation shall be shared with the individual involved. A copy of the documentation must be provided along with feedback about the review/observation. Feedback shall include reinforcement for strengths, and methods for making improvement if there are areas where skill enhancement is needed.
 - 1. If the person completing the review is not the assigned supervisor, the person completing the review/observation shall provide a copy of such and a summary of the results and feedback discussion to the parole supervisor.
 - a. For fidelity reviews and EBP case reviews, the supervisor shall retain the documentation in the employee's supervisory file and may use the information as part of employee supervision and work performance procedures.
- B. The Staff Development unit shall retain a scanned copy of each review/observation that is completed and ensure that summary data from all are entered in the designated statewide tracking system.
- C. If reviews/observations are completed by staff outside of the Staff Development unit, a copy of such shall be provided to the Field Services Staff Development Director, who will ensure that summary data is entered into the designated statewide tracking system.
- D. A summary of the completed reviews/observations and the findings shall be prepared by the Parole Management Team designee, and be shared with the PMT no less than once per quarter.
 - 1. For EBP BriefCASE observations, a summary shall be provided to the PMT upon request.
 - 2. Outcome data and/or a summary of review results may be shared with staff and stakeholders at the discretion of the Deputy Secretary of Juvenile and Adult Community Based Services.

- a. Information shared with external stakeholders, or outside of Parole Services, shall not include identifying information for individual staff members.

VIII. Programs and Services

- A. Programs and services provided for offenders shall be reviewed periodically to evaluate for fidelity, ensure effective processes and determine progress toward desired outcomes. Reviews may include work provided by KDOC employees and programs or services provided for KDOC through a contract.
 - 1. Reviews related to programs provided by KDOC staff may be initiated by the supervisor of the program(s) or by the Parole Directors or Deputy Secretary of Juvenile and Adult Community-Based Services.
 - 2. Reviews of programs or services provided by vendors under contract with KDOC shall be initiated by the Parole Operations Manager, the Parole Projects Director or Deputy Secretary of Juvenile and Adult Community-Based Services.
- B. Areas for review and evaluation may include, but are not limited to:
 - 1. Referral criteria and procedures.
 - 2. The level of fidelity to a designated program format or curriculum.
 - 3. Compliance with contractual obligations and required outcomes.
 - 4. Rates of completion, including categories such as successful and unsuccessful.
 - 5. Validation research for risk assessments.
 - 6. The impact that a program or service has on supervision status or recidivism rates.
- C. Reviews related to programs and services shall include input from a sample of staff who make program referrals, staff who provide programs and services, and individuals who have participated in them.
- D. The results of completed reviews shall be shared with the individuals involved, along with feedback that includes reinforcement for areas of strength and methods for making improvement, if there are areas where enhancement is needed.
- E. A summary of all program or service reviews and any recommendations shall be provided to the Parole Management Team.

IX. This IMPP must serve as final policy in all departmental facilities, and no General Orders shall be developed or implemented on this subject.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff, residents, and residents and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees, residents, or residents, or an independent duty owed by the Department of Corrections to employees, residents, residents, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS

None.

REFERENCES

IMPP 14-149A

HISTORY

05-13-2025 Original

ATTACHMENTS

Attachment	Title of Attachment	Page Total
A	Summary of Observation and Review Processes	1 page
B	Risk Screener Fidelity Review	1 page
C	LS/CMI Fidelity Review	2 pages
D	WRNA Fidelity Review	2 pages
E	EBP Case Review	2 pages
F	Observation Coaching Review	2 pages
G	EBP BriefCASE Observation Review	3 pages

Summary of Observation and Review Processes

Type of Review	Purpose	Frequency	Completed By
Case Management Review	A comprehensive review of the activity that has occurred in a case, for an individual on supervision. The review includes the PO's case management work and compliance with policy. Created in Athena.	Twice per PO, per calendar year.	POII, Parole Supervisor, Staff Development
Risk Assessment Fidelity Review	A comparative review of how accurately staff score and document a risk assessment (e.g., Risk Screener, WRNA, LS/CMI) compared to a trained reviewer who completes an assessment using the same information.	Initial review after the PO completes training for the assessment, then randomly or as needed	Staff Development, Option for POII, Parole Supervisor after training
EBP Review	A review of case management work focusing on assessments, case plan goals, and behavior management efforts. The review also evaluates skills used and efforts made rather than compliance issues.	After completion of PO Basic, then randomly or as needed	Staff Development, Option for POII, Parole Supervisor after training
Observation Coaching Review	An observation (live or via an audio or video recording) of an appointment between a PO and an individual on supervision. The observation assesses the PO's use of communication skills, cognitive behavioral interventions, and the CHART format.	Once per calendar year for each PO	Parole Supervisor
EBP BriefCASE Review	An observation (live or via an audio or video recording) of a BriefCASE session. The observation assesses the supervisor's facilitation of the different parts of a BriefCASE session as well as their general facilitation skills.	During the first year for new supervisors, randomly thereafter.	Staff Development, Option for POII, Parole Supervisor after training
Inter-rater Review	A comparative review of a completed risk assessment, observation, fidelity review or Case Management Review. A trained reviewer completes an assessment using the same information, to determine the accuracy of the initial review.	Randomly or as needed.	Staff Development, Option for POII, Parole Supervisor after training
Program/Service Review	A review of a program or service to evaluate for fidelity, efficacy, compliance with contractual obligations, and to determine progress toward desired outcomes.	Periodically and as requested by Parole Mgmt. Team members.	Program/Service staff, PMT

Risk Screener Fidelity Review

Assessment Completed By: Parole Officer Name	Individual Name and Number: Name and Athena Number	Date Assessment Completed: Click or tap to enter a date.
Assessment Due Date: Click or tap to enter a date.	Parole Region: Region	Parole Supervisor: Supervisor Name

Question	Rater's Score	Accurate? Yes/No	Reviewer Score	Comments
1.	Score	Choose an item.	Score	Enter comments here
2.	Score	Choose an item.	Score	Enter comments here
3.	Score	Choose an item.	Score	Enter comments here
4.	Score	Choose an item.	Score	Enter comments here
5.	Score	Choose an item.	Score	Enter comments here
6.	Score	Choose an item.	Score	Enter comments here

Scoring Accuracy	
Total # Scoring Errors:	Enter total # of scoring errors here
Impact of Errors:	Choose an item.

	Does Not Meet Expectations	Partially Meets Expectations	Meets Expectations
Scoring	Most or all scores are inaccurate. (Less than 4 scores are accurate)	Most, but not all scores are accurate. (At least 4 correct items)	All scores are accurate.
Documentation	Notes not provided or notes do not provide enough information to support the scores. Notes contain writing errors.	Notes are provided and support most scores. Writing is accurate or writing errors do not cause confusion about the content.	Notes provide detail to support the scores. Notes written accurately and without errors that detract from the content.
Timeliness	Completed more than 30 days of release.	Completed between 15 and 30 days of release.	Completed within 15 days of release as required.
Interview Quality and Conditions (For in-person or audio observations only)	Interviewer did not use motivational interviewing skills or other interview skills. And/or, assessment was in a loud environment and had many distractions.	Interviewer utilized some motivational interviewing skills and some other interview skills. The assessment had some interruptions and distractions.	Interviewer utilized motivational interviewing and other interview skills. The assessment was completed in a quiet, reasonably private, and safe location.

Scoring Rating: Choose an item.

Comments: Enter scoring comments here

Documentation Rating: Choose an item.

Comments: Enter documentation comments here

Timeliness Rating: Choose an item.

Comments: Enter timeliness comments here

Interview Quality and Conditions Rating: Choose an item.

Comments: Enter comments here

Additional Comments: Enter additional comments here

Reviewer: Name of reviewer

Date of Review: Click or tap to enter a date.

cc: Parole Officer; Parole Supervisor

LS/CMI Fidelity Review

Assessment Completed By: Parole Officer Name	Individual Name and Number: Name and Athena Number	Date Assessment Completed: Click or tap to enter a date.
Assessment Due Date: Click or tap to enter a date.	Parole Region: Region	Parole Supervisor: Supervisor Name

Assessment Information:

Current Supervision Level: Choose an item.

Was an override approved? Choose an item.

If so, was the reason for the override objective, clearly stated, and consistent with IMPP? Choose an item.

Does the overall assessment score meet inter-rater reliability (within 2 points of correct score)? Choose an item.

Subcomponents	Total # of Items	Total Scoring Errors	Comments
Criminal History	8	Total errors	Enter comments here
Education/Employment	9	Total errors	Enter comments here
Family/Marital	3	Total errors	Enter comments here
Leisure/Recreation	2	Total errors	Enter comments here
Companions	4	Total errors	Enter comments here
Alcohol/Drug Problem	8	Total errors	Enter comments here
Pro-Criminal Attitude/Orientation	4	Total errors	Enter comments here
Anti-Social Pattern	4	Total errors	Enter comments here

Scoring Accuracy	
Total # Scoring Errors:	Enter total # of scoring errors here
Impact of Errors:	Choose an item.

Additional Subcomponents	Quality of Information Gathered for Case Management
Section 2	Enter comments here
Section 3	Section is for facility only and not required
Section 4	Enter comments here
Section 5	Enter comments here

	Does Not Meet Expectations	Partially Meets Expectations	Meets Expectations
Scoring	Most or all scores are inaccurate. (5 or more scoring errors)	Most, but not all scores are accurate. (3 or 4 scoring errors)	All scores are accurate or within interrater reliability.
Documentation	Notes not provided or notes do not provide enough information to support the scores. Notes contain writing errors.	Notes are provided and support most scores. Writing is accurate or writing errors do not cause confusion about the content.	Notes provide detail to support the scores. Notes written accurately and without errors that detract from the content.
Timeliness	Completed more than 60 days of release.	Completed between 45 and 60 days of release.	Completed within 45 days of release as required.
Interview Quality and Conditions (For in-person or audio observations only)	Interviewer did not use motivational interviewing skills or other interview skills. And/or, assessment was in a loud environment and had many distractions.	Interviewer utilized some motivational interviewing skills and some other interview skills. The assessment had some interruptions and distractions.	Interviewer utilized motivational interviewing and other interview skills. The assessment was completed in a quiet, reasonably private, and safe location.

Scoring Rating: Choose an item.

Comments: Enter scoring comments here

Documentation Rating: Choose an item.

Comments: Enter documentation comments here

Timeliness Rating: Choose an item.

Comments: Enter timeliness comments here

Interview Quality and Conditions Rating: Choose an item.

Comments: Enter comments here

Additional Comments: Enter additional comments here

Reviewer: Name of reviewer

Date of Review: Click or tap to enter a date.

cc: Parole Officer; Parole Supervisor

WRNA Fidelity Review

Assessment Completed By: Parole Officer Name	Individual Name and Number: Name and Athena Number	Date Assessment Completed: Click or tap to enter a date.
Assessment Due Date: Click or tap to enter a date.	Parole Region: Region	Parole Supervisor: Supervisor Name

Assessment Information:

Current Supervision Level: Choose an item.

Was an override approved? Choose an item.

If so, was the reason for the override objective, clearly stated, and consistent with IMPP? Choose an item.

Does the overall assessment score meet inter-rater reliability (within 2 points of correct score)? Choose an item.

Scales	Total # of Items	Total Scoring Errors	Comments
Attitudes	7	Total errors	Enter comments here
Criminal History	8	Total errors	Enter comments here
Educational	7	Total errors	Enter comments here
Employment/Financial	9	Total errors	Enter comments here
Housing Safety	4	Total errors	Enter comments here
Antisocial Friends	7	Total errors	Enter comments here
Anger/Hostility	7	Total errors	Enter comments here
Mental Health: History	6	Total errors	Enter comments here
Mental Health: Current	8	Total errors	Enter comments here
Abuse/Trauma	4	Total errors	Enter comments here
PTSD	4	Total errors	Enter comments here
Substance Abuse	18	Total errors	Enter comments here
Relationships	4	Total errors	Enter comments here
Parenting	5	Total errors	Enter comments here
Family of Origin	9	Total errors	Enter comments here

Scoring Accuracy	
Total # Scoring Errors:	Enter total # of scoring errors here
Impact of Errors:	Choose an item.

Case Management	Quality of Information Gathered for Case Management
All sections	Enter comments here

	Does Not Meet Expectations	Partially Meets Expectations	Meets Expectations
Scoring	Most or all scores are inaccurate. (5 or more scoring errors)	Most, but not all scores are accurate. (3 or 4 scoring errors)	All scores are accurate or within interrater reliability.
Documentation	Notes not provided or notes do not provide enough information to support the scores. Notes contain writing errors.	Notes are provided and support most scores. Writing is accurate or writing errors do not cause confusion about the content.	Notes provide detail to support the scores. Notes written accurately and without errors that detract from the content.
Timeliness	Completed more than 60 days of release.	Completed between 45 and 60 days of release.	Completed within 45 days of release as required.
Interview Quality and Conditions (For in-person or audio observations only)	Interviewer did not use motivational interviewing skills or other interview skills. And/or, assessment was in a loud environment and had many distractions.	Interviewer utilized some motivational interviewing skills and some other interview skills. The assessment had some interruptions and distractions.	Interviewer utilized motivational interviewing and other interview skills. The assessment was completed in a quiet, reasonably private, and safe location.

Scoring Rating: Choose an item.

Comments: Enter scoring comments here

Documentation Rating: Choose an item.

Comments: Enter documentation comments here

Timeliness Rating: Choose an item.

Comments: Enter timeliness comments here

Interview Quality and Conditions Rating: Choose an item.

Comments: Enter comments here

Additional Comments: Enter additional comments here

Reviewer: Name of reviewer

Date of Review: Click or tap to enter a date.

cc: Parole Officer; Parole Supervisor

EBP Case Review

Individual Name/Number	
Assigned PO:	

Assessment Information

Current Supervision Level:	
Risk Screener:	
LSIR/LSCMI/WRNA:	
Was an override approved? If so, was the criteria objective, clearly stated, and consistent with IMPP?	Yes No Some N/A
Have assessment/reassessment been completed within the required time frames?	Yes No Some
Comments	

Case Plan Goals

Goals and action steps are developed collaboratively with the offender.	Yes No Some
Goal(s) address one or more of the individual's top four criminogenic areas.	Yes No Some
Goal(s) and action steps are accurately written and in the Athena RRP.	Yes No Some
Goals and action steps are regularly discussed and a focus of supervision.	Yes No Some
Comments	

Special Conditions

Special Conditions are addressed in a timely manner, and with appropriate follow-up.	Yes No Some N/A
Comments	

Behavior Management

Incentives and positive reinforcement are used to encourage and reinforce prosocial behavior.	Yes No Some
Cognitive Behavioral tools are used where indicated.	Yes No Some N/A
Skills practice is incorporated to reinforce learning and new skills.	Yes No Some N/A

When cognitive behavioral tools are used, the dosage is documented.	Yes No Some N/A
Responses to non-compliant behavior follow the matrix and are proportional to the violation.	Yes No Some N/A
Comments	

Contacts

The frequency and type of contacts made is sufficient to address the needs of the case and risk reduction plan.	Yes No Some
Comments	

Reviewed by		Date of Review:
Comments		

Observation and Coaching Form

2025

Employee Name _____ Date of Contact _____

Location of Contact _____ Length of Contact _____

Individual on Supervision Name and Number _____

Observer _____ Observation Method: Live - Video - Audio

Rating Key

- For each skill that is listed, use P, D, N, or NA to indicate the level of proficiency observed.
P = Proficient D = Developing Skills N = Not Demonstrated NA = Not Applicable
- For each of the 5 skill categories, circle the overall rating for the skills that were observed.
- Use the comments section to provide details about the rating, positive reinforcement and/or information about areas for enhancement.

Communication and Interpersonal Skills	P-D-N-NA
Used good verbal and nonverbal skills to convey interest and respect.	
Used motivational interviewing techniques, including prompting and encouraging the client to speak.	
Recognized, built on and affirmed change talk	
Reduced tension when necessary and used authority appropriately	
Effectively expressed disapproval for antisocial attitudes and behaviors	
Demonstrated a strengths-based approach.	
Expressed optimism that client can reach their goals.	
Comments:	
Communication Rating: Proficient – Developing Skills – Not Demonstrated - N/A	

General	P-D-N-NA
Was prepared for the appointment and organized the discussion/appointment well.	
Maintained balance between behavior change work and holding client accountable.	
Used rewards and incentive to enhance motivation and reinforce progress.	
Linked the use of interventions to clients' case plan, risk areas, or triggers	
Provided proper summary and closing of the appointment	
Comments:	
General Items Rating: Proficient – Developing Skills – Not Demonstrated - N/A	

CHART	
Check-in	P-D-N-NA
Assessed for crisis/acute needs. Responded appropriately if crisis indicated.	
Set or reviewed Case Plan goals.	
Discussed and developed strategies to reduce any barriers to success	
Discuss program participation or referrals needed.	
Discuss any compliance concerns regarding conditions or special conditions	
Check-in Rating: Proficient – Developing Skills – Not Demonstrated - N/A	
Comments:	
Homework - Assess & Apply - Reinforce	P-D-N-NA
Reviewed previous homework assignment including checking for understanding and the application of skills.	
Recognize progress and/or effectively address lack of assignment completion.	
H-A-R Rating: Proficient – Developing Skills – Not Demonstrated - N/A	
Comments:	
Teach	P-D-N-NA
Involved individual in deciding what criminogenic area to address or the tool/process to use.	
Taught using a cognitive behavioral approach (tell, show do.)	
Demonstrated/modeled skill/tool accurately and in proper sequence.	
Had individual try it and provided constructive feedback.	
Assigned Cognitive Behavioral homework as needed (a tool, skills practice, etc.)	
Teach Rating: Proficient – Developing Skills – Not Demonstrated - N/A	
Comments:	

EBP BriefCASE Observation Form

Date	Office
Supervisor's Name	Coach's Name
Number of Staff Attending	BriefCASE Module Presented
Start and End Time	

Ratings			
1	2	3	N/A
Proficient	Developing	Not Demonstrated	Not Applicable

Performance Measure			
PART 1: REVIEW PRIOR SESSION		NOTES	RATING
1	Prepared for and organized the session well.		
2	Reviewed the prior BriefCASE session and generated a brief discussion using the questions in the facilitator's guide.		
PART 2: REVIEW SESSION LEARNING OBJECTIVES		NOTES	RATING
3	Identified and briefly reviewed the learning objectives.		
PART 3: REVIEW PRE-SESSION ASSIGNMENT/DISCUSS SESSION CONTENT		NOTES	RATING
4	Initiated a discussion about the research brief (if included) by covering the questions in the facilitator's guide and checking for understanding.		
5	Initiated a discussion and effectively managed any exercises about the pre-session assignment, using the questions in the facilitator's guide.		
6	Effectively facilitated a skill-building session and provided appropriate instruction and reinforcement to ensure staff completed the practice successfully.		

PART 4: WRAP UP/PREPARE FOR NEXT SESSION		NOTES	RATING
7	Distributed the Understanding and Comfort Feedback Form and explained its purpose.		
8	Reviewed the Skill Card associated with the session and effectively led a discussion about the contents.		
9	Had staff consider an individual action plan and facilitated a discussion about their proposed plan.		
10	Brainstormed and recorded staff's ideas about improvements to agency policies or practices.		
11	Previewed the next session's topic.		
12	Had staff complete the appropriate section in their Personal Professional Development Plans.		
FACILITATION SKILLS		NOTES	RATING
13	Created an environment where staff felt comfortable sharing their perceptions and experiences, even when they differed from the information shared.		
14	Managed the environment, so all staff were involved in the discussion; ensured that discussion was not limited to a few staff members.		
15	Encouraged staff to engage in deeper conversations about the information shared and helped them make the connection between the topic and its application to their work.		
16	Kept staff engaged by involving them in presenting the materials (e.g. reading, reviewing a scenario, role playing).		
17	Used audiovisual, flip charts, a whiteboard, handouts, a skills card, or other materials to reinforce learning and enhance staff's understanding of the topic.		

FACILITATION SKILLS (Cont.)		NOTES	RATING
18	Managed the time appropriately, did not rush discussion or exercises and did not extend the session beyond the established end time.		

Provide 2+2 feedback: two strengths and two areas in need of improvement

Staff Strengths	
Areas in Need of Improvement	
Next Steps	