



**Community
Solutions** Inc.


Creating Opportunities.
Empowering Success.

Maximizing Program Impact

**How Quality Assurance Coaching Increases
Model Fidelity and Improves Staff Performance**

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Well-Being

**Commissioners, Directors,
The C- Suite -The people
who make decisions.**

- › **Physical**
- › **Social**
- › **Mental**
- › **Financial**

**Deloitte Insights and Workplace
Intelligence "Advancing Workplace
Well-Being" 2023**



Well-Being

Staff- people on the front lines

- › **Physical**
- › **Social**
- › **Mental**
- › **Financial**

Deloitte Insights and Workplace Intelligence "Advancing Workplace Well-Being" 2023

Harvard Business Review

- › **How To Control Emotions During a Difficult Conversation**
- › **How To Work With Someone You Can't Stand**
- › **Helping Employees in Distress**
- › **How To Set The Right Boundaries At Work**



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Crisis is Opportunity

What Do People Need?

Self-actualization

desire to become the most that one can be

Esteem

respect, self-esteem, status, recognition, strength, freedom

Love and belonging

friendship, intimacy, family, sense of connection

Safety needs

personal security, employment, resources, health, property

Physiological needs

air, water, food, shelter, sleep, clothing, reproduction

STEP One

Re-Imagine Skill Training and Recognition



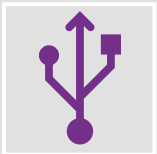
Training & Coaching



Engaging everyone in skill development based on EBP's to be successful and confident in their position



Use QA Coaching Support to Create a continuous improvement loop around skill development



Plug everyone in - no exceptions



WHY TRAINING & QA Coaching?

- Increased employee performance/resiliency.
- Stronger workforce.
- Alignment with organizational goals.
- Boosts motivation and engagement.
- Expand knowledge sharing.
- Fosters innovation in the workplace.
- Improves retention.
- Creates a stronger bond.



Step Two

Leadership Needs to Set
Up a Plan Around
Training and Support



Why QA Coaching Support?

"Successful implementation of an evidence-based, decision-making platform requires ongoing monitoring to ensure that evidence-based tools are used with fidelity..".

Office of Justice Programs' National Criminal Justice Reference Service. 2017

Juvenile Justice System Improvement: Implementing an Evidence-Based Decision

Making Platform Author(s): Mark W. Lipsey, Catherine H. Conly, Gabrielle

Chapman, Shay Bilchik Document Number: 250443 Date Received: April 2017

Award Number: 2010-JF-FX-0607



STAFF SKILLS

- › **Motivational Interviewing**
- › **Supporting through a strength-based culture**
- › **Using Cognitive Behavioral Therapy**
- › **Support through referral**
- › **Trauma Informed Practice**
- › **Assessments using MI**
- › **Evidence Based CBT based Groups**

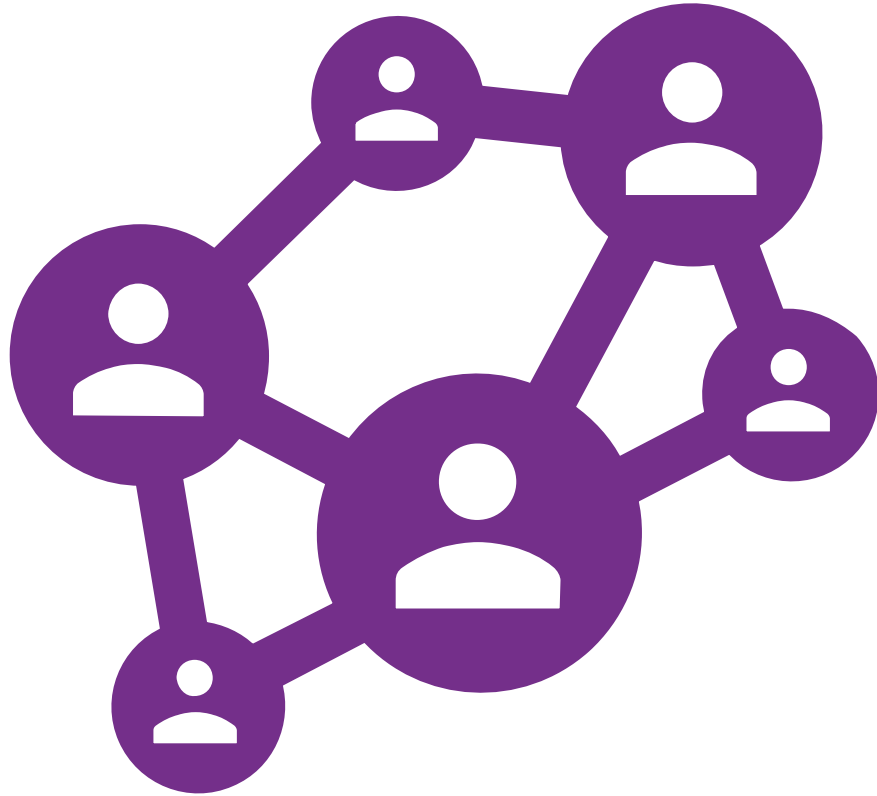
How Do We

Measure

Success?



Quantify, Clarify, and Recognize Achievement



- › ***Coaching is a one-on-one way of supporting skill development that includes learning, practice and getting feedback.***
- › ***It is a “safe place” for people to really look at themselves and improve. Most people want to do their best and we tap into that.***

Measure
everything
for
feedback &
recognition





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- Have leadership decide which skills are needed to successfully create the desired outcomes. Communicate what is happening and why- discuss EBP's and why we use them. Educate and include staff around the why.
- Set up a training and strength-based coaching program to ensure those skills are developed over time and use feedback and goal setting. Have a score- based criteria sheet to ensure concrete feedback and goals.

Set up a system of recognition based on that development and scoring of sessions by coaches.

Then . . .

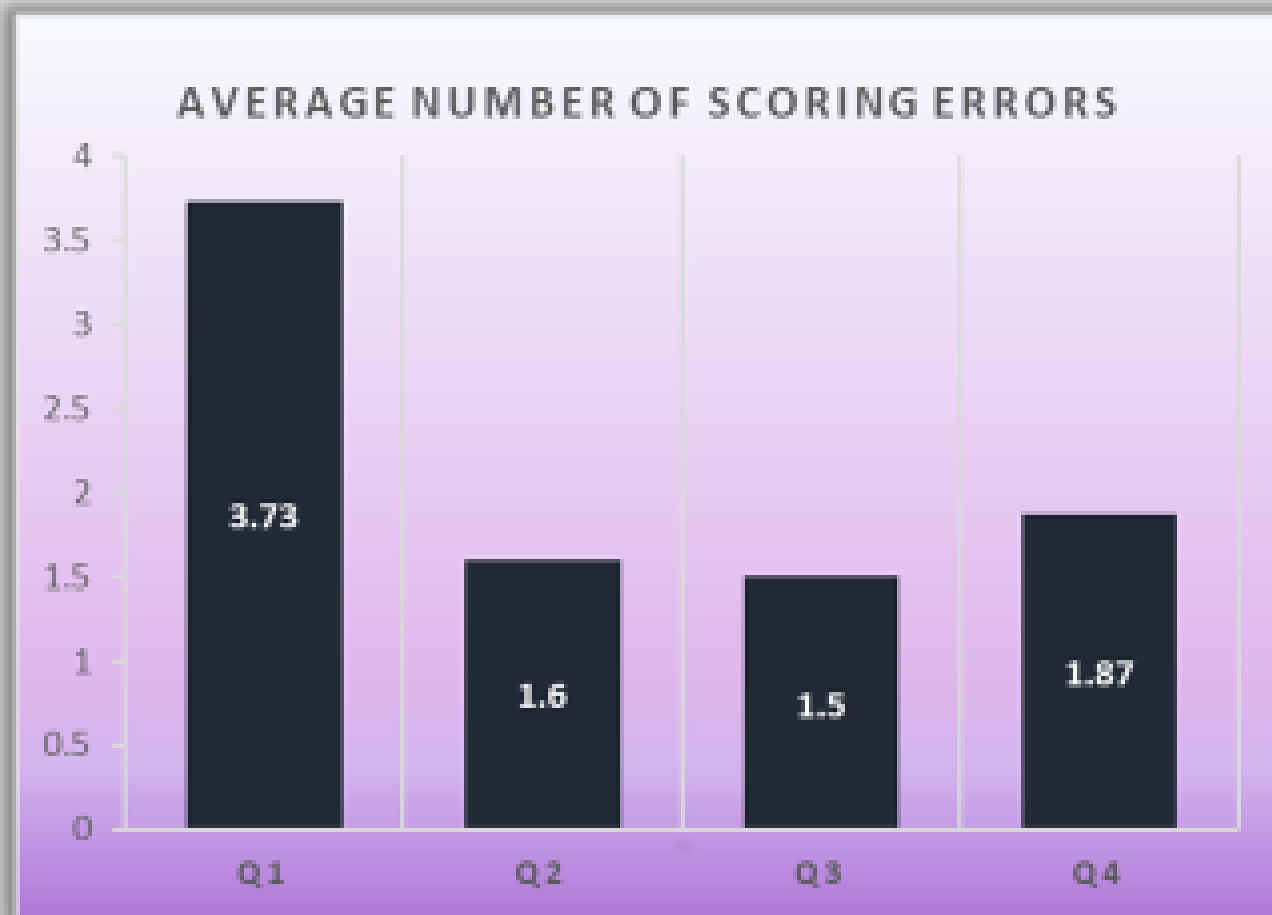
Measure the individual and team scores to share with staff; measure the outcome changes to be able to celebrate and help with frustration

Competence

~ Scoring Errors ~

Scoring Errors: when information gleaned from the interview recording is translated into an inaccurate score on the submitted assessment.

Comparison between Q1 and Q4 shows a **49.87% Decrease** in the Average Number of Scoring Errors

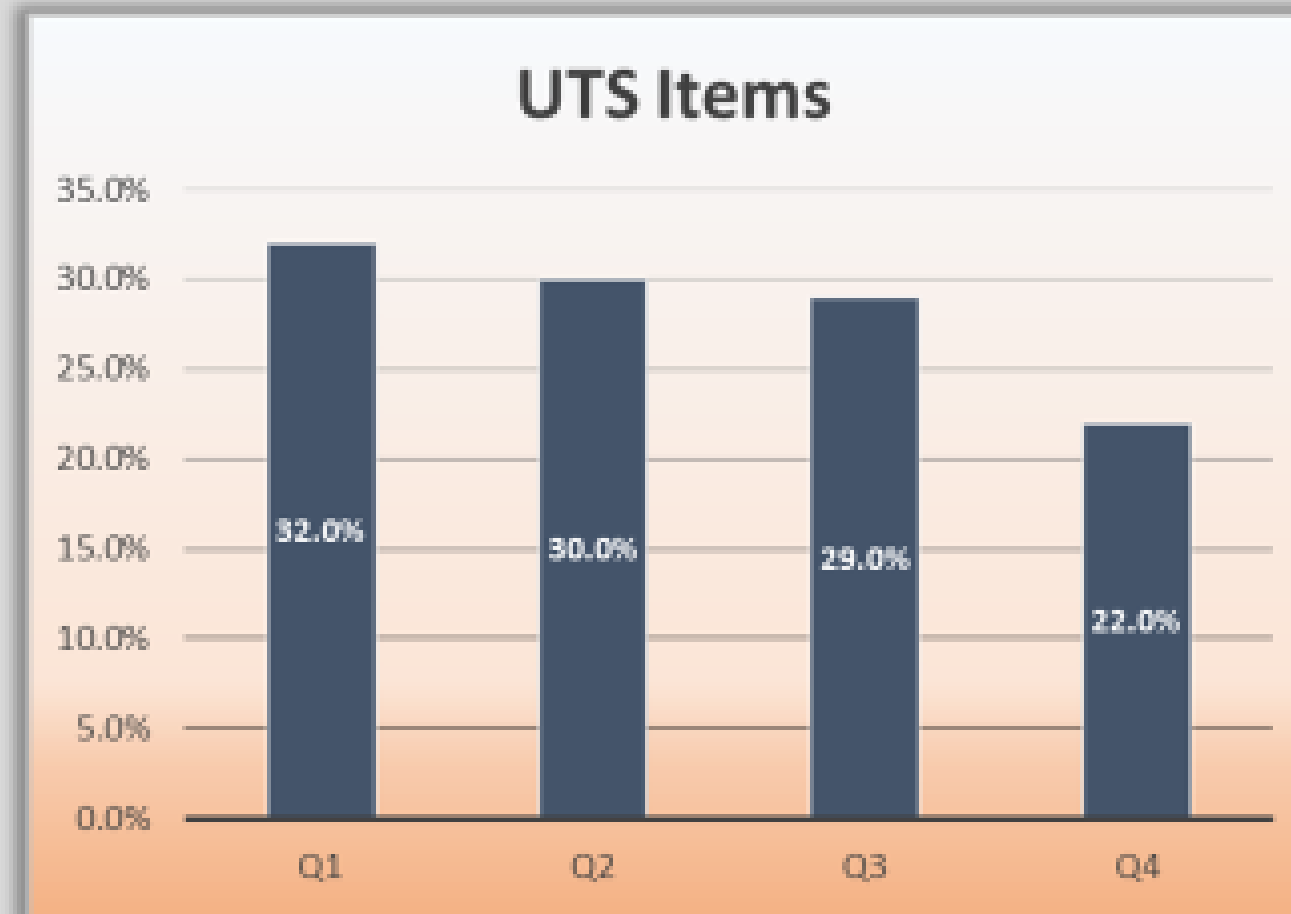


Efficacy

~ Unable to Score (UTS) ~

Unable to Score: when information gleaned from the interview recording is translated into an inaccurate score on the submitted assessment.

A steady decrease of UTS items demonstrates enhanced probing of assessment items to yield more accurate assessment results



Purpose Increase positive client outcomes

As providers we often:

1. Select a new approach, program, intervention, or service that we believe will benefit our clients
2. Train staff to understand and implement the service
3. Begin offering the service to clients
4. Review outcomes and hope for the best
5. Sometimes we include Quality Assurance

QA COACHING INCREASES OUR ABILITY TO POSITIVELY IMPACT OUR CLIENTS

STAFF ARE ENGAGED + STAFF DEVELOP SKILLS = STAFF ARE EFFECTIVE AND CLIENTS IMPROVE

TLI's QA Coaching Model is Research-based

"Staff that are periodically evaluated for performance achieve greater fidelity to program design, service delivery principles, and outcomes.

Providing routine and accurate performance feedback to staff is associated with improved productivity, profit, and other outcomes."

(Bogue, B. et al 2004)

Initial Research Questions – University of New Haven

1. Did program completion increase with higher levels of staff proficiency?

- › YES, especially with male clients
 - › Male clients with a case manager who was highly proficient had a 99% increase in program completion rates

2. In adult clients with criminal history, were re-arrest rates impacted by staff proficiency?

- › YES, especially with male clients, and with African-American clients
 - › The analysis determined a 24% decrease in the probability of 3-year re-arrest for all clients

*Higher QA Coaching Scores = proficiency/higher degree of model fidelity/ adherence to requirements

Summary of findings

1. Higher Case Manager Proficiency (model fidelity), resulted in measurable improvements in client performance – both in program completion and re-arrest rates.
2. Case Managers with longer tenure had higher QA scores.

Voices of those who engage in QA Coaching

“I'm grateful to the QA process because it teaches me to provide quality services to my clients. I also take a look at my strengths and challenges. My QA Coach uses a strength-based approach and encourages me to set goals.”

“The QA process provides me understanding of the skills I provide to the clients. It also gives me the opportunity to grow in the services I provide.”

“My coach does not expect a cookie cutter approach from me. My coach takes into account my communication style and my ability to get the information from clients and my uniqueness and we discuss ideas for how to improve the flow of the assessment tool.”

Contact us!



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