

Brief Overview of the Quality Assurance and Monitoring Plan for DSP's

AMIkids and EBA adopted DJJ's strategic framework of Safety, Connection, Purpose, and Fairness for this Quality Assurance (QA) and Monitoring plan to ensure alignment and to reinforce these principles throughout the regional service coordination model. In addition, the RSCs propose an overlapping framework that focuses first on the youth (safety), then on the quality services that s/he receives (connection, i.e., to the right service within the risk, need, and responsiveness (RNR) framework), fairly ensuring the compliance of agencies providing services (fairness), and overall focus on the stakeholders that work together (sensing purpose) to support DJJ's Transformation Project and achieve the overarching goals of the regional service coordination model.

ENSURING SAFETY OF YOUTH

An overarching goal of the QA process is to ensure the safety and well-being of youth receiving services. To achieve this goal, the RSCs will subcontract only with approved DSPs; will develop policies and systems that ensure compliance with state standards, licensure, model fidelity (when applicable) and best practices and evidence-informed principles; and will conduct scheduled and unscheduled site visits at DSP locations around the Commonwealth. It is important to ensure the physical safety of youth receiving services in the community and within residential placements. Specific procedures include:

- Ensuring background checks are completed to state standard for all staff who interact with DJJ youth
- Developing Serious Incident Reporting protocols and standardized forms.
- Assisting Providers with addressing emotional safety through trauma informed practices.

ENSURING CONNECTION TO QUALITY SERVICES

This section aims to rebuild connections between the youth and her/his environment through enhanced quality of services as delivered through the regional service coordination model. Ultimately, the RSCs aim to achieve consistency across the Commonwealth such that access to and quality of services does not vary according to geography. Specific practices and procedure designed to ensure the quality of services include:

- DSP Onboarding processes including proposal, review, approval, validating contract requirements, certifications, licensures, and insurances, and orientation.
- Collecting feedback from stakeholders on service quality including informal feedback and formal satisfaction surveys
- Review of monthly DSP reports including monthly summaries and discharge summaries
- Gathering and reviewing data to ensure fidelity of EBMs (FFT, MST, TFCBT, HFW-ICC, ART)

FAIRLY ENSURING THE COMPLIANCE OF SERVICE PROVIDERS

The RSCs will utilize a Monitoring Prioritization Tool (MPT) to identify what providers and what type of quality assurance and compliance review will occur with each DSP. The review process is to ensure DSP agency compliance with state licensure requirements, the RSC contract requirements, reporting guidelines, and competency of staff who deliver services. RSC's will collaborate with DJJ QA team throughout the review process. Specific levels of our Quality Assurance Review includes:

- Compliance Review
- Self Review only
- Self Review with Desk Review
- Self Review with On-Site Review

DSP's will have substantial notice for all reviews, and time to complete the Self Review. If DSP is chosen for an On-Site Review, the review team will consist of 2-3 RSC team members and a DJJ QA lead. A provider will only have to participate in one type of review even if contracted with both RSC's. Additional components of this section also includes periodic on-site monitoring.

SUPPORT THE PURPOSE OF DJJ's SERVICE COORDINATION MODEL AND TRANSFORMATION PROJECT

Both AMI and EBA are committed to supporting DJJ's work to reduce, replace, reform, and sustain the transformation process. While DJJ communicates the goals and vision of the transformation efforts to all partners (e.g., RSCs, DSPs), RSCs assist with improving awareness of DJJ efforts and enhancing the DSPs understanding of the regional service coordination model and ability to work effectively with court-involved youth. This includes tasks such as education, development of logic models, training, information sharing, and performance coaching. Throughout the QA process, RSCs are utilizing the eight principles of effective interventions including the Risk Needs Responsivity (RNR) Principle. Both formal and informal information gathering will be used to review Regional Service Coordination (RSC) Model and effectiveness of the RSC centralized processes. This section creates a review process and feedback loop with DJJ, RSC, and DSPs to enhance the intended purpose of the regional service coordination Model and support DJJ's transformation.

Specific procedures outlined in this section aim to provide such support include:

- Collecting and reviewing DSP data submissions
- Facilitating information sharing through webinars, coffee & collaborations, community events, emails, newsletters, phone calls, reports, and web postings;
- Assisting DSP's in the development of service specific and agency specific Logic Models to share with stakeholders and assist with the development of a service matching matrix
- Developing, distributing, and analyzing stakeholder surveys on the effectiveness of RSC Model to support DJJ's overarching goals to reduce, replace, reform, and enhance transformation
- Reporting on performance measures of outcomes of the RSC model