

Certification Committee



Certification Reviewer Training

Certification & Ethics Committee

- What is the Certification & Ethics Committee?
- Who serves on the Certification & Ethics Committee?
- How do Certified Sponsor Agencies support the Certification Process?
 - Commitment of time and money by participating on the CE Committee and by being reviewers.
 - Send Trainees to participate in the Site Review process.

Training Steps for A Reviewer

Reviewer Selection:

- Certified sites select which staff are eligible to participate in site reviews
- Candidates must attend site review training
- Assigned by C&E Committee as a trainee
- Assigned as a Secondary Reviewer (requires meeting criteria to move to the next stage)
- Primary Reviewer in Training (meet criteria)
- Primary Reviewer
- This process leads to Reviewer reliability

Preparing for the Review

Pre-Site Visit Preparation

- Go to the TFA web site and use the flow chart to select the appropriate materials
- Review the Application and the glossary of TFA definitions
- Review the Tool -

The initial application and the triennial are identical, with the exception of commenting on developmental feedback

Review of materials cont...

Review the Prompt Sheets

- The prompt sheets are for reviewers to use on the site visit as well as to use during the presentations.
- For new reviewers - the prompt sheets can assist with taking the lead in a standard area.

Review of materials cont...

- Review the site review schedule
- Review each of the systems. Some of the questions can be answered prior to the visit. Such as policies and outcomes.
- If documentation evidence is missing, ask the site to send to you prior to the visit or make sure it is available on day one of the review.
- Review the Standards of Ethical Conduct and take it on the review with you.

Pre-Meeting with the Team

- Prepare Questions in Advance from reading the application materials.
- Divide out Roles and Responsibilities for Reviewers and Trainees.
 - Site visits
 - Specific areas of focus and to write-up
- Assignment consideration:
 - Service delivery areas that a reviewer has the most expertise and experience (residential, foster care, in-home services, education, etc.)
 - Integrated system understanding and experience (training, consultation, evaluation, administration)

Review Team Etiquette

- Bring “thank you” cards to send hosts of any homes you visit.
- Bring small gifts representative of your agency for youth with whom you visit for a meal.
- Be sure you are aware of cultural norms, etc. for families or youth so you do not offend.
- Reviewers wear no less than business casual apparel during the review.

Effective

4 indicators

Evidence of criteria:

- Information can be taken from the application materials with follow-up questions
- Interviews with youths, review of practitioner evaluations and observations provides the reviewer with the information
- Youth achieving goals?
- Youth demonstrate progress?
- Youth satisfaction?
- Stability of qualified practitioners?

On-Site

Review team meeting

- Touch bases the night or morning before meeting with the site

Review the Schedule -

- Ensure there are enough visits to programs (agencies with 5 or fewer member programs, on-site reviewers must visit at least 80% of the members programs. At agencies with more than 5 programs the on-site reviewers will visit at least $\frac{1}{4}$ but no fewer than 5 of the member programs)
- Ensure there is enough meeting time with staff to complete interviews (be sure to speak with staff without supervisors being present).
- Ensure there is enough review team meeting and work time.

On Site cont.

Site Presentation –

- Review practices related to all of the Integrated Systems: Training, Consultation, Evaluation and Administration.

Review Team Procedures –

- Have a place to work and review written documentation
- Laptop
- Reviewing and rating

ORGANIZATION OF THE REPORT

Report organization –

Standards begin with the 4 Goals –

- Humane
- Effective
- Individualized
- Consumer Satisfaction

Organization of the report

Report organization continued –

Integrated Systems:

- Facilitative Administration
- Training
- Consultation
- Evaluation

Organization of the report

Final section reviews Elements:

- Teaching
- Self-Determination
- Relationships
- Family-Sensitive
- Diversity
- Professionalism

Organization of Each Standard

- Standard Sections:
 - The TFM Goals
 - TFM Integrated Systems
 - TFM Element
- Brief description of each section
- Indicators are questions that are scored. (key words in each indicator are highlighted).
- Average scores taken from accumulated indicators.
- Sources of compliance help reviewers identify which data are used to determine compliance.

Humane

5 indicators

Evidence of criteria:

- reviewer will need to look at training of ethical conduct
- review policies
- observe the living/treatment environments for family style/natural and appropriate teaching to youths

Humane

Other evidence:

- Inhumane treatment practices (restraint, isolation, etc.)?
- Youth Rights concerns?
- Systems to deal with youth or practitioner concerns?
- Youth Safety Questionnaires?

Individualized

5 indicators

Evidence of criteria:

- Interview youth, review treatment plans and review practitioner evaluations for youth satisfaction.
- Assess the flexibility of the program to meet the individual youth needs.
- Treatment Planning
- Inclusion of youth and Family in Treatment Plans
- Timeliness of Treatment Planning
- Program fits the youths' needs
- Youth view the program as individualized

Consumer Satisfaction

5 indicators

Evidence of criteria:

- Most of this information is in the application materials
- Agency wide and practitioner consumers
- Youth satisfaction is in the practitioner evaluations
- Follow-up questions are often required in the Director interviews about selection of consumers as well as plans for implementing consumer feedback.

Consumer Satisfaction

Evidence of criteria continued:

- Youth in the programs indicate satisfaction
- Consumers of the Practitioners indicate Satisfaction
- Agency Wide Consumers indicate Satisfaction
- Practitioners indicate Satisfaction
- The Agency has responded to any issues raised by Consumers

Training

6 indicators

Evidence of criteria:

- Information is in the application, training materials, & on-site presentation on training services
- Pre-service – prior to working alone
- Trainers are qualified
- Content of pre-service training
- Competency-based
- In-services
- Practitioner's satisfaction

Integrated Systems

Facilitative Administration

Training

Consultation

Evaluation

Facilitative Administration

6 indicators

Evidence of criteria;

- Does the administration function in a manner is youth needs driven?
- Take a conceptual approach to determine how the organization promotes the Teaching Family Model.

Facilitative Administration

Evidence of criteria:

- Resources to Implement TFM
- Selection and Training of Staff
- Staff Retention
- Promote the Goals, Elements, & Principles of TFM
- youth and Practitioner Driven Decisions
- Staff and Practitioner Satisfaction

Supportive Consultation/Supervision

6 Indicators

Evidence of criteria:

- Consultation service delivery plan submitted in the application.
- Specific expectations such as on call, where appropriate.
- The consultant training will be reviewed in the consultation presentation as well as from the interviews with consultants and practitioners.

Supportive Consultation/Supervision

Evidence of criteria continued:

- Service delivery plans are effective
- Observations are included in service delivery
- Documentation of service delivery
- Consultant training
- Facilitate effective TFM services to youths
- Practitioner satisfaction

Evaluation

- Review the definition. You are looking at the practitioner evaluation and for the frequency, the type of evaluation, the number of evaluators, the evaluation questions as they relate to the definition, consumer satisfaction and return rate. And, the practitioner agency consumer.
- 6 indicators

Evaluation

6 Indicators

Evidence of criteria:

- Application tool
- Site presentation about evaluation
- Review actual evaluations

Relationships

5 indicators

Evidence of criteria:

- Requires on-site observations
- Practitioners are:
 - Positive
 - Respectful
 - Sensitive
 - Responsive to youth needs
 - Encourages the expression of feelings

Evaluation

Evidence of criteria continued:

- Occur annually
- Comprehensive and “eyes on”
- Include consumer polls
- Evaluation procedures enhance fairness and effectiveness
- Qualified evaluators
- Practitioner satisfaction with the process

Teaching Family Elements

- Teaching
- Self-determination
- Relationships
- Family-sensitive Approach
- Diversity
- Professionalism

Teaching

5 indicators

Evidence of criteria:

- Some is determined through the documentation in the training section but most of this section requires on-site observation of practitioner skills
- Reviewers will get most of the information through visits to the programs.
 - Observations
 - Interviews with practitioners and youths

Teaching

Evidence of criteria continued:

- Behavioral Approach
- TFM procedures
- Teaching procedures are supportive
- Supportive De-escalation Techniques
 - Since there are rarely crises during site reviews, reviewers need to ask practitioners and youths what de-escalation techniques are utilized.
- Modeling

Self-Determination

5 indicators

Evidence of criteria:

- Reviewers will get this information during observations to programs as well as during youth interviews.
- Goal Setting
- Youth Goals support independence
- Supports youth decisions
- Self-Determination skills are taught
- Youth are given choices

Family Sensitive

5 Indicators

Evidence of criteria:

- Criteria determined through discussion with the staff and youth as well as observations
- Review youth files
- Advocates for family
- Involves and facilitates family involvement
- Family Friendly Environment
- Staff and Practitioners are trained

Comments In the Document

- Each indicator requires comments
- Some teams each write a comment and then it is summarized by the primary
- Can assign specific sections to different reviewers who get input from all reviewers
- Provide as much information as possible to help the site with further development

Comments in the Document

- Comments to be completed prior to leaving the review so the primary can complete the report.
- Themes from comments will be used in the summary as well as at the verbal feedback session at the end of the review.

Ratings

Disagreement in scores:

- Leads to further discussion within review team
- Further discussion with site staff
- Review additional materials

Diversity

4 Indicators

Evidence of criteria:

- Review training materials, hiring practices, policies and procedures
- On-site observations in the programs and administrative offices.
- Training, program reflects diversity
- Program environment reflects diversity
- Program activities reflect diversity
- Services are offered regardless of race, color, religion, sexual orientation, disability, national origin, etc.

Professionalism

5 indicators

Evidence of criteria:

- Review application materials regarding evaluations
- Documentation for training to practitioners
- Staff resumes
- Agency promotes professional development
- Leadership roles for practitioners
- Practitioner participation in treatment teams
- Practitioner independence and autonomy
- Abide by Basic Standards of Professional Conduct

COMPLETING THE REPORT

Ratings, Comments, Summary of Strengths, Suggestions, recommendations, Summary Report, Certification Decision

Ratings

4-Point Rating Scale

- 4 – Extremely Satisfied
- 3 – Satisfied
- 2 – Needs Improvement
- 1 – Dissatisfied

- Only one score for each indicator
- Each reviewer scores each indicator independently
- Team comes together to create consensus for the final score for each indicator
 - All of the scores under one area are averaged to give a final score for the area (i.e., Humane, Effective, Individualized, etc.)

Summary and Recommendations

- Summary of Strengths should be pulled from the themes derived from the comments from each standard.
- **Suggestions** – Optional feedback that could strengthen a standard.
- **Recommendations** – Comments pertain to the areas of the standards that the review team has scored a 2 or below and the site is required to address and make changes.

Summary and Recommendations

Finally the choice is made between the three options:

- **Certify**-all areas average 3.0 or higher
- **Certify with Conditions** –one or more areas is below 3.0 and requires an Action Plan. Agency may not engage in dissemination activities
- **Certification Denied**- several areas fall below criteria, a full retake of the On-Site is required.

Distribution of the Report

- The Primary reviewer is responsible for making sure that the review team agrees with the complete report. This usually means that the Primary reviewer sends the document out as a draft to the reviewers for further comments.
- The Primary Reviewer is then responsible for getting the report to the TFA office for distribution to the certification committee.

Developing a context

- Does it look different? (Remember, it is not your site you are reviewing.)
- What is the treatment setting where the model is being implemented?
- Are the standards met?
- Is the evidence clear?
- Objectivity - Leave your quirks at home.
- Learn something.