

Kansas Department of Corrections

Community Corrections Services



Kansas Department of Corrections Community Corrections Comprehensive Plan Quarterly and Year End Outcome Report Format

Community Corrections Agency: Fourth Judicial District Community Corrections

Fiscal Year 2015 Report Period

<input checked="" type="checkbox"/> 1 st Quarter	July 1 st - September 30 th
<input type="checkbox"/> 2 nd Quarter	October 1 st - December 31 st
<input type="checkbox"/> 3 rd Quarter	January 1 st - March 31 st
<input type="checkbox"/> Year End	July 1 st - June 30 th

Outcomes

Objective #1: *Agency staff will conduct a thorough review of all agency policies and procedures related to implementation and use of EBP / specialized programming on or before 12-31-14*

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: The agency has reviewed several policies and procedures related to EBP / Specialized Programming, but have not yet concluded the review process.

Discussion / Current Activities: The agency has already reviewed policies related to MI, Care Coordination and the LSIR and will begin the review of policies and procedures related to case plan development, cognitive education and workforce development.

Challenges: There were no challenges in the first quarter

Modifications: There were no modifications in the first quarter

Objective #2: *The agency's in-house MITI assessor shall participate in a quality assurance activity that measures their ability to accurately assess the MI skill set of staff on or before 12-31-14*

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: The agency recently secured continuation of its existing MOU with two other community corrections agencies in the state.

Discussion / Current Activities: Outside of initial communications, there were no activities related to this objective in the first quarter, though the three agencies involved will initiate discussions to set a date to accomplish this objective.

Challenges: There were no challenges in the first quarter

Modifications: There were no modifications in the first quarter

Objective #3: Agency staff will request and participate in specialized training related to Targeting Interventions (Principle #3) on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress: The agency is in the process of establishing a training date with its program consultant to deliver targeted training related to Principle #3 for agency staff

Discussion / Current Activities: Outside of initial communications with the agency's program consultant, there were no activities related to this objective in the first quarter

Challenges: There were no challenges in the first quarter

Modifications: There were no modifications in the first quarter

Objective #4: The agency director will contact its assigned KDOC program consultant and request technical assistance related to Skill Training with Direct Practice (Principle #4) on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress: The agency will be modifying this objective.....see modification section below

Discussion / Current Activities: The agency has chosen to use the T4C cognitive curriculum and recently enrolled its care coordinator in the Hutchinson T4C certification training session. The agency is in the process of developing protocols related to the facilitation of its first group and will be sending its second care coordinator, when hired, to the next available T4C certification training.

Challenges: The resignation of one care coordinator and need for two T4C facilitators

Modifications: This objective is being modified in the following manner, which will be reflected in the second quarter report:

The agency will develop policies and procedures related to cognitive education programming and begin facilitating T4C groups on or before March 31, 2015

Objective #5: The agency director will consult with the agency's program consultant regarding opportunities that are available to provide and share measurable feedback to offenders and stakeholders on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress: No progress was made toward this objective in the first quarter

Discussion / Current Activities: There were no activities in the first quarter

Challenges: There were no challenges in the first quarter

Modifications: There were no modifications in the first quarter

Objective #6: The Fourth Judicial District Community Corrections shall achieve and maintain a supervision success rate of at least 75% in FY2015 or improve such rate by at least 3% from the previous fiscal year (per K.S.A. 75-52,112)

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
75%	81%			

Discussion / Current Activities: During the first quarter of FY2015, a total of 29 offenders were terminated from supervision, with 3 of them still having open cases in TOADS. Of the 26 with no active cases, 21 or 80.76% met the KDOC definition of successful release.

Challenges: There were no challenges during the first quarter

Modifications: There were no modifications during the first quarter

Objective #7: Agency staff shall obtain / maintain a quality assurance score of 3.5 or higher regarding their ability to incorporate motivational interviewing skills and techniques into their daily activities by June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.50	3.48			

Discussion / Current Activities: The agency administered its first round of MITI assessments in September 2014, which yielded an average score of 3.48.

Challenges: Three of the staff that was evaluated in the first quarter are newly hired and have not yet participated in a formal, baseline MI training. This baseline training has been scheduled for November. The agency anticipates scores increasing throughout the fiscal year.

Modifications: There were no modifications during the first quarter.

Objective #8: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding their ability to accurately administer the LSI-R on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	NA			

Discussion / Current Activities: There were no quality assurance activities during the first quarter. Existing staff participated in the recertification process and newly hired staff was becoming initially certified to administer the LSIR. The agency will be facilitating quality assurance activities in the second quarter.

Challenges: There were no challenges in the first quarter.

Modifications: There were no modifications during the first quarter.

Objective #9: Agency staff shall obtain / maintain a quality assurance score of 3.6 or higher regarding their ability to accurately develop offender case plans on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.6	2.75			

Discussion / Current Activities: The agency conducted its first round of assessments, which yielded a result of 2.75.

Challenges: The scores were low for new staff as well as the majority of existing staff, which increases the need for continued training in this area. Case plan training is being scheduled for November and the agency will continue to work with staff individually in this area.

Modifications: There were no modifications during the first quarter

Objective #10: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding case file maintenance scores on or before June 30, 2015

Target Date: 6-30-2015

Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	81%			

Discussion / Current Activities: The agency conducted its first round of assessments, which yielded a result of 81%.

Challenges: Three of the individuals evaluated were new hires, which contributed to the lower score. Supervisory staff will continue to work with these individuals through training and coaching to improve 2nd quarter scores.

Modifications: There were no modifications during the first quarter

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Outcomes

Objective #1: *Agency staff will conduct a thorough review of all agency policies and procedures related to implementation and use of EBP / specialized programming on or before 12-31-14*

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: The agency finalized its review of policies and procedures related to specialized programming, but will continue to modify policies, as the processes are being reviewed and modified.

Discussion / Current Activities: The agency reviewed procedures related to MI, LSIR QA, case plan QA, case file maintenance QA and Care Coordination.

Challenges: The agency will continue to review and modify programs in the 3rd quarter, as changes are being implemented that will impact services. The agency recently made significant changes to the Care Coordination program in January 2015.

Modifications: There will be continued modifications to all programs as we move forward and continue to streamline the QA process.

Objective #2: *The agency's in-house MITI assessor shall participate in a quality assurance activity that measures their ability to accurately assess the MI skill set of staff on or before 12-31-14*

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: On 12-02-14, the agency's MITI assessor participated in a MITI coding quality assurance session with staff from the Fifth Judicial District and Riley County. The team scheduled a subsequent session in April 2015.

Discussion / Current Activities: The MITI coding team meets in one of three locations and uses their time to listen to audio recordings from each participant, scoring each of them using the MITI coding rules and then reviewing their scores. The participants also use their time to review any discrepancies and to discuss techniques for coaching staff.

Challenges: There were no challenges in the second quarter

Modifications: There were no modifications in the second quarter

Objective #3: Agency staff will request and participate in specialized training related to Targeting Interventions (Principle #3) on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress: There agency finalized a training date with KDOC.

Discussion / Current Activities: On 11-12-14, agency staff participated in a KDOC-sponsored training regarding the development of case supervision plans and probation dosage.

Challenges: There were no challenges in the second quarter

Modifications: There were no modifications in the second quarter

Objective #4: The agency will develop policies and procedures related to cognitive education programming and begin facilitating T4C groups on or before March 31, 2015

Target Date: 3-31-2015
Objective Met: Yes No Pending

Progress:

Discussion / Current Activities: The agency has chosen to use the T4C cognitive curriculum and the agency's second care coordinator just completed facilitator training in Garden City. Agency staff is in the process of accepting referrals and scheduling the first class. We anticipate the first class beginning on or before March 1, 2015.

Challenges: Training the facilitators and establishing the class roster

Modifications: There were no modifications during the 2nd quarter.

Objective #5: The agency director will consult with the agency's program consultant regarding opportunities that are available to provide and share measurable feedback to offenders and stakeholders on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress: No progress was made toward this objective in the second quarter

Discussion / Current Activities: There were no activities in the second quarter

Challenges: There were no challenges in the second quarter

Modifications: There were no modifications in the second quarter

Objective #6: The Fourth Judicial District Community Corrections shall achieve and maintain a supervision success rate of at least 75% in FY2015 or improve such rate by at least 3% from the previous fiscal year (per K.S.A. 75-52,112)

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
75%	81%	80%		

Discussion / Current Activities: During the second quarter of FY2015, a total of 23 cases were terminated, with 3 of them still having open cases in TOADS. Of those 20 with no active cases, 16 or 80.0% met the KDOC definition of successful release.

Challenges: There were no challenges during the second quarter

Modifications: There were no modifications during the second quarter

Objective #7: Agency staff shall obtain / maintain a quality assurance score of 3.5 or higher regarding their ability to incorporate motivational interviewing skills and techniques into their daily activities by June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.50	3.48	NA		

Discussion / Current Activities: There was no quality assurance activities conducted during the second quarter; though three staff members participated in MI baseline training during the month of November. The agency will facilitate MI quality assurance assessments during the third quarter of FY2015.

Challenges: There were no challenges during the third quarter.

Modifications: There were no modifications during the second quarter.

Objective #8: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding their ability to accurately administer the LSI-R on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	NA	90%		

Discussion / Current Activities: The agency completed a group LSIR QA session in December 2014, which yielded an average score of 90%.

Challenges: Some staff experienced an unacceptable amount of scoring errors, which are partially addressed the group discussion peer review. Specifically, staff had difficulty scoring the companions domain for this particular client. Continued efforts will be made to coach and train staff in the administration of the LSIR with fidelity.

Modifications: There were no modifications during the second quarter.

Objective #9: Agency staff shall obtain / maintain a quality assurance score of 3.6 or higher regarding their ability to accurately develop offender case plans on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.6	2.75	2.70		

Discussion / Current Activities: The agency conducted QA assessments during the second quarter, which yielded a result of 2.70.

Challenges: The scores remain low, ranging from 1.67 to 3.56. Agency supervisors continue to work with staff on an individual basis and in a group setting. The agency will continue to identify training needs

Modifications: There were no modifications during the second quarter, though modifications will be considered if the third quarter results remain consistent with the first two quarters.

Objective #10: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding case file maintenance scores on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	81%	84%		

Discussion / Current Activities: The agency conducted its second round of assessments, which yielded a result of 84%.

Challenges: The agency did improve 3%; however, we are not meeting our goal of 90%. The agency has identified areas of shortfall and will continue to work with staff on an individual basis to improve scores.

Modifications: There were no modifications during the second quarter

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Outcomes

Objective #1: Agency staff will conduct a thorough review of all agency policies and procedures related to implementation and use of EBP / specialized programming on or before 12-31-14

Target Date: 12-31-2014
 Objective Met: Yes No Pending

Progress: The agency finalized its review of policies and procedures related to specialized programming, but will continue to modify policies, as the processes are being reviewed and modified.

Discussion / Current Activities: The agency reviewed procedures related to MI, LSIR QA, case plan QA, case file maintenance QA and Care Coordination.

Challenges: The agency will continue to review and modify programs in the 3rd quarter, as changes are being implemented that will impact services. The agency recently made significant changes to the Care Coordination program in January 2015.

Modifications: There will be continued modifications to all programs as we move forward and continue to streamline the QA process.

Objective #2: The agency's in-house MITI assessor shall participate in a quality assurance activity that measures their ability to accurately assess the MI skill set of staff on or before 12-31-14

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: On 12-02-14, the agency's MITI assessor participated in a MITI coding quality assurance session with staff from the Fifth Judicial District and Riley County. The team scheduled a subsequent session in April 2015.

Discussion / Current Activities: The MITI coding team meets in one of three locations and uses their time to listen to audio recordings from each participant, scoring each of them using the MITI coding rules and then reviewing their scores. The participants also use their time to review any discrepancies and to discuss techniques for coaching staff.

Challenges: There were no challenges in the third quarter

Modifications: There were no modifications in the third quarter

Objective #3: Agency staff will request and participate in specialized training related to Targeting Interventions (Principle #3) on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress: There agency finalized a training date with KDOC.

Discussion / Current Activities: On 11-12-14, agency staff participated in a KDOC-sponsored training regarding the development of case supervision plans and probation dosage.

Challenges: There were no challenges in the third quarter

Modifications: There were no modifications in the third quarter

Objective #4: The agency will develop policies and procedures related to cognitive education programming and begin facilitating T4C groups on or before March 31, 2015

Target Date: 3-31-2015
Objective Met: Yes No Pending

Progress: The agency began its first cognitive education group during the third quarter and is approximately half way through the class. The group has four clients attending on a regular basis

Discussion / Current Activities: The agency has chosen to use the T4C cognitive curriculum and the agency's second care coordinator just completed facilitator training in Garden City.

Challenges: The T4C curriculum is rigid and it's difficult maintaining a class of continuous participants.

Modifications: The agency is considering other curriculums for the future.

Objective #5: The agency director will consult with the agency's program consultant regarding opportunities that are available to provide and share measurable feedback to offenders and stakeholders on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress: No progress was made toward this objective in the second quarter

Discussion / Current Activities: There were no activities in the second quarter

Challenges: There were no challenges in the third quarter

Modifications: There were no modifications in the third quarter

Objective #6: The Fourth Judicial District Community Corrections shall achieve and maintain a supervision success rate of at least 75% in FY2015 or improve such rate by at least 3% from the previous fiscal year (per K.S.A. 75-52,112)

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
75%	81%	80%	67%	

Discussion / Current Activities: During the third quarter of FY2015, a total of 27 cases were terminated. Of those 27, 18 or 67% met the KDOC definition of successful release.

Challenges: The agency did not meet the 75% goal in the third quarter

Modifications: There were no modifications during the third quarter

Objective #7: Agency staff shall obtain / maintain a quality assurance score of 3.5 or higher regarding their ability to incorporate motivational interviewing skills and techniques into their daily activities by June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End

3.50	3.48	NA	4.14	
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Discussion / Current Activities: Each staff member was subject to MI QA during the third quarter, which resulted in an average score of 4.14.

Challenges: There were no challenges during the third quarter.

Modifications: There were no modifications during the third quarter.

Objective #8: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding their ability to accurately administer the LSI-R on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	NA	90%	93%	

Discussion / Current Activities: The agency completed individual LSIR QA sessions in the third quarter, which yielded an average score of 4.63.

Challenges: There were no challenges during the third quarter.

Modifications: There were no modifications during the third quarter.

Objective #9: Agency staff shall obtain / maintain a quality assurance score of 3.6 or higher regarding their ability to accurately develop offender case plans on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.6	2.75	2.70	3.36	

Discussion / Current Activities: The agency conducted one QA assessment during the third quarter, which yielded a result of 3.36. The agency plans to conduct one group QA session in the 4th quarter of FY2015.

Challenges: The numbers of assessments were limited as a result of turnover within the agency.

Modifications: There were no modifications during the third quarter.

Objective #10: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding case file maintenance scores on or before June 30, 2015

Target Date: 6-30-2015

Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	81%	84%	89%	

Discussion / Current Activities: The agency conducted its third round of assessments, which yielded a result of 89%.

Challenges: The agency improved, but fell 1% below its goal.

Modifications: There were no modifications during the third quarter

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Outcomes

Objective #1: Agency staff will conduct a thorough review of all agency policies and procedures related to implementation and use of EBP / specialized programming on or before 12-31-14

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: The agency finalized its review of policies and procedures related to specialized programming, but will continue to modify policies, as the processes are being reviewed and modified.

Discussion / Current Activities: The agency reviewed procedures related to MI, LSIR QA, case plan QA, case file maintenance QA and Care Coordination.

Challenges: The agency will continue to review and modify programs in the 3rd quarter, as changes are being implemented that will impact services. The agency recently made significant changes to the Care Coordination program in January 2015.

Modifications: There will be continued modifications to all programs as we move forward and continue to streamline the QA process.

Objective #2: The agency's in-house MITI assessor shall participate in a quality assurance activity that measures their ability to accurately assess the MI skill set of staff on or before 12-31-14

Target Date: 12-31-2014
Objective Met: Yes No Pending

Progress: On 12-02-14, the agency's MITI assessor participated in a MITI coding quality assurance session with staff from the Fifth Judicial District and Riley County. The team scheduled a subsequent session in April 2015.

Discussion / Current Activities: The MITI coding team meets in one of three locations and uses their time to listen to audio recordings from each participant, scoring each of them using the MITI coding rules and then reviewing their scores. The participants also use their time to review any discrepancies and to discuss techniques for coaching staff.

Challenges: None

Modifications: None

Objective #3: Agency staff will request and participate in specialized training related to Targeting Interventions (Principle #3) on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress: There agency finalized a training date with KDOC.

Discussion / Current Activities: On 11-12-14, agency staff participated in a KDOC-sponsored training regarding the development of case supervision plans and probation dosage.

Challenges: None

Modifications: None

Objective #4: The agency will develop policies and procedures related to cognitive education programming and begin facilitating T4C groups on or before March 31, 2015

Target Date: 3-31-2015
Objective Met: Yes No Pending

Progress: The agency began its first cognitive education group during the third quarter and completed its first class during the 4th quarter, graduating 4 students.

Discussion / Current Activities: The agency has chosen to use the T4C cognitive curriculum and the agency's second care coordinator just completed facilitator training in Garden City.

Challenges: The T4C curriculum is rigid and it's difficult maintaining a class of continuous participants.

Modifications: The agency is considering other curriculums for the future.

Objective #5: The agency director will consult with the agency's program consultant regarding opportunities that are available to provide and share measurable feedback to offenders and stakeholders on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress: No progress was made toward this objective in FY15

Discussion / Current Activities: There were no activities in FY15

Challenges: The agency hoped to accomplish this objective; however, considerable turnover in agency staff delayed activities, training and quality assurance assessments. The Director and Assistant Director supervised full caseloads for the entire 4th quarter of FY15.

Modifications: None

Objective #6: The Fourth Judicial District Community Corrections shall achieve and maintain a supervision success rate of at least 75% in FY2015 or improve such rate by at least 3% from the previous fiscal year (per K.S.A. 75-52,112)

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
75%	81%	80%	67%	79.6%

Discussion / Current Activities: During FY15 a total of 113 cases were terminated, with 90 or 79.6% of the clients meeting the KDOC definition of a successful release.

Challenges: None

Modifications: None

Objective #7: Agency staff shall obtain / maintain a quality assurance score of 3.5 or higher regarding their ability to incorporate motivational interviewing skills and techniques into their daily activities by June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.50	3.48	NA	4.14	3.77

Discussion / Current Activities: The staff average for FY15 was 3.77.

Challenges: The agency experienced considerable turnover in agency staff, which delayed activities, training and quality assurance assessments. The Director and Assistant Director supervised full caseloads for the entire 4th quarter of FY15.

Modifications: None

Objective #8: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding their ability to accurately administer the LSI-R on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	NA	90%	93%	90%

Discussion / Current Activities: The agency completed individual and group LSIR QA sessions in FY15, which yielded an average score of 4.48 or 89.6%.

Challenges: The agency experienced considerable turnover in agency staff, which delayed activities, training and quality assurance assessments. The Director and Assistant Director supervised full caseloads for the entire 4th quarter of FY15.

Modifications: There were no modifications during the third quarter.

Objective #9: Agency staff shall obtain / maintain a quality assurance score of 3.6 or higher regarding their ability to accurately develop offender case plans on or before June 30, 2015

Target Date: 6-30-2015
 Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
3.6	2.75	2.70	3.36	2.84 (71%)

Discussion / Current Activities: The agency's Case Plan QA assessments yielded an average score of 2.84 or 71%.

Challenges: The agency experienced considerable turnover in agency staff, which delayed activities, training and quality assurance assessments. The Director and Assistant Director supervised full caseloads for the entire 4th quarter of FY15.

Modifications: Emphasis will be given to this objective in FY2016.

Objective #10: Agency staff shall obtain / maintain a quality assurance score of 90% or higher regarding case file maintenance scores on or before June 30, 2015

Target Date: 6-30-2015
Objective Met: Yes No Pending

Progress:

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	Year End
90%	81%	84%	89%	84%

Discussion / Current Activities: The agency's Case File Maintenance QA assessments yielded an average score of 84%.

Challenges: The agency experienced considerable turnover in agency staff, which delayed activities, training and quality assurance assessments. The Director and Assistant Director supervised full caseloads for the entire 4th quarter of FY15.

Modifications: There were no modifications during the third quarter

Turnover, coupled with increased administrative functions resulted in limited quality assurance sessions and limited coaching/training during FY15. The agency is now fully staffed and supervisors will begin the process of training and coaching staff toward successfully achieving the agency's objectives.