Peer Review Task Details

*** CJC staff will request your assistance as a peer reviewer for a specific program.**

- CJC will determine a peer review team to conduct the review; CJC will assign a lead reviewer who will be responsible for the completion of the overall review and summary report. Peers can decide amongst themselves who is the lead for each task (such as who will be the primary interviewer, who will facilitate the focus group, etc.).
- CJC will contact the program (coordinator, judge, or other key contacts) to let them know the peer review will occur and who the peer reviewer or team is.
- CJC will copy the peer review team on the initial contact email.

***As soon as possible after the notification of peer review:**

- As peer reviewers, convene a call between peers to review tasks, agree on assignments and prepare for the review.
- The lead reviewer follows up on the initial contact made by CJC with the court coordinator of the program to be visited to begin planning for the review.
- Discuss collaborative nature of review & tentative timeline.
- Ask for coordinator to fill out cover page (address information, overview of program, list of team members and contact information).
    - Email cover page to coordinator and ask for it to be filled out as soon as possible and returned to you, or ask the coordinator for that information on the phone.
- Get information about program's leadership structure and if there is anyone you should make sure to talk to in advance or at the site visit (such as Trial Court Administrator).
    - If so, make sure to contact that person: what does he/she want to get out of the review process?
- Work with coordinator or other contact person to schedule site visit (allowing at least 30 days advance notice) – advance coordination and cooperation should allow for 2 days on site, but in some cases 3 days may be necessary, plus travel. Block out an extra half day after the visit to complete the report.
    - Find out when court session and team staffing /meetings take place.
    - Explain that team members need to be available during your visit if they would like to be interviewed in person; otherwise you can interview them by phone.
        - Make sure to have dedicated times to meet separately with all key team members and stakeholders (particularly the coordinator and the judge).
        - Make sure to have dedicated times to meet separately with all key team members and stakeholders (particularly the coordinator and the judge).
        - If a team has multiple people in one team role (such as multiple probation officers or multiple treatment counselors due to a large program population), inform the coordinator of the options below:
            - Designate one of the team members to be a "spokesperson" that can represent and speak on behalf of the team member role.
            - Interview all team members individually, time permitting.

        - Interview multiple team members as a group. This should only be done if all team members within a role are comfortable and willing. If not, schedule those individuals separately.
        - Phone interviews can always be conducted after the site visit, and are a good option to consider if time is limited.
    - Try to schedule interviews/meetings with team members before the staffing and court session so that the debrief can be after court, which might make it more feasible for the team to stay/be there.
    - Set up a time for an exit interview with Coordinator and/or team on last day of visit if possible (or by phone after visit if necessary).
        - It may be hard to schedule the entire team, but try to find a time that is feasible for as many people who are interested as possible. Bring in food if resources allow, especially if you are meeting early morning or late evening
- Discuss the best way, time, and location for you to talk to a group of program participants for a focus group.
    - Ideally, focus groups should consist of at least 6 participants, and no more than 12 total.
    - Ensure that the focus group can be held in a private room/space to protect confidentiality.
    - A good way to increase participation in a focus group is to schedule it before or after the program's court session has ended. Offer this suggestion to the program when discussing your visit, though it may not always be possible. Another option is to have the program replace a regularly scheduled treatment group session with the focus group.
    - Random selection may not always be possible, but efforts should be made to talk with a group that is representative of all program phases. It is ok if participant availability influences the makeup of the group, as employment, family obligations, and transportation issues may prevent participants from attending. Programs should be reminded that the focus group is voluntary, and participants are not to be ordered to attend.
    - Ask the program if they would be able to provide some incentives to increase interest and participation in the focus group such as food, drinks, or gift cards.
    - Programs should also be encouraged to allow focus group participation to count as credit towards community service hours, support meetings, group attendance, or other program requirements. This should occur whether or not tangible incentives are possible.
- Use Peer Review Document I (Site visit Schedule and Interview Sign-up Sheet) to create a preliminary schedule for the site visit. Update Document I with the dates of the site visit, staffing and court schedule, tentatively note when the focus group and exit interview may occur. Be sure to include time for breaks and lunch each day. Leave all other times in the schedule open for team members to sign up for interviews. Encourage the coordinator to take this preliminary schedule to a staffing session to

allow team members to sign up for their interviews. Request that the coordinator send you a copy of the schedule once all team members have signed up.
- Ask where you can plan to conduct your individual interviews (team members should come to you if possible) and ask the coordinator to reserve space for you.
- Ask for court location / address where you will be meeting and recommendations for nearby hotels if applicable.
- Schedule a separate time for a pre-site visit conference call with the coordinator if you can't get to the program information questions on this call.

*** 1 month prior to visit:**

- Send link to the on-line survey to the court coordinator. https://www.surveymonkey.com/r/OregonPeerReviewFAM
  - Set a date for getting the survey back about 2 weeks from when you send it.
- Follow-up with the coordinator to get the cover page information if you haven't received it.
- Set up any necessary travel arrangements (flights, car rental, hotel, etc.).

***3 weeks before visit:**

- Send a reminder email to the coordinator of the due date for the online survey.

*** 2 weeks before visit:**

- CJC will contact NPC to request a download of the completed survey and best practices summary table. CJC will forward the survey and table to the peer review team.
- Review the documents, noting best practices and standards that are achieved based on survey responses and drafting a preliminary list of recommendations (see report template with recommendations to choose from).
- Create a list of questions or needed clarifications.
- Call the coordinator to clarify information in the survey (or ask the questions on the site visit).
- Use the Question 43 reference guide (document g. Treatment Definitions – online assessment Q43) for information about treatment services.
- Remind the coordinator that the intention of this review is to identify areas in which technical assistance or other support can be provided to improve the program, NOT to punish the site or only point out areas in which they are deficient.

***At least 1 week before visit:**

- Confirm plans with the coordinator and finalize your itinerary.
- Complete Confidentiality Form for Site Visit. Use CJC template if program doesn't have their own.
- Talk with your team peer to confirm roles—who is leading which interviews, who is taking notes, who will facilitate the focus group, who will lead the debrief, etc.?

To bring with you:

- Pens/pencils for taking notes, or laptop if preferred; an audio recorder can also be helpful (make sure to get advance permission to bring it into the court and interviews).
- Business cards/bio/your contact information.
- On-line survey completed by site and best practices table.
- In progress best practices table and draft recommendations to date.
- Observation forms (hard copy or electronic).
- Addresses of places you are going (hotel, meetings, court, etc.).
- List of team members and contact information.

At the site:

- Team member interviews (frame questions related to issues from the assessment or that team brought up on phone and share recommendations and/or thoughts to prepare team for report).
- Observations of pre-court staff meeting and status hearing.
- Interviews or focus group with participants.
- Exit interview to debrief findings with the coordinator/team members: make sure to highlight positives and be complimentary. Be careful not to be too critical. While you can highlight recommendations and areas of possible improvement, it is not your role to ensure compliance or enforcement of the Treatment Court Standards.

Back home:

- **Plan to spend half a day immediately after the visit to complete the paperwork.** (Finalize the best practices table, summarize program highlights and successes, list recommendations.)
    - Keep in mind that some sites have barriers outside of the program's control that make it unable to meet a Standard.
- Send summary of review to program for feedback and provide deadline for them to respond/comment (approximately 2 weeks).
- Submit revised summary of feedback with any program comments to CJC.