

## FFT QA/QI Washington State Project

*An integrative model for working with at risk adolescents and their families*

Jeff Parode, FFT Quality Assurance Manager  
Washington State's Juvenile Rehabilitation Administration

Washington State  
Functional Family Therapy Project



## EBP's, How did we get here?

- 1997 -- CJAA established, evidence based practices funding for local juvenile courts
- 1998 -- Review of EBP literature and selection of interventions

FFT  
ART  
MST  
Coordination of Services

## 1999 Court Implementation

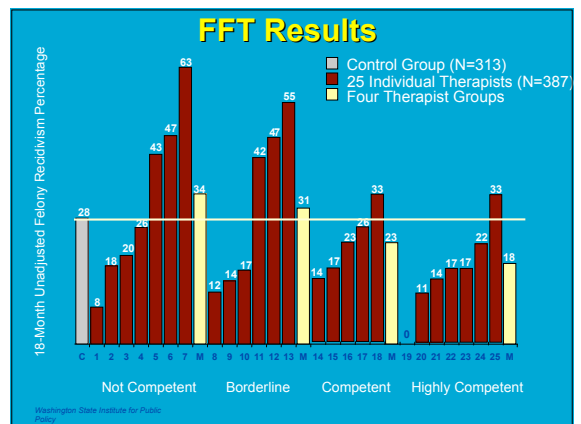
- CJAA Advisory Committee
- Contracted expert consultants
- Risk assessment eligibility criteria
- Menu of interventions

## Outcome Evaluations

- Legislatively required evaluation, WSIPP
- August 2002 interim outcome evaluation completed
- Competent delivery vs. not competent highlighted QA/QI process importance
- \$7.50 of cost benefit  
30% recidivism reduction

## 2004 Final Evaluation

- 18 month recidivism data  
Competent delivery equals \$10.69 C/B
- Up to 38% reduction in recidivism for highly competent therapist
- Resulted in current QA/QI process creation



## QA/QI Plan Components Implementation Elements

- Statewide QA/QI plan created and endorsed by the project steering committee and implemented in July 2003
- Plan authored by model developer and FFT Inc. project staff
- Local provider contracts with FFT funding amended to reflect agreement to follow the State plan
- Global Therapist Ratings (GTRs) implemented for quarterly utilization, providing concrete model focused feedback for therapist

## Core Plan Elements

- Fulltime QA/QI person with training and expertise in both FFT and juvenile justice program administration.
- Therapist selection, training, and feedback processes
  - FFT specific interview questions and selection panel experts
  - One year training period (3 day Initial Clinical training plus 3, two day phase specific follow-ups 90 days apart)
  - Weekly clinical consultation with FFT Clinical Consultant
  - Quarterly (90-120 days) Global Therapist Assessment completed with each therapist
  - Therapist receives an adherence rating and competence rating, receiving feedback and setting goals for upcoming review period

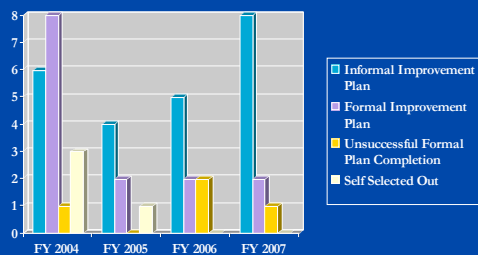
## Performance Improvement Processes

- 90 day Informal Improvement Plan (IIP)
  - Agreed upon goals and objectives between the therapist and consultant (initiated if therapist does not reach a GTR of "Well" after completion of year one training)
- 6 month Formal Improvement Plan (FIP)
  - Feedback provided to the therapist and immediate supervisor on a scheduled basis (specified in State plan).
  - Formal written plan with specific action steps and associated timelines (initiated if therapist does not complete goals for IIP and reach a rating of "Well" on their GTR).

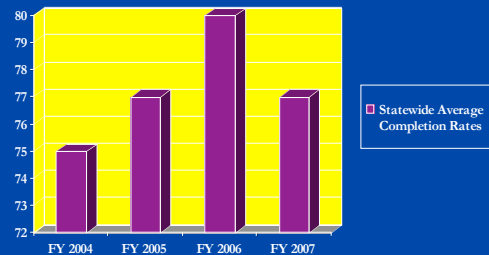
## Common Improvement Plan Elements

- Timely Client Service System utilization with clinical responsiveness
- Additional individual consultation
- Clinical Training Manual review
- One year required trainings review
- Session audio tape reviews by consultant with feedback session

## Therapist Improvement Plan Summary



## Post QA/QI Implementation Client Completion Rates



## Contact Information

- Jeff Patnode, FFT QA Program Administrator  
Juvenile Rehabilitation Administration  
PO Box 45720  
Olympia WA 98504-5720
- Phone: 360-902-8406
- Email: [patnoja@dshs.wa.gov](mailto:patnoja@dshs.wa.gov)