

Proactive Monitoring Program Introduction Video

Presenters: Jacey Racer, Kellianne Torres

Audience: UNITY Coordinators & Commissioners/Designees

What is Proactive Monitoring?

Chair Rader: I'm joined today by Technology Committee Chair Kellianne Torres.

Chair Torres: We're excited to announce a new Commission-wide program for Proactive Monitoring that will officially launch the first week of April. This marks a new chapter for the Commission, where we are beginning to make the most of our investment in UNITY by putting the data system to work for us.

Chair Rader: This program is a joint-effort of the Compliance and Technology Committees to "promote the safety of juveniles and communities by empowering states to proactively monitor UNITY data and fully operationalize ICJ Rules."

Chair Torres: One of the major goals for this project is to help states learn to use UNITY and Tableau Reports in ways that will make your day-to-day operations easier and more effective. These reports make it easy for state ICJ Commissioners and staff to quickly understand data and use it to improve outcomes.

Chair Rader: From a compliance perspective, the Proactive Monitoring concept comes from a continuous quality improvement model that says we're always striving to do our best and excel in our work. This ensures that we as compact offices are fulfilling our mission to serve juveniles and communities with the best available training and resources. There may be a time when we will resume a focus on enforcement, but for now the Commission's focus on equipping you for success.

The Proactive Monitoring Program is a new approach that utilizes 2 categories of data assessments to help your state achieve these goals. Later we'll talk about the tools and resources that will be available for you, but let's first talk about the categories and what the program will look like.

The first category of data assessments relates to rule-based standards, which speaks to how we are operationalizing the Commission's Rules. For 2023, we'll focus on just 2 measures: Home Evaluations and Quarterly Progress Reports. Meeting these two measures combined is essential for ensuring the safety of juveniles, their families, and communities.

Our objectives with this portion of the program include:

By August 31, 2023, no more than 10 percent of **home evaluation reports** will be overdue nationally. The good news is that a one-day national average taken in January showed that collectively, we're already meeting this objective. The Commission's nationwide measure on that day was 90 percent. Out of 386 home evaluation reports in process on that day, only 49 were overdue. Of those 49, 67 percent were only 10 days overdue.

Twenty-seven states had no overdue home evaluations on that day. So, we want to say congratulations to everyone for doing a great job on submitting home evaluations on time! We want to ensure that we maintain that level of excellence moving into the summer.

As states implement Proactive Monitoring, we expect that the bar will naturally be raised, so that by December 31, 2023, no more than 5 percent home evaluations reports will be overdue (over a three-month averaging period). We believe that this is attainable, and through this program we will give you the tools to make it happen. We'll talk about those tools in just a moment.

Regarding quarterly progress reports, the one-day average taken in January showed that only 71 out of 2,258 QPRs were overdue. The majority of QPRs were only 10 days overdue, but a few were well over 100 days. Still, the nationwide one-day snapshot showed that 97 percent of all QPRs were not overdue. And, thirty states had no overdue QPRs on that day. Great job! By the end of August, we hope to see that each state has no more than 10 percent overdue QPRs.

Throughout the year, the Compliance Committee will review data on a quarterly basis. With the introduction of proactive monitoring tools, we expect that we can sustain submission of timely QPRs, with no more than 5 percent of overdue QPRs for each state over a three-month average. We'll be keeping track behind the scenes to monitor progress.

Chair Torres: The second part of Proactive Monitoring is UNITY Data Maintenance, which refers to keeping your state's UNITY data clean and accurate. I'll provide an example and explain a bit more later in this video.

If you have already embraced using UNITY reports, CONGRATULATIONS!!! You may already be implementing this program.

Our objective with UNITY Data Maintenance is simply to ensure that UNITY case data is accurate. We know this objective is also very important states, so we will be asking UNITY Coordinators to follow-up and tell us when cases have been reviewed and corrections have been made.

To help measure success, we are setting the bar high. We will be working to ensure that at least 90% of UNITY Coordinators will review and, if necessary, correct identified cases during each UNITY Maintenance Cycle, which will occur on a monthly basis. Some months your state may have items to address, but there may be months where your state has no identified cases to review.

Now that we've talked about the categories that define the Proactive Monitoring Program, let's discuss what can you expect as we roll it out.

The program will officially begin the first week of April, but we're going to take the month of March to help compact offices prepare.

First, we created a calendar resource so you can know exactly what's coming up each month. This resource was attached to the announcement email and is available on the Commission's new webpage for Proactive Monitoring. It includes clickable links to How To articles.

Let's take a look at the calendar.

You will see that there are 3 columns. Obviously, the first column reflects the months ahead. The second column is pretty simple, too.

For the Rule-based standards, all UNITY compact office staff with Tableau report licenses will begin receiving automatic reports delivered via email on a weekly and quarterly basis. The weekly reports will be that point-in-time view of currently overdue home evaluations and quarterly progress reports. You'll also receive quarterly metric reports that provide a look back at how your state did on those measures for the previous 3-month period.

For the UNITY Maintenance tasks, Joe Johnson from the national office will work with users who have been identified as the UNITY Coordinator for their state. If your state has a clean-up item for that month, Joe will email the UNITY Coordinator with information about that month's clean-up item. Also, as UNITY is reviewed, Joe will also email the UNITY Coordinator confirming UNITY review is clean and does not need any clean-up. As the review process gets to certain UNITY components, the UNITY Coordinator will be asked for feedback so that the National Office can identify gaps. This feedback will help develop and advance resources to help the compact.

So, in April, for example, if your state has Transfer of Supervision Cases where the Maximum Probation / Parole Date has expired, UNITY Coordinators will get an email from Joe that will include specific instructions about what they need to do to review and potentially clean-up data in UNITY. If your state doesn't have any clean-up items that month, the UNITY Coordinator will still get an email to let you know that there's nothing you need to do that month.

To help states prepare for using the UNITY Tableau reports, we'll be hosting an interactive how-to session on March 8th at 2pm Eastern Time. This training is specific to compact office Tableau users and UNITY Coordinators. The registration link is located in the announcement email and is on the Commission's website.

The purpose of this interactive training will be to walk users through accessing the reports. There will also be a demonstration of how to use the report to review overdue cases. Participants will be asked to ensure they can login to Tableau prior to the training.

Each state has at least 1 Tableau license assigned to a compact office user already, but a UNITY Coordinator or Commissioner can request additional licenses for other compact office staff, if necessary. To request a Tableau license, please submit a help desk ticket to support@juvenilecompact.org

In addition, the Training Committee is focusing significant efforts on supporting the Proactive Monitoring Program, too. Right now, there are comprehensive "ICJ in Action" courses on both Home Evaluations and QPRs. These courses review the relevant ICJ Rules, provide key insights from practitioners on how to best apply the rules, demonstrate use of ICJ Forms and how to enter relevant data in UNITY. All ICJ personnel are encouraged to complete those courses, and encourage field staff in your state to take them as well.

Beginning in March, Wednesday Workshops will be scheduled for the last Wednesday of each month. These live training sessions will feature topics related to Home Evaluations, Quarterly

Progress Reports, Best Practices, and, later this year, UNITY Enhancements. Please mark your calendars now, and watch out for more information to come. Links to join the session are available on the Commission's website where you'll also find a new page dedicated to Proactive Monitoring. Just look under Legal, the Compliance.

Chair Rader: You might be asking yourself "what do I need to do?" to prepare for the roll-out of the Proactive Monitoring Program? We've prepared a checklist of things you can do now to prepare:

1. Ensure we have up-to-date information about person designated as the UNITY Coordinator for your state by reviewing the list on the Commission's website. This is the person who will be receiving the UNITY Maintenance emails from the national office.
2. Familiarize yourself with the calendar resource that was provided in the announcement email.
3. View the How To article links from the calendar resource.
4. Sign up for the interactive training on March 8th.
5. Ensure that compact office staff who will be responsible for using the Tableau reports have access to the Tableau reporting site.
 - a. If someone needs access, reach out to the national office.
6. Make sure you can log-in to the Tableau site prior to the training.
7. Finally, know how to access the new Proactive Monitoring page on the Commission's website. This will be the hub for any updates or new resources.

Chair Torres: Lastly, we know you might have some questions about the Proactive Monitoring Program. Please feel free to reach out to me or Jacey. At the national office, reach out to Jenny Adkins if you need assistance. And, if you need a Tableau license, or have any technical UNITY questions, please submit a help desk ticket at support@juvenilecompact.org

Chair Rader: Thank you for your time today, and thank you for all you do to ensure all ICJ youth and families are safe, supported, and treated equitably.