



Office of  
RESEARCH &  
STRATEGIC PLANNING

# **LS/CMI QUALITY ASSURANCE PROCESS AND PROCEDURES**

**STEP-BY-STEP GUIDE FOR MEETING THE STATEWIDE  
MINIMUM POLICY STANDARDS**

**Justice Center for Evidence Based Practice**

# Overview

- The quality assurance (QA) process was developed to ensure the integrity of the LS/CMI, so all stakeholders can confidently rely on the results of the assessments
- This process was designed to be a simple way to provide feedback to Users and offer a statewide overview on the successful implementation of the instrument
- Each User must be reviewed on 3 peer-to-peer forms 2 times per year. They are due June 30 and December 31<sup>st</sup>, but can be submitted any time in each 6 month window (Jan 1- June 30 and July 1- Dec 31)
- LS/CMI supervisors must review their LS/CMI-certified staff on once per year using the Annual Relationship Skills Assessment Form for Supervisors
- Agents (i.e., DOC, DJS, DRCs, etc.) must report on their use of the LS/CMI once per year using the Agent Annual Review Form

# Overview: Peer-to-Peer Forms

- QA is a simple peer (coworker) review for Users
- The 3 QA forms can be completed on one assessment, but are not required to be on the same offender or assessment
- The 3 forms are:
  - ▣ Assessment Review: Peers complete an assessment independently on the same offender interview and collateral information and reconcile any discrepancies
  - ▣ Interview Skills: Peers provide feedback on the quality and style of the interview
  - ▣ Case Management Review: Peers provide feedback on the quality of the case plan
- Agents can develop their own procedures for completing the Quality Assurance reviews— the JCEBP provides guidance and collects the information statewide for all LS/CMI users

# Terminology: Actors



- **Agent:** Any governmental or nongovernmental organization, agency, or facility operating within the state of West Virginia and conducting LS/CMI assessments on offender populations
- **Reviewed User:** Staff member being reviewed for quality assurance purposes by a peer or supervisor.
- **Reviewer:** Staff member conducting a review of a peers the LS/CMI assessment, case plan, or MI skills

# Terminology: Type of Reviews

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- **Peer-to-Peer Reviews:** A process by which staff with equivalent certification status on the LS/CMI review and offer feedback to each other on the administration and application of the LS/CMI, motivational interviews, and/or case plans.
- **Supervisor Reviews:** A process by which agent-designated supervisors, certified as LS/CMI Users or greater by the ORSP/JCEBP, assess the performance of direct subordinates.
- **Agent Reviews:** An agency-wide process of assessing quality of staff performance and compliance with quality assurance procedures as they relate to LS/CMI administration and application as well as its related components (i.e., motivational interviewing, relationship skills and case management).

# Recommended Procedure: Peer-to-Peer Reviews

1. Reviewed User collects collateral information and schedules an interview
  2. The Reviewed User conducts an LS/CMI interview with the Reviewer present, and/or records the interview
  3. The Reviewer and Reviewed User score the assessment independently and the Reviewer completes the Assessment Review Form
  4. The Reviewer and Reviewed User go over the AR form and reconcile any discrepancies
  5. The Reviewed User enters the LS/CMI in the online system
  6. The Reviewed User shares the results with the offender and creates the case plan
  7. The Reviewer completes the MI & Relationship Skills form and the Case Management form and shares the results with the Reviewed User
  8. The Reviewer submits all 3 forms to the JCEBP via online forms
- Agents can modify this procedure to accommodate time and other constraints, as long as the minimum standards are met

# Peer-to-Peer: Assessment Review

- Purpose is to limit score discrepancies and to help build consensus (within agents and with the LS/CMI Scoring Guide) about how to score assessment items
- The form assesses “inter-rater reliability” by asking the Reviewer to note and describe any discrepancies
- The Reviewer should have access to the same information as the Reviewed User, by observing the interview and reviewing the collateral information
- Independent scoring can be done on paper or on the online **training** system (Note: Please make sure the offender is anonymous on the training site)

LS/CMI Assessment Review (AR) Form  
Reviewer/User Information

Please supply the following information:

Full Name of Reviewer (person reviewing assessment):  Reviewer Registered Email:

Agent Type: (select one)  
 DOC  DRC  Parole  Probation  Jails  Other:

Reviewer Facility:

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This form is used to assess the complete, accurate, and timely submission of LS/CMI Assessments completed and submitted by individual Users. Mark the appropriate response or fill in the space provided with appropriate detail. For items to be complete ALL responses must be filled out by the User on the assessment. Use the assessment interview, collateral information, interview notes, recordings, and any other case file information to INDEPENDENTLY complete the LS/CMI and verify accuracy.

Full Name of Reviewed User (person being assessed):  Reviewed User Registered Email:

Reviewed User Facility:

Full Name of Interviewed Offender/Client:

Interviewed Offender/Client ID (if your Agent does not provide ID use offender/client DOB):

Date of Intake:   Date of Last LS/CMI:  

Date of Interview:  Date Entered Online System:

# Peer-to-Peer: Quality of MI Skills

- Purpose is to provide feedback on the quality of the interview. Three areas are measured: MI Spirit, Active Listening Skills (OARS), and Change Talk
- The Reviewer should observe an interview and listen for the use of the specific skills and approaches described in the instrument
- Can be completed for both contexts: LS/CMI interview and case planning/management interaction (20 minute minimum interaction)
  - Note: Recording the interview is recommended given it will allow for repeated listens and has been linked to greater accuracy in scoring.

**Quality of Motivational Interviewing Skills**  
Reviewer/User Information

Please supply the following information:

Full Name of Reviewer (person reviewing assessment):  Reviewer Registered Email:

Agent Type: (select one)  
 DOC  DRC  Parole  Probation  Jails  Other:

Reviewer Facility:

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This form is used to assess the quality of motivational interviews/interactions on three key areas: MI spirit, active listening skills, and change talk. Reviewer should observe MI skills in the context of the LS/CMI assessment or case planning/management activity. Observations should be at least 20 minutes in length and can be live or videotape.

Full Name of Reviewed User (person being assessed):  Reviewed User Registered Email:

Reviewed User Facility:

Full Name of Interviewed Offender/Client:

Interviewed Offender/Client ID (if your Agent does not provide ID use offender/client DOB):

Date of Intake:   Date of Interview:  

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# Peer-to-Peer: Case Management Review

- Purpose is to assess the quality of the case plan
- This form looks at whether the case plan is complete and matches up with the RNR concerns
- Reviewers can complete this form on the same offender as the previous two, or use another case plan
- Reviewers will look at the assessment information to help determine the quality of the case management plan

LS/CMI Case Management Review (CMR) Form  
Reviewer/User Information

Please supply the following information:

Full Name of Reviewer (person reviewing assessment):  Reviewer Registered Email:

Agent Type: (select one)  
 DOC  DRC  Parole  Probation  Jails  Other:

Reviewer Facility:

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The CMR is designed to assess the quality of the case management plan of the LS/CMI that are completed and submitted by Users. Only LS/CMI sections 9 and 10 are assessed using this form. Select the appropriate response or fill in the space provided with appropriate detail. Use assessment, collateral information, interview notes, recordings, other QA forms, and any other case file information to aid in your **INDEPENDENT** review.

Full Name of Reviewed User (person being assessed): \*  Reviewed User Facility: \*

Reviewed User Registered Email: \*

Full Name of Interviewed Offender/Client: \*

Interviewed Offender/Client ID (if your Agent does not provide ID use offender/client DOB): \*

Date of Intake: \*  Date of Last LS/CMI: \*

Date of Interview: \*  Date Entered Online System: \*

# Peer-to-Peer: Minimum QA Standards

- Each LS/CMI certified User must be reviewed by a peer on each of the 3 forms, twice per year
- One review must occur in the period between January 1<sup>st</sup> and June 30<sup>th</sup> and the second review must occur between July 1<sup>st</sup> and December 31<sup>st</sup>
- Each completed form must be submitted to the JCEBP via the online submission process
- Forms should be printed from the website **prior to submission** or filled out using the available Word/PDF documents to be kept on file and given to the Reviewed User
- Agents can create their own processes for ensuring these standards are met

# Relationship Skills Assessment Form for Supervisors

- Supervisors must report on the quality of LS/CMI-related staff activities and client interactions once per year
  
- LS/CMI “Supervisors” must be LS/CMI-certified and have authority over those they review, but can otherwise be defined by the Agent (please contact the JCEBP for approval of designated Supervisors, if questions arise)

**LS/CMI Supervisor Annual Review**  
Reviewer/User Information

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Please complete the following information:

Supervisor:  Supervisor Email:

Agent Type: (select one)  
 DOC  DRC  Parole  Probation  Jails  Other:

Facility:

Reviewed User:  Reviewed User Registered Email:

Date Range Encompassed by this Report:  Date Submitted:

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This form is for LS/CMI certified (User or User Trainer) Supervisors to review their subordinates annually on their performance of various skills used during an LS/CMI assessment. An LS/CMI Supervisor can be defined and designated by each Agent. An LS/CMI certified Supervisor will provide feedback on general performance of the LS/CMI process (interview, online submission, and case plan) per User once a year. The LS/CMI Supervisor rates the Users' performance on the following scale: 1 = Strongly Disagree; 2= Disagree; 3= Neutral; 4= Agree; 5= Strongly Agree

**Interpersonal Skills:**

	1	2	3	4	5
1. Treats clients with respect	<input type="radio"/>				
2. Recognizes and encourages clients' self-efficacy	<input type="radio"/>				
3. Does NOT dismiss clients' thoughts and opinions	<input type="radio"/>				
4. Listens attentively to clients	<input type="radio"/>				
5. Maintains professional boundaries, rapport, and trust	<input type="radio"/>				
6. Maintains confidentiality of clients	<input type="radio"/>				

# Annual Quality Assurance Review Form for Agents

- Agents must submit narrative information on their LS/CMI process and staff development
- Agents may choose to have one report per central office or one per facility/location (Note: This will differ depending on Agency type)
- Please contact the JCEBP for approval of Agent annual review submission procedures, if necessary

**LS/CMI Agent Annual Review**  
Reviewer/Agent Information

Please complete the following:

Reviewer:  Reviewer email:

Agent Type: (select one)  
 DOC  DRC  Parole  Probation  Jails  DJS  Other:

Agent name:

Date range encompassed by this report:   Date submitted:

This form is to be used to describe the LS/CMI-related activities at agent for the year. Please complete each item based on agent records and LS/CMI online records.

Total number of

	Total number of
LS/CMI Users in agency:	<input type="text"/>
LS/CMI User Trainers in agency:	<input type="text"/>
LS/CMI JCEBP-Certified Case Mangers:	<input type="text"/>
LS/CMI interviews conducted in the last year:	<input type="text"/>
Intake LS/CMIs:	<input type="text"/>
Re-evaluation LS/CMIs:	<input type="text"/>
Discharge LS/CMIs:	<input type="text"/>

# Contact Us



- The JCEBP is always available to answer questions and provide guidance and technical assistance about the LS/CMI Quality Assurance policy and procedures
  
- Please contact us at: 304-558-8814 or via email, if any questions arise
  - **Stephen Haas, Director x53338**  
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