



# Monitoring & Evaluation

Best Practice 8 for Family Treatment Courts

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# FTC Best Practice 8: Monitoring and Evaluation



Maintain Data  
Electronically



Engage in a Process of  
Continuous Quality  
Improvement (CQI)



Evaluate  
Adherence to Best  
Practice



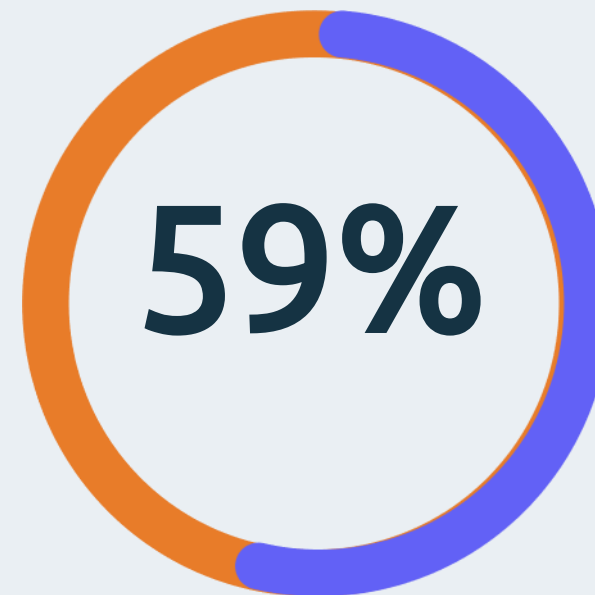
Use Rigorous  
Evaluation Methods



## FTCs in WA

- 20 family treatment courts in 19 counties
- 2 Family Healing to Wellness Courts.

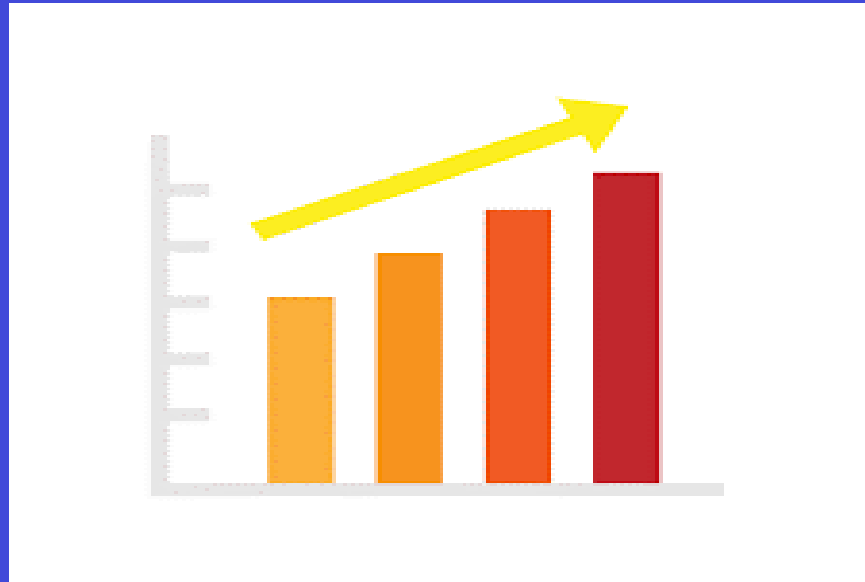
# Provision A: Maintain Data Electronically



## Currently Using an Electronic Data Management System

13/22 of WA Family-Focused Treatment Courts are Maintaining Records using DCCM, Connexis, or some other data management software

# Why Electronic Records?



## Ease of Use

**Heritability** of knowledge to future teams

**Simple Reporting** to grant holders, fundraisers, and stakeholders

**Standardization** of data allows comparison, research, and identification of areas to improve



## Change Management

Electronic Records:

Increase a courts ability to **make modifications & track changes** to meet the team's goals.



## Evidence-Based

An Adult Drug Court review found:

- Courts with Electronic Records and CQI had **higher graduation rates**
- Courts using paper records had high investment costs and lower graduation rates

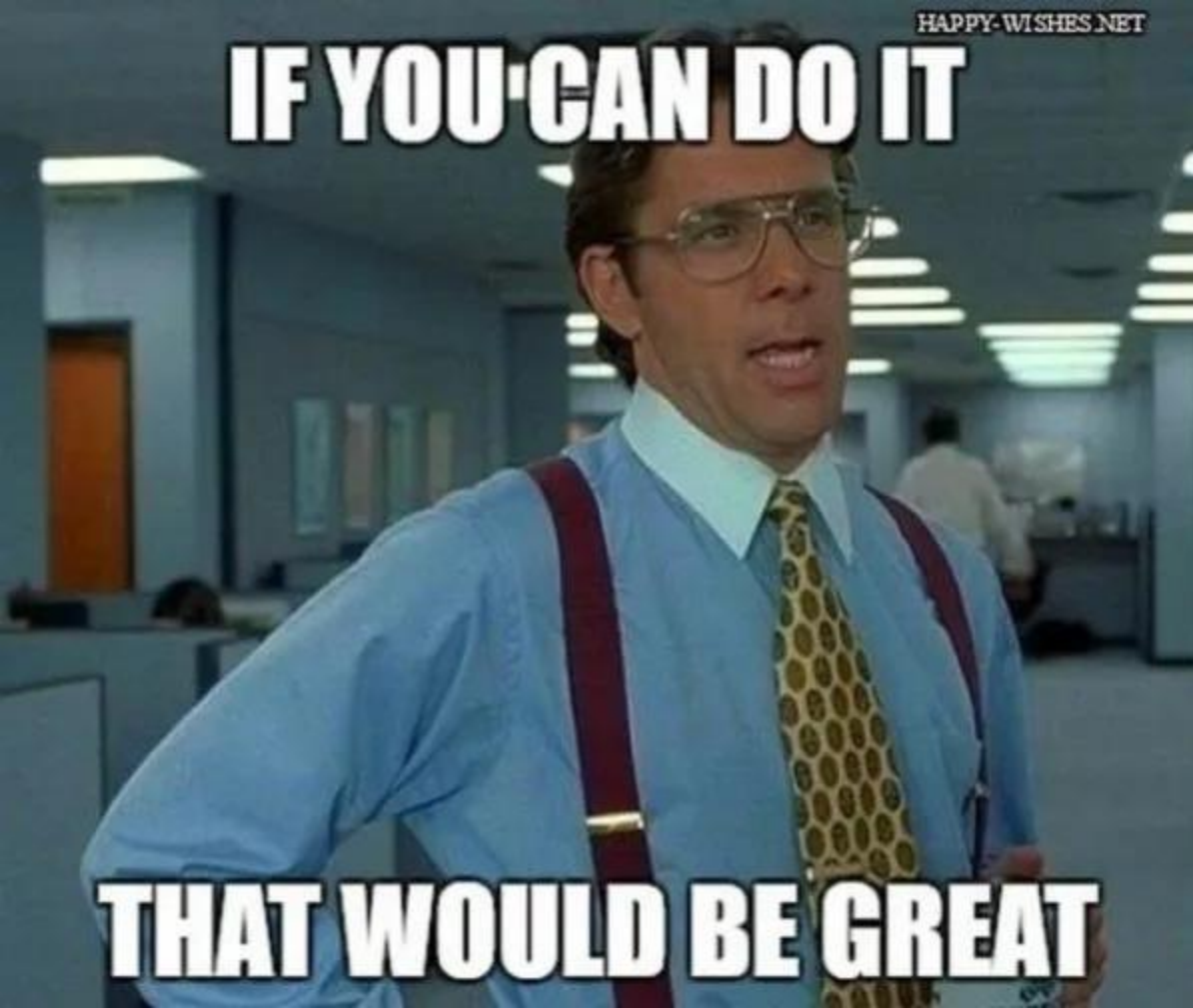
(NPC Research, 2008 review)



**Leave me alone.  
I'm procrastinating  
as fast as I can.**



**Very few  
people  
enjoy data  
entry, but . . .**



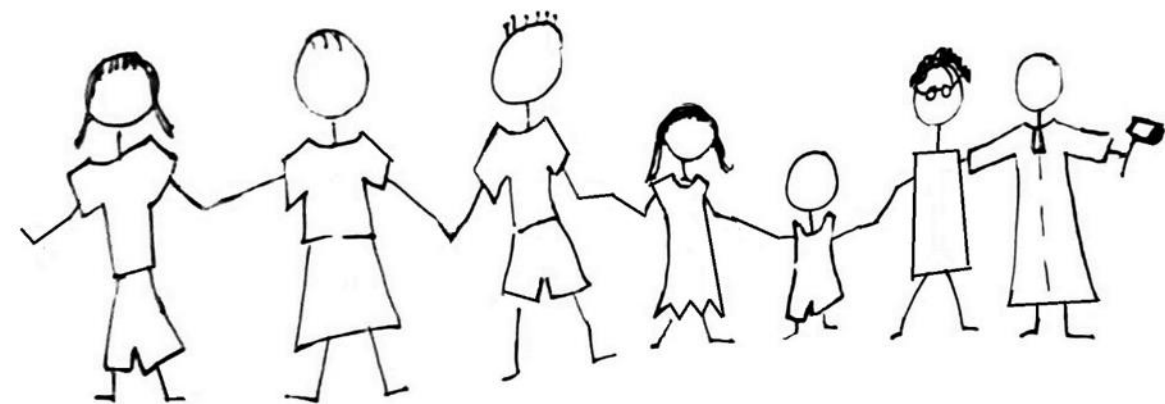
**Entering data  
immediately leads to  
less mistakes.**

**After 48 hours recall is less than 50%**

**After one week most of the detail is lost**







FAMILY AND YOUTH JUSTICE PROGRAMS

# **Provision B: Engage in a Process of Continuous Quality Improvement**





**CQI**  
Continuous  
Quality  
Improvement

## Intentional

Using a careful planning process courts can evaluate where changes will make the greatest impact

## Gradual

Change takes time! Small improvements that are carefully monitored lead to proven success over time

## Tracking Progress

Data driven changes improve outcomes and allow us to show stakeholders our successes

# Change Management – A CQI Method

**Identify and Assess Needs & Opportunities**

Using available data, decide as a team to make a change

**Develop a Theory of Change**

Determine the Root Cause and develop needs assessment

**Select or Design an Intervention**

Using available resources and a diverse team, design your process

**Plan, Prepare, & Implement**

Consider equity, timelines, and how you collect data for comparison in the future

**Evaluate and Apply Findings**

Using your plan of action, test to see if the change was effective, if there were barriers to success, and if it should continue.

**Start again using what you've learned!**





# Our team has put together a sample of this process

We would also be happy to set up a meeting to guide you through the steps as a team, and help you evaluate where a change might be most effective.

[Go to our website to read more](#)

[Make an appointment](#)





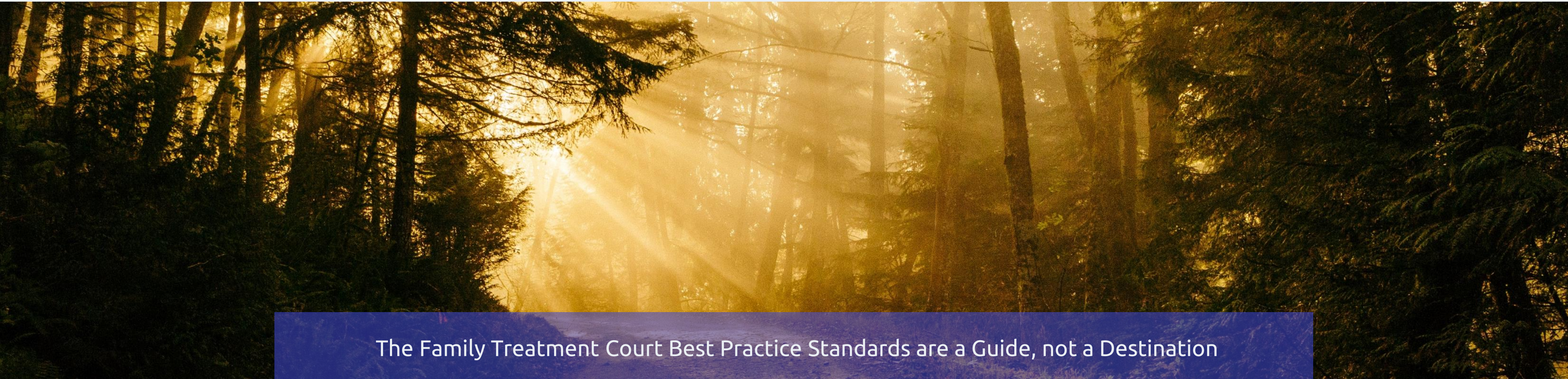


# Consider CQI and Self-Evaluation Opportunities for Growth



# Provision C.

## Evaluate Adherence to Best Practices



The Family Treatment Court Best Practice Standards are a Guide, not a Destination

### 11 sites

Have met with our Research Associate to Discuss NEFTC results and brainstorm how to continue to grow in implementation of Best Practice Standards



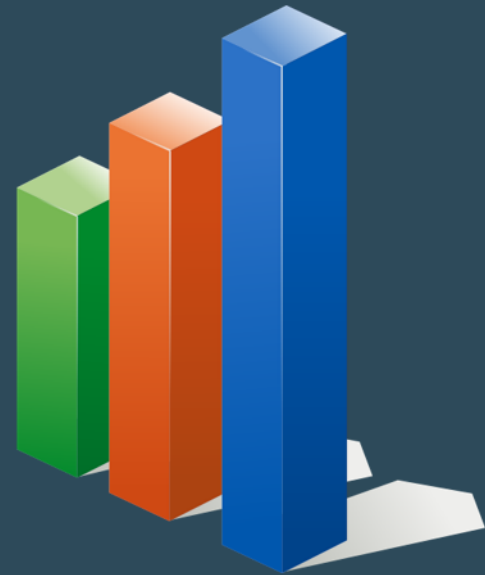
of the Family Treatment Courts in WA Submitted the NEFTC Self Evaluation

### 1 Self-Review of NEFTC Assessment

Was developed by our Research Associate and is now available on our website to continue this important work!



Resources for  
Best Practice  
Evaluation,  
Standardization,  
& Evidence-  
Based Methods

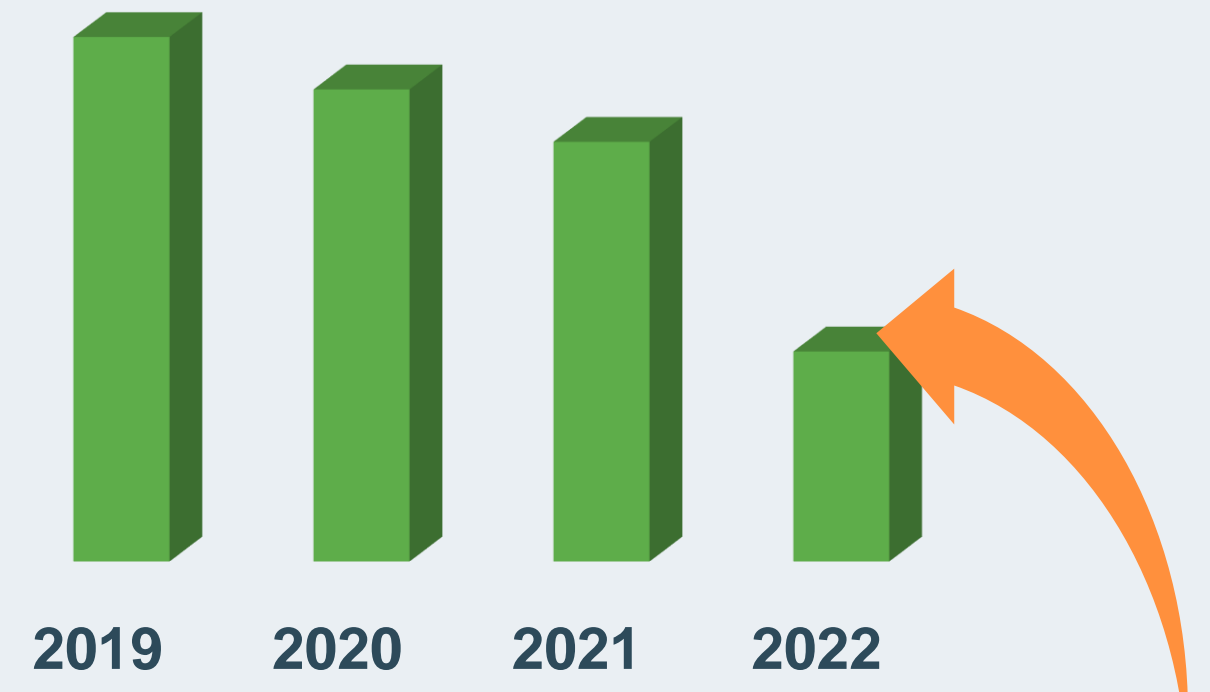


- [TA from AOC Grant team or Partners](#)
- [California Clearinghouse](#)
- [NIDA \(National Institute on Drug Abuse\)](#)  
[list of Screening and Assessment Tools](#)
- [Best Practice Document](#) lists a slew of  
**system evaluation types:** Drop Off Analysis, Rapid  
Cycle testing, PQI, CQI, NIATx, PDSA, SWOT, SCOT, etc.

**Annually**  
and at each major  
staff turnover

**Compare  
data** to policy &  
procedures and  
MOUs

Outcomes over time



**Look for  
DRIFT** away from  
mission  
desired outcomes,  
fidelity to the best  
practice model

**How often should  
evaluation occur?**

# Provision D. Use of Rigorous Evaluation Methods

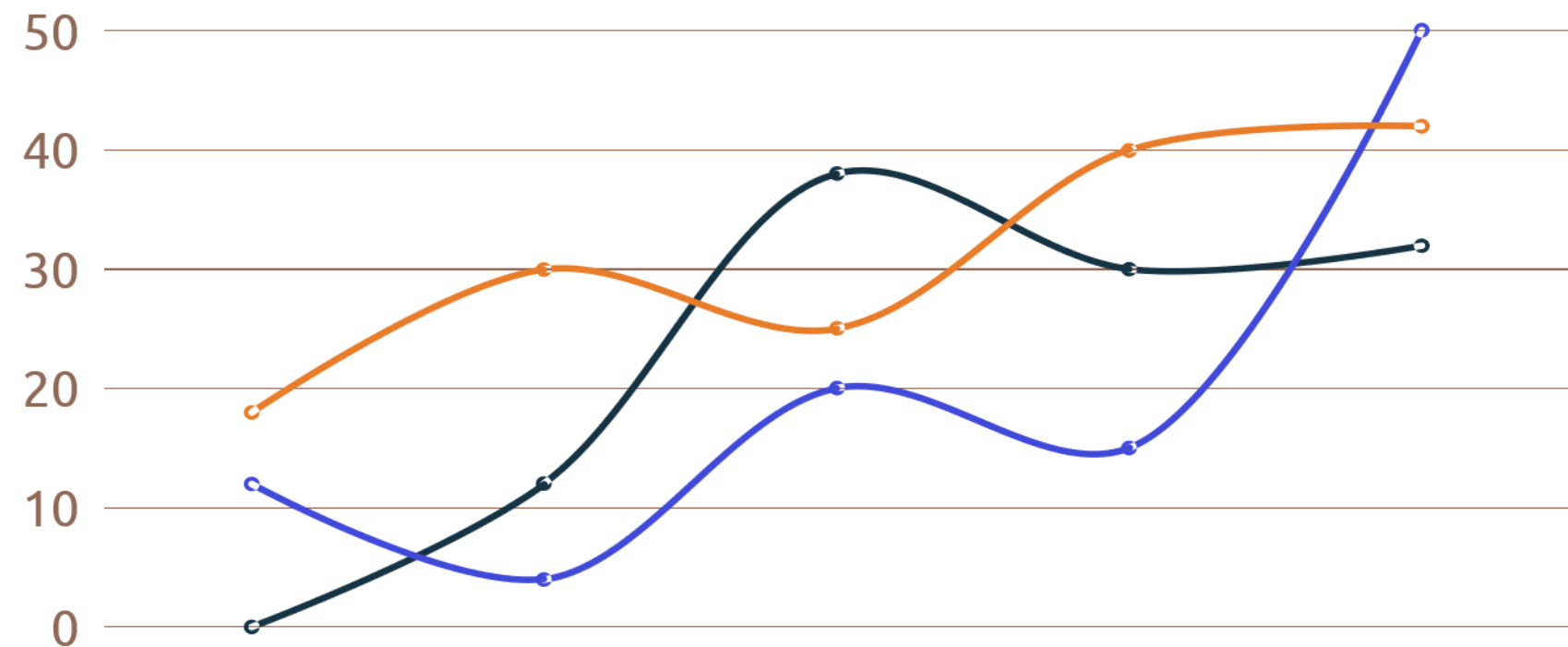
Evaluation should **generate a report with recommendations** for improvement of outcomes and adherence to best practices

Methods for evaluation should **include all collaborative systems**

Courts that **hire an independent evaluator** tend to be more cost effective and have better outcomes



# Tips from Best Practices



A full program evaluation should occur **every 3-5 years** using an independent evaluator if possible

Consider a partnership **with a university** as a part of a student thesis or capstone, your court may be able to partner for much lower cost and high expertise

Before the Evaluation, decide **who "owns" the data**, where it will be housed and how it will be used.

# The Challenges Associated with Data Collection can be daunting

But the rewards are obvious when we see families thriving



[Read more on our website](#)