JUSTICE CENTER FOR EVIDENCE BASED PRACTICE **Office of Research and Strategic Planning** **WV Division of Justice and Community Services** **Department of Military Affairs and Public Safety**	**DATE:** 04.26.2011 **SUBJECT:** Statewide LS/CMI User and User Trainer Certification Policy **TYPE:** Policy Directive **PAGES:** 9

I. **AUTHORITY**: In June 2009, the Governor's Commission on Prison Overcrowding recommended the adoption and use of offender programs that utilize the Risk-Needs-Responsivity (RNR) model across the state. The LS/CMI is a RNR assessment tool that meets that recommendation and facilitates the development of evidence-based practices and programs for offender populations. To ensure the proper implementation and use of the RNR model, the Justice Center for Evidence Based Practice (JCEBP) was created to develop statewide policies and procedures for the application of the LS/CMI and systems of monitoring for the purpose of ensuring quality. The JCEBP is housed in the West Virginia Division of Criminal Justice Services (DJCS), Office of Research and Strategic Planning (ORSP). Now, therefore, in consideration of the duties and responsibilities prescribed by the Governor's Commission on Prison Overcrowding, the JCEBP is responsible for LS/CMI training and quality assurance, which includes the development of a minimum standards policy for User and User Trainer certification, LS/CMI implementation and administration, and the establishment of systems for monitoring.

II. **POLICY**: This policy establishes requirements and responsibilities for Users and User Trainers of the Level of Service/Case management Inventory (LS/CMI) in the correctional system of West Virginia.

III. **DEFINITIONS**:

A. Agent – Any governmental or nongovernmental organization, agency, or facility operating within the state of West Virginia and conducting assessments on offender populations.

B. Level of Service/Case Management Inventory (LS/CMI) – An actuarial assessment that details the risk and need factors of persons sixteen years and older. It provides a linkage between these factors and the development of a case plan that is specific to the offenders' Risk-Need-Responsivity (RNR). It is distributed by Multi-Health Systems, Inc.

C. Motivational Interview – A client-centered, directive method of exploring and resolving offender ambivalence about change by eliciting the offender's own intrinsic motivation.

D. <u>Good Standing</u>: Person has met all minimum JCEBP (re)certification requirements; remains in compliance with all roles and responsibilities and policy/procedures; and received at minimum satisfactory reviews from User Trainer/Designated Supervisory Staff and Master Trainer and/or JCEBP during the previous 12 months or last certification.

E. <u>Risk-Need-Responsivity Principles or RNR</u> – Specific principles that are used for effective correctional treatment.

    a. *Risk Principle*: Match the level of treatment to level of risk

    b. *Need Principle*: Target treatment interventions toward reducing major dynamic risk factors and/or enhancing major protective/strength factors

    c. *Responsivity Principle*: Match treatment mode to offender characteristics. This includes both the use of cognitive-behavioral strategies (general) and matching services to the individual learning styles, motivation level, and demographic and personality characteristics of offenders (specific).

F. <u>Certified LS/CMI Supervisor</u> – Agent staff member who is assigned by the Agent as a supervisor, and retains the status of, at minimum, certified LS/CMI User by the ORSP/JCEBP. This person has the responsibility of monitoring and verifying quality assurance for an Agent and/or assigned staff.

G. <u>Certified LS/CMI Case Manager</u> – Agent staff member who does <u>not</u> administer and score the LS/CMI but has access to LS/CMI results, case plans, or other information for the purposes of fulfilling case management/classification activities or other required job duties and is certified by the ORSP/JCEBP.

H. <u>Certified LS/CMI User</u> – Agent staff member trained and certified by the ORSP/JCEBP in the administration of the LS/CMI by a User Trainer or Master Trainer.

I. <u>Certified LS/CMI User Trainer</u> – Agent staff member trained and certified by a ORSP/JCEBP Master Trainer to train users in the administration of LS/CMI.

J. <u>Master Trainer</u> – Agent staff member trained and certified by Multi-Health Systems, Inc. to train both Users and User Trainers in the administration and application of the LS/CMI.

IV. **APPLICATION:** This policy is applicable to all Agents and all persons who are employed by Agents that utilize the LS/CMI assessment tool.

V. **REQUIREMENTS:** Minimum requirements are set forth by the JCEBP and are consistent with standard practice in the field and policies and procedures set forth by other states. Certification is valid for two years from the date of the Certificate issuance for Users; certification is valid for one year from the date of the Certificate issuance for User Trainers. All certifications are subject to Master Trainer and/or JCEBP approval. Any deviations from the requirements and procedures outline in this policy may result in decertification of User or User Trainer status. See Table LS/CMI User and User Trainer Minimum Certification Requirements and Terms, appended.

A. Users: Staff members responsible for administering and scoring the LS/CMI assessment instrument.

    a. *Certification requirements*: Requirements listed below must be met prior to unsupervised use of LS/CMI instrument.

        i. Prerequisites: The following prerequisites must be met prior to the User Certification workshop

            1. High school degree or equivalent.

            2. Must attend and successfully complete the User training workshop.

        ii. Training: Staff member must attend three to four (3-4) day LS/CMI training workshop, conducted by a User Trainer or Master Trainer. LS/CMI training workshop must include, at minimum, the follow focal areas:

            1. Introduction: LS/CMI
            2. Introduction: "Central Eight"
            3. Theories: Social Learning & PIC-R
            4. Evidence Based Practices
            5. RNR Model and Meta-analytic/Research Support for the Model
            6. Introduction to Forms:
                a. QuickScore Form
                b. Scoring Guide
                c. Interview Guide
                d. Case Management Protocol
            7. Motivational Interviewing/Interviewing Skills
            8. Case Planning/Management
            9. Quality Assurance
            10. Review Online LS/CMI system
            11. Other material as required by MHS or JCEBP

        iii. Exams: Staff member shall complete two (2) exams (1. Content Exam & 2. Rating Exam) at the end of the User training workshop; must receive a score of 75% on both exams for and complete Section 1 of the Rating Exam with no more than 6 incorrect items and obtain a Total Risk Score within 3 points of the correct answer.

            1. If user does not score satisfactorily on any part of the Content or Rating exam, one retake of the tests is allowed. Retake may occur only once and all sections must be passed upon retake. If test is not passed, regardless of the User's initial score, then User must re-take the LS/CMI training workshop.
                a. Exam retakes will be under the direct observation of the User Trainer or a LS/CMI certified Supervisor; retakes will take place during the next User Workshop scheduled by LS/CMI User Trainer/Supervisor.

iv. <u>Motivational Interview (MI)</u>:   Upon the successful completion of the User Training workshop, the staff member must successfully complete one (1) motivational interview (MI) with an offender; User Trainer or Master Trainer must listen to and score the MI using MITI 3.1.1 (or most recent version) and a JCEBP-approved evaluation of the coverage of the LS/CMI assessment items. Staff member must score "satisfactory" on both evaluations. Only User Trainers and/or JCEBP staff certified in MI Scoring are permitted to score MI of Users or User Trainers.

1. With prior authorization from User Trainer or Master Trainer, the MI may be audio/video taped and mailed to User Trainer or Master Trainer for observation and scoring. Scoring can also take place through direct observation with JCEBP approval (the JCEBP requires recording interviews even when directly observed due to the complexities of the scoring system).

v. <u>Online system</u>: The User must demonstrate proficiency in the use of the online system, as observed and scored by the User Trainer and/or Master Trainer; may be assessed through classroom exercises and/or LS/CMI "Experience" requirement.

b. *Supervisor or User Trainer Monitoring*: If staff member does not successfully complete all certification requirements, he or she must be monitored by a User Trainer or LS/CMI Certified Supervisor until the staff member can re-attend a User Training Workshop and successfully complete all Certification Requirements.

c. *Recertification*: Staff member must have been previously certified as a LS/CMI User, met all prerequisites prior to Recertification Workshop Training; successfully completed all of the User Recertification Requirements, and otherwise be in Good Standing as judged by the User Trainer *and* Master Trainer and/or JCEBP. See Table LS/CMI User and User Trainer Minimum Recertification Requirements and Terms, appended.

i. <u>Prerequisites</u>:

1. <u>Experience</u>: User must complete a minimum of five (5) LS/CMI online assessments per year for recertification; the User's online LS/CMI assessments will be scored for assessment validity by a Certified LS/CMI Supervisor or User Trainer or Master Trainer prior to the Recertification Workshop Training. Completed "Assessment Verification Form" to be submitted to User Trainer and JCEBP thirty (30) days prior to workshop.

2. <u>Motivational Interview (MI)</u>: User must submit one (1) Motivational Interview to the User Trainer or Master Trainer for review and scoring thirty (30) days prior to the Recertification Workshop Training; the MI will be scored by a User Trainer or Master Trainer as part of the recertification requirements.

ii. <u>Recertification Training</u>: User must attend and successfully complete a one to two (1-2) day User Recertification Training Workshop every two (2) years; instructed by a User Trainer or Master Trainer.

   1. User Recertification Training Workshop shall consist of at least three (3) or all of the following areas:
       a. Review of LS/CMI forms and online system
       b. Update on research related to risk assessment, EBP, MI, and effective case management
       c. Motivational Interview
       d. Scoring accuracy/Inter-rater reliability
       e. Case Management/Matching Needs/Risks
       f. Quality Assurance
       g. Content and Interview Rating/Vignette Exam

iii. <u>Exams</u>: A content and interview rating exam will be given at the end of the User recertification workshop; User must score 75% on both exams and complete Section 1 of the Rating Exam with no more than 6 incorrect items and obtain a Total Risk Score within 3 points of the correct answer.

iv. <u>Refresher Trainings</u>: Users must attend a one to two (1-2) day Refresher Training every two (2) years, beginning one (1) year after initial certification, instructed by a User Trainer or Master Trainer.

   1. User Recertification Training Workshop shall consist of at least three (3) or all of the following areas:
       a. Review of LS/CMI forms and online system
       b. Updates on research related to risk assessment, EBP, MI, and effective case management
       c. Motivational Interview
       d. Scoring accuracy/Inter-rater reliability
       e. Case Management/Matching Needs/Risks
       f. Quality Assurance
   2. Guidance on the curriculum will be provided by JCEBP.

v. <u>Supervisor or User Trainer Monitoring</u>: If staff member does not successfully complete the requirements for Recertification, he or she must be monitored by a User Trainer or LS/CMI Certified Supervisor until the staff member can re-attend a User Training Workshop and successfully complete all Certification Requirements.

d. *Booster Trainings:* LS/CMI User must attend all User Trainer and/or JCEBP sponsored booster trainings. If User cannot attend, he/she must send notification in writing the appropriate User Trainer and/or the JCEBP with a stated reason. Absences may result in decertification of User status. Booster trainings are separate from (re)certification or refresher trainings. Booster trainings are related to the elements used during LS/CMI administration or skills that are beneficial to the application, use, or understanding of the LS/CMI. Booster trainings must be organized by or approved by JCEBP.

B. <u>User Trainers</u>: Personnel who will administer and score instrument, and are eligible to train Users in the agency/facility/institute where certification originated; see Table LS/CMI User and User Trainer Certification Requirements and Terms, appended.

   a. *Prerequisites:* The following prerequisites, trainings, and exams are required before a User is eligible to attend a User Trainer Workshop.

      1. User Trainers are required to have a university/college degree in criminal justice, criminology, sociology, psychology, or a closely related field.

         a. Education Substitution: A written request may be submitted by a chief executive of an Agent and training experience may be substituted for education at the discretion of the JCEBP. Request should contain evidence of prior experience with conducting trainings/workshops and or other certifications/experience relevant to instruction.

      2. Staff members must first meet all prerequisites and successfully complete the User Training Workshop.

      3. User Trainer must complete and submit via the online system ten (10) LS/CMI assessments prior to User Trainer workshop; LSCMI Trainer Requirements and Verification Request Form must be completed and submitted to the JCEBP thirty (30) days prior to User Training Workshop.

         a. The User's LS/CMI assessments and online submissions must be deemed "satisfactory" by the JCEBP and/or Master Trainer to be considered as a User Trainer.

   ii. <u>Training</u>: Selected Users must attend and successfully complete a 3-5 day User Trainer Workshop by a certified Master Trainer. The training will include a review and instruction on how to teach or train on the following areas:

      1. The LS/CMI, Forms and Online System:
         a. QuickScore Form
         b. Scoring Guide
         c. Interview Guide
         d. Case Management Protocol
      2. The "Central Eight"
      3. Theories: Social Learning & PIC-R
      4. Evidence Based Practice
      5. RNR Model
      6. Motivational Interviewing/Interviewing Skills
      7. Case Planning/Management
      8. Quality Assurance
      9. Other material as required by MHS or JCEBP

   iii. <u>Exam</u>: Content exam will be given at end of the User Trainer workshop; The User Trainer must pass the content exam with an 85% or better to be eligible for certification as a User Trainer.

iv. <u>Motivational Interview (MI)</u>: The User Trainer must submit a second MI to the Master Trainer thirty (30) days prior Trainer workshop (first MI was submitted in conjunction with the User Workshop); must be scored "satisfactory" by Master Trainer and/or JCEBP.

v. <u>Online system</u>: The User Trainer must demonstrate proficiency in the use of the online system, as observed and scored by the Master Trainer; may be assessed through classroom exercises and/or LS/CMI "Experience" requirement. Must complete "Assessment Verification Form" and submitted to JCEBP thirty (30) days prior to workshop.

vi. <u>Instruction</u>: The User Trainer must submit a video conducting <u>two</u> modules of a live User training session (one module <u>must</u> be from module 2 or 3, plus one additional module); video must be submitted within ninety (90) days of completion of the User Trainer Workshop; must receive a "satisfactory" score by Master Trainer and/or JCEBP.

vii. <u>Supervisor or User Trainer Monitoring</u>: If User Trainer does not successfully complete the Certification Requirements, he or she must be monitored by a User Trainer or LS/CMI Certified Supervisor until the User Trainer can re-attend a User Training Workshop and successfully complete all Certification Requirements. *This option is available to the User Trainer candidate on a one-time basis. The JCEBP will consider a written request from the candidate to complete a second User Trainer Workshop.*

b. *Certification requirement*:   After pre-certification has been met (i.e., successfully completed all certification requirements, except the Instruction requirement), the User Trainer will be notified. The User Trainer must conduct the first training workshop within three (3) months of notification and fully complete the videotape instruction requirement. The User Trainer shall submit a videotape or be directly observed by the Master Trainer conducting two (2) modules from the User Training Workshop. One of the two (2) modules must be Module 2 or Module 3 from the standardized Participant Workbook

i. The User Trainer must receive a "satisfactory" on the Instruction requirement in order to achieve the full certification of User Trainer.

c. *Recertification*: Eligible persons must have been previously certified as a User Trainer by the JCEBP; met all prerequisites prior to Trainer Recertification Workshop; successfully completed all of the User Trainer Recertification Requirements, and otherwise be in Good Standing as judged by the User Trainer *and* Master Trainer and/or JCEBP. See Table LS/CMI User and User Trainer Minimum Recertification Requirements and Terms, appended.

i. <u>Prerequisites</u>:

1. <u>Experience</u>: User Trainer must complete a minimum of ten (10) LS/CMI assessments and have assessments submitted to Online System within the last twelve (12) months since certification. User Trainer must submit "LSCMI Trainer Requirements and Verification Request Form" to JCEBP thirty (30) days prior to Recertification Workshop. Must score "satisfactory".

2. <u>Motivational Interview (MI)</u>: User Trainer must submit two (2) videotaped MI to the Master Trainer and the JCEBP thirty (30) days prior to the Recertification Workshop.

ii. <u>Exams</u>: A content and interview rating exam will be given at the end of the User recertification workshop; User must score 85% on both exams and complete Section 1 of the Rating Exam with no more than 5 incorrect items and obtain a Total Risk Score within 3 points of the correct answer.

d. *Booster Trainings:* LS/CMI User Trainers must attend all JCEBP sponsored booster/refresher trainings. If User Trainer cannot attend, he/she must send notification in writing the JCEBP with a stated reason within thirty (30) days of training. Absences may result in decertification of User Trainer status.

C. <u>Case Manager</u>: Staff member who do <u>not</u> administer and score the LS/CMI but has access to LS/CMI results, case plans, or other information for the purposes of fulfilling case management/classification activities or other required job duties and is certified by the ORSP/JCEBP. Authorization is contingent on User or Master Trainer and JCEBP approval. Certification is for a term of three (3) years.

a. *Certification requirements*: Requirements listed below must be met prior to unsupervised use of LS/CMI instrument.

i. <u>Prerequisites</u>: The following prerequisites must be met prior to Case Manager Certification workshop

1. High school degree or equivalent.

2. Must attend and successfully complete Case Manager workshop.

ii. <u>Training</u>: Staff member must attend 1 to 2 day LS/CMI training workshop, conducted by a User Trainer or Master Trainer. LS/CMI Case Manager training workshop must include, at minimum, the follow focal areas:

1. Introduction: LS/CMI Overview and "Central Eight"
2. Theories: Social Learning & PIC-R
3. Evidence Based Practices
4. RNR Model and Meta-analytic/Research Support for the Model
5. Case Planning/Management
6. Quality Assurance
7. Other material as required by MHS or JCEBP

ii. <u>Exams</u>: Staff member shall complete one examination at the end of the Case Manager training workshop; must receive a score of 75% for successful completion. If staff member does not successfully complete requirement, here or she must re-attend the training and successfully pass the examination.

b. *Recertification*: Certification is for a period of three (3) years. Staff person shall attend a one to two (1-2) day Case Manager Recertification Workshop Training. Recertification is contingent upon User or Master Trainer and JCEBP approval and successful completion of examination with a score of 75% or greater. Recertification Training Workshop shall consist of the same content areas as the initial certification workshop.

D. <u>Certification Revocation</u>: All certifications require the approval of the JCEBP and/or the Master Trainer. The JCEBP and/or Master Trainer may void any certification status, at any time and for any reason, in order to ensure the proper use of the instrument. All Users, User Trainers, and Case Managers are expected to have read and understood the aforementioned certification requirements and by acceptance of User, User Trainer, and Case Manager certification status agree to comply with all policy standards issued by the JCEBP.