UC Corrections Institute presents

Effective Practices in Community Supervision

The research on the principles of effective intervention, coupled with the most recent research on community supervision, provided the impetus for the development of a new model by the University of Cincinnati: Effective Practices in Community Supervision. The purpose of the EPICS model is to teach probation and parole officers how to apply the principles of effective intervention and core correctional practices specifically to community supervision practices. Probation officers are taught to increase dosage to higher risk offenders, stay focused on criminogenic needs, especially the thought-behavior link, and to use a social learning, cognitive behavioral approach to their interactions. The training is 3-days onsite followed by 5-months of follow up coaching.

END USER

The end user session is three days of training for a maximum of 30 trainees, and is outlined below:
>   Day 1: Modules 1 - 5
>   Day 2: Modules 6 - 9
>   Day 3: Modules 10 - 13

TRAIN-THE-TRAINER

The train the trainer session is five days of training for a maximum of ten trainers. To qualify for as a candidate for this session, the trainee must have participated in the 3-day EPICS training, participated in the 5-month coaching process, submitted 5 audio recordings for scoring and achieved proficiency in the model (at least 85% "satisfactory" on audio scoring). The training is outlined below:
>   Day 1: Review EPICS Material
>   Day 2: Review EPICS Material
>   Day 3: Participate in a Mock-Training
>   Day 4: Participate in a Mock Training
>   Day 5: Participate in a Mock Training

Additionally, UCCI offers training opportunities onsite at the University of Cincinnati in Ohio for agencies to send individual staff to participate in not only this curriculum, but also variety of other service offerings for both end-user and train-the-training courses. Registration fees range from $750 - $2,500 per trainee depending on the course, and does not include travel expenses. If you would like to receive notification of these offerings, please request to be added to our mailing list by emailing Corrections.Institute@uc.edu.

CONTACT

For more information about EPICS, please contact UCCI Program Manager Jennifer Scott at Jennifer.Scott@uc.edu or (513) 556-7765.

The EPICS model and initial EPICS training was developed by the Drs. Paula Smith and Christopher Lowenkamp.

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Effective Practices in Community Supervision

With the EPICs model, officers follow a structured approach to their interactions with their offenders. Specifically, each session includes four components. 1) ***Check-In***, in which the officer determines if the offender has any crises or acute needs, builds rapport and discusses compliance issues. 2) ***Review***, which focuses on the skills discussed in the prior session, the application of those skills, and troubleshooting continued problems in the use of those skills. 3) ***Intervention***, where the officer identifies continued areas of need, trends in problems the offender's experiences, teaches relevant skills, and targets problematic thinking. 4) Finally, ***Homework*** and Rehearsal is when the offenders is given an opportunity to see officer model the new skill, provided opportunities to role play, assigned homework, and given instructions to follow before the next visit.

Modules

Module 1: Rationale and Foundation

Module 2: EPICS Model

Module 3: Building a Collaborative Relationship

Module 4: Setting Goals

Module 5: Identifying Targets for Change

Module 6: Cost-Benefit Analysis

Module 7: Cognitive Restructuring

Module 8: Structured Skill Building

Module 9: Problem Solving

Module 10: Reinforcement

Module 11: Punishment

Module 12: Continuing to Support Behavior Change

Module 13: Summary and Fidelity Measures

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Effective Practices for Community Supervision (EPICS)
Initial Training Description

The purpose of the EPICS model is to teach probation officers, parole officers, and case managers how to apply the principles of effective intervention and core correctional practices to community supervision practices. The core correctional practices (or competencies) are organized into an overall framework to assist with the application of specific skills within the context of face-to-face contact sessions. This overall framework assists with the development and implementation of supervision plans to target the criminogenic needs of higher risk offenders. With the EPICs model, staff follow a structured approach to their interactions with their offenders. Specifically, each contact session includes four components. 1) Check-In, in which the officer determines if the offender has any crises or acute needs, builds rapport and discusses compliance issues. 2) Review, which focuses on the skills discussed in the prior session, the application of those skills, and troubleshooting continued problems in the use of those skills. 3) Intervention, where the officer identifies continued areas of need, trends in problems the offender's experiences, teaches relevant skills, and targets problematic thinking. 4) Finally, Homework and Rehearsal is when the offender is given an opportunity to practice the new skill with a homework assignment and is given instructions to follow before the next visit.

The EPICs model is designed to use a combination of monitoring, referrals, and face-to-face interactions to provide the offenders with a sufficient "dosage" of treatment interventions, and make the best possible use of time to develop a collaborative working relationship. The EPICS model helps translate the risk, needs and responsivity principles into practice. Community supervision officers or case managers are taught to increase dosage to higher risk offenders, stay focused on criminognic needs, especially the thought-behavior link, and to use a social learning, cognitive behavioral approach to their interactions. The EPICs model is not intended to replace other programming and services, but rather is an attempt to more fully utilize staff as agents of change. The training consists of three days of skill based training with up to 30 community supervision officers or case managers and supervisors.
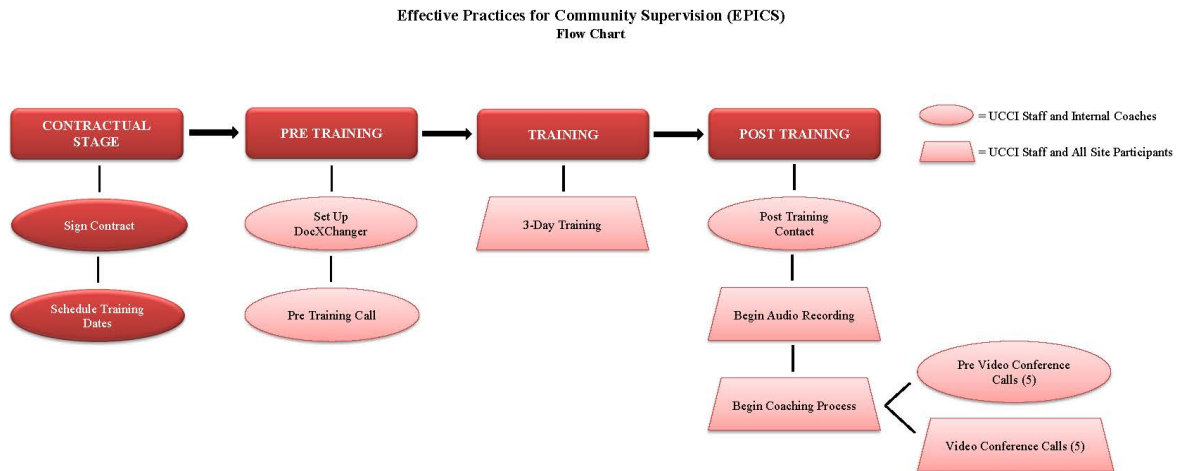
On-Going Coaching for EPICS

Approximately one to two months after the training, participants will begin audio taping sessions. Because reporting standards may vary across site, at least one session per month will be audio taped. Each tape will then be reviewed by UCCI staff and information will be coded concerning use of the EPICS model and use of specific core correctional practices. Staff will receive written individual feedback for each audiotape submitted.

In order to ensure adherence to the model and to train the supervisors as coaches, five videoconference sessions with all training participants and 5 separate conference calls with supervisors only are included as part of the training. During the first two group coaching sessions, UCCI staff will fully conduct the session by checking in on use of the model, reviewing previously discussed skills, reviewing overall site feedback on use of the model, review and model a skill from the training, and ask participants to practice the skill on their next audio. During the third and fourth sessions, supervisors will partner with UCCI staff to conduct the

aspects of the coaching session. The final session will be conducted by the supervisors, with UCCI staff providing support and coaching.

For the supervisor only conference calls, UCCI staff will discuss EPICS implementation with supervisors, train supervisors how to listen to and code audios for use of EPICS skills, and will train supervisors how to conduct EPICS coaching sessions.

Effective Practices for Community Supervision (EPICS)
Flow Chart

| CONTRACTUAL STAGE | → | PRE TRAINING | → | TRAINING | → | POST TRAINING |

= UCCI Staff and Internal Coaches
= UCCI Staff and All Site Participants

Sign Contract

Set Up DocXChanger

3-Day Training

Post Training Contact

Schedule Training Dates

Pre Training Call

Begin Audio Recording

Begin Coaching Process

Pre Video Conference Calls (5)

Video Conference Calls (5)

Effective Practices for Community Supervision (EPICS)
Initial Training Requirements

Training Schedule
EPICS is a three day training for probation/parole officers or case managers and supervisors. The three days include didactic presentations and practice of concepts and skills. Training times will be determined by the host agency.

A pre-training session is required for supervisors and administrators responsible for the implementation of the EPICS model. The session begins the process on how to provide supervision and support to the staff implementing these skills. This session can be conducted via phone or video conference.

Participants
The maximum number of participants for this training is 30 people, including supervisors.

Training Materials
UCCI will distribute manuals on Day 1 of the training.

Electronic supplemental materials from the training will be provided to participants upon completion of the training.

Coaching Sessions
There are five rounds of coaching after the 3-day training. For each round, there is a pre-coaching conference call and a video conference. The video conference continues the process of providing supervision and support to the staff they begin implementing the skills. The pre-coaching calls train the supervisors on how to provide the aforementioned supervision and support their staff.

Supervisors are expected to attend both the pre-coaching call and the video conference while staff will only attend the video conference. Both the pre-coaching call and the video conference will last approximately two hours.

Prior to each round of coaching, all staff are asked to submit one audiotape. UCCI staff will to listen to each audiotape submitted and provide written feedback in the form of the EPICS Rating Form. Supervisors are expected to review audiotapes and feedback with their staff.

The first two video conference calls will be facilitated by UCCI, while the supervisors observe. The third and fourth calls will be co-facilitated by the supervisors and UCCI. The supervisors will facilitate the final call and UCCI will observe. The first call will be held within one to two months after the initial training.

Videoconference capabilities are required.

Effective Practices in Community Supervision (EPICS)
Coaching and Training Process

1. CONTRACTUAL STAGE
   - CONTRACT: Key administrative staff from site complete contract with John Schwartz
   - TRAINING DATES: 3 consecutive days of training must be scheduled

2. PRE-TRAINING
   - CALL: Key administrative staff and potential on-site coaches participate in pre-training video conference with a UCCI research associate
   - SETUP: Download and install DocXChanger software for uploading audios

3. TRAINING: Officers and supervisors participate in 3-day training
   - Last day of training officers and supervisors are again given next steps for uploading tapes and coaching sessions

4. POST TRAINING
   - CONTACT: UCCI connects with main agency contact to begin scheduling coaching sessions
     - Coaching sessions are scheduled in advance (exceptions are made on a case by case basis) so that the first one occurs one month after the training
   - AUDIO SUBMISSIONS: Sites are given due dates for audio submissions
     - UCCI recommends that supervisors be in charge of uploading the audios for the site
     - UCCI research assistants code audio tapes to provide overall feedback for the site along with individual feedback for each officer
   - COACHING: General group feedback is given and skills are reviewed
     - 5 "Pre-video coaching" conference calls
     - 5 Video conference coaching sessions
       - Sessions 1-2: UCCI coach will review audio tapes and specific examples with all of the trainees.
       - Session 3-4: Supervisors will partner with UCCI coach to conduct the reviews and coaching.
       - Session 5: Supervisors will conduct the session, with UCCI coach providing support and coaching

5. END CONTRACT: Coaching ends
   - Summary report of training and coaching progress is written and sent to site

Effective Practices for Community Supervision (EPICS)
Training for Trainers (T4T)

Trainee Requirements

In order to participate in an EPICS Training for Trainers, staff must have been previously trained on the EPICS model and demonstrate interest in becoming a trainer. During the initial EPICS process, staff should have actively participated in the coaching sessions (i.e., submitted all assigned audios and participated in video conferences). Final audio submissions should be rated as "satisfactory" in 85% or more of the items.

Training Schedule

The first phase of the EPICS T4T lasts five days with participants completing two days in a classroom setting and three days in a mock training. During the first two days, trainees will review all relevant training materials. During the mock training, participants will conduct a 3-day EPICS among their trainee group. *At the conclusion of the mock training, participants will be expected to complete a written exam.*

The second phase of the EPICS T4T lasts three days. Participants will conduct an end-user 3-day EPICS training under the supervision of UCCI staff.

The third phase of the EPICS T4T lasts approximately 4-6 months and is comprised of two components. For the first component, participants are expected to serve as a coach for a full coaching sequence. UCCI staff will randomly observe trainees during this phase. For the second component, participants will submit anonymous audios and corresponding completed rating forms from the site they are coaching to UCCI for review. Participants are expected to code consistent with UCCI standards.

Participants

The maximum number of participants for this training is 10 people.

Training Materials

During the first phase of the EPICS T4T, participants will receive all of the necessary materials for the remainder of the training process. Materials will include a trainer manual and an external hard drive with training materials (i.e., videos, manual, coaching documents, relevant research, and supplemental training material).

Certification Requirements

To obtain certification, participants are required to successfully complete all of the phases listed above in the training process description. Objective measures of performance are used during each training phase and written feedback is shared with participants. There are two levels of certification that are assigned based on individual progress throughout the training and these include "Trainer" and "Co-Trainer".