



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
P.O. Box 41100 • Olympia, Washington 98504-1100

January 28, 2021

To: Community Corrections Staff

From: Mac Pevey, Assistant Secretary [Signature on file]
Community Corrections Division

Subject: Swift and Certain Quality Assurance Review Process

As many of you know, quality assurance (QA) is used to support fidelity and verify adherence to new models and/or policy updates. Last year, pursuant to the passing of Substitute House Bill (SHB) 2417, we implemented and trained revisions to DOC 460.130 Response to Violations and New Criminal Activity. Therefore, the section Community Correction Program Managers (CCPMs) have developed a Swift and Certain (SAC) QA Review Process to evaluate the implementation of those revisions.

The initial focus of the reviews will be low level violation processes where the response is a Stipulated Agreement, a short-term confinement sanction of 1-3 days, or a low level violation aggravated to a high level process. Beginning February 1, 2021, ten percent (10%) of these responses will be randomly selected from each field unit, and the section CCPM will complete a QA review on the responses. These reviews will begin with responses from November 2020. The CCPM will analyze each process and provide feedback to the Community Corrections Officer (CCO) who initiated the violation process and the Community Corrections Supervisor (CCS) who approved the process.

The purpose of the feedback session is to recognize and highlight the good work being done by the CCO and CCS in meeting the new policy guidelines, as well as to provide additional coaching for any elements where further support is needed. Any case management issues identified will also be shared for action by the CCO and CCS, as appropriate.

Once the SAC QA Review Process launches, the quarterly case reviews currently being conducted per DOC 380.200 Community Supervision of Offenders will be suspended until further notice. This will help provide the needed time for both the CCO and CCS to participate in feedback sessions.

Swift and Certain Quality Assurance Review Process

January 28, 2021

Page 2

I hope you find the SAC QA Review Process helpful. Any feedback you have regarding the process can be directed to your section CCPM and/or Community Corrections Administrator Autumn Witten.

Thank you for the hard work you do each day.

MP:AW.md

cc: Executive Strategy Team
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