FRIENDS National Resource Center for CBCAP

Peer Review in Practice: Examining the New Components in Family Engagement
July 13, 2011

FRIENDS National Resource Center for Community Based Child Abuse Prevention
is a Service of the Children's Bureau and a member of the T/TA Network

Desired Outcomes

- Understand what basic components of peer review
- Identify best practices in peer review
- Review components of Peer Review in CBCAP- including new section on Parent Engagement
- Understand how to get TA on peer review

Legislative Mandate

- Mandate has been removed from the new authorization of CAPTA
- New mandate states that states must provide a description of either the results of evaluations or the outcomes of monitoring conducted to demonstrate the effectiveness of activities
- Peer Review can be a component of that process and remains a best practice recommendation

Peer Review Definition

- Peer review brings together 2 or more programs in a mentoring relationship and facilitates the sharing of expertise and information.
- Peer review is an opportunity for a program to learn, share ideas and strategies with a program that provides similar services.
- Program staff members, parents, and administrators help to review each center's strengths and identify areas for potential improvement.

Peer Review is NOT-

- A tool that allows funders, state, or county governments to monitor a program and its services.

Purpose of Peer Review

- Self-assessment is a component of a comprehensive evaluation plan
- Ensure the delivery of useful and high quality services to local families served by the program
- Consider aspects of sustainability
- Encourage the development of networks and mentoring

Purpose of Peer Review (cont.)

- Clarify areas for program improvement and develop long-range plans to enhance practice
- Promote accountability to peer programs, communities, and families that receive services
- Provide an opportunity to identify areas for technical assistance

Nuts and Bolts

1) Form a peer review team
2) Attend a peer review team training
3) Complete the program self-assessment tool
4) Arrange with your partner center for the site visit
5) Close the loop

Form a Peer Review Team

- Peer Review teams are key to a successful process
- Teams should be diverse and represent the scope of the agency
- Potential team members can be found in:
  - Board Members
  - Service Participants/Consumers
  - Direct Line Staff
  - Peers from the community

Attend a Peer Review Training

- Training should be held for all grantees participating in peer review
- Ideally training should be held annually to allow for consistency and feedback
- Training should outline process, responsibilities, timelines, and expectations clearly

Complete Self-Assessment

- A universal tool should be selected for agencies to complete
- Allow for flexibility in the tool
- Provide a way to collect and assemble the data
- Evaluate the tool for effectiveness at regular intervals

Arrange for the Site Visit

- Site Visits Need to be meaningful
  - Structured agenda that allows for interaction, observation and learning
  - De-brief time to discuss assessment results and observations from the day
- Conduct Assessments prior to arrival
  - This may be done by the on-site team and then discussed at the de-brief
- Allow ample time for discussion and feedback

Closing the Loop

- **What do you do once you have completed the assessment**
  - Identify the program strengths identified
  - Evaluate the plan developed for addressing recommended strategies for program enhancement
  - Include this information in your reporting to the board and funders

Peer Review That Fits You

- **Some Decisions to Consider**
  - What do you want to learn?
  - Is it realistic?
  - BIG or small process
  - Short-term Goals or Long-term Outcomes
  - Agency driven or Service (Family) oriented

Peer Review in CBCAP

Source Document for Assessment and Best Practice

- Creation of the Tool
- Tool Domains
- Use of the Tool
- Database

Peer Review Workgroup

- Assessments created by a national working group of leads, program staff, parents, and other national partners
- Rotating group of people that have met 52 times since March of 2007
- Most recent work began in October of 2010 and culminated in the addition of *Engaging, Retaining, and Supporting Families*

Purpose Behind Tool Creation

- **Need identified for a CBCAP specific tool**
- **Easy to Use**
- **Comprehensive**
- **Low Cost to Users**

http://www.friendsnrc.org/peer-review

Assessment Areas

- Program Administration
  - *General Information*
  - *Boards/Councils*
  - *Staff Roles and Capacities*
  - *Staff Training*
- Program Services and Activities
  - *General Information*
  - *Parenting Education*
  - *Child Development*
  - *Home Visiting*
  - *Center Environment*
- Community Collaboration
- Continuous Quality Improvement
- Engaging, Retaining, and Supporting Families
  - Parent Leadership
  - Working One-on-One with Families
  - Valuing and Supporting Families
  - Responding to Families in Crisis
  - Engaging and Retaining Fathers

Guidelines for Using the Tool

- Each area is designed to be a stand-alone tool
  - Selection of scales should be purposeful and consideration should be given to not overwhelm the team or individuals completing the items
- Scoring for each area is on a Likert scale
  - Strongly Agree to Strongly Disagree
  - “Don’t Know”
  - “Not Applicable”*

Engaging, Retaining, and Supporting Families

- Parent Leadership
  - How well a program develops, implements and internalizes parent leadership
- Working One-on-One with Families
  - How a program individualizes work with families it serves, services are respectful, non-judgmental, and partner with families effectively
- Valuing and Supporting Families
  - How a program values the families in services and supports them through effective implementation of protective factors
- Responding to Families in Crisis
  - How well a program works with families when they are experiencing a crisis that is out of the norm for their typical interactions
- Engaging and Retaining Fathers
  - How a program includes and responds to Fathers in their program

Database Update

- Revisions in progress
- Integrate new sections into the management system
  - Will allow import of materials from inside a current database to allow for continuity of results and consolidation
- Due out in September of 2011

Questions?

FRIENDS TTA

FRIENDS on-site and remote T/TA builds the capacity of CBCAP State Leads to meet the requirements of Title II of CAPTA

- Training and Technical Assistance
  - Email, teleconference, webinar
  - On-site
- Website – www.friendsnrc.org
  - Print and read publications and materials
  - Visit the FRIENDS Online Learning Center
  - Join the FRIENDS listserv
  - Learn from the Evaluation Toolkit and Logic Model Builder
  - Listen to teleconference archives on various TA topics

How often can I request T/TA?

Requests for on-site training and technical assistance must come from the CBCAP State Lead Agency.

- One request per state for an on-site T/TA visit of up to three days will be considered for the first six months of each Federal Year (Oct 1-Mar 31).
- If travel funds are still available, an additional request for on-site T/TA will be considered from each State during the second half of each federal fiscal year (April 1 – Sept 30).
- The procedures are on the FRIENDS website at http://www.friendsnrc.org/friends-services/ta-request-procedures

TTA Coordinators

- Valerie Collins Russell, TTA Supervisor
  - valerierussell3@yahoo.com
- Mary Jo Alimena Caruso – Regions 1 and 3
  - mjcaruso@zoominternet.net
- Casandra Firman – Regions 8, 9, and 10
  - cfirman@wavecable.com
- Alicia Luckie – Regions 2, 4 and 5
  - apluckie@elmore.rr.com
- Edi Winkle – Regions 6 and 7
  - ediwinkle@windstream.net

Follow-Up

Edi Winkle

ediwinkle@windstream.net

(918)-279-0461

www.friendsnrc.org