

Program Update – iCoach

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Where it all began...

- **Washington State Sentencing Guidelines Commission**
 - *Review of Sentencing and Supervision in Washington State – A report by the Council of State Governments Justice Center (June 2019)*
- “Recent research has focused on the mindset of supervision and corrections officers and the type of relationships they build with the people they supervise, noting that additional recidivism-reduction potential exists when officers use a strengths-based, therapeutic approach in their interactions. This concept is known as becoming a “coach” rather than a “referee” and is truly the embodiment of core correctional practices, which focus on building relationship skills, problem solving, effective reinforcement and modeling in interactions with people under supervision or in a correctional setting.”
- https://sgc.wa.gov/sites/default/files/public/SGC/publications/sentencing_and_supervision_review.pdf

Then there was...

- **Criminal Sentencing Task Force**
 - *Washington State Criminal Sentencing Task Force, Prepared for the Washington State Governor and the Washington State Legislature (December 2019)*
- “Develop and implement a formal motivational and coaching focused supervision model, which includes trauma informed care and core correctional practices and allows for a more responsive and individualized case management approach to facilitate successful transitions and reentry to the community. This supervision model should consider staffing needs, caseload, and program/service delivery, including how community corrections officers dress during routine home and work checks. Because addressing liability concerns will be an important element of any new supervision model, parties directly affected should address this issue and keep the Task Force updated on their work.”
- https://s3.wp.wsu.edu/uploads/sites/2180/2020/12/CSTF-Final-Report-2020_12.21.20_1.pdf

...and finally...Legislative Budget Proviso (2021)

- Expansion of reentry supports and transition services for incarcerated individuals including development and implementation of a coaching model approach to supervision.
- Develop an implementation plan for a community supervision coaching model to begin in fiscal year 2023. The department must solicit input from incarcerated individuals, family members of incarcerated individuals, experts in supervision and reentry, community stakeholder and advocacy groups, and impacted labor organizations. The plan shall propose appropriate policies and procedures for the coaching model, including ongoing training and organizational culture assessments. During development of the plan, the department must consider potential inequities that may arise from any changes or additional requirements of supervision resulting from the model and mitigate those concerns to the greatest extent possible in its final plan. This plan must be submitted to the office of financial management prior to implementation.
- The Department must submit an initial report to the legislature on the progress of implementation of the coaching supervision model by no later than February 1, 2023.



iCoach Approach to Supervision

- Individualized Community Oriented Accountability Collaborative Help (iCoach)
- It is an overarching approach to supervision. iCoach will be the delivery of supervision, programming, and services for individuals under the Department's supervision and includes a requirement of the CCO to coach supervised individuals throughout the course of supervision.
- iCoach will be driven by two philosophies:
 - **Community Reintegration** supervision model
 - **Enhanced** supervision model



Community Reintegration Supervision Model

- Will apply to supervised individuals who release from a prison or re-entry center and all supervised individuals who release from a violator facility after serving a high-level sanction.
- Frontloads programs, resources, and services to support reentry into the community:
 - For the first 90 days of supervision in the community for individuals releasing from a prison or reentry center, and;
 - For 30 days after release from a violator facility for individuals who have served a confinement sanction for high-level violations.
- Provides evidence-based approach that includes frequent contacts and increased drug/alcohol testing (as applicable), as well as advocacy and assistance in accessing services, to support the individual's success in the community.
- Engagement in supervision includes coaching as outlined in the enhanced supervision model.
- Tailors supervision and support functions to the supervised individual's needs upon release.



Enhanced Supervision Model

- Will be utilized throughout the course of supervision for all populations.
- Provides supervised individuals with coaching, advocacy and assistance in accessing services, to support their success in the community. This requires CCOs to be trained in the use of coaching being responsive to the individual's needs, the delivery of services and advocating for the supervised individual.
- Focuses on the supervised individuals and tailors case management approaches and support functions to meet the identified needs of the supervised individual.

iCoach Project Sub-Groups

- Stakeholder Engagement
- Training
- Policy
- Quality Assurance

iCoach Project Highlights

- Engaged External Stakeholders for feedback on our models and resource availability.
- Surveys to incarcerated and supervised individuals, as to what works and what doesn't for them when being supervised, are now completed. Currently analyzing the results.
- Conducted focus groups with approximately 200 staff for input and feedback on model to date with change management principles incorporated to help gain buy in.
- Draft policy nearly ready for stakeholder review
- Working on development of 5 training modules
- Implementation plan submitted for OFM



Enterprise-Wide Collaboration

We have engaged staff across the agency in this project effort to include:

- **CCD** - CCOs, CCSs CCPMs, FAs, RAs
- **Prisons** - CPMs, CUSs and CCs
- **OSI** - Project Management and Organizational Change Management
- **Reentry** - Reentry Systems Manager
- **Case Management Services**
- **Records Division**
- **Information Technology**
- **Person Centered Services**
- **Communications Unit**
- **Washington Federation of State Employees (WFSE)**



All the pieces coming together...

In addition to iCoach, we also have the following initiatives that round out community supervision which will greatly contribute to our mission...*improving public safety by positively changing lives:*

- Implementation of SHB 2417, to allow for meaningful alternatives to confinement for technical violations
- Implementation SHB 2394, clarifying concurrent terms of supervision
- Implementation of SHB 2393, establishing supervision compliance credits
- Legislatively funded workload study (FY 2022)
- Continued partnering with Washington Federation of State Employees (WFSE)



Questions?



Thank you for your time.