



**Division of Criminal  
Justice Services**



**OFFICE OF PROBATION AND  
CORRECTIONAL ALTERNATIVES  
PRESENTS  
LUNCH & LEARN:**



**Implementation Strategies for Community Corrections**

**May 26, 2021**

# Welcome and Introductions



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# Learning Objectives



# Learning Objectives

- ✓ Develop an understanding of what drives change at agency and program levels;
- ✓ Understand the importance of readiness when beginning an Implementation Project;
- ✓ Identify key components for effective implementation; and
- ✓ Learn ways to measure the effectiveness of your work



“If you do not change  
direction, you may end up  
where you are heading”

- Lao Tzu



# The Drivers of Change

- We must first ask ourselves, what is driving the need for change?
- The drivers of change can come from several sources:
  - Desire to change program model (i.e. integrate the use of cognitive behavioral intervention)
  - Contractual requirements;
  - Changes in the community where a program operates;
  - The loss or gain of essential resources;



# The Drivers of Change

- The drivers of change continued:
  - In response to social changes;
  - To accommodate the passage of new laws and legislation; Changes in the population served (i.e. statutory--bail reform, Raise the Age)
  - The addition or loss of staff members;
  - In response to audit results;
  - To better align practices with desired outcomes.



# Getting to Work

- The need for change has been decided, but when should you get to work?
- Programs/Agencies should consider the following in deciding when to begin an implementation project:
  - How urgent is the need for change?
  - Has a deadline been set by stakeholders?
  - Are there other projects that should be completed first?





“Prepare the umbrella  
before it rains”  
-Malaysian Proverb



# Considerations for Programs

- Does this change align with program/agency values?
- Does this change meet applicable ethical and legal considerations?
- Have stakeholders signaled their support and/or acceptance of the change?
- Does the change support the program's Client/Participant Rights?
- Is the change in compliance with or violation of contractual terms?



# Considerations for Programs

- Do we have the human-power to start implementing?
- Have employees been trained to do the task?
- Have the staff bought-in to the process?
- Does the staff have the resources needed?
- Has the process been inclusive?
- Has the diversity of the staff, clients, and community been taken into consideration?
- Need for a strategic plan with measurable benchmarks?  
Timeline for tasks?



# Successful Implementation

- **The Skills of Employees**—a wide array of ongoing interpersonal relations specifically pertaining to the communication skills and interactions exercised between employees and participants;
- **Decisions on Intervention Assignment**—continuous case management decisions that match participants to varying levels and types of supervision conditions as well as programming interventions;
- **Programming** – services, i.e. both treatment and monitoring interventions;
- **Incentives/Sanctions**—determinations of accountability for assigned obligations and accompanying compliance consequences, i.e., both positive and negative reinforcements;



# Successful Implementation

- **Community Linkages**—formal and informal interfaces with various community organizations and groups;
- **Case Management**—a case management system that relegates individual case objectives and expectations within a prescribed set of policies and procedures; and
- **Organization**—internal (operational) and external (policy environment) organizational structures, management techniques, and culture



“Change does not come on  
the wheels of inevitability  
but comes through  
continuous struggle.”

- Dr. Martin Luther King, Jr.



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# The Integrated Model



# Questions for the Audience





# What Programs/Services/Interventions Are Available and Have Shown Effectiveness at Your Agency?



# **Voices from the Field**

## ***Presented by***

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**EAC**



# QUESTIONS ?



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