



Performance-
based
Standards



June 2009

E-NEWSLETTER

A National Update of Performance-based Standards

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PbS Timeline



July 15, New and Updated
FIP's Due Online



August 15, FIP Progress Notes
Due



October 1-30, PbS Fall Data
Collection Period

June 2009

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Oregon Youth Authority Embraces PbS

Integrating quality improvement and Performance-based Standards (PbS) in a large facility is a challenge. Staff at MacLaren Youth Correctional Facility noticed that Facility Improvement Plans (FIPs) were usually designed to address facility-wide needs and issues as opposed to unit level concerns.



Pictured: The cottages at MacLaren Youth Correctional Facility

To address staff concerns, we at Oregon Youth Authority (OYA) developed a "PbS Lite" version of the FIP, which is an improvement plan developed at the unit level called the Unit Improvement Plan (UIP). The streamlined UIP sparked staff interest and the design was familiar from the FIP experience. Similar to an FIP, the UIP has easy to follow improvement-planning steps along with tracking features. It is a tool to assist and help focus staff and management as they work toward enhanced communication.

Implementing any new process is no easy task. The staff at OYA were invested in the change as they saw the UIP tool as a solution to issues and concerns that had been festering on the individual living units. Several managers embraced the UIP and worked with their peers to emphasize the importance of this tool and the associated potential improvements. Treatment Managers at MacLaren Youth Correctional Facility, took the initiative to provide peer support and training on the value of the improvement process and use of the UIP tool. The treatment managers cited real life examples on his unit where this tool had been used thus demonstrating successful results.

PbS Community



This past data collection included 180 participants across 26 states.

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Once staff recognized that their work through the UIP process had long-term beneficial effects, staff readily applied their skills. The UIP process creates an open and friendly forum where staff members in individual living units are able to address concerns, discuss problems and build on successes. When additional individual living units started utilizing the UIP process, staff recognized that they could learn from one another and started to share UIPs with each other. They learned that they had common concerns and problems and that collaboration was mutually beneficial.

OYA recognizes the benefit and encourages the use of continuous quality improvement processes and tools such as the UIP model developed at MacLaren. The success of UIPs and the desire to replicate the UIP process across the agency prompted OYA to re-examine agency policy and procedure and to develop work training and local committees to create a sustainable quality improvement structure. *PbS* has been instrumental in creating a learning and teaching environment focused on continuous improvement.

Frank Martin
PbS State Coordinator
Oregon Youth Authority

Coaches Corner – Tito Rodriguez

Both as a Coach and as a practitioner involved in the *PbS* process, one of the most frequent comments I hear is, “*PbS* is a good thing, but it's difficult to get staff involved in the process.” OYA's development of a “*PbS* Lite” version of the FIP process through the Unit Improvement Plan (UIP) addresses this issue. The UIP process affords staff members the opportunity to acquire a better understanding of the improvement process because they can see how it directly impacts their area of operations.

It is always refreshing to work with professionals who take every opportunity to improve efficiencies, view staff members at all levels as expert change agents and keep creativity alive. Frank Martin, *PbS* State Coordinator, and his staff at OYA are savvy and energetic and it is a pleasure to work with the agency. Their development of the UIP process, or “*PbS* Lite,” demonstrates how OYA creatively maximizes the benefits of *PbS*.

Tito Rodriguez - *PbS* Coach