

Northwestern Oklahoma State University

Community Service Program

Walkthrough of Intake and Admission Process

On 8-02-2018 Administrative Director Jeff McAlpin and Treatment Director, Trent Spade, conducted an investigative walkthrough of the Intake and admission process of Northwestern's Community Service Program (NWCSP) at the Charles E. "Bill" Johnson Correctional Center in order to facilitate performance improvement. The intake and admission process consists of the following:

- "Zero-Week" testing of clients. Zero-Week is the beginning of the admission process for the Community Service program and utilizes the Life-Purpose Questionnaire (LPQ), Texas Christian University's (TCU) Criminal Thinking Scale, and Oklahoma Department of Corrections (ODOC) Self-Rating Scale; all of which measure the client's risk for further risk behavior as shown from the scores of these evaluations.
- The formal admission into NWCSP consists of the Biopsychosocial assessment. This assessment is given either by NWCSP counselors or our student interns who have had instruction in administering the assessment instrument. Clients are then assigned to counselors based on their facility schedule and the needs which were assessed from our instruments.

The walkthrough was able to identify the following:

- The process itself, both Zero-Week and Biopsychosocial, has been refined and streamlined over time and has elicited no complaints beyond client's frustration of the time it takes to get into the program. This is dependent upon client behavior and ODOC scheduling and is not due to the NWCSP process itself.
- Currently there is a shortage of manpower with only one student intern assisting in the above mentioned processes. This has resulted in a slight slowing of the number of clients which can be admitted into the program. This in turn has resulted in more workload for the counselors as they pick up more intake responsibilities.

Actions to be taken:

- NWCSP has conducted interviews and will be hiring another student intern to assist with record-keeping and intakes. The student intern will begin her duties upon completion of the ODOC new-employee orientation process and Northwestern's new-employee process.

Date 5-16-19

Signatures Jeff McAlpin, Trent Spade

Board Officer Signature/Title/Date Kay Decker, Prof. Sociology
Chair Social Sciences