

### **Follow-up phone call with Team (after site visit is completed)**

After the site visit has concluded, it can be very helpful to have a scheduled time to discuss additional peer review feedback with the coordinator, judge, and any other team members who are available via phone. The phone call should occur no more than 1 month after the site visit has been completed. Peer review teams are encouraged to discuss the availability of team members for the call during the site visit debrief. Scheduling the follow-up phone call will allow more time for the peer review team to review site visit notes and prepare for discussions on any sensitive topics. The phone call will also cover any other program areas that were not discussed during the in-person debrief meeting (such as additional commendations or recommendations).

The peer review team should have the summary report completed and sent to the program at least one day prior to the follow-up call occurring. Once the report is sent, program staff should briefly review the summary report and note any relevant feedback/suggestions to the peer review team during the follow-up call.

#### Process:

- Express appreciation for their participation and willingness to be reviewed and for making time to participate on the follow-up call.
- Discuss the purpose of the follow-up phone call, which is to allow the peer review team to ask questions or share additional information from the site visit, discuss any areas of concern that were not addressed during the in-person debrief meeting, and obtain relevant feedback on the summary report. Let the team know if you have learned anything as peers or implemented any ideas that you took back with you.
- Briefly review positives from the visits – best practices met (e.g., the “yes’s” on the best practice table), program strengths, creative ideas/practices, areas the participants liked.
- Discuss key suggestions – best practices not yet met, clarification about why they are relevant, and any concrete suggestions for how they could work on meeting them.
- Solicit the program for feedback on the summary report (inaccurate or misinterpreted information, barriers to implementing certain best practices, feasibility of making certain changes to the program, etc.).
- Ask if the team has any other questions.
- Describe next steps - They will receive a copy of the final report for their review by {date} that has their feedback from the call incorporated and any other significant information obtained during the call.

#### Tips for the debrief:

- Make sure to highlight positives and be complimentary.

## New Mexico Drug/DWI Courts Peer Review Process



- Be careful not to be too critical. While you can highlight recommendations and areas of possible improvement, it is not your role to ensure compliance or enforcement of the New Mexico Drug Court Standards.
- Focus on their program (be careful about the temptation to talk about your own).
- Be very careful not to highlight any individual team member for recommended changes, unless it is to confirm who is responsible for a next step or decision (e.g., if one team member needs training, avoid saying that in front of everyone in the group). It is usually o.k. to recognize a particularly stellar staff member if warranted, as long as it can be done without implying that the rest of the team isn't meeting expectations.
- Maintain confidentiality of individual interviews (staff) and focus group members (clients) when sharing feedback or asking clarifying questions. It is important not to reveal who made particular comments in their interviews, either directly or indirectly.

