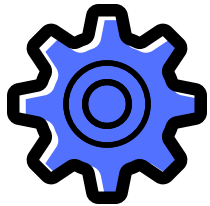


What we learned doing System of Care Practice Reviews (SOCPR) and Brief Practice Reviews (BPR) with families in Arizona



Start the recruitment process several months before the start of the review cycle

Hire and train more parents/caregivers than you think will be needed



Supervisor of parents or manager of parent review program should be also be a parent

Training needs to include classroom time with materials as well as shadow time with a supervisor for first reviews conducted

Hire bi-lingual parents/caregivers when possible (at least one will be necessary)



Hire parents/caregivers who reflect your community (culturally, ethnically, religiously, etc.)

Have clear contractual communication with the State/Regional authority as to expectations of the reviewers including the presentation of findings to providers



When contracting for the cycle of reviews, keep in mind how much time is involved with all steps of the process.

Steps include:

- o Recruitment
- o Training
- o Supervision
- o Administrative time for summarizing and reporting findings
- o Administrative time for participating in debriefing meetings with providers
- o Scanning all documents

