

# The Standardized Program Evaluation Protocol (SPEP™):

*Service Score Results:* Baseline

**Name of Program and Service:** JusticeWorks YouthCare, Inc., In Home Service

Cohort Total: 37

SPEP ID: 97-T01

Selected Timeframe: Aug. 1, 2015 - Mar. 31, 2016

Date(s) of Interview(s): May 18, 2016

Lead County & SPEP Team Representatives: Susan Claytor, Danielle Salisbury, York Co. & Lisa Freese, EPIS.

Person Preparing Report: Susan Claytor, Danielle Salisbury & Lisa Freese

**Description of Service:** *This should include a **brief** overview of the service within the context of the program, the location and if community based or residential. Indicate the type of youth referred, how the service is delivered, the purpose of service and any other **relevant** information to help the reader understand the SPEP service type classification. (350 character limit)*

The York office of JusticeWorks YouthCare (hereinafter referred to as JW) opened its doors in 2007 to provide services for families involved with the York County Children & Youth Agency. Through shared case management, juvenile probation involved youth began receiving services in 2009. Client Trax, the JusticeWorks case management database, identifies the targeted criminogenic domains of the YLS risk assessment tool for all probation involved youth receiving services. The YLS score determines the hours of service provided to a youth/family each week: 2 hours for low, 3 hours for moderate and 4 hours for high risk youth. An intake interview with the youth also helps to determine the appropriate amount of service. These are minimum expectations, and can be adjusted based on discussions with the assigned probation officer.

Referrals are typically made by email. Upon review of all referring information, administrative staff at JW discuss and match the most appropriate Family Resource Specialist with each youth. In general, no referral is denied services; the only exception is repeat referrals of youth who have already received services and may not benefit from additional service for a myriad of reasons. Most youth referred score moderate for level of risk on the YLS. Youth returning home from a residential placement are placed on a higher level of service.

Goals and objectives are identified and usually include pro social activities, community service, job searches, moral reasoning , etc. Progress notes are documented in Client Trax and coincide with probation expectations. Family Resource Specialists meet monthly with juvenile probation staff. Youth are seen primarily in the home, but occasionally school meetings occur when not disrupting classes. Community service is closely monitored early on, and then JW staff will reduce their presence once the youth can be trusted to attend and do the work. Staff also assist in job interview preparation, and vocational skills can be learned through YouthBuild, the Crispus Attucks Center, Job Corps, etc. Preparation for GED testing, secondary education and college preparation is offered as well. The FRS' have access to resources and forms to assist with the youth and families with whom they work. Supervisors provide guidance in this area as well.

**The four characteristics of a service found to be the most strongly related to reducing recidivism:**

1. **SPEP™ Service Type:** Mentoring

Based on the meta-analysis, is there a qualifying supplemental service? Yes

If so, what is the Service type? Behavioral Contracting/Management

Was the supplemental service provided? No      Total Points Possible for this Service Type: 30

Total Points Earned: 25      Total Points Possible: 35

2. **Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training and supervision, and how drift from service delivery is addressed.

Total Points Earned: 20      Total Points Possible: 20

3. **Amount of Service:** Score was derived from examination of weeks and hours each youth in the cohort received the service. The amount of service is measured by the target amounts of service for the SPEP service categorization. Each SPEP service type has varying amounts of duration and dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 0

Points received for Dosage or Number of Hours: 0

Total Points Earned: 0 Total Points Possible: 20

4. **Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

28 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 7 points

6 youth in the cohort are High or Very High YLS Risk Level for a total of 3 points

Total Points Earned: 10 Total Points Possible: 25

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**Basic SPEP™ Score:** 55 total points awarded out of 100 points. Compares service to any other type of SPEP therapeutic service. (eg: individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

*Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.*

**Program Optimization Percentage:** 58% This percentage compares the service to the same service types found in the research. (eg: individual counseling compared to all other individual counseling services included in the research)

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## The SPEP and [Performance Improvement](#)

The intended use of the SPEP is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service feedback report, and these recommendations are the focus of the performance improvement plan, a shared responsibility of the service provider and the local juvenile court. The recommendations for this service included in the feedback report are:

The JusticeWorks YouthCare, Inc. In Home Service scored a 55 for the Basic Score and a 58% Program Optimization Percentage. It is classified as a Group 4 Service: Mentoring. The program could improve its capacity for recidivism reduction through:

1. The addition of a supplemental service: behavioral contracting/management. The research demonstrates that the capacity of mentoring style programs to reduce recidivism is enhanced by the addition of behavioral contracting or behavioral management programs. These programs generally include a token or reward based set of incentives which are granted when the juvenile reaches certain program or case plan milestones. Youth agree to a contract which specifies certain rewards for certain positive behaviors. Non-achievement of agreed upon goals results in loss of privileges and/or incentives.
2. Written specification of the service to be provided, as well as the target audience (for example: age range, level of risk). Include detailed information on specifically what the In Home Service is and is not (for example: parameters around expectations of the FRS worker). Request use of the Service Provider Referral Checklist by Juvenile Probation Officers to ensure pertinent information is sent to JW as well as stating the reason(s) for the referral.
3. The addition of booster training specific to the role of the FRS worker.
4. Consideration to extend the service to 26 weeks in length. Increasing the duration of the service will positively impact dosage as well; increasing the number of youth who meet the targeted 78 hours for mentoring. Alternatively, if duration cannot be increased, another option could be to increase the number of face-to-face contact hours during the time period the youth is receiving the service (e.g. lengthening the existing meetings or meeting more times per week).
5. Review the YLS results of all referrals and target youth who are of moderate or higher risk for the In Home service. Probation Services to provide access to YLS Reassessments particularly if risk level/criminogenic needs have changed.

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# The Standardized Program Evaluation Protocol (SPEP™):

*Service Score Results:* Reassessment

Name of Program and Service: JusticeWorks YouthCare, Inc.-In Home-Service

Cohort Total: 35

SPEP ID: 97-T02

Timeframe of Selected Cohort: Feb. 1, 2018 – Mar. 31, 2019

Date(s) of Interview(s): Apr. 1, 2019

Lead County & SPEP Team Representatives: Sue Claytor, York Co. & Lisa Freese, EPISCenter

Person Preparing Report: Sue Claytor & Lisa Freese

**Description of Service:** *This should include a **brief** overview of the service within the context of the program, the location and if community based or residential. Indicate the type of youth referred, how the service is delivered, the purpose of service and any other **relevant** information to help the reader understand the SPEP service type classification. (500 word limit)*

The York office of JusticeWorks YouthCare (hereinafter referred to as JW) opened its doors in 2007 to provide services for families involved with York County Children & Youth. Through shared case management, juvenile probation involved youth began receiving services in 2009. JusticeWorks YouthCare staff and the juvenile probation department staff have collaborated on training (for example, JW staff receive Motivational Interviewing training and training on the Youth Level of Service or YLS) so that both agencies are “speaking the same language” as it relates to the Juvenile Justice System Enhancement Strategy. ClientTrax, the JusticeWorks case management database, identifies the targeted criminogenic domains of the YLS risk assessment tool for all probation involved youth receiving services. The YLS score determines the hours of service provided to a youth/family each week: 2 hours for low, 3 for moderate and 4 for high risk youth. An intake interview with the youth also helps to determine the appropriate amount of service. These are minimum expectations, and can be adjusted based on discussions with the assigned probation officer. Contact above and beyond minimum expectations is preferred by JW supervisors. Referrals are typically made by email. Upon review of all referring information, administrative staff at JW discuss and match the most appropriate Family Resource Specialist with each youth. In general, no referral is denied services; the only exception is repeat referrals of youth who already received services and may not benefit from additional service for a myriad of reasons. Most youth referred score moderate in terms of level of risk on the YLS. Youth returning home from a residential placement are placed on a high level of service. Goals and objectives are identified and usually include pro social activities, community service, job searches, moral reasoning, etc. Progress notes are documented in ClientTrax and coincide with probation expectations. Family Resource Specialists meet monthly with juvenile probation. Youth are seen primarily in the home, but occasionally school meetings occur when not disrupting classes. Community service is closely monitored early on, and where applicable, JW staff will reduce their presence at the worksite once the youth can be trusted to attend and do the work. Staff also assist in job interview preparation as well. Vocational skills can be learned through YouthBuild, the Crispus Attucks Center, Job Corps, etc. Preparation for GED testing, secondary education and college preparation is offered as well. The FRS’ have access to resources and forms to assist with the youth and families with whom they work. Supervisors provide guidance in this area as well.

**The four characteristics of a service found to be the most strongly related to reducing recidivism:**

1. **SPEP™ Service Type:** Mentoring

Based on the meta-analysis, is there a qualifying supplemental service Yes

If so, what is the Service type? Behavioral Contracting/Management

Was the supplemental service provided? Yes Total Points Possible for this Service Type: 30

Total Points Earned: 30 Total Points Possible: 35

2. **Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training and supervision, and how drift from service delivery is addressed.

Total Points Earned: 20 Total Points Possible: 20

3. **Amount of Service:** Score was derived from examination of weeks and hours each youth in the cohort received the service. The amount of service is measured by the target amounts of service for the SPEP service categorization. Each SPEP service type has varying amounts of duration and dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 0

Points received for Dosage or Number of Hours: 0

Total Points Earned: 0 Total Points Possible: 20

4. **Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

27 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 7 points

5 youth in the cohort are High or Very High YLS Risk Level for a total of 3 points

Total Points Earned: 10 Total Points Possible: 25

**Basic SPEP™ Score:** 60 total points awarded out of 100 points. Compares service to any other type of SPEP therapeutic service. (eg: individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.

**Program Optimization Percentage:** 64% This percentage compares the service to the same service types found in the research. (eg: individual counseling compared to all other individual counseling services included in the research)

## The SPEP™ and Performance Improvement

The intended use of the SPEP is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service feedback report, and these recommendations are the focus of the performance improvement plan, a shared responsibility of the service provider and the local juvenile court. The recommendations for this service included in the feedback report are:

In Home Service scored a 60 for the Basic Score and a 64% Program Optimization Percentage. These Basic Score represents an increase of 5 point(s) from the initial SPEP™ assessment. The POP Score represents an increase of 6 percentage point(s) from the initial SPEP™ assessment. It was classified as Group 5 service; Mentoring. There was a supplemental service of Behavioral contracting; contingency management which was not in place during the baseline assessment. The quality of service delivery was found to be at a high level. For amount of service 3% of the youth received the recommended targeted weeks of duration and 3% of the youth received the recommended targeted contact hours for this service type. The risk levels of youth that received this service were 23% low risk, 63% moderate risk, and 14% high risk. The program could improve its capacity for recidivism reduction by addressing the following recommendations:

### 1. Quality of Service Delivery

#### a. Organizational Response to Drift

- i. Develop a written policy or procedures to address organizational response to drift.
- ii. When it becomes necessary to utilize the policy, ensure that documentation occurs.
- iii. Ensure that the policy includes an “if then” approach or specific corrective action steps to address departure from service delivery.

### 2. Amount of Service

- a. Collaborate with the juvenile probation department to increase duration to 26 weeks of service. While 25 weeks is the targeted amount for duration, the juvenile probation department may prefer less duration for certain types of referrals.
- b. Increase dosage to meet the 78 hours targeted for a mentoring service.

### 3. Level of Risk

- a. Target referrals of moderate to high or very high risk youth.