

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

Name of Program and Service: Diakon Youth Services-Diakon Weekend Alternative Program

Cohort Total: 22

SPEP ID: 49

Selected Timeframe: Jan. 1, 2013-Dec. 31, 2013

Date(s) of Interview(s): Feb. 7, 2014

Lead County & SPEP Team Representatives: Nicole Mattern, Dauphin Co. & Shawn Peck, EPISCenter

Person Preparing Report: Shawn Peck & Nicole Mattern

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)*

Diakon Youth Services, formerly known as TresslerCare, provides a range of programs for at-risk youth from three primary locations; the Diakon Wilderness Center in Boiling Springs, PA, as well as sites in Lancaster, PA and Media, PA. Primarily serving individuals referred by county juvenile probation departments as well as children and youth services, Diakon Youth Services offers services designed to help several youth populations; such as dependent youth attain permanency, safety, and well-being. Services are also provided to help delinquent youth understand their need for accountability, community protection and the development of competencies for responsible and successful living. These concepts are embodied in the principles of Balanced and Restorative Justice. Diakon Youth Services' goal is for every student to be a successful graduate and to become a productive, connected and law abiding member of their community and society.

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

1. **SPEP™ Service Type:** Challenge Program

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

If so, what is the Service type? Group Counseling

Was the supplemental service provided? Yes Total Points Possible for this Service Type: 20

Total Points Earned: 20 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: 8

Points received for Dosage or Number of Hours: 8

Total Points Earned: 16 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.

18/21 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 10 points

1/21 youth in the cohort are High or Very High YLS Risk Level for a total of 0 points

Total Points Earned: 10 Total Points Possible: 25

Basic SPEP™ Score: 66 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: 78% 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:

The Diakon Weekend Alternative Program scored a 78% Program Optimization Percentage. It is classified as a Group 3 service; Challenge Program with a qualifying supplemental service of Group Counseling. The quality of the service is delivered at a high level. The risk levels of youth admitted to the program were 10% low risk, 86% as moderate risk, and 4% as high risk. The amount of service provided to the clients was 86% of the recommended targeted weeks of duration and 82% of the recommended target contact hours for this service type. Diakon Weekend Alternative Program can continue to maintain its capacity for recidivism reduction through:

1. Development of policy to identify drift from delivery service that encompasses a documented systematic application of the policy and a plan of action to handle such drift.
2. Development of a service specific training for staff and supervisors, even those that may be seasoned, that is documented and used as a foundation for counselors prior to delivering the service.
3. Examine the identified target population of the program for ability to handle more high risk youth.

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Reassessment 1

SPEP™ ID and Time: 49-T02

Agency Name: Diakon
Program Name: Weekend Alternative Program (DWAP)
Service Name: Challenge
Cohort Total: 86 for Amount of Service; 84 for Risk
Timeframe of Selected Cohort: Jan. 1, 2016 - Dec. 31, 2016
Referral County(s): Adams, Chester, Cumberland, Dauphin, Delaware, Franklin, Perry, and York
Date(s) of Interview(s): Apr. 7, 2017
Lead County: Dauphin
Probation Representative(s): Kija Waithe
EPIS Representative: Shawn Peck

Description of Service:

Diakon Youth Services, formerly known as TresslerCare, provides a range of programs for at-risk youth from three primary locations; the Diakon Wilderness Center in Boiling Springs, PA, as well as sites in Lancaster, PA and Media, PA. Primarily serving individuals referred by county juvenile probation departments as well as children and youth services, Diakon Youth Services offers services designed to help several youth populations; such as dependent youth attain permanency, safety, and well-being. Services are also provided to help delinquent youth understand their need for accountability, community protection and the development of competencies for responsible and successful living. These concepts are embodied in the principles of Balanced and Restorative Justice. Diakon Youth Services' goal is for every student to be a successful graduate and to become a productive, connected and law-abiding member of their community and society. All youth that receive this service participate in a variety of wilderness adventure activities designed to challenge youth with the development of trust and pro-social relationships with their peers and staff. Each wilderness activity has an objective that is related to competency development. Activities are facilitated on the Alpine Tower to develop youth's emotional management, communication skills, personal motivation, and supportive peer relationships. DWAP uses additional wilderness activities such as the high challenge course, rock-climbing, and canoeing to develop these competencies within youth. Youth also participate in community service projects to develop their understanding of repairing harm done to the community.

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

1. SPEP™ Service Type: Challenge Programs

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

If so, what is the Service Type? Group Counseling

Was the supplemental service provided? No Total Points Possible for this Service Type: 20

Total Points Received: 15 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, staff supervision, and how drift from service delivery is addressed.

Total Points Received: 10 Total Points Possible: 20

3. Amount of Service: Score was derived by calculating the total number of weeks and hours received by each youth in 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 contact hours. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 6

Points received for Contact Hours or Number of Hours: 2

Total Points Received: 8 **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.

71/84 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of 10 points

12/84 youth in the cohort are High or Very High YLS Risk Level for a total of 3 points

Total Points Received: 13 **Total Points Possible:** 25

Basic SPEP™ Score: 51 total points received out of 100 points. Compares service to any other type of SPEP™ therapeutic service. (e.g. 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: 60% This percentage compares the service to the same service types found in the research. (e.g. 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 juvenile probation department.

1. Regarding Quality of Service Delivery:

a. Staff Training:

- i. Developing a service specific training for staff and supervisors, even those that may be seasoned, that is documented and used as a foundation for counselors prior to delivering the service.
- ii. Training also needs to include documented periodic booster trainings on service delivery.

b. Response to Drift:

- i. Developing of policy to identify service delivery drift that encompasses a documented systematic application of the policy and a plan of action to handle such drift.

2. Regarding Amount of Service:

a. Evaluating length of stay for their program across all counties that make referrals to the program.

- i. Ensuring that juveniles enrolled are receiving the recommended dosage/duration of 4 weeks/60 hours. Based upon the current number of treatment hours received per week, juveniles should be enrolled in the program at least 8 weeks to meet the recommended dosage.

3. Regarding Risk Level of Youth Served:

- a. Ensuring appropriate program referrals based on the Youth Level of Service (YLS). The goal is to service moderate and high risk youth.
- b. Developing a mechanism to track dosage of interventions in accordance with identified YLS domains.

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Reassessment 2

SPEP™ ID and Time: 49-T03

Agency Name: Diakon
Program Name: Weekend Alternative Program (WAP)
Service Name: Challenge
Cohort Total: 93
Timeframe of Selected Cohort: 6/22/2018 – 6/24/2019
Referral County(s): York (29), Delaware (23), Chester (14), Dauphin (13), Adams (8), Cumberland (4), and Franklin (2)
Date(s) of Interview(s): 7/12/2019 and 9/6/2019
Lead County: Dauphin
Probation Representative(s): Matt Foster
EPIS Representative: Lisa Freese

Description of Service:

Diakon Youth Services provides a range of programs for at-risk youth from four primary locations; the Diakon Wilderness Center in Boiling Springs, PA, as well as sites in York, Lancaster, and Chester, PA. WAP serves York, Cumberland, Franklin, Adams, Dauphin and Chester Counties. The Diakon Weekend Alternative Program primarily serves youth referred by county juvenile probation departments in addition to dependent youth referred by county children and youth agencies. Diakon Youth Services' goal is for every individual to successfully complete services and to become a productive, connected and law-abiding member of their community and society. WAP is a wilderness service where youth are in the program each weekend from Friday late afternoon through Sunday afternoon. It is designed to be completed in 10 weekends. The youth arrive on Friday, have dinner, listen to an address by staff and then transition to Goals Group for 90-120 minutes. This group is to discuss how each youth's week at home went, how they did with the goal that was set the previous weekend, their treatment goal assignments, as well as any other areas of need the youth have based on their YLS domains. Parents also may provide input into treatment goals assigned. Youth then have a snack prior to bedtime. On Saturdays, youth are placed in one of three groups: A, B or C for the entire day. Counseling topics (such as victim awareness) rotate. If a youth is present for 10 weekends, he/she will benefit from all topics covered. Community service and wilderness appreciation occurs twice during a stay and is less didactic and more experiential. During the challenge piece youth are taught for example, "communication" as part of the experience. The female residents do goat yoga to assist with the topic of decision making. Following lunch is a second counseling session. The Treatment Goal Group occurs at 3:15 pm, where youth identify what goal they want to work on for the next week. There is a binder where the goal is listed and it goes home for signatures from parents or probation/case workers. Incentives and graduated responses are utilized. For example, if youth attend 5 weekends in a row, they receive a \$25 gift card. If they graduate from the WAP program, they get a \$100 VISA gift card. On Sunday, group is held to discuss weekly goals and debrief on the weekend. A closing ceremony is completed with lunch prior to dismissal at 12 pm.

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

1. SPEP™ Service Type: Challenge Programs

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

If so, what is the Service Type? Group Counseling

Was the supplemental service provided? No Total Points Possible for this Service Type: 20

Total Points Received: 15 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, staff supervision, and how drift from service delivery is addressed.

Total Points Received: 10 Total Points Possible: 20

3. Amount of Service: Score was derived by calculating the total number of weeks and hours received by each youth in 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 contact hours. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 6

Points received for Contact Hours or Number of Hours: 4

Total Points Received: 10 **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.

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

13 youth in the cohort are High or Very High YLS Risk Level for a total of 0 points

Total Points Received: 7 **Total Points Possible:** 25

Basic SPEP™ Score: 42 total points received out of 100 points. Compares service to any other type of SPEP™ therapeutic service. (e.g. 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: 49% This percentage compares the service to the same service types found in the research. (e.g. 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 juvenile probation department.

1. Regarding Quality of Service Delivery:

a. Written Protocol:

- i. Indicate in the program description the specific YLS domains the service can address.
- ii. Document reviews/updates to the manual that occur at pre-determined timeframes.

b. Staff Training:

- i. Document that the supervisor or director is trained to deliver the service.

c. Staff Supervision:

- i. Document that staff are monitored and that it occurs at pre-determined timeframes.
- ii. Provide written feedback to staff delivering the service.

d. Response to Drift:

- i. Provide documentation that written policies/procedures are utilized.
- ii. While data is collected on the quality of service delivery, it should be expanded to include fidelity. The information should be used to adapt or enhance service collectively, rather than just redirection of specific staff.

2. Regarding Amount of Service:

- a. The recommended dosage/duration of a challenge service is 4 weeks/60 hours. Because this service is delivered only on weekends and based upon the current number of treatment hours received per week, juveniles should be enrolled in the program at least 8 weeks to meet the recommended dosage. While this is indicated in Diakon's referral packet, staff should continue to communicate this information as youth are admitted to the service.

3. Regarding Risk Level of Youth Served:

- a. Ensuring that WAP is getting appropriate program referrals based on the Youth Level of Service (YLS). The goal is to service Moderate and High Risk youth.
- b. Developing a mechanism to track dosage of interventions that are utilized which should relate to the identified domains of the YLS.