The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

SPEP™ ID: 289-T01

Agency Name: The Academy

Program Name: Lancaster County Community Based Services

Service Name: Aftercare

Cohort Total: 60

Timeframe of Selected Cohort: All delinquent youth who began this service on/after April 2, 2018 and ended this service on/before October 8, 2019

Referral County(s): Lancaster

Date(s) of Interview(s): September 24, 2019

Lead County: Lancaster

Probation Representative(s): Kelli Davis and Cheri Modene

EPIS Representative: Dawn Hooton

Description of Service:

The Academy's Community Based Services offers daily, face-to-face contact, supervision, and 24/7 emergency intervention availability. The program allows students to remain in their home and community while addressing their educational, social, behavior, and employment needs. The Academy utilizes the Balanced and Restorative Justice (BARJ) principles of accountability, competency, development, and community protection. The purpose of Community Based Services (CBS) is: (1) To provide opportunities and development to avoid further involvement with the juvenile justice system. (2) To provide structure and accountability for the students processed through the juvenile justice system. (3) To monitor school attendance and academic progress. (4) To reduce overall recidivism. (5) To help students avoid detention or residential placement. (6) To help students avoid detention or residential placement for non-payment of restitution owed to the courts. The Community Specialists focus on facilitating positive community, school, and family involvement to increase behavioral accountability and life skills development. This, in conjunction with supervision, counseling, and intervention is geared to help youth reach the ultimate goal of eliminating further contact with the criminal justice system.

Aftercare is a component of Community Based Services that offers students an opportunity to address their financial obligations owed to the court by completing community service hours and/or active participation in the program. Completed community service or program hours are converted into a monthly amount paid directly to the court in the name of the juvenile. The community service aspects of Aftercare relies on collaborative partnerships with community members and organizations to allow students to satisfy their court-ordered hours of restitution through community service. The Academy coordinates, monitors, and supervises the community service projects to ensure successful completion. Community Service Projects include community enhancement and beautification, Toys for Tots, Salvation Army Food Drive, Coat Drives, and many others. The services being performed range from bagging toiletries for the homeless, performing maintenance on properties in the community such as painting and clean ups as well as delivering food to the needy. Additionally, during these hours of service, The Academy staff will address personal development, social skills, empathy, and the effect that service has on the community.

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

1. SPEP™ Service Type: Restitution/Community Service

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service Type? There is no qualifying supplemental service

Was the supplemental service provided? N/A   Total Points Possible for this Service Type: 15

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: 5   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: 0

Points received for Contact Hours or Number of Hours: 4

Total Points Received: 4   **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.

__53__ **youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of** __10__ **points**

__28__ **youth in the cohort are High or Very High YLS Risk Level for a total of** __13__ **points**

Total Points Received: 23 **Total Points Possible:**   25

Basic SPEP™ Score: __47__ 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: __59%__ 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. Develop and implement a written protocol specifically for Community Service and Restitution.
      ii. Develop a service description that outlines in specific detail what should be addressed during service delivery and is included in the Employee Handbook.
      iii. Develop and implement a process that describes where the money goes and how it is verified that it went to the proper person/agency.
      iv. Develop a matrix to identify how youth receive the intervention delivered.
      v. Identify in writing which youth are most appropriate for the service.
      vi. Update the Employee Handbook service description at pre-determined times.
      vii. Include revised date on written manual.
   b. Staff Training:
      i. Identify specialized trainings through Relias Learning that are relevant to the service.
      ii. Require staff to complete specialized trainings for this service and document.
      iii. Identify booster trainings through Relias Learning that are relevant to the service or develop agency-specific booster training to enhance the quality of service delivery.
      iv. Ensure through documentation that delivery staff receive the booster trainings.
      v. Require and document that the supervisor has been trained.
   c. Staff Supervision:
      i. Ensure all supervisors provide written feedback to delivery staff via Weekly Supervision Form, and incorporate it into policy and procedures.
      ii. Develop written performance evaluations that directly reference the delivery of this service.
   d. Organizational Response to Drift:
      i. Develop a policy and procedure to identify departure from the fidelity and quality of service delivery.
      ii. Ensure documentation is developed and utilized to verify implementation of policies and procedures.
      iii. Develop an if/then approach to specific corrective action steps to address departure from the fidelity and quality of service.
      iv. Develop a procedure to collect data on the fidelity and quality of service delivery.
      v. Develop a process to evaluate and use to adapt or improve the service delivery.
2. Regarding Amount of Service:
   a. Improve communication with Lancaster County Juvenile Probation Department to better match the research supported recommendations for this type of service.
   b. Redistribute time allotted to ensure youth receive the necessary aspects of Community Service/Restitution.
   c. Improve data collection processes to ensure all aspects of service delivery is recorded.