

# The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

SPEP™ ID and Time: 296-T01

Agency Name: Youth Advocate Programs  
Program Name: Traditional Advocate Services  
Service Name: Community Reintegration Program (CRP)  
Cohort Total: 12  
Timeframe of Selected Cohort: All delinquent youth who began this service on/after June 1, 2018 and ended this service on/before December 31, 2019  
Referral County(s): Lebanon  
Date(s) of Interview(s): July 31, 2019 and November 4, 2019  
Lead County: Lebanon  
Probation Representative(s): Sue Christner  
EPIS Representative: Dawn Hooton

## Description of Service:

Youth Advocate Programs (YAP) was founded in Pennsylvania in 1975 to help reintegrate youth returning from an adult prison in Camp Hill, Pennsylvania. Since then, YAP has grown to work with approximately 3,000 youth and families per year in 24 counties in Pennsylvania. YAP works with youth and adults in the child welfare, juvenile justice, education, intellectual and developmental disabilities systems.

Traditional Advocate Services focuses on providing youth with one on one mentoring in small group interaction. Service intensity ranges from 5-15 hours per week over 2-3 face-to-face contacts with the Advocate each week. The primary intervention of Traditional Advocate Services is the connection to an Advocate who develops a trusting caring relationship with the youth and their family and serves as a natural helper. This relationship then serves as a pathway to community linkage development and assisting youth and families in building long-term support systems through both formal community linkages (employment, therapeutic services, etc.) and informal community linkages (hobbies, interests, places of interest). This emphasis allows YAP to support youth and their families in addressing the unmet needs that resulted in their system involvement, reducing the likelihood of future system involvement. An emphasis is placed on youth giving back to their communities throughout their YAP involvement where youth and their families can shift from service recipients or clients, to contributors to their neighborhoods and communities instead. Most youth who participate in YAP, complete services successfully and are free from juvenile justice or child welfare system involvement by the end of services.

One on-one mentoring focus by the Advocate, serves as a connector to community linkages, catalyst for change, role modeling, tending to ultimate transition from services. Individual Service Plans (ISP) are created by utilizing the YLS and meeting with the youth and family to drive the service and determine needs. Engagement of the child/family team and developing trusting relationships is delivered across home, community, and school setting. Advocates spend time with informal and formal supports, i.e. family and outside treatment provider. They provide 24/7 crisis support, transportation, tutoring, career exploration, and work force logistics. Emphasis is placed on supporting purposeful transition beyond formal services to ensure child/family can sustain gains/improvements independently after services have ended. Forward Thinking, Girls Circle, Community Service, YAPWorx, and Community Reintegration Program (CRP) are services that can be utilized in conjunction during the mentoring piece.

Community Reintegration Program (CRP) is a counseling service facilitated by a master's level clinician and an assigned Advocate. The youth receives a minimum of 10 hours a week total of combined services of the clinician and the Advocate. The clinician generally meets with the youth/family a minimum of 2.5 hours a week providing therapy based on the individual needs. The Advocate will provide minimum of 7.5 hours with the youth one on one. A majority of the counseling service involves one on one interaction with the youth and clinician. Meetings occur with the combination of only clinician or in tandem with an Advocate in the home or a non-office setting. The intake interview, YLS, and feedback from referral source are used to create an ISP. Through the ISP they define goals and collaborate with the Advocate to facilitate services. The clinician provides supervision of the Advocate and drives the services provided. They provide case management and 24/7 crisis management. In addition, the clinician may provide transportation to work sites or counseling appointments, or to participate in other YAP services.

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

### 1. SPEP™ Service Type: Individual Counseling

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: 10

Total Points Received: 10      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:** 6

**Points received for Contact Hours or Number of Hours:** 10

**Total Points Received:** 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.

8 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of 5 points

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

**Total Points Received:** 5 **Total Points Possible:** 25

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**Basic SPEP™ Score:** 36 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:** 48% 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.)

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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 juvenile probation department.

#### 1. Regarding Quality of Service Delivery:

##### a. Written Protocol:

- i. Develop a manual that describes the service in its entirety and include a section that explains the emergency use of the clinician.
- ii. Outline in the manual how the service is to be delivered.
- iii. Identify in writing which youth are most appropriate for this service according to the YLS.
- iv. Once the manual has been developed, update at predetermined time frames.
- v. Document the revision date of the manual when updated.

##### b. Staff Training:

- i. Identify specialized trainings that are relevant to the service.
- ii. Identify booster trainings that are relevant to the service.
- iii. Ensure through documentation that delivery staff receive the booster trainings.
- iv. Ensure that a supervisor who is trained to deliver the service monitors service delivery.

##### c. Staff Supervision:

- i. Develop a process for the supervisors to monitor staff utilizing the Staff Supervision Form.
- ii. Enhance existing documentation when supervisors monitor staff delivering the service.
- iii. Ensure that all supervisors provide written feedback to staff delivering the service.
- iv. 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. Build upon existing pretest and posttest to evaluate youth outcomes and improve the quality of service delivery.
- v. Develop a process to evaluate and adapt to improve service delivery.

#### 2. Regarding Amount of Service:

- a. Improve communication with Juvenile Probation to better match research recommendations for the targeted amount of service.

#### 3. Regarding Risk Level of Youth Served:

- a. All youth referred to the Community Reintegration Program (CRP) should continue to receive the service despite their risk level according to the Youth Level of Service/Case Management Inventory.