

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

Name of Program and Service: Community Commitment Incorporated-Mentoring

Cohort Total: 26

SPEP ID: 40

Selected Timeframe: 1/8/2014

Date(s) of Interview(s): 5/6/2014

Lead County & SPEP Team Representatives: Bucks County, William Batty, Heather Perry and Maureen Raquet

Person Preparing Report: William Batty & Heather Perry

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)*

Community Commitment Incorporated (CCI) operates in Bucks, Northampton and Lehigh Counties. The program offered to juveniles is called "Youthwork." This report focuses on a service provided by "youth workers" in Bucks County. The Manual and the Clinical Staff Meeting document identified "Youthwork" to have three principles and they were as follows: 1. "Start where the client is at" This means that the youth worker begins with an open mind and rids self of adult expectations and assumptions. 2. "Every person and situation is unique, different and ever changing." "Teenagers blow with the wind and change like the weather" 3. "Engage and empower the peer group" "Actively attempt to infiltrate the teen peer culture itself in order to turn it from an absolute negative to an absolute positive." This means that CCI does not ignore, try to control or adult-manage youth. The manual identified youth work as being multidimensional and included the following: counseling, therapy, working with family, skills training, competency development, leadership training, learning social constraints and anger management. Youth workers also identified tasks as follows: provide transportation, seek employment, contacts and coordinating with probation, schools, therapists and other providers. The CCI Pamphlet indicates that "CCI is about forming strong, positive and often lasting relationships with struggling people" The program description summarizes that "Youthwork" includes "intensive home and community monitoring and supervision." It emphasizes the "youth's development of personal responsibility, improved relations with peer and authority figures and the cultivation of independent living skills." Statements made by the youth workers identified and supported the culture of the agency through these snippets: "Meet where at, Provide positive encouragement, No judgment by staff, No adult brain, Depend on what going on or where at, Peeling away layers, and No labels." Caseloads included males and females and the age range was 11 to 20 years old. The capacity for the agency was to serve 40 to 45 juveniles because anymore would reduce the intensity of the service. Youth workers were required to meet with the juveniles at a minimum of 2 times per week. The time spent with the juveniles varied from 45 minutes to 4 hours per visit. The contact hours were dependent on "what was going on or where the juvenile was at" at the time of the contact. The agency expectation was that the youth workers meet with the identified youth as often as necessary and be available 24 hours 7 days per week to assist the juvenile and families through the process.

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: 10 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: 2

Points received for Dosage or Number of Hours: 0

Total Points Earned: 2 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.

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

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

Total Points Earned: 5 Total Points Possible: 25

Basic SPEP™ Score: 42 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: 44% 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:

1. Collaborating with the probation department and investigating ways to meet targets by:
 - Striving to ensure each student reaches a minimum of 26 weeks of service. -Striving to ensure each student reaches a minimum of 78 contact hours.
2. Collaborating with the probation department and investigating ways of:
 - Targeting high risk youth and eliminating low risk youth referred to the program on a case by case basis. - Ensuring YLS data is included in the referral packet from the probation department.
2. Strengthening the “Youthwork” in Action Manual by:
 - Being more specific when describing the services to be provided as well as the specific audience (ie. age range, level of risk).
 - Utilizing the manual as a training tool and documenting these training sessions. -Requiring that the Youthwork in Action Manual be read by youth workers and used as a reference for service delivery. - Documenting the youth worker has done this by having them “test out” or complete a “worksheet” after they have read the manual. -Reviewing and updating the Youthwork in Action Manual.
 - Documenting the date the manual is reviewed and updated. -Documenting the use of the Youthwork in Action Manual during service delivery - Developing responses to service type and delivery drift that is more specific to the described service and training.
3. Utilizing behavioral contracting/management services to supplement the mentoring service type.
4. Enhancing the training opportunities for the staff by:
 - Creating formal training opportunities for youth workers. - Educating youth workers and supervisors on the YLS and how they can be utilized in clinical staff meetings to identify youth needs. -Documenting service type and delivery training. -Utilizing clinical staff meetings for training purposes and documenting training topics and hours.
5. Enhance the Data Collection Process by:
 - Tracking YLS data the Probation office provides.

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Reassessment

Name of Program and Service: Community Commitment Incorporated (CCI)-Youthwork-Mentoring

Cohort Total: 22

SPEP ID: 40-T02

Selected Timeframe: Jan. 15, 2016-Jul. 15, 2017

Date(s) of Interview(s): Nov. 1, 2017

Lead County & SPEP Team Representatives: Sandra Stewart & Nick Caramenico, Bucks Co., and Heather Perry, EPISCenter

Person Preparing Report: Sandra Stewart & Nick Caramenico, Bucks Co., and Heather Perry, EPISCenter

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)*

Community Commitment Incorporated (CCI) operates in Bucks, Northampton, and Lehigh Counties. The Mission Statement of CCI is to introduce creativity into the Juvenile Justice System. The program offered to juveniles is based on Youthwork, a model originating in Europe in the late 19th century. CCI is self-described as being a grassroots agency that practices Youthwork to deal with out of control youth. "Thinking outside the box", and the concept of 'Therapeutic Community' is operative at CCI and combines Peer Integration Therapy© and The Language of Power ©. These components are used in CCI's overall approach in ongoing therapeutic intervention with youth and their families. Once problems are identified, an intervention plan is formulated that includes input from the CEO/Director, the family counselor, the youthworker, and other experienced staff who meet weekly and analyze and discuss each case on an ongoing basis. Family therapists work closely with the appointed youthworker, often in tandem. Both the family therapists and youthworkers report to the juvenile probation officer on a regular basis to keep the youth's progress and case updated and current with any changes that affect the case. The focus of this report is the Mentoring service provided by the youthworker. The CCI Difference Brochure lists the following characteristics of CCI practice: Enforcement of probationary expectations and controls, Contractual behavioral obligations, Individualized treatment plan that is customized weekly, Individual contracts aligned with JPO original contracts, Specific creative case planning, 24/7 trust bonding contact from youth workers with youth/families, PIT- Peer Integration Therapy©, Youth group meetings, Emergency shelter placement, School/Parent contacts, Recreational planned activities like wrestling, kayaking, bike racing, etc., Youthworkers are available to their youth and families in most cases on a twenty-four hours basis by phone contact. Youthworkers will also intervene and follow up with school personnel, employment issues, etc. GED processes, community service issues, dietary and medical issues, housing and safety. The trust that develops from these activities forms lasting relationships. Trust building is not a theoretical concept for CCI youthworkers. It is considered an essential goal that is formulated and developed from the 'ground up' upon a youthworker's reception of a new case from Bucks County Juvenile Probation. Currently, CCI in Bucks County employs three Youthworkers who work part time and a full time secretary. The director of the agency does do some of the Youthwork. Each Youthworker is permitted to work with up to 8 youth. Youthworkers are required to see each their assigned clients at least two times a week and more if needed.

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: 10 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: 6

Points received for Dosage or Number of Hours: 6

Total Points Earned: 12 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.

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

2 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: 57 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: 60% 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:

1. Amount of Service:
 - a. Continuing to collaborate with the probation department to ensure that each juvenile reaches of minimum of 26 weeks of service and 78 contact hours.
2. Risk Level:
 - a. Continuing to collaborate with the probation department to ensure that moderate and high risk juveniles are being referred to the program and that low risk referrals are being diverted from treatment.
3. Supplemental Service Type:
 - a. Utilize behavioral contracting/management service to supplement the mentoring service type on the majority of juveniles referred to the program.
4. Quality of Service Delivery:
 - a. Written Protocol
 - i. Documenting an annual review of the manual.
 - ii. Utilizing the manual as a training tool during weekly supervision.
 - iii. Document the sections of the manual reviewed during weekly supervision.
 - b. Staff Training
 - i. Document training topics that are offered to staff by CEO/Director or outside presenter.
 - ii. Document training dates, hours, and staff that attended.
 - iii. Continue to educate Youthworkers and supervisors on the YLS, Case Plan and other JJSES topics
 - c. Enhance Data Collection
 - i. Use the YLS and Case Plan information provided by the probation department to track the YLS domains and competency development areas being addressed by the program.
 - ii. Create a list of interventions the program has utilized to assist juveniles with their journey through the Juvenile Justice System.