

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

SPEP™ ID and Time: 249-T01

Agency Name: Life'sWork
Program Name: Project Choice
Service Name: Restorative Services
Cohort Total: 31
Timeframe of Selected Cohort: Jan. 20, 2017 - Nov. 30, 2017
Referral County(s): Allegheny
Date(s) of Interview(s): Apr. 11, 2018
Lead County: Allegheny
Probation Representative(s): William Holt
EPIS Representative: Shawn Peck

Description of Service:

Project Choice is a community-based program that serves male and female juvenile offenders ages 14-21 referred by the Juvenile Court of Allegheny County. In order for a youth to receive services from Project Choice they must be residents of Allegheny County. Project Choice supports the principles of Balanced and Restorative Justice (BARJ) and provides a holistic approach to ensure that youth have a successful transition into the workforce by focusing on their social, educational, and vocational development. Services provided to youth are: Work Experience, Group Discussion, Job Readiness Training, and Individual Counseling. Youth also complete community service, enhancing their competency development to better prepare them for employment. They partner with the community to help complete special projects that help citizens who have been a victim of crime. Youth can do paid work experiences in any of the following areas: Ben and Jerry's, churches, community centers, Mobile Work Crew, cafeteria, and Production.

Project Choice was initially evaluated using the SPEP™ process in May 2014. Through consultation with Allegheny County Juvenile Probation and the Performance Improvement Process of the SPEP™, Project Choice made significant changes to the Restorative Services Program. During the period of time between the July 22, 2015 Performance Improvement Plan and the current reassessment at Project Choice, the emphasis of the Restorative Services Program has been enhanced from solely Job-Related/Job Training (i.e., a skill-building service) and developed into Restitution/Community Service (i.e., a restorative service) with the addition of the Victim Impact Curriculum. The addition of this restorative program was at the request of the Allegheny County Juvenile Probation Department to add a stronger competency development component for youth at Project Choice. All youth must complete 13 weeks of the Victim Impact Curriculum that consists of 13 units focusing on offender thinking and behavior along with the impact it has on victims. Also noteworthy during this timeframe was a change in leadership/management over three different occasions.

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: 2

Points received for Contact Hours or Number of Hours: 2

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.

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

6 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: 37 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: 46% 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.

I. Regarding Quality of Service Delivery:

a. Written Protocol:

- i. Develop a manual to describe each component of the service.
- ii. Ensure manual includes a detailed description of how the components are related.
- iii. Ensure that each lesson or session is described in detail.
- iv. Develop a documentation process that includes updates to the Staff Service Delivery form to verify that the manual is delivered as intended.
- v. Develop a schedule to update the manual to include date of revision.

b. Staff Training:

- i. Develop a specialized training that includes each component of the service.
- ii. Develop a booster training that includes each component of the service.
- iii. Develop documentation to verify that staff are trained to deliver this service.
- iv. Ensure that the supervisor of this service is trained to deliver the service.

c. Staff Supervision:

- i. Develop a supervision process to include formal and informal monitoring of service delivery according to the written protocol/manual.
- ii. Develop a documentation process to supervise the delivery of this service.
- iii. Ensure the documentation process includes a supervision schedule.
- iv. Ensure that the supervisor of this service delivers written performance feedback to staff that deliver this service.

d. Organizational Response to Drift:

- i. Develop a procedure/policy to prevent drift in service delivery to describe:
 1. All components of the service and how they are operationalized.
 2. Training process.
 3. Supervision process.
 4. Documentation for all processes.
 5. Data collection and data analysis processes.
- ii. Ensure the procedure/policy includes specific action steps or an if-then approach to identify the steps that administration would take to prevent drift in service delivery through the use of an identified checklist.
- iii. Ensure that appropriate data is collected to measure the effectiveness of service delivery.
- iv. Enhance existing data review processes to improve service delivery.
- v. Review findings with staff delivering service as part of the training process and document the conversation as part of the supervision process.

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. Continue communication with juvenile probation using this service regarding the research-supported targeted risk population.