

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

Name of Program and Service: North Central Secure Treatment Unit (NCSTU)-Job Training Program

Cohort Total: 22

SPEP ID: 141-T01

Selected Timeframe: Jun. 1, 2015- Sep. 30, 2016

Date(s) of Interview(s): Jan. 25, 2017

Lead County & SPEP Team Representatives: Tracie Davies, Lehigh Co. JPO & Heather Perry, EPISCenter

Person Preparing Report: Tracie Davies & 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)*

NCSTU Male Program provides secure treatment programming for adjudicated delinquent males age 13–20. Located in Montour County, the Male Program offers a wide range of services designed to meet the diverse needs of its residents including specific programming for substance abuse, criminal behavior issues, programming for residents having lower cognitive functioning, and treatment for issues related to chronic delinquent behavior and mental health disorders. All treatment services and aftercare planning incorporates a BARJ perspective. The focus of this report is the Job Training program, which is delivered through their counseling center and within each unit. Per the Program Manual, a variety of services are provided for students. Some of the services are provided by the Transitional Service Coordinator (TSC) and the Youth Development Counselors (YDC). The average amount of service for the Job Training Program is 32 weeks and 32 hours. Upon intake all youth are assessed by the TSC and the YLS is reviewed to identify their vocational needs. Youth are involved in numerous Job Training services. The breakdown of the services are as follows: Career Zone: All residents are administered the Career Zone upon entry to NCSTU. Career Zone is a computer driven program that assists youth in investigating career interests and assists them to plan goals. Employability 1: This group consists of 8 one hour sessions which covers job search skills, developing a resume and writing a cover letter. This group also discusses interviewing techniques, work place etiquette, and how to complete a basic job application. Employability 2: This group consists of 8 one hour sessions which discuss financial planning, debt, credit cards and loans. The group also covers credit card scores, budgets, checking and savings accounts, and identity theft. Customer Service Group: This group consists of 8 one hours sessions and addresses topics directly related to customer service that include greeting customers appropriately, offering alternatives, building relationships over the phone, ethical dilemmas, warranties, problem solving, and dealing with customers with disabilities, etc. Transition Group: This group consists of 8 one hour sessions which discusses the residents return to the community. Specific topics are reviewed: maintaining proper documents, job and career, education, housing, self-care, life skills, and resources within their community. The PACCT Soft Skills checklist is started at the beginning of Employability I and follows the resident throughout the Employability 2, Customer Service, and Transition groups. Competency lists are placed in the resident discharge portfolio so they have a record of their accomplishments. Residents will also review Soft Skills curriculum with their YDC during weekly individual sessions as well as with their TSC and school guidance counselor.

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

1. **SPEP™ Service Type:** Job Related Training-Job Training

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

If so, what is the Service type? Remedial Academic Program

Was the supplemental service provided? Yes Total Points Possible for this Service Type: 10

Total Points Earned: 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 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: 8

Points received for Dosage or Number of Hours: 0

Total Points Earned: 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.

22 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 12 points

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

Total Points Earned: 22 Total Points Possible: 25

Basic SPEP™ Score: 50 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: 67% 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 Job Training Program at North Central Secure Treatment Unit scored a 50 for the Basic Score and a 67% Program Optimization Percentage. It is classified as a Job Training service type with Remedial Academic as a qualifying supplemental service. The quality of the service was delivered at a medium level; the amount of service provided to the residents fell slightly short of meeting the recommended targets of duration and dosage for this service type. The program could improve its capacity for recidivism reduction through:

1. Enhance Staff Training:
 - a. Develop a formalized training process that all delivery staff and their supervisors must complete.
 - b. Provide booster/refresher training that is specific to Job Training and document the list of attendees.
2. Enhance On-going Staff Supervision:
 - a. Supervisors should monitor the delivery staff on the quality of service delivery at pre-determined timeframes (monthly, quarterly, etc.).
 - b. Document the monitoring process and provide staff with written feedback on their quality of service delivery.
 - c. Specifying curriculum(s) staff are trained to deliver in performance evaluations and address their performance in relation to that curriculum.
3. Enhance Organizational Response to Drift:
 - a. Document procedures that specifically address steps to be taken should staff fail to provide instruction as it is intended to be delivered, and ensure that these procedures are systematically applied.
4. Amount of Service: Investigate ways to increase the number of weeks of service and contact hours to reach the recommended 20 weeks and 40 hours.
5. Continue to target high risk youth as residents.

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Reassessment 1



SPEP™ ID and Time: 0141-T02

Agency Name: North Central Secure Treatment Unit (NCSTU)

Program Name: Male General Secure- Focus and Power Units

Service Name: Job Training

Cohort Total: 51

Timeframe of Selected Cohort: January 1, 2018 - December 31, 2019

Referral County(s): Allegheny (6), Berks (1), Bucks (2), Cambria (1), Chester (2), Delaware (1), Erie (7), Lehigh (2), Luzerne (1), Monroe (1), Montgomery (1), Philadelphia (24), Wayne (1), and Westmoreland (1)

Date(s) of Interview(s): March 9, 2020, May 12, 2020 and June 22, 2020

Lead County: Lehigh

Probation Representative(s): Tracie Davies, Eva Frederick and Andrew Guise (York County)

EPIS Representative: Lisa Freese

Description of Service:

North Central Secure Treatment Unit (NCSTU) Male Program provides secure treatment programming for adjudicated delinquent males age 13–20. The focus of this report is the Job Training program, which is provided at NCSTU through their school, counseling center and within each unit (see breakdown below). Per the Program Manual, a variety of Vocational Counseling services are provided for students of NCSTU. Some of the services are provided by the Transitional Service Coordinator (TSC) and the Youth Development Counselors (YDC). The average amount of service for the Job Training Program is 32 weeks and 32 hours. Upon intake all youth are assessed by the TSC and the YLS is reviewed to identify their vocational needs. Youth are involved in numerous Job Training services. The breakdown of the services are as follows:

Work Force Development Group: This group consists of 16 one-hour sessions and teaches residents how to get a job from start to finish. The group includes career exploration, applications, interview process, necessity of vital documents, work place conflicts and workplace conduct. Customer Service Group: This group consists of 8 one-hour sessions and addresses topics directly related to customer service that include greeting customers appropriately, meeting the customer's needs, open lines of communication, offering alternatives, making shopping an enjoyable experience, building relationships over the phone, return policies, handling customer complaints, ethical dilemmas, warranties, problem solving and dealing with customers with disabilities. Reentry Starts Here Group: This group consists of 8 one-hour sessions that discuss the residents' return to the community. Specific topics are reviewed: LIHEAP, drivers permit, automobile insurance, vital documents, exploring career routes with regards to college or employment and budgeting. The PACCT Soft Skills checklist is used to document specific Job Training-Soft Skills lessons. Group notes are written on each resident regarding their participation and progress. Competency lists are placed in the resident discharge portfolio so they have a record of their accomplishments. All residents are given pre and post tests for each of the groups. Residents also review the Job Training- Soft Skills curriculums with their YDC during weekly individual sessions as well as with their TSC and school guidance counselor.

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

1. SPEP™ Service Type: Job Related Training-Vocational Counseling

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

If so, what is the Service Type? Remedial Academic Program

Was the supplemental service provided? Yes 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: 20 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: 8

Points received for Contact Hours or Number of Hours: 2

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.

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

21 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: 63 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: 84% 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.

Job Training received a 63 for the Basic Score and an 84% Program Optimization Percentage. These Basic Scores represent an increase of 13 percentage point(s) from the initial SPEP™ Assessment. These POP Scores represent an increase of 17 percentage point(s) from the initial SPEP™ Assessment. The service was classified as a Group 1 service; Job-related interventions; Vocational Counseling Service Type. There is a qualifying supplemental service of Remedial Academic Training found in the research, which was used to enhance this service. The Quality of Service Delivery was found to be at a High Level. For Amount of Service, 82% of the youth received the recommended targeted weeks of duration and 24% of the youth received the recommended targeted contact hours for this service type. The Risk Levels of Youth admitted to the service were: 10% low risk, 49% moderate risk, 35% high risk, and 6% very high risk. Quality of Service Delivery, Amount of Service and Level of Risk all showed an increase in score. The service could improve its capacity for recidivism reduction by addressing the following recommendations:

1. Regarding Quality of Service Delivery

a. Staff Training:

- i. Provide booster/refresher training that is specific to Job Training and/or Remedial Academics and document the list of attendees.

2. Regarding Amount of Service:

- a. Continue to remind referral sources of the targeted duration for a job training service.
b. Investigate ways to continue to increase dosage. This could be accomplished through additional homework assignments or weekend review of curriculum.

3. Regarding Risk Level of Youth Served:

- a. Continue to remind referral sources that NCSTU targets moderate to very high risk youth.