

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

Name of Program and Service: Abraxas Youth & Family Services-Abraxas WorkBridge-Community Service

Cohort Total: 45

SPEP ID: 2

Selected Timeframe: May 1, 2013-Oct. 31, 2013

Date(s) of Interview(s): Jan. 16, 2014

Lead County & SPEP Team Representatives: Doug Braden, Allegheny Co. & Shawn Peck, EPISCenter

Person Preparing Report: Shawn Peck & Doug Braden

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)*

Abraxas WorkBridge is a community-based program that serves male and female juvenile offenders ages 10-21 referred by the Juvenile Court of Allegheny County. In order for a youth to receive services from WorkBridge they must be residents of Allegheny County. WorkBridge provides numerous services that are related to community service and restitution. The goals of this program align with the Balance and Restorative Justice (BARJ) principles by holding youth accountable for their actions and providing an opportunity for them to earn restitution to pay back their victims. They also complete community service, enhancing their competency development to better prepare them for employment, and partner with the community to help complete special projects that help citizens who have been a victim of a crime. The program leadership identifies four distinct services in their program description; The Community Service component, The Stipend Program, The Community Repair Crew component, and The Employment Initiative component.

These services are provided at over eight hundred non-profit neighborhood sites throughout Allegheny County, such as nursing homes, food banks, and fire halls. Sites are selected within walking distance or one bus ride from the youth's residence. There are four case managers that work with an average caseload size of fifty-sixty youth to ensure that the community service (as ordered by the Court) and restitution owed by youth in the program is satisfied. Case managers match the youth to sites and check in order to ensure that the youth meets the site requirements in a satisfactory manner.

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 Earned: 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 and supervision, and how drift from service delivery is addressed.

Total Points Earned: 20 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: 4

Points received for Dosage or Number of Hours: 0

Total Points Earned: 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.

28/45 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 5 points

2/45 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: 44 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: 55% 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 Abraxas WorkBridge program scored a 55% Program Optimization Percentage. It is classified as a Group 2 service restitution; community service program. The program could improve its capacity for recidivism reduction through:

1. Develop data systems in order to distinguish the services youth receive. The overlap of services makes the distinction of one service component from another difficult since one youth could receive several services simultaneously. The overlap makes it difficult to collect data regarding the amount of service received and to communicate clearly to the court the services that the referred youth receive. In order to SPEP Abraxas WorkBridge, Community Service and Restitution were jointly identified as the services to be evaluated due to the availability of data on these services.
2. Parts of the program manual need to be updated and reviewed.
3. Develop a written policy that describes the response to drift as related to service quality.
4. Improved communication with the Allegheny County Juvenile Court on the research supported amount of service that should be provided by this community service/restitution program for this service type is 12 weeks and 60 hours.
5. Incorporate the Victim Awareness Curriculum into the other components in the program.

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Reassessment 1

SPEP™ ID and Time: 002-T02

Agency Name: Abraxas Youth & Family Services

Program Name: WorkBridge

Service Name: Community Service & Stipend Programs

Cohort Total: 88

Timeframe of Selected Cohort: Jun. 1 2019 - Dec. 31, 2019

Referral County(s): Allegheny (88)

Date(s) of Interview(s): Nov. 13, 2019 & Nov. 13, 2019

Lead County: Allegheny County Juvenile Probation

Probation Representative(s): Ken Chiaverini, YLS Assessor

EPIS Representative: Christa Park, SPEP™ Implementation Specialist

Description of Service:

Abraxas began in Marienville, Pennsylvania in 1973 with only one site and only 30 clients. Now, over 45 years later, Abraxas Youth & Family Services (AYFS) operates community-based and residential programming for at-risk youth, adults, and families. Delivering innovative, personalized, and collaborative services, AYFS offers treatment, behavioral health services, educational & vocational support, life skills, family counseling, recreation, and community engagement. Treatment services are strength-based, client-centered, family-oriented and trauma-focused. AYFS has established a diversified continuum of care to include alternative education, in-home services, outpatient clinics, group counseling, aftercare services, detention, shelter care, and a variety of out-of-home services from transitional living to secure treatment.

WorkBridge is a community-based program for male & female youth between the ages of 10-21 involved with the Allegheny County Juvenile Court. WorkBridge provides referred youth the opportunity to obtain meaningful employment, complete court-ordered community service, and/or pay court-ordered restitution. Youth are also able to develop competencies in accordance with the principles of Balanced & Restorative Justice. There are three components to the WorkBridge program: Stipend Program, Community Service Program, and Employment Initiative. Youth may be referred for multiple components but will only participate in them one at a time. For example, Probation may refer a youth to both the Community Service and Employment Initiative. WorkBridge will collaborate with Probation to identify priority need (e.g., Community Service). WorkBridge will open a case for the youth in that component only. Once the youth completes the requirements for that component (e.g., completes all owed community service hours), WorkBridge closes the case and opens a new case in the other component (e.g., Employment Initiative).

This report focuses exclusively on the Community Service & Stipend Programs. WorkBridge facilitates completion of community service hours for youth through community partnerships. WorkBridge has several sites offering various opportunities for youth. Referrals from Juvenile Probation are processed within a day, and cases are assigned a Case Manager. Case Managers are responsible for making contact with the youth/family to complete an initial intake assessment. Case Managers are also responsible for assisting the youth in finding appropriate sites for the youth to complete community service. Case Managers coordinate contact between the youth and site supervisor to facilitate interviews and scheduling (if youth is selected for the site). WorkBridge prefers youth participate in at least 10 hours of community service per week, with the goal of completing hours within a reasonable amount of time; WorkBridge will accommodate Probation's request regarding a youth's required weekly hours. Once a youth is assigned a community service opportunity, the Case Manager maintains weekly contact with the youth, probation officer, and/or site supervisor. The Case Manager will also track community service hours the youth may complete at other sites which are not directly connected to WorkBridge (e.g., youth assigned to participate in ART® may receive credit toward community service upon completion of ART®).

Through its Stipend Program, WorkBridge allows youth between the ages of 10-15 to participate in community service in exchange for a stipend which can be applied toward restitution. Referral and case assignment processes are identical to those described above. For the Stipend Program, the Case Manager monitors amounts owed by the youth and verifies with the appropriate departments what amounts are for restitution and what are considered to be court fees/fines/costs. Twice monthly, the Case Manager collects stipend logs, converts completed community service hours into a monetary value (\$6.25/hour), and submits required paperwork for restitution payments to be made.

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: 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: 4

Points received for Contact Hours or Number of Hours: 0

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.

68 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of 7 points

14 youth in the cohort are High or Very High YLS Risk Level for a total of 3 points

Total Points Received: 10 **Total Points Possible:** 25

Basic SPEP™ Score: 49 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: 61% 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.

The Community Service & Stipend Programs received a 49 for the Basic Score and a 61% Program Optimization Percentage. These Basic Scores represent an increase of 5 percentage point(s) from the initial SPEP™ Assessment. These POP Scores represent an increase of 6 percentage point(s) from the initial SPEP™ Assessment.

The service was classified as a Group 2 service; Restitution/Community Service Type. There is no qualifying supplemental service found in the research. The Quality of Service Delivery was found to be at a High Level. For Amount of Service, 47% of the youth received the recommended targeted weeks of duration and 12% of the youth received the recommended targeted contact hours for this service type. The Risk Levels of Youth admitted to the service were: 23% low risk, 61% moderate risk, 16% high risk, and 0% very high risk. The service could improve its capacity for recidivism reduction by addressing the following recommendations:

1. Regarding Quality of Service Delivery:
 - a. Written Protocol
 - i. Within the Employee Handbook, detail procedures currently in place for using the YLS information to assist in matching youth with potential community service sites.
 - b. Organizational Response to Drift
 - i. Develop an overarching policy and procedure that describes how drift from the fidelity & quality of service delivery will be identified.
 - ii. Within the policy and procedure, include an “if-then” approach for corrective action steps to be taken if service delivery departs from what is intended (e.g., drifts from the fidelity and quality of service delivery).
 - iii. Ensure documentation is developed and utilized to verify implementation of the drift policy and procedure.
2. Amount of Service
 - a. Communicate with the Juvenile Court regarding research recommendations for the target amount of service.
3. Risk Level of Youth Served
 - a. Collaborate with the referring probation officer to consider each youth’s responsivity factors (which are a portion of the YLS) during service delivery.