

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results:

Baseline

SPEP™ ID and Contact Time: 0329-T01

Agency/Program Name: CONCERN/Concern Treatment Unit for Boys (CTUB)

Service Name: Individual Counseling

Cohort Total: Youth for Amount of Service: 14 ; Youth for Risk: 14

Cohort Time Frame: Youth that began the service on/after 03/01/2020 and ended on/before 10/01/2021

Referral County(s): Bucks (1); Delaware (6); Lancaster (4); Montgomery (3)

Feedback Report Delivery: September 26, 2022

County/Probation Officer(s) Involved: Bryanna Davis and Lisa Fetzer, Montgomery County; Andrew Guise, York

Kiersten Keenan, Delaware; & Ayla Allen, Mifflin

EPIS SIS(s): Kevin Perluke, Dawn Karoscik, Lisa Freese, & Christa Park

CONCERN is a multi-service private non-profit 501(c)(3) human services organization dedicated to providing child welfare, juvenile justice, and behavioral health services to children and their families. Founded in 1978, CONCERN began as a pioneer of treatment foster care, believing that children placed into care should live in a traditional family setting in the community, rather than in a residential or institutional setting. Since this time, CONCERN has been at the forefront of innovative programs to meet the individual needs of the child.

Since 1978, CONCERN has served nearly 27,000 children and youth in placement services, including placing nearly 5,000 children into adoptive families. Through 15 sites throughout eastern and north central Pennsylvania and southern Maryland, CONCERN offers a growing array of foster care, adoption and permanency, community based, behavioral health, and residential programs. Each day, their placement services impact the lives of more than 300 children and youth. Each year, adoption and permanency services assist nearly 400 children in finding their “forever family;” community-based services touch the lives of nearly 200 individuals and families; and behavioral health services impact the lives of nearly 5,000 individuals through a continuum of services.

CONCERN is governed by an active and responsible Board of Directors whose members have no material conflict of interest and serve without compensation. Administratively, CONCERN’s Senior Leadership Team is led by a Chief Executive Officer with each service site being led by appropriately credentialed supervisory personnel.

The CONCERN Treatment Unit for Boys (CTUB) program is a staff secure, community-based residential facility designed to meet the needs of adolescent males, ages 12 through 21, who have been adjudicated delinquent or dependent. CTUB offers a highly supervised and structured environment which holds youth accountable for their behavior and provides the necessary supports and services. The program can serve up to 25 youth. Referrals of adolescent males, both delinquent or dependent, are accepted. Their acceptance is based on the referral process which includes a personal interview and review of referral materials. The average length of placement is six to nine months, but this is determined by the specific needs of the youth.

The goal of the program is to change the mindsets and behavior patterns of the youth so that they will be able to function appropriately in society and will return to the community as healthy, productive citizens. Emphasis is placed on the bonds created between staff and residents in a smaller community-based treatment environment which is imperative to successful program completion and release. The program is flexible in that it will meet the individual needs of each youth who presents with a myriad of challenging behaviors. Services are provided to deal with delinquent behaviors, mental health issues, abuse issues, addiction issues, vocational issues, educational issues and independence issues. Daily opportunities are provided for emotional, social, educational, and physical growth. This not only minimizes the likelihood of continued negative behavior, but also prepares the youth for responsible social living. Opportunities also exist for the youth to work, educate, and recreate in the community.

Individual Counseling sessions are provided to all youth in the program through Intensive Behavioral Health Services (IBHS), the therapy department for CTUB. Within the first 30 days of placement, Individual Service Plan (ISP) goals are created by the team, including parents, client, program staff, county workers, and any other pertinent individuals so that the youth will have the best opportunity to succeed upon release from the program. Individual circumstances of each youth provide balanced attention to the protection of the community, accountability for behaviors and development of competencies to enable youth to become responsible and productive members of their communities. The ISP lists goals, desired outcomes and timeframes for achieving them, as well as treatment services and supports and who will be providing them. Signatures of the youth, staff, placing agency and family will be obtained. During the service planning, staff explain how the youth and their progress will be monitored. If there are any special terms or conditions ordered by the Court or placing agency, they will be listed as well as benefits that the youth can gain by goal completion and consequences for non-compliance. Treatment goals identified in the ISP are addressed in the individual counseling sessions delivered by a Master’s level mobile therapist and occur two to three hours per week.

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 dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction. Targeted duration and dosage for this service is 25 weeks, 30 hours.

<u>5</u>	youth in the cohort of <u>14</u>	received the targeted Duration or Number of Weeks for a total	<u>2</u>	points
<u>8</u>	youth in the cohort of <u>14</u>	of received the targeted Dosage or Number of Hours for a total of	<u>4</u>	points

Total Points Received: 6 **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. The Risk Levels of Youth admitted to the service were: 2 low risk, 10 moderate risk, 2 , high risk, and 0 very high risk.

<u>12</u>	youth in the cohort of <u>14</u>	are Moderate, High, Very High YLS Risk Level for a total of	<u>10</u>	points
<u>2</u>	youth in the cohort of <u>14</u>	are High or Very High YLS Risk Level for a total of	<u>0</u>	points

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

Basic SPEP™ Score: 31 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: 41% 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.

1. Regarding Quality of Service Delivery:

a. Written Protocol:

- i. Develop a manual that describes the service and outlines in specific detail what should be addressed during service delivery.
- ii. Identify in writing which youth are most appropriate for the service according to the YLS.
- iii. Ensure there is documentation that the manual or written protocol describing the service is implemented and referenced during service delivery.
- iv. Review and update the manual at predetermined time frames and date when this occurs.

b. Staff Supervision:

- i. Within in the manual, develop and outline a process for supervisors to monitor service delivery.
- ii. Document when supervisors monitor staff.
- iii. Document supervision of staff at predetermined time frames.
- iv. Ensure that all supervisors provide written feedback to staff delivering the service.

c. 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 fidelity and quality of service.
- iv. Develop a procedure to collect data on the fidelity and quality of service delivery.
- v. Develop a process to evaluate and adapt to improve service delivery.

2. Regarding Amount of Service:

- a. Maintain communication with referral JPO to better match research recommendations for the target amount of service and appropriate length of stay for each youth.

3. Regarding Risk Level of Youth Served:

- a. Continue collaboration with juvenile probation departments to ensure the most appropriate referrals are being received.