

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

SPEP™ ID and Time: 0339-T01

Agency Name: Be Proud Foundation
Program Name: Client Accountability Program (CAP)
Service Name: Client Accountability Program (CAP)
Cohort Total: 26 for Amount of Service and 22 for Risk Level
Timeframe of Selected Cohort: Youth that began service on/after December 1, 2020 and ended service on/before May 1, 2022
Referral County(s): Delaware
Date(s) of Interview(s): May 18, 2022
Lead County: Delaware
Probation Representative(s): Kiersten Keenan
EPIS Representative: Dawn Karoscik

Description of Service:

The overall mission of the Be Proud Foundation is to support youth in discovering their own thinking errors, misconceptions and gaps in knowledge to increase their chances for a successful life. Our caring, trauma informed staff:

- Provide youth development programs that encourage logical thinking, personal responsibility, and good citizenship to troubled and/or economically disadvantaged youth and their family;
- Assist youth in enhancing their attendance, academic skills, grades and/or behavior in order to be promoted to the next grade, re-connect with school district, or graduate;
- Intervene to help prevent neglect, abuse and exploitation of children and promote, support, and encourage the physical, mental, and overall well-being of children;
- Help youth set goals and overcome problems to avoid dropping out of school, dependency, unemployment, delinquency, poverty, and an inability to reach their full potential; and
- Guide youth in short and long term career exploration and planning in order to enter the labor force and pursue enrollment in college, the military or other post-secondary education.

The Client Accountability Program (CAP) is a community-based supervision program customized to meet the unique needs of the client. CAP staff work with Delaware County youth, males and females from the ages of 12 to 20. Clients can be both JPO or CYS clients at any stage of the Juvenile Court process. Youth referred to CAP have a variety of issues or needs such as:

- School problems-truancy, behavior, and academics;
- Positive support and more intensive supervision in the community;
- Avoid residential placement or transition back into their community after placement and/or Probation violations.

Staff focus on the client needs identified in the YLS or Family Plan, other Court ordered services and/or any other client issues identified by the referring staff. Staff are available by phone seven days a week and are typically in contact with the client during the week on a daily basis. For all cases, we prepare and transmit client reports monthly and client engagement forms weekly. We work best when referring staff provide us with their preferred method and frequency of contact and which events warrant immediate notification. Case Management services are offered such as:

- Competency Development: anger management; victim awareness; decision making, Life Skills Training, self-empowerment (female clients).
- Job search assistance
- Client transportation assistance
- Face to face counseling at school and home
- School contact for attendance, behavioral and academic information
- Clients who do not have a consistent means of communication can be given a phone at no additional cost to them or their family
- Assist with applying for needed services (Health insurance, mental health, D&A)
- Arrange and track community service
- School district registration assistance
- Referral to other needed community services
- Family meetings
- Upon request, attend Court hearing and prepare Court report

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 Management

Was the supplemental service provided? No **Total Points Possible for this Service Type:** 30

Total Points Received: 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, staff supervision, and how drift from service delivery is addressed.

Total Points Received: 10 **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: 6

Total Points Received: 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.

<u>9</u>	youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of youth	<u>2</u>	points
<u>1</u>	in the cohort are High or Very High YLS Risk Level for a total of	<u>0</u>	points

Total Points Received: 2 **Total Points Possible:** 25

Basic SPEP™ Score: 45 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: 47% 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 Primary & Supplemental Service Types:
 - a. Consider utilizing Behavior Contracting/Management to supplement the service.
2. Regarding Quality-of-Service Delivery:
 - a. Written Protocol:
 - i. Identify in writing the youth that are most appropriate for this service as it relates to the YLS.
 - ii. Document the process in the Employee Handbook of working with probation to develop treatment goals.
 - iii. Ensure caseworkers are documenting completion of treatment goals.
 - iv. Review and update the manual at predetermine time frames and date when this occurs and ensure access to the manual is available to the caseworkers.
 - b. Staff Training:
 - i. Ensure that the manual outlines the training and requirements to deliver the service.
 - ii. Provide documentation that the specialized trainings have been completed.
 - iii. Provide booster trainings at pre-determined timeframes relevant to the service.
 - iv. Ensure that there is a supervisor trained to deliver the service that can also provide supervision.
 - c. Staff Supervision:
 - i. 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.
 - d. 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.
3. Regarding Amount of Service:
 - a. Collaborate with Delaware County Juvenile Probation to ensure youth are receiving research recommendations for the targeted amount of service of 26 weeks and 78 hours.
4. Regarding Risk Level of Youth Served:
 - a. Continue collaboration with Delaware County Juvenile Probation to ensure the most appropriate referrals are being received.