

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

SPEP™ ID and Time: 311-T01

Agency Name: The Academy

Program Name: Community Based Services

Service Name: The Restitution Program

Cohort Total: 29

Timeframe of Selected Cohort: Began the service on/after June 1, 2019 and ended the service on/before March 31, 2020

Referral County(s): Chester

Date(s) of Interview(s): November 20, 2020 & January 14, 2021

Lead County: Chester

Probation Representative(s): Kara Winchester, Mary Gaspari, and Lai-Onda Welcome

EPIS Representative: Dawn Karoscik

Description of Service:

The Academy Community Based Program offers daily, face-to-face contact, supervision, and 24/7 emergency intervention availability. The program allows students to remain in their home and community while addressing their educational, social, behavior, and employment needs. The Academy utilizes the Balanced and Restorative Justice (BARJ) principles of accountability, competency development, and community protection. The purpose of The Academy Community Based Program is: (1) To provide opportunities and development to avoid further involvement with the juvenile justice system; (2) To provide structure and accountability for the students processed through the juvenile justice system; (3) To monitor school attendance and academic progress; (4) To reduce overall recidivism; (5) To help students avoid detention or residential placement; (6) To help students avoid detention or residential placement for non-payment of restitution owed to the courts. The Academy's Community Specialists focus on facilitating positive community, school, and family involvement to increase behavioral accountability and life skills development. This, in conjunction with supervision, counseling, and intervention is geared to help youth reach the ultimate goal of eliminating further contact with the criminal justice system.

The Restitution Program is a component of Community Based Services Program that offers students an opportunity to address their financial obligations and court ordered offense hours by completing community service hours. The Academy coordinates, monitors, and supervises the community service projects to ensure successful completion. Community Service projects are collaborative partnerships with local community members and organizations. The services being performed range from bagging toiletries for the homeless, performing maintenance on properties in the community such as painting and clean ups, delivering food to organizations and individuals in need, and assisting animal shelters. Additionally, during these hours of service, The Academy Staff will address personal development, social skills, empathy, and the effect that service has on the community.

For youth who are completing community service for court ordered fines and/or restitution, The Academy converts the completed hours into a monthly amount paid directly to the court in the name of the juvenile. Youth can earn \$10 an hour and up to \$200 a month.

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: 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: 4
Points received for Contact Hours or Number of Hours: 4

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.

17 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of youth 5 points
1 in the cohort are High or Very High YLS Risk Level for a total of 0 points

Total Points Received: 5 **Total Points Possible:** 25

Basic SPEP™ Score: 38 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: 48% 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 Restitution Program scored a 38 for the Basic Score and a 48% Program Optimization Percentage. It 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 Medium Level. For Amount of Service, 55% of the youth received the recommended targeted weeks of duration and 45% of the youth received the recommended targeted contact hours for this service type. The Risk Levels of Youth admitted to the service were: 41% low risk, 55% moderate risk, 3% 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. Develop and implement a written protocol specifically for The Restitution Program.
 - ii. Develop a service description that outlines in specific detail what should be addressed during service delivery and is included in the Employee Handbook.
 - iii. Identify in writing which youth are most appropriate for the service.
 - iv. Update the Employee Handbook service description at pre-determined times.
 - v. Include revised date on written manual.
 - b. Staff Training:
 - i. Identify specialized trainings through Relias Learning that are relevant to the service.
 - ii. Require staff to complete specialized trainings for this service and document.
 - iii. Identify booster trainings through Relias Learning that are relevant to the service or develop agency-specific booster training to enhance the quality of service delivery.
 - iv. Ensure through documentation that delivery staff receive the booster trainings.
 - v. Require and document that the supervisor has been trained.
 - c. Staff Supervision:
 - i. Ensure all supervisors provide written feedback to delivery staff via the Weekly Supervision Form, and incorporate it into policy and procedures.
 - ii. Develop written performance evaluations that directly reference the delivery of this 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 the fidelity and quality of service.
2. Regarding Amount of Service:
 - a. Maintain collaboration with Chester County Probation to ensure that youth receive the research supported amount of service recommended for this type of service.
3. Regarding Risk Level of Youth Served:
 - a. All youth referred to The Restitution Program should continue to receive the service despite their YLS/CMI risk level in accordance with Chester County Juvenile Probation.