The Family Program is a community-based service for youth in Lehigh and Northampton County who are experiencing significant issues at home. Children’s Home of Reading operates under a philosophy of trauma informed care through the Sanctuary Model. Staff includes a Program Director, 2 Family Interventionists and 6 Community Interventionists. Other than the Residential Prevention Program (RPP), services are not meant for high risk youth. A typical youth would be considered moderate risk with identified criminogenic needs in Family, Personality/Behavior and/or Attitudes/Orientation. The Family Program (FP) consists of 2 individual contacts per week and one family contact. All tracks of the Traditional In-Home Services are eligible for group once per week but this is not mandatory. It is up to the referral source or CHOR if they feel this would be beneficial to the youth. The group is facilitated by the Community Interventionists and transportation is provided when necessary. Youth work on anger management, life skills, BARJ related topics, and substance abuse. Each psycho-educational group is 4 weeks in length; pre and post tests measure information retained. CHOR staff is on-call 24 hours a day to assist with any issues that may arise. This service is for families who are in need of counseling or intervention to improve family relationships and encourage pro-social behavior among all family members. According to the program description provided by CHOR, the Family Interventionist fulfills a variety of roles beyond a typical counselor: case manager, liaison, advocate, and change agent. The Family Interventionist will first assess the family through observation as well as trauma assessment and a communication parenting survey. These assessments/surveys help the Family Interventionist gain insight into the family and as a means to see if the family has problems expressing emotion as well as if they are able to express emotions in an appropriate manner. Following the initial assessment of the family the Family Interventionist along with the referring agency determines the level and type of intervention necessary. Services are individualized to meet the needs of the identified youth and family members. Parent and youth groups are available where appropriate as well. Counseling each family is an integral part of weekly contacts utilizing a trauma informed care approach. Each Family Interventionist works in conjunction with the Community Interventionist. They collaborate together in order to stabilize the family. The Family Interventionist assists the parent in developing rules and consequences for their home and how to enforce them. They have the family establish their own goals and assist them in working toward them. The Family Interventionist is trained and certified in the Sanctuary Model of trauma informed care. Ancillary community support services are utilized as needed.

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

1. **SPEP™ Service Type**: Family 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: 20

   Total Points Earned: 20  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
The CHOR Family Program scored a 49 for the Basic Score and a 58% Program Optimization Percentage. It was classified as a Group 1 Service: Family Counseling. The program could improve its capacity for recidivism reduction through:

1. The inclusion of written descriptions of the service and target population of youth to receive the service in the policy/procedure manual. The review of the service description and type of youth served with staff delivering the service and referral sources would further enhance the capacity for recidivism reduction.

2. The inclusion of written policies for departure or drift from intended service delivery, or clearly written expectations for staff delivering the service with process for corrective action if necessary.

3. Consideration to extend the service to be no less than 20 weeks in length. Another option to consider is excluding youth who score low in family circumstances and parenting on the YLS, from receiving this service; providing solely the In Home Service to these youth. Twelve (71%) of the 17 youth in the cohort received 15 hours (50%) or less of the 30 targeted hours of service for family counseling. Alternatively, if duration cannot be increased, another option could be to increase the number of face-to-face contact hours during the time period the youth and family is receiving the service (e.g. lengthening the existing weekly session and/or meeting more than once/week).