The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

Name of Program and Service: Diakon Youth Services-The Bridge Program

Cohort Total: 24

Selected Timeframe: Jul. 1, 2016 to Jun. 30, 2017

Date(s) of Interview(s): Jun. 16, 2017 and Jul. 25, 2017

Lead County & SPEP Team Representatives: Susan Claytor & Danielle Salisbury, York Co. JPO & Lisa Freese, EPIS

Person Preparing Report: Susan Claytor, Danielle Salisbury & Lisa Freese

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)

The Diakon Bridge Program was started in York in 2014 in response to youth needing a mentoring service that would be individualized and focus on education, cognitive behavioral interventions and accountability. This program serves male and female youth, both dependent and delinquent and ages 10 to 19. This community based program operates seven days a week and works collaboratively with the referral source, school, family and the community. The program has been utilized as a front end intervention to keep youth out of placement as well as a reintegration service for youth returning to the community. Objectives of the program include: youth remains in the home throughout participation and acquires no new charges, youth improves school attendance, youth and their family participate in strength-based family programming and youth complete and learn the value of community service. Program consists of a Program Manager who supervises a maximum of five staff which includes two full time case managers and three per diem staff. Case Manager’s caseload is typically nine to eleven youth and families while per diem staff have two or three youth and families.

York County Juvenile Probation as well as York County Children, Youth and Families email referrals to the Program Manager. The referral information and YLS is reviewed. An intake is conducted within a week of referral ideally. This intake includes the family, child, the referral source (juvenile probation officer or caseworker) and the Case Manager assigned to the case. At this intake there is a review of the program description, discussion about why the youth was referred to Bridge, gathering information about family dynamics and determining goals to be completed. A Needs Assessment Goal Sheet is completed which is used to develop the ISP. A schedule is determined between the youth and the case manager and contact information is exchanged. The case manager will provide between three to six hours of mentoring a week. Program length is three to six months. Mentoring involves employment, recreation and education. The case manager will do school visits to monitor attendance and behavioral reports. Case manager will attend school meetings if needed. Family engagement is centered on holding family meetings anytime a parent wants, supporting parents and checking in with parents to give and receive feedback about youth’s progress. Aftercare planning is done prior to discharge.

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 Contracting/Management

   Was the supplemental service provided? No

   Total Points Possible for this Service Type: 30

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

   Total Points Earned: 5

   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: | 0 |
| Points received for Dosage or Number of Hours: | 0 |

Total Points Earned: 0 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. 

- 18 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 7 points
- 0 youth in the cohort are High or Very High YLS Risk Level for a total of 0 points

Total Points Earned: 7 Total Points Possible: 25

**Basic SPEPTM Score**: 37 total points awarded 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.)*

**Program Optimization Percentage**: 39% 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 local juvenile court. The recommendations for this service included in the feedback report are:

- The Diakon Bridge Program scored a 37 for the Basic Score and a 39% Program Optimization Percentage. It is classified as a Group 4 Service: Mentoring. The program could improve its capacity for recidivism reduction through:
  1. The addition of a supplemental service: behavioral contracting/management. The research demonstrates that the capacity of mentoring style programs to reduce recidivism is enhanced by the addition of behavioral contracting or behavioral management programs. These programs generally include a token or reward based set of incentives which are granted when the juvenile reaches certain program or case plan milestones. Youth agree to a contract which specifies certain rewards for certain positive behaviors. Non-achievement of agreed upon goals results in loss of privileges and/or incentives.
  2. Develop a service manual for case managers that outlines their responsibilities and offers lessons and resources for certain topic areas. This could be given to staff during their initial training.
  3. Develop a training procedure/checklist to ensure that all employees are receiving the same amount of shadowing and information. Additionally, implement training for staff in evidence-based initiatives being utilized by Juvenile Probation such as Youth Level of Service (YLS), Motivational Interviewing, and Case Plans.
  4. Collaborate with juvenile probation staff to consider extending the service to 26 weeks in length and/or increasing the contact hours during the time period the youth is receiving the service.
  5. Develop a formalized process to survey youth, families and referral source about the service.