



The Department of Services
for Children, Youth
and Their Families

Division of Youth
Rehabilitative
Services



Office of the Director

302-633-2620

Fax: 302-633-2636

**Standardized Program Evaluation Protocol (SPEP™):
Round # 1 / Baseline Findings: Classification and Quality Report**

Organization	A Center for Mental Wellness
Location:	25 S. Old Baltimore Pike Newark, De 19702
Program(s):	Multisystemic Therapy
Meeting Location:	A Center for Mental Wellness
Person(s) Met With:	Tracy Washington- Program Coordinator
Date of Meeting:	November 14 th , 2019
Purpose of Meeting:	Classification / Quality
SPEP™ Range of Service:	December 1, 2019- November 30, 2020

Classification:

On November 14, 2019 an initial unbundling meeting was conducted at A Center for Mental Wellness to review Multisystemic Therapy being provided to DYRS clients. This service was reviewed by Lauren Copeland (SPEP™ Specialist II) and Chelsey Troyer (SPEP™ Specialist I) with Tracy Washington (Program Coordinator).

During this review, a detailed description of Multisystemic Therapy was provided to the SPEP™ Specialists to assist with identifying which services delivered at A Center for Mental Wellness are therapeutic interventions and therefore able to be matched with a SPEP™ Classification to begin Service Delivery evaluation. Following this in-person review, Lauren Copeland and Chelsea Troyer reviewed program materials, curriculum, qualifications for service delivery, and/or pre-/post- tests as necessary to ensure appropriate SPEP™ Classification. This information resulted in the service(s) identified herein to be included in the SPEP™ rating process.

A Full Program Profile was compiled for all SPEP™ Classified services provided to A Center for Mental Wellness. This was reviewed by Tracy Washington and returned to Lauren Copeland on December 5, 2019.

Program Name: Multisystemic Therapy

SPEP™ Service Category: Counseling

Rating Type: Family Counseling

Multisystemic Therapy is a family-focused, community based treatment program. Therapy focuses on teaching families how to decrease the youth's antisocial behaviors. The service focuses primarily with the parents/guardians, but, will on occasion, include the youth in sessions as well. This service can include a substance abuse component when needed/requested by a Probation Officer. The service runs for 4-6 months depending on individual need/basis, with 3-4 sessions per week. Sessions can range from 15 minutes to 2 hours each. Sessions can be held in the family's home, youths school, parents work place, over the phone, or any other community location. The goal is to have the family as engaged as possible and to meet with them when and where it works best for the family. Therapist have low caseloads (4-6) to allow for 24/7 availability for the families they serve. Kent and Sussex County have 3 therapists and New Castle County has 2. Sessions incorporate strength based strategies which focus on overarching goals. Successful completion of the service is based on positive and sustainable outcomes; at least 6 weeks without exhibiting the antisocial behavior that led to the referral.

The MST team consists of therapists with at least a Master's degree (in social work or counseling), however the team may include ONE member that has a Bachelor's degree. All facilitators attend an intensive five day training, followed by booster trainings every three months. All facilitators attend weekly team meetings with a supervisor and a weekly meeting with the MST Consultant.

Quality of Service Delivery Rating and Recommendations:

The Quality of Service Delivery rating for the service(s) was determined based on the interview(s) conducted by Lauren Copeland and Chelsey Troyer with Tracy Washington, and the review of relevant supporting documents (service manuals, curriculum, policies, procedures, training certificates, etc.). The Quality of Service Delivery checklist for Protocol, Staff Training, Supervision, and Response to Drift was used to determine the Quality of Service Delivery rating of each service. The Quality of Service Delivery rating was reviewed with Tracy Washington on November 14, 2019.

The Quality of Service Delivery rating will be verified periodically by the SPEP™ Specialists during the December 1, 2019 to November 30, 2020, period to ensure reported practices in relation to service fidelity continue. Additionally, the Quality Assurance Unit collects monthly data from a report provided by A Center for Mental Wellness. The report includes data on risk, dosage and duration of all youth that have discharged from services. This data is used in conjunction with the Service Classification and Quality of Service Delivery Rating identified in this report to generate an overall SPEP™ Rating at the conclusion of the range of service.

Service: Multisystemic Therapy

Location(s): A Center for Mental Wellness

Quality of Service Delivery Rating: High

Protocol: TOTAL 5

- 1 Written manual/protocol describing service to be delivered (1pt)
- 1 Describes service broken out by lesson/session (1pt)
- 1 Identifies target population and risk factors targeted (1pt)
- 1 Documentation manual is being utilized during service delivery (1pt)
- 1 Manual/protocol is reviewed and updated regularly (yearly, semi-annually, etc.) (1pt)

Staff Training: TOTAL 5

- 1 Minimum Education requirements for those delivering service (1pt)
- 1 Delivery staff are trained to deliver service (documented) (1pt)
- 1 Certification is required to deliver service (1pt)
- 1 Booster trainings or recertification is documented (1pt)
- 1 Supervisors are also trained to deliver the service (documented) (1pt)

On-Going Staff Supervision: TOTAL 5

- 1 Delivery staff are monitored by supervisors on adherence and quality of delivery (1pt)
- 1 Monitoring is documented (1pt)
- 1 Monitoring occurs at predetermined timeframes (yearly, semi-annually, etc.) (1pt)
- 1 Written feedback is provided to those delivering service (1pt)
- 1 Performance Evaluations are, in part, based on adherence to protocol and an assessment service is being delivered as designed (1pt)

Organizational Response to Drift: TOTAL 5

- 1 Documentation of procedures/policies in place to identify departure from delivery protocol (1pt)
- 1 Evidence/documentation of systematic application of these procedures/policies (1pt)
- 1 Policy has specific corrective action steps to be taken should there be “drift” in service delivery (1pt)
- 1 Data is collected including client feedback and peer reviews (1pt)
- 1 Effectiveness of service is evaluated and monitored (1pt)

Quality Rating (associated SPEP points): TOTAL 20

Low 0-6 pts (5 SPEP points)

Medium 7-13 pts (10 SPEP points)

High 14-20 pts (20 SPEP points)

Narrative: The Quality Rating associated with Multisystemic Therapy ranked **HIGH**. This service will be rated collectively throughout the state. Even though the staff are responsible for different counties, they are all trained and monitored to facilitate in the same way.