*State of Delaware*

**Quality Assurance Unit**

*Division of Youth Rehabilitative Services* • *Office of the Director* • *633-2620 Fax: 633-2636*

# Standardized Program Evaluation Protocol (SPEP™):

# Round # 1 / Baseline Findings: Classification and Quality Rating Report

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|---|---|
| Organization | Vision Quest |
| Location: | Vision Quest |
| Program(s): | Umbrella Services- Community Services |
| Meeting Location: | Vision Quest |
| Person(s) Met With: | Lesley North- Director of Community Based Services and Ken Donovan- Director of Operations |
| Date of Meeting: | May 22, 2019 |
| Purpose of Meeting: | Classification / Quality |
| SPEP™ Range of Service: | July 1, 2019 to June 30, 2020 |

**Classification:**

On May 22, 2019 an initial unbundling was conducted at Vision Quest to review primary and supplemental services provided to juveniles and categorize programs according to the SPEP™ Classification scheme. The services were reviewed by Lauren Copeland and Jerrica Boyer (SPEP™ Specialists Level II) with Lesley North (Director of Community Based Services) and Ken Donovan (Director of Operations).

The DYRS Quality Assurance Unit will collect monthly data from a report provided by Vision Quest for the purposes of rating Round # 1 / Baseline Findings for SPEP™. The report includes risk, dosage and duration of all youth that have discharged from programs during the month. This data will be used with the Service Classification and Quality Rating identified in this report to generate the SPEP™ rating at the conclusion of the range of service.

**Final Classification of Organization:**

During this review a detailed description of services was provided by Lesley North and Ken Donovan to the SPEP™ Specialists to determine which services were therapeutic interventions and warranted further review. Lauren Copeland and Jerrica Boyer conducted interviews with providers and reviewed program materials, curriculum, job qualifications for service delivery, homework and/or pre/post-tests. A Full Program Profile was compiled for the Umbrella Services and provided to Lesley North and Ken Donovan on May 24, 2019. This information resulted in the service identified herein to be included in the SPEP™ rating for the range of service.

The Service Rating is determined by the research conducted by the developer of the SPEP™ scoring tool (Peabody Research Institute, Vanderbilt University). Therapeutic programs that qualify for SPEP™ are matched to SPEP™ service categories and rated using the SPEP™ scoring scheme. Brand-named programs such as Family Functional Therapy, Aggression Replacement Training or Multi-Systemic Therapy are rated using the 80% completion of the program recommended dosage and duration.

**Program Name: Community Services**
**SPEP™ Service Category: Restorative**
**Scoring Type: Community Service**

Community Service is mandated by courts or imposed as a sanction by a Probation Officer, this service is meant to be meaningful and thoughtful community service projects that provide a sense of community pride and instills the want to continue to enrich the community in which the youth lives. Even though this service is imposed by the courts or a Probation Officer the goal duration and dosage are **12 weeks and 60 hours.** Staff should be engaging youth in meaningful conversations while they complete their projects. Facilitators are encouraged to create experiences or build relationships within the community to open new opportunities to the youth. Facilitators must have a minimum of a high school diploma and are trained by supervisors and by completing shadowing. Additionally, all facilitators participate in monthly meetings with their supervisors and complete documentation in reference to youth engagement, and concerns or issues they are having in delivering the service. These meetings include feedback and coaching.

**Quality of Service Delivery Rating and Recommendations:**

Quality of Service Delivery for the service was determined based on an interview(s) conducted with the Lauren Copeland and Jerrica Boyer (SPEP™ Specialists Level II) with Lesley North (Director of Community Based Services) and Ken Donovan (Director of Operations) at Vision Quest with review of supporting documents. The Quality of Service Delivery checklist for Protocol, Staff Training, Supervision, Response to Drift and Fidelity Monitoring was provided prior to the meeting and was used by the SPEP™ Specialists to determine the ranking of each service.
The SPEP™ Specialists reviewed supporting documents for each of the Classified Services including service manuals, employee performance evaluation template(s), curriculums, supervision policies, supervision reports, fidelity forms, certifications, drift procedures, and corrective action plans.

The Quality of Service rating was determined through the interview process, verification of reported practices and review of supportive documentation by the SPEP™ Specialists. The

Quality of Service Delivery was reviewed with and Lesley North and Ken Donovan on May 22, 2019. The Quality of Service Delivery rating will be verified periodically by the SPEP™ Specialists during the July 1, 2019 to June 30, 2020 period to ensure reported practices of Protocol, Staff Training, Supervision, Response to Drift and Fidelity Monitoring are validated.

**Program:** Community Service
**Location(s):** Vision Quest
**Quality of Service Delivery Rating:** Low/Medium/High

**Protocol: TOTAL**
___Written manual/protocol describing service to be delivered (1pt)
___Describes service broken out by lesson/session (1pt)
___Identifies target population and risk factors targeted (1pt)
___Documentation manual is being utilized during service delivery (1pt)
___Manual/protocol is reviewed and updated regularly (yearly, semi-annually, etc.) (1pt)

**Staff Training: TOTAL**
_1__ Minimum Education requirements for those delivering service (1pt)
___ Delivery staff are trained to deliver service (documented) (1pt)
___ Certification is required to deliver service (1pt)
___ Booster trainings or recertification is documented (1pt)
_1_ Supervisors are also trained to deliver the service (documented) (1pt)

**On-Going Staff Supervision: TOTAL**
_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)
___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**
___ Documentation of procedures/policies in place to identify departure from delivery protocol (1pt)
___ Evidence/documentation of systematic application of these procedures/policies (1pt)
___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**

- ☐☐**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 Community Service ranked MEDIUM. This service will be rated collectively between all three counties because all facilitators are trained in the same manner by their supervisors and participate in monthly meetings with their supervisors that include feedback and coaching. During the data collection period it is suggested that response to drift and corrective action policies be created and implemented. It is also suggested that the service description be updated and that more meaningful opportunities and community partners be developed. Finally, written feedback should be included as part of the weekly and/or monthly meetings between facilitators and their supervisors.