



## Quality Assurance Unit

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### **Standardized Program Evaluation Protocol (SPEP™):**

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

Organization	Vision Quest
Location:	Vision Quest
Program(s):	Umbrella Services- Girls Self-Esteem
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 Ques 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 provided to Lesley North and Ken Donovan on May 24, 2019. This information resulted in the services 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: Girls Self-Esteem**

**SPEP™ Service Category: Skill Building**

**Scoring Type: Social Skills Training**

This service is conducted individually and focuses on trauma, healthy relationships, sexuality, mind body connections, job skills, nutrition, communication, stress management, coping strategies, and other life skills. The service is targeted to run for **16 weeks and 24 hours**. Facilitators use worksheets and select sessions based on the individual needs of the girls in the program. 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 fidelity, 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 programs was determined based on an interview(s) conducted with Lauren Copeland, Jerrica Boyer, Lesley North and Ken Donovan 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:** Girls Self-Esteem

**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**

- 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)
- Supervisors are also trained to deliver the service (documented) (1pt)

**On-Going Staff Supervision: TOTAL**

- Delivery staff are monitored by supervisors on adherence and quality of delivery (1pt)
- Monitoring is documented (1pt)
- Monitoring occurs at predetermined timeframes (yearly, semi-annually, etc.) (1pt)
- Written feedback is provided to those delivering service (1pt)
- 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)
- Data is collected including client feedback and peer reviews (1pt)
- 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 Girls Self-Esteem ranked HIGH. 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. Additionally, a procedure to review the manual and update it regularly should be created and implemented. Finally, written feedback should be included as part of the weekly and/or monthly meetings between facilitators and their supervisors.