



Quality Assurance Unit

*Division of
Youth Rehabilitative Services*

Office of the Director

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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- Guided Recreation
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: Guided Recreation
SPEP™ Service Category: Skill Building
Scoring Type: Mentoring

This service provides youth with options and resources for ways to fill their free time in pro-social and positive ways. These activities could include sports, arts and entertainment. During these activities positive relationships and bonds are developed. Additionally, youth may receive assistance with job searching, household management, etc. The target duration and dosage is **26 weeks and 72 hours**. 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: Guided Recreation

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 Guided Recreation ranked LOW. 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 DYRS be retrained on the purpose of this service. Additionally, activities and staff notes should be reviewed and provide written feedback to ensure youth are receiving intentional and meaningful interaction and activities. A procedure should be created to ensure that the monitoring of notes and activities is being completed on a regular basis. Finally, an exit survey could be created specifically for this service to see where youth feel the service is helpful and where it could improve.