



## **Standardized Program Evaluation Protocol (SPEP™): Round # 1: Service Optimization and Action Plan (SOAP)**

**Organization:** A Center for Mental Wellness

**Location:** 25 S. Old Baltimore Pike Newark, DE 19702

**Program(s):** Multisystemic Therapy (MST)

**SPEP™ Range of Service:** December 1, 2019- November 30, 2020

**Date of Report:** May 3, 2021

The purpose of the Service Optimization and Action Plan (SOAP) is to record the findings produced from the Standardized Program Evaluation Protocol (SPEP™) tool and to capture the program optimization recommendations derived from the findings and meeting(s) with Delaware Youth Rehabilitative Services and the A Center for Mental Wellness. Round # 1 rating occurred with data collected from December 1, 2019- November 30, 2020.

On June 30, 2021 a meeting was conducted with the Lauren Copeland (SPEP™ Specialist II) and Tracy Washington (Program Coordinator) to discuss Round #1 of Multisystemic Therapy at A Center for Mental Wellness for the December 1, 2019- November 30, 2020 range of service.

**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 youth or family's need, 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' workplace, 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. Therapists have low caseloads (4-6 families) to allow for 24/7 availability for the families they serve. Kent and Sussex Counties share three therapists and New Castle County has two therapists. 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 the youth 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 (SPEP™ Specialist II) and Chelsey Troyer (SPEP™ Specialist I) with Tracy Washington (Program Coordinator), 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 (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.

**Program: Multisystemic Therapy**

**Number of Juveniles Represented in Cohort: 14**

**SPEP Score: 62**

**Service Optimization Rating (SOR): 73%**

**Quality of Service Delivery Rating: HIGH**

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**FAMILY COUNSELING/THERAPY**

**Provider Psychotherapeutic Services (MST)**

| Type of Service             | Performance Category | SPEP Point Value | Program Data N= 90 | SPEP Points |
|-----------------------------|----------------------|------------------|--------------------|-------------|
| Primary Service Type        | Family Therapy       | 15               | X                  | 15          |
| Supplemental Service        |                      | 5                | X                  | 5           |
| Quality of Service Delivery | Low                  | 5                |                    |             |
|                             | Medium               | 10               |                    |             |
|                             | High                 | 20               | X                  | 20          |

|   |         |    |   |           |
|---|---------|----|---|-----------|
| <b>Duration of Service</b><br>% with ≥ 14 weeks               | 0-19%   | 0  |   |           |
|   | 20-39%  | 2  |   |           |
|   | 40-59%  | 4  | X | 4         |
|   | 60-79%  | 6  |   |           |
|   | 80-89%  | 8  |   |           |
|   | 90-100% | 10 |   |           |
| <b>Contact Hours</b><br>% with ≥ 30 hours                     | 0-19%   | 0  | X | 0         |
|   | 20-39%  | 2  |   |           |
|   | 40-59%  | 4  |   |           |
|   | 60-79%  | 6  |   |           |
|   | 80-89%  | 8  |   |           |
|   | 90-100% | 10 |   |           |
| <b>Risk Level of Youth Served</b><br>% > low (medium or high) | 0-29%   | 0  |   |           |
|   | 30-49%  | 2  |   |           |
|   | 50-74%  | 5  | X | 5         |
|   | 75-84%  | 7  |   |           |
|   | 85-94%  | 10 |   |           |
|   | 95-100% | 12 |   |           |
| % > medium (high)   | 0-14%   | 0  |   |           |
|   | 15-19%  | 3  |   |           |
|   | 20-24%  | 5  |   |           |
|   | 25-29%  | 8  |   |           |
|   | 30-34%  | 10 |   |           |
|   | 35-100% | 13 | X | 13        |
| <b>Total SPEP Score</b>                                       |         |    |   | <b>62</b> |

| Service/Program       | SPEP Rating | SOR Rating | YRS Recommended Optimization Plan   | A Center for Mental Wellness Recommended Optimization Plan   | Implementation Plan  |
|-----------------------|-------------|------------|---|--|--|
| Multisystemic Therapy | 62          | 73%        | <ul style="list-style-type: none"> <li>Increase contact hours and weeks with youth and families.</li> </ul> | <ul style="list-style-type: none"> <li>Contact hours and weeks were limited in 2020 into 2021 due to Covid-19 restrictions.</li> </ul> | <ul style="list-style-type: none"> <li>Review contact hours and weeks again in Round 2.</li> </ul> |