



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	Residential Cottages
Location:	Residential Cottages
Program(s):	Individual and Family Counseling with Family Crisis Therapist
Meeting Location:	MPF
Person(s) Met With:	Valerie Waddell, Jennifer Fontal and LayShawn Hemingway- Family Crisis Therapists for the Residential Cottages
Date of Meeting:	July 11,2019
Purpose of Meeting:	Classification / Quality
SPEP™ Range of Service:	August 1,2019 to July 31, 2020

Classification:

On May 8, 2019 an initial unbundling was conducted at the Residential Cottages 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 Eric McLaurin (Assistant Superintendent), Nikesha Sanders (Program Manager) and Sean Waynant (Program Manager).

The DYRS Quality Assurance Unit will collect monthly data from a report provided by the Residential Cottages 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.

The following programs merited further review to categorize into the SPEP™ Classification scheme and were rated for Quality of Service Delivery.

Final Classification of Organization:

During this review a detailed description of services was provided by Residential Cottages and/or Eric McLaurin (Assistant Superintendent), Nikesha Sanders (Program Manager) and Sean Waynant (Program Manager) to the SPEP™ Specialists to determine which services were therapeutic interventions and warranted further review. Lauren Copeland and Jerrica Boyer (SPEP™ Specialists Level II) conducted interviews with providers and reviewed program materials, curriculum, job qualifications for service delivery, homework and/or pre/post-tests. A Full Program Profile for Individual and Family Counseling with FCT was compiled and provided Valerie Waddell, Jennifer Fontal and LeyShawn Hemingway on July 18, 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: Individual Counseling with FCT SPEP™ Service Category: Counseling Scoring Type: Individual Counseling

The FCT meets with individual youth once a week to discuss the youth's behaviors, conflicts in the community or at home, barriers the youth may face when returning to the community, as well as individually tailored topics. The FCT works with the youth to set goals and identify the behaviors that led to their commitment at the Residential Cottages. Additionally, the FCT prepares the youth to return to the community by identifying any conflicts or obstacles the youth and their family may face and addresses these concerns by assisting to put supports in place for the youth and their family. FCT's have a minimum of a Bachelor's in either a Behavioral or Social Science field.

Program Name: Family Counseling with FCT SPEP™ Service Category: Counseling Scoring Type: Family Counseling

The FCT conducts an intake meeting (Family Needs Assessment) to determine the needs of the family as a whole. The FCT covers topics such as: parental supervision, boundaries and expectations, holding the youth accountable for their actions, and parent-child conflict. FCT's also identify services and help families setup these services prior to the youths release from the cottages in an effort to smoothly transition the youth back to the community. Prior to a home pass the FCT will conduct an in home meeting with the family. Meetings can take place in person or over the phone and ideally are held at least once a month. FCT's have a minimum of a Bachelor's in either a Behavioral or Social Science field.

Quality of Service Delivery Rating and Recommendations:

Quality of Service Delivery for the programs was determined based on an interview(s) conducted with the Lauren Copeland (SPEP™ Specialist Level II) and Valerie Waddell, Jennifer Fontal and LeyShawn Hemmingway (Family Crisis Therapists) at the Residential Cottages 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 Valerie Waddell, Jennifer Fontal and LeyShawn Hemmingway (Family Crisis Therapists) on July 11, 2019. The Quality of Service Delivery rating will be verified periodically by the SPEP™ Specialists during the August 1, 2019 to July 31, 2020 period to ensure reported practices of Protocol, Staff Training, Supervision, Response to Drift and Fidelity Monitoring are validated.

Program: Individual Counseling with FCT

Location(s): Residential Cottages

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 Individual Counseling ranked MEDIUM. This service will be rated collectively between all three Cottages. Even though the youth are separated by Cottage, the staff providing the service are well trained to facilitate in the same way. This service is not manualized as it is completely tailored to each individual youth and their needs so no additional points can be earned in “Protocol”. There are areas within “Staff Training” and “On-Going Supervision” that could be optimized. Specifically, it was suggested by the FCT’s that they be monitored and mentored by clinical staff (PBH). This would provide them with direct supports and feedback from a licensed clinician. It is suggested that a partnership and Memorandum of Understanding (MOU) be created with PBH to provide the FCT’s with

monitoring, mentoring and feedback from a licensed clinician. It is also suggested that the FCTs' supervisors regularly monitor the session notes and that this practice be formalized in policy.

Program: Family Counseling with FCT

Location(s): Residential Cottages

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

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- 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)
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by the FCT's that they be monitored and mentored by clinical staff (PBH). This would provide them with direct supports and feedback from a licensed clinician. It is suggested that a partnership and Memorandum of Understanding (MOU) be created with PBH to provide the FCT's with monitoring, mentoring and feedback from a licensed clinician. It is also suggested that the FCTs' supervisors regularly monitor the session notes and that this practice be formalized in policy.