



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

Organization	Residential Cottages
Location:	Residential Cottages
Program(s):	Seven Challenges
Meeting Location:	MPF
Person(s) Met With:	Eric McLaurin- Assistant Superintendent, Nikesha Sanders- Program Manager, Sean Waynant- Program Manager
Date of Meeting:	May 8,2019
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 was compiled for the Seven challenges Program provided to Eric McLaurin (Assistant Superintendent), Nikesha Sanders (Program Manager) and Sean Waynant (Program Manager) on May 10, 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: Seven Challenges- Group Sessions SPEP™ Service Category: Counseling Scoring Type: Group Counseling

Any youth who receive this service are assessed by Dr. McMichael for substance abuse, Dr. McMichael will refer identified youth for this service. The group meets every Monday for 1.5 hours from 3:00pm-4:30pm. The group is facilitated by the FCT's in each cottage and the TS's have been trained to be back up as well. All facilitators have to complete a 2 hour video training followed by a 2 day classroom training to become certified to facilitate the service. Facilitators have weekly consultations with Dr. McMichael to work through any questions or concerns they have with facilitating. All lead facilitators participate in quarterly TA with the Seven Challenges developers, and all facilitators participate in an annual audit and booster training. The Curriculum has 7 modules and an open-ended time frame to run, this is an open group held at each cottage being SPEPed as a whole due to the way the facilitators are trained and are held to same standards and they would be able to facilitate at any other cottage if need be. The first six weeks are formatted to get the group started but then the session topics are determined by the youth in the group. The groups focus on processing their drug and alcohol use, trust, communication, personal responsibility, decision making and goal setting. Journaling is used as well, weekly. Although the group receiving this service has drug and/or alcohol use issues, any youth could receive and benefit from this service as it is not specifically drug and alcohol focused. The youth determine the pace of the group through the modules. The facilitator responds to journal entries, asks questions and provides a progress note weekly to each youth.

Program Name: Seven Challenges Activity SPEP™ Service Category: Skill Building
Scoring Type: Social Skills Training

All youth at the cottages receive this service on Friday for one hour from 3:00pm-4:00pm, the service is split up by cottage and is an open group service. YRCs facilitate this service, and receive no formalized training, out of the Seven Challenges activity workbook. These activities are not reliant on the Monday Group sessions. The activities are selected by the facilitator, usually because of something that happened that week or a skill that could be beneficial to the current group. Skill building topics covered include (but are not limited to): trust, decision making, drugs and alcohol, values, leadership, life skills and relationships.

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 and Jerrica Boyer (SPEP™ Specialists Level II) and Eric McLaurin (Assistant Superintendent), Nikesha Sanders (Program Manager) and Sean Waynant (Program Manager) 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 and Eric McLaurin (Assistant Superintendent), Nikesha Sanders (Program Manager) and Sean Waynant (Program Manager) on May 8, 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: Seven Challenges Group/ Group Counseling

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 Seven Challenges/ Group Counseling ranked HIGH. 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, and the facilitators also have weekly meetings where they discuss facilitating and obstacles together. During the data collection period it is suggested that response to drift and corrective action policies be created and implemented.

Program: Seven Challenges Activity/ Social Skills Training

Location(s): Residential Cottages

Quality of Service Delivery Ranking: 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 Scoring (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 Ranking associated with Seven Challenges Activity ranked MED. This service will be ranked individually at each Cottage. During the data collection period it is suggested that response to drift and corrective action policies be created and implemented. Additionally, the DYRS Quality Assurance Unit can be utilized to create peer review and/or client surveys. These items will bring the Quality of Service Rating to the HIGH range