



Standardized Program Evaluation Protocol (SPEP™): Round # / Baseline Findings: Service Optimization and Action Plan (SOAP)

Organization: VisionQuest

Location: VisionQuest

Program(s): Cognitive Behavioral Self-Counseling, Guided Recreation, Community Service, Aggression Replacement Training, Functional Family Therapy, Casey Life Skills, Sanctuary, Girls Self Esteem, Street Smart

SPEP™ Range of Service: 7/1/2019 – 6/30/2020

Date of Report: 11/5/2020

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 Organization.

Round # / Baseline Findings rating occurred with data information collected from July 2, 2019 to June 30, 2020.

On December 3, 2020 a meeting was conducted with the Lauren Copeland (SPEP™ Specialist II), Jerrica Boyer (SPEP™ Specialist II), and Lesley North (Director of Community Based Services) and Ken Donovan (Director of Operations) to discuss Round #1 of the Umbrella Services at VisionQuest for the July 1, 2019 to June 30, 2020.

Program Name: Cognitive Behavioral Self- Counseling

SPEP™ Service Category: Skill Building Rating Type: Social Skills Training

Program Description: An individual service that runs for **16 weeks and 24 hours**. CBS focuses on youth thinking about how they feel and what they do. The goal of the service is for youth to change the way they think, to feel and act in more positive ways. Topics covered include ABC's of emotion, Impulse Control, Critical Thinking, and life goals. Lessons including worksheets and activities are broken down by week in the manual that is used by the facilitator during the sessions. The manual is updated by Vision Quest leadership when there is a specific need. Facilitators have a bachelor's degree or higher. Facilitators 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. Supervisors complete a monthly check on physical notes from sessions as well.

Program: Cognitive Behavioral Self-counseling
 Number of Juveniles Represented in Cohort: 18
 SPEP Score: 68
 Service Optimization Rating (SOR): 87%
 Quality of Service Delivery Rating: High

SOCIAL SKILLS TRAINING

VisionQuest: Cognitive Behavioral Self-Counseling	Performance Category	SPEP Point Value	Program Data N= 18	SPEP Points
Type of Service				
Primary Service Type	Social Skills	15	X	15
Supplemental Service	[Embedded]	5	X	5
Quality of Service Delivery				
	Low	5		
	Medium	10		
	High	20	X	20
Duration of Service				
% with ≥ 16 weeks	0-19%	0		
	20-39%	2		
	40-59%	4	9	4
	60-79%	6		
	80-89%	8		
	90-100%	10		
Contact Hours				
% with ≥ 24 hours	0-19%	0		
	20-39%	2		
	40-59%	4	8	4
	60-79%	6		
	80-89%	8		
	90-100%	10		
Risk Level of Youth Served				
% > low (medium or high)	0-29%	0		
	30-49%	2		
	50-74%	5		
	75-84%	7	14	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	10	13
Total SPEP Score				68

Program Name: Guided Recreation
SPEP™ Service Category: Skill Building Rating Type: Mentoring

Program Description: 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 are **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.

Program: Guided Recreation
Number of Juveniles Represented in Cohort: 15
SPEP Score: 43
Service Optimization Rating (SOR): 51%
Quality of Service Delivery Rating: Low

SOCIAL SKILLS TRAINING

VisionQuest: Guided Rec	Performance Category	SPEP Point Value	Program Data N= 15	SPEP Points
Type of Service				
Primary Service Type	Social Skills	15	X	15
Supplemental Service	[Embedded]	5	X	5
Quality of Service Delivery				
	Low	5	X	5
	Medium	10		
	High	20		
Duration of Service				
% with ≥ 26 weeks	0-19%	0	0	0
	20-39%	2		
	40-59%	4		

	60-79%	6		
	80-89%	8		
	90-100%	10		
Contact Hours	0-19%	0	0	0
% with \geq 72 hours	20-39%	2		
	40-59%	4		
	60-79%	6		
	80-89%	8		
	90-100%	10		
Risk Level of Youth Served	0-29%	0		
% > low (medium or high)	30-49%	2		
	50-74%	5	8	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	8	13
Total SPEP Score				43

Program Name: Community Service

SPEP™ Service Category: Restorative Type: Community Service

Program Description: Community Service is mandated by courts or imposed as a sanction by a Probation Officer, this service is meant to be meaningful and thoughtful community service projects that provide a sense of community pride and instills the want to continue to enrich the community in which the youth lives. Even though this service is imposed by the courts or a Probation Officer the goal duration and dosage are **12 weeks and 60 hours**. Staff should be engaging youth in meaningful conversations while they complete their projects. Facilitators are encouraged to create experiences or build relationships within the community to open new opportunities to the youth. 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.

Program: Community Service

Number of Juveniles Represented in Cohort: 89

SPEP Score: 38

Service Optimization Rating (SOR): 28%

Quality of Service Delivery Rating: Medium

RESTITUTION / COMMUNITY SERVICE

VisionQuest: Community Service	Performance Category	SPEP Point Value	Program Data N= 89	SPEP Points
Type of Service				
Primary Service Type	Restitution	10	X	10
Supplemental Service	[Embedded]	5	X	5
Quality of Service Delivery				
	Low	5		
	Medium	10	X	10
	High	20		
Duration of Service				
% with ≥ 12 weeks	0-19%	0	17	0
	20-39%	2		
	40-59%	4		
	60-79%	6		
	80-89%	8		
	90-100%	10		
Contact Hours				
% with ≥ 60 hours	0-19%	0	1	0
	20-39%	2		
	40-59%	4		
	60-79%	6		
	80-89%	8		
	90-100%	10		
Risk Level of Youth Served				
% > low (medium or high)	0-29%	0		
	30-49%	2		
	50-74%	5	50	5
	75-84%	7		
	85-94%	10		
	95-100%	12		
% > medium (high)	0-14%	0		
	15-19%	3		
	20-24%	5		
	25-29%	8	25	8
	30-34%	10		
	35-100%	13		
Total SPEP Score				38

Program Name: Aggression Replacement Training

SPEP™ Service Category: Aggression Replacement Training Blueprint

ScoringType: Aggression Replacement Training Blueprint

Program Description: A blueprint model that covers three topics (Social Skills Training, Anger Control Training and Morale Reasoning Training) in a closed group of four or more youth for 10 weeks and 30 sessions of 1 hour each. Worksheets are utilized in groups and used to engage youth in conversation and processing of past events and how they could more appropriately handle those situations. Facilitators should have a Bachelor's degree or higher and are trained by the onsite ART leader. The onsite ART leader or Vision Quest leadership monitor sessions and complete fidelity sheets to provide written feedback. The Facilitators also participate in a monthly call with the ART consultant. 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.

Number of Juveniles Represented in Cohort: 0

SPEP Score: N/A

Service Optimization Rating (SOR): N/A

Quality of Service Delivery Rating: High

Program Name: Functional Family Therapy

SPEP™ Service Category: Functional Family Therapy Blueprint

ScoringType: Functional Family Therapy Blueprint

Program Description: A blueprint model that addresses family dysfunction and provides family sessions that cover three phases (Engagement & Motivation, Behavioral Change, and Generalization) over a minimum of 12 sessions and a minimum of 12 hours. The family and youth complete an intake assessment and a discharge assessment, these highlight issues to be addressed in the intake assessment and how the family feels things have improved in the post assessment. Additionally, the family and youth complete bi-weekly assessments that provide the facilitator feedback on how they feel they are progressing and how the sessions are going. Facilitators must be in possession of a Master's degree and complete the online training provided by the FFT creators and consultant. Facilitators participate in weekly conference calls with the FFT Consultant and are monitored approximately 3 times a year by the consultant. These monitoring's lead to feedback and booster trainings as need to address drift from the model.

Number of Juveniles Represented in Cohort: 7

SPEP Score: N/A

Service Optimization Rating (SOR): N/A

Quality of Service Delivery Rating: High

Program Name: Casey LifeSkills
SPEP™ Service Category: Skill Building
ScoringType: Social Skills Training

Program Description: An individual service that is 16 weeks long and 24 hours. An individual assessment is completed at intake to identify key areas of need within 5 domains. All domains are addressed, however, for domains where the need is higher, more time will be spent on those lessons. The sessions include face to face and online activities/worksheets. Staff are also able to pull outside resources to bolster the sessions. Lessons include taxes, want vs. need, household budgeting, hygiene and personal safety. Facilitators must have a minimum of a high school diploma. Facilitators 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. Facilitator notes are checked monthly as well. These meetings include feedback and coaching.

Number of Juveniles Represented in Cohort: 5
SPEP Score: N/A
Service Optimization Rating (SOR): N/A
Quality of Service Delivery Rating: High

Program Name: Sanctuary
SPEP™ Service Category: Counseling
ScoringType: Individual

Program Description: Individualized sessions that help youth process what has happened to them and how those experiences are affecting them, with a target of 25 weeks and 30 hours. Focuses on feeling identification and management, goal setting, and developing relationships. Facilitators use worksheets to guide the sessions and encourage processing. Facilitators 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. The Sanctuary consultant provides regular booster trainings, and fidelity sheets are completed monthly with feedback to the facilitator.

Number of Juveniles Represented in Cohort: 1
SPEP Score: N/A
Service Optimization Rating (SOR): N/A
Quality of Service Delivery Rating: High

Program Name: Girls Self-esteem
SPEP™ Service Category: Skill Building
ScoringType: Social Skills Training

Program Description: 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.

Number of Juveniles Represented in Cohort: 1
SPEP Score: N/A
Service Optimization Rating (SOR): N/A
Quality of Service Delivery Rating: High

Program Name: Street Smart
SPEP™ Service Category: Psychoeducational
ScoringType: None

Program Description: Focuses on STD transmission, teen pregnancy, substance abuse and developing healthy relationships. The service consists of 10 sessions (8 group sessions, 1 individual counseling session and 1 group site visit) over 5 weeks, 45 minutes per session two times a week. The program is manualized, and the facilitator follows the manual through the sessions. Facilitators 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.

Number of Juveniles Represented in Cohort: 11
SPEP Score: N/A
Service Optimization Rating (SOR): N/A
Quality of Service Delivery Rating: High

Service/Program	SPEP rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Community Service	38	28%	<ul style="list-style-type: none"> Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. Create and foster more meaningful opportunities and community partners, to more effectively engage youth and put emphasis on the therapeutic aspect of Community Service rather than focusing on the punitive. 	<ul style="list-style-type: none"> Due to Covid-19/ quarantine this goal was limited due to lack of community involvement. VQ has adjusted to create at home assignments/projects for youth following the BARJ (Balanced and Restorative Justice) model 	<ul style="list-style-type: none"> As Community involvement opens up VisionQuest will continue to create more meaningful opportunities and community partners. Due: 6/30/2021 DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Aggression Replacement Training	N/A	N/A	<ul style="list-style-type: none"> Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. 		<ul style="list-style-type: none"> DYRS will create and distribute a survey as to the lack of referrals. Due: 6/30/2021 DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Casey Life Skills	N/A	N/A	<ul style="list-style-type: none"> • Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. • Implement a procedure to review the manual and update it regularly. 		<ul style="list-style-type: none"> • DYRS will create and distribute a survey as to the lack of referrals. Due: 6/30/2021 • DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Sanctuary	N/A	N/A	<ul style="list-style-type: none"> Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. 		<ul style="list-style-type: none"> DYRS will create and distribute a survey as to the lack of referrals. Due: 6/30/2021 DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Cognitive Behavioral Self-Counseling	68	87%	<ul style="list-style-type: none"> • Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. • Implement a procedure to review the manual and update it regularly. 	<ul style="list-style-type: none"> • VisionQuest to complete memorandum or policy specific to Delaware to address fidelity and corrective actions when drift is identified. Due: 6/30/2021 • VisionQuest to create a tracking sheet for manual review. Due: 6/30/2021 	<ul style="list-style-type: none"> • VisionQuest to look into unsuccessful discharges. Due: 6/30/2021 • DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Functional Family Therapy	N/A	N/A	<ul style="list-style-type: none"> • Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. • Monitoring should be documented, and written feedback provided to the facilitators. 		<ul style="list-style-type: none"> • DYRS will create and distribute a survey as to the lack of referrals. Due: 6/30/2021 • Weekly calls between therapists and the consultants cover strengths and weaknesses, new strategies, and include scoring from the consultants (monthly). Lauren to discuss with Gabrielle and VQ to see if there is a key for the monthly score received. Monthly score is affected by referral rates. Due: 6/30/2021 • DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Guided Recreation	43	51%	<ul style="list-style-type: none"> • Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. • DYRS should be retrained on the purpose and intent of this service. Additionally, VisionQuest should update the service description in their documentation. • Create an exit survey to see where youth feel the service is helpful and where it could improve 		<ul style="list-style-type: none"> • DYRS inform/ re-enforce that it is not intended to focus on vocational assistance solely. Due: 1/31/2021 • DYRS to have internal conversation about the appropriate risk level for this service. Due: 6/30/2021 • VisionQuest to direct staff to ensure that Low risk youth are not mixed in group in group activities with Moderate or High risk youth. Due: 6/30/2021 • VisionQuest will create an exit survey to see where youth feel the service is helpful and where it could improve, potentially expand on existing satisfaction survey. Due: 6/30/2021 • DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. Due: 1/31/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Street Smart	N/A	N/A	<ul style="list-style-type: none"> Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. 		<ul style="list-style-type: none"> DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides, Due: 1/31/2021 DYRS will create and distribute a survey as to the lack of referrals. Due: 6/30/2021

Service	SPEP Rating	SOR %	YRS Recommended Optimization Plan	Organization Recommended Optimization Plan	Implementation Plan
Girls Self Esteem	N/A	N/A	<ul style="list-style-type: none"> Response to drift and corrective action plans be created and implemented. VisionQuest did supply a VisionQuest National policy on model fidelity. It was suggested that the VisionQuest Delaware team create and implement a policy and corrective action plan specific to their staff and offices. Implement a procedure to review the manual and update it regularly. 		<ul style="list-style-type: none"> DYRS to redistribute informational one sheeters to inform staff of what each service covers and provides. (add to all services). Due: 1/31/2021 DYRS will create and distribute a survey as to the lack of referrals. Due: 6/30/2021