



## Standardized Program Evaluation Protocol (SPEP™): Round # 2 / Baseline Findings: Classification and Quality Rating Report

Organization	Vision Quest
Location:	Vision Quest
Program(s):	Umbrella Services- Community Service
Meeting Location:	SKYPE Meeting
Person(s) Met With:	Lesley North- Director of Community Based Services and Ken Donovan- Director of Operations
Date of Meeting:	12/3/2020
Purpose of Meeting:	Classification / Quality
SPEP™ Range of Service:	July 1, 2020 to June 30, 2021

### **Classification:**

On December 3, 2020 a review of services was conducted with Vision Quest, to review primary and supplemental services provided to juveniles and categorize programs according to the SPEP™ Classification scheme, as part of the Round #1 SOAP meeting. 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 # 2 / 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 the Round #1 Classification and Quality Rating meeting on May 22, 2019, a detailed description of services was provided by Lesley North (VQ Director of Community Based Services) and Ken Donovan (VQ Director of Operations) to Lauren Copeland and Jerrica Boyer (SPEP™ Specialists Level II) to determine which services were therapeutic interventions and warranted further review. As part of this review, SPEP™ Specialists conducted interviews and reviewed program materials, curriculums, job qualifications for service delivery, and pre/post-

tests as needed to complete a Full Program Profile. This information resulted in the service identified herein to be included in the SPEP™ service rating process. Therapeutic services that qualify for SPEP™ are matched to SPEP™ service categories and rated using the SPEP™ scoring scheme. The service rating is determined by the research conducted by the developer of the SPEP™ scoring tool (Peabody Research Institute, Vanderbilt University). 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.

During the Round #2 Classification and Quality Rating meeting on December 3, 2020, the Full Program Profile was reviewed for the Umbrella Services to document any changes to the previously classified and rated services. As part of this review, additional supporting documentation is requested for any new service offerings to ensure they are supported by the SPEP™ process moving forward.

**Program Name: Community Services**  
**SPEP™ Service Category: Restorative**  
**Scoring Type: Community Service**

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.

**Quality of Service Delivery Rating and Recommendations:**

The Quality of Service Delivery rating is determined through the interview process, verification of reported practices and review of supportive documentation, including but not limited to; service manuals, employee performance evaluation template(s), curriculums, supervision policies, supervision reports, fidelity forms, certifications, drift procedures, and corrective action plans. SPEP™ Specialists used the Round #1 Quality of Service Delivery checklist to guide Round #2 ratings for each service. This Quality of Service Delivery rating will be verified periodically by the SPEP™ Specialists during the July 1, 2020 to June 30, 2021 period to ensure reported practices of Protocol, Staff Training, Supervision, Response to Drift and Fidelity Monitoring are continuous.

**Program:** Community Service

**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 Community Service ranked MEDIUM. 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 more meaningful opportunities and community partners be developed. Finally, written feedback should be included as part of the weekly and/or monthly meetings between facilitators and their supervisors.

