



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

**Organization:** Youth Advocate Program, Inc.

**Location:** YAP- 715 N. King St Suite #4 Wilmington De 19801

**Program(s):** Youth Advocate Program

**SPEP™ Range of Service:** October 1, 2019 – September 30, 2020

**Date of Report:** December 14, 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 #1 / Baseline Findings rating occurred with data information collected from October 1, 2019 – September 30, 2020.

On September 11, 2019 an initial unbundling meeting was conducted at the Youth Advocate Program offices to review all services being provided to juveniles. These services were reviewed by Lauren Copeland (SPEP™ Specialist II), Nakeba Jackson (SPEP™ Specialist I) and Hope Balcerak (SPEP™ Specialist I) with Ian Smith (YAP Director), Omar Douglas (YAP Advocate), Arnold Shumar (YAP Advocate), and Maria Scott (Administrative Manager).

During this review, a detailed description of all services was provided to the SPEP™ Specialists to assist with identifying which services delivered by Youth Advocate Program, Inc are therapeutic interventions and therefore able to be matched with a SPEP™ Classification to begin Service Delivery evaluation. During this in-person review, Lauren Copeland, Nakeba Jackson and Hope Balcerak reviewed program materials, curriculum, qualifications for service delivery, and/or pre-/post- tests as necessary to ensure appropriate SPEP™ Classification. This information resulted in the service(s) identified herein to be included in the SPEP™ informed process. It has been determined that the services are so individualized and tailored to each youth that they are almost completely different services and experiences. For this reason the services listed will be monitored using a SPEP™ informed process but will not be rated.

**Program Name: Youth Advocate Program**

**Service Category: NONE Rating Type: NONE**

Advocate works with you to create a personalized goal plan. The advocates use an assessment (Bubble Chart) to identify the strengths, weaknesses and interests of the youth. These goals include: Legal goals- provided by YRS and include court and probation requirements, Education goals- planning for school and working with the education liaison (educational goals also may have a sub goal for school sports), Social goals- linking the youth with positive programs and activities in their community, Family goal- which includes family team meetings to address the youth and family's obstacles and assist them in finding the appropriate supports, Health goal- assist youth in ensuring they have the medical and psychological care they need, and Employment goal- the advocate will assist the youth in obtaining and maintaining employment often youth will participate in the Supportive Works Program for this goal. Youth receive mentoring through their advocate and other community resources. Advocates will meet with the youth and their families 5 times to review these goals and modify them when appropriate,

**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, Nakeba Jackson and Hope Balcerak with Ian Smith, Omar Douglas Arnold Shuman and Maria Scott at the YAP office, 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 will be verified periodically by the SPEPT™ Specialists during the October 1, 2020 to September 30, 2022 period to ensure reported practices in relation to service fidelity continue.

Service/Program	SPEP rating	POP Rating	YRS Recommended Optimization Plan	<u>Organization</u> Recommended Optimization Plan	Implementation Plan
Individual Re-Entry Plan	N/A	N/A	<ul style="list-style-type: none"> <li>• YAP to work on manualizing this service</li> <li>• YAP should include discharge status on data tracking sheets</li> <li>• The Range of Service for YAP will be moved to two years rather than one to allow for a larger cohort and to avoid missing a large portion of the youth that participate in this service.</li> </ul>	<ul style="list-style-type: none"> <li>• YAP will continue the use of the electronic monthly reporting log for each advocate.</li> </ul>	<ul style="list-style-type: none"> <li>• YAP to show progress on manualizing services by September 2021</li> <li>• YAP will update and continue the practice in January 2021</li> <li>• Immediately-next round range of service will be October 1, 2020 – September 30, 2022</li> </ul>

Items of note:

- 12 youth started and completed the Youth Advocate Program during the range of service. Of those 12:
  - Six youth were successfully discharged
  - Four youth were unsuccessfully discharged
  - Two youth were administratively discharged