
Standardized Program Evaluation Protocol [SPEP] Report

Columbus Juvenile Residential Facility

TrueCore Behavioral Solutions, LLC

(Contract Provider)

9502 East Columbus Drive

Tampa, Florida 33619

Primary Service: STEPS of Progress

SPEP Review Date(s): January 16-19, 2018



Florida Department of Juvenile Justice

Report Date(s): 6/11/2018

Introduction

The Standardized Program Evaluation Protocol (SPEP) is an assessment tool derived from meta-analytic research on the effectiveness of juvenile justice interventions. The tool is designed to compare existing intervention services, as implemented in the field, to the characteristics of the most effective intervention services found in the research.

The SPEP scoring system allows service providers to identify specific areas in which program improvements can be made to their existing Primary Services. These improvements can be expected to increase the effectiveness of those Primary Services in the reduction of recidivism for youth receiving the Primary Service. A separate SPEP evaluation is conducted, at the time of the program's Quality Improvement Review, for each Primary Service provided by the program.

This report provides two types of SPEP scores: a **Basic Score**, equivalent to the number of points received, and a **Program Optimization Score (POS)** that is equivalent to the maximum number of possible points that could be received based on the SPEP domains under the control of the program. The Basic Score compares the Primary Service being evaluated to other intervention services found in the research to be effective, regardless of service type. It is meant as a reference to the expected overall recidivism reduction when compared to other Primary Services of any Type.

A **Program Optimization Percentage (POP)** rate is derived from the Basic Score and Program Optimization Score. The POP rate is a percentage score that indicates where the rate of effectiveness of the Primary Service is when compared to its potential effectiveness if optimized to match the characteristics of similar Primary Services found to be most effective in the research. The POP rate is likely more meaningful to service providers as it represents how close the program's Primary Service is to its potential for that Primary Service Type. For example, a POP rate of 55% would indicate that the program's Primary Service is operating at 55% of its potential effectiveness for recidivism reduction that has been found for a similar Primary Service Type with research evidence of effectiveness.

Program Name: Columbus Juvenile Residential Facility
Provider Name: TrueCore Behavioral Solutions, LLC
Location: Hillsborough County / Circuit: 13
Review Date(s): January 16-19, 2018

MQI Program Code: 1061
Contract Number: R2087
Number of Beds: 50
Lead Reviewer Code: 118

Persons Interviewed

<input checked="" type="checkbox"/> Program Director	<input checked="" type="checkbox"/> Corporate QI/QA staff	<u>2</u> # Program Supervisors
<input checked="" type="checkbox"/> DJJ Monitor	<u>1</u> # Case Managers	<u>7</u> # Youth
<input checked="" type="checkbox"/> DHA or designee	<u>2</u> # Clinical Staff	<u>7</u> # Other (listed by title): Direct care
<input checked="" type="checkbox"/> DMHCA or designee	<u>2</u> # Healthcare Staff	staff

Documents Reviewed

<input checked="" type="checkbox"/> Written Protocol/Manual	<input checked="" type="checkbox"/> Logbooks	<u>5</u> # Personnel Records
<input checked="" type="checkbox"/> Fidelity Monitoring Documents	<input checked="" type="checkbox"/> Program Schedules	<u>5</u> # Training Records/CORE
<input checked="" type="checkbox"/> Internal Corrective Action Reports	<input checked="" type="checkbox"/> Supplemental Contracts	<u>3</u> # Youth Records (Closed)
<input checked="" type="checkbox"/> Staff Evaluations	<input checked="" type="checkbox"/> Table of Organization	<u>7</u> # Youth Records (Open)
<input checked="" type="checkbox"/> Accreditation Reports	<input checked="" type="checkbox"/> Youth Handbook	_____ # Other: _____
<input checked="" type="checkbox"/> Contract Monitoring Reports	<u>7</u> # Health Records	
<input checked="" type="checkbox"/> Contract Scope of Services	<u>7</u> # MH/SA Records	

Observations During Review

☒ Group/Session of Primary Service(s)
☒ Program Activities
☒ Recreation
☒ Social Skill Modeling by Staff
☒ Staff Interactions with Youth
☒ Staff Supervision of Youth
☒ Transition/Exit Conferences
☒ Treatment Team Meetings

1. Primary Service and Supplemental Service Types

Basic Score: 30 Points
POS: 30 Points
POP: 100%

There are five Primary Service Types that have been classified into Groups with a maximum number of points possible for rating purposes. Some Primary Service Types may also have qualifying Supplemental Service Types that could earn a program an additional 5 points.

The Primary Service for this program is STEPS of Progress. The program was awarded 25 points because the Primary Service is identified as a Group 4 Service. The specific Sub-Component Service Type identified is Group Counseling. The Primary Service was identified as this type of service as it focuses on psychological or interpersonal problems or issues faced by an individual and involves a group of youths interacting with each other.

An additional 5 points was awarded based on a Qualifying Supplemental Service. The Qualifying Supplemental Service was identified as None (automatic 5 points added to score), which was not demonstrated to have been implemented.

The Primary and Supplemental Service Raw Score is equal to the sum of the Primary Service points plus the Qualifying Supplemental Service points.

Note: Quality information is evaluated by the Bureau of Monitoring and Quality Improvement while on-site during the annual compliance review.

2. Overall Quality of Service Delivery Score	Basic Score: 20 Points POS: 20 Points POP: 100%
<i>The Quality of Service Delivery Score is the sum of the scores for the seven treatment quality indicators. The Program Optimization Percentage Rating determines the Overall Quality of Service Level: Indicator Sum Score 0-3 = Low; Sum Score 4-7 = Medium; Sum Score 8-10 = High.</i>	

Sum of all Indicator Scores (a – g below): 10 Points

Overall Quality of Service Delivery Level:

- ☐ Low (Raw Score = 5)
☐ Medium (Raw Score = 10)
☒ High (Raw Score = 20 Points)

a. Facilitator Training	Basic Score: 1 Point(s) Maximum Possible Score: 1 Point
<i>All facilitator(s) of the Primary Service must have received formal training specific to the intervention or model/protocol.</i>	

The program has four different facilitators who have held groups during the past 12 months. A review of their training records confirmed each had been trained to facilitate this curriculum by a qualified trainer. Their supervisor, who is the Designated Mental Health Clinician Authority, is also trained and conducts the fidelity monitoring for this primary service.

b. Treatment Manual/Protocol	Basic Score: 2 Point(s) Maximum Possible Score: 2 Points
<i>There is a specific written manual/protocol detailing delivery of the Primary Service.</i>	

The program has a manual for the delivery of services and provided a copy to the team for reference during the review. The curriculum provides guidelines for delivery and topics for all of the lessons within the four phases of treatment. This is an open group, and youth can be added at any time. Each therapist splits their caseload in half in order to conduct two different sessions on each of the days this group is scheduled. This allows for smaller groups of six or seven youth, which can be tailored to address the specific needs of the youth. These groups are held from Tuesday through Thursday each week. They are scheduled from 2:10 p.m. to 3:00 p.m. and 3:05 p.m. to 4:00 p.m.

c. Observed Adherence to the Manual/Protocol	Basic Score: 1 Point(s) Maximum Possible Score: 1 Point
<i>Upon observation of the Primary Service by the Quality Improvement reviewer, the facilitator of that service adhered to the written protocol/manual.</i>	

A member of the review team was able to observe a session of STEPS of Progress during the review. The program provided a copy of the lesson from the manual for the observer prior to the group session. This was for the lesson on "Consent vs. Coersion." During the observed group, the facilitator expanded on the information from the lesson plan, and encouraged participation from

the youth. The facilitator adhered to the lesson, and completed all activities. The facilitator engaged the youth and allowed them to share their experiences as well.

d. Facilitator Turnover	Basic Score: 2 Point(s) Maximum Possible Score: 2 Points
<i>Measures the extent to which facilitators of the specific intervention/service have changed as well as gaps in service of that Primary Service.</i>	

The reviewed documentation, and an interview with the regional compliance manager, confirmed there was no turnover for any therapists during this review period. A review of group documentation confirmed STEPS of Progress groups were held throughout the past twelve month period.

e. Internal Fidelity Monitoring	Basic Score: 2 Point(s) Maximum Possible Score: 2 Points
<i>The program has a process to monitor the delivery of the intervention to examine how closely actual implementation matches the model protocol.</i>	

The program presented a binder which contained the fidelity monitoring for the past twelve months. The program uses an internal facilitator, who has been trained in the curriculum, to conduct all of the fidelity monitoring. A review of the documentation reflected each of the group facilitators had internal fidelity monitoring for each each month they delivered the curriculum during the review period.

f. Corrective Action based on Fidelity Monitoring	Basic Score: 1 Point Maximum Possible Score: 1 Point
<i>The program has a process by which corrective action is applied and demonstrated based on the fidelity monitoring of the delinquency intervention/therapeutic service.</i>	

The program has a process in which any needed corrective action is identified during the internal fidelity monitoring process. The internal fidelity monitoring form has a section in which the facilitator is critiqued, and thoughts for possible improvement are shared. This is shared with the facilitator after the group session. All observed documentation had no minor suggestions for how to improve delivery. There was no corrective action needed, or implemented, for any of the facilitators.

g. Evaluation of Facilitator Skill Delivering the Intervention	Basic Score: 1 Point Maximum Possible Score: 1 Point
<i>Performance evaluations of the facilitators of the specific intervention/service include evaluation of skill in delivering the intervention/service.</i>	

The personnel records for each of the four STEPS of Progress facilitators, who delivered this primary service during the past twelve months, were reviewed. Each of these records contained a performance evaluation which addressed their delivery of this primary service.

3. Amount of Service - Duration

Basic Score: 10 Points

Program Optimization Score: 10 Points

Program Optimization Percentage: 100%

Research indicates the target duration of 24 weeks for this type of service. Of the 27 youth in the sample, 100% (27 of 27) reached at least the indicated target duration. Further explanation is detailed in the Summary and Recommendations below.

Note: Dosage information (duration) is calculated from the Juvenile Justice Information System (JJIS) Evidence-Based Services module. Duration is included for the youth in the SPEP sample.

4. Amount of Service – Contact Hours

Basic Score: 10 Points

Program Optimization Score: 10 Points

Program Optimization Percentage: 100%

Research indicates a target of 40 contact hours for this type of service. Of the 27 youth in the sample, 100% (27 of 27) reached the indicated target contact hours. Further explanation is detailed in the Summary and Recommendations below.

Note: Dosage information (contact hours) is calculated from the Juvenile Justice Information System (JJIS) Evidence-Based Services module. Contact hours are included for the youth in the SPEP sample.

5. Risk Level of Youth Served:

Basic Score: 17 Points

Program Optimization Score: 25 Points

Program Optimization Percentage: 68%

Percentage of Youth with Moderate, Moderate-High, and High-Risk Levels to Reoffend: 78%

Moderate to High Score: 7 Points

Program Optimization Score: 12 Points

Program Optimization Percentage: 58%

Table 1		
Moderate	=	8 youth
Moderate-High	=	5 youth
High	=	8 youth
<u>Total Youth in Sample</u>	=	<u>27 youth</u>

Percentage of Youth with High-Risk Level to Reoffend: 30%
 High Score: 10 Points
 Program Optimization Score: 13 Points
 Program Optimization Percentage: 77%

Table 2		
High	=	8 youth
Total Youth in Sample	=	27 youth

The risk level score is compiled by calculating the total percent of the SPEP sample that score Moderate to High-Risk to reoffend and also the total percent of the SPEP sample that score High-Risk to reoffend.

Of the SPEP sample, 78% (21 of 27) youth scored Moderate to High-Risk to reoffend, for a score of 7 points.

Of the SPEP sample, 30% (8 of 27) youth scored High-Risk to reoffend, for a score of 10 points.

Note: The latest Community Positive Achievement Change Tool (C-PACT) prior to the placement date was used in the derivation of the risk level score. This C-PACT provides the best indication of the risk to re-offend level of the youth when the youth was first placed in the program.

Summary and Recommendations

Category	Basic Score	Program Optimization Score	Program Optimization Percentage
Primary and Supplemental Service Type	30	30	100%
Quality of Service Delivery	20	20	100%
Amount of Service: Duration	10	10	100%
Amount of Service: Contact Hours	10	10	100%
Risk Level of Youth Served	17	25	68%
Totals	87	95	92%

This SPEP report evaluates STEPS of Progress, an intervention delivered at Columbus Juvenile Residential Facility.

The program scored High for Quality of Service Delivery.

The program earned 10 points for Amount of Service: Duration. Of the 27 total youth sampled, all 27 included dosage with end dates in the EBS Module. Of those youth with correct dosage, 27 received at least the recommended weeks of service. Youth in the sample completed between 43 and 111 weeks of service, with an average of 55 weeks.

The program earned 10 points for Amount of Service: Contact Hours. Of the 27 total youth sampled, all 27 included dosage in the EBS Module. Of those youth with correct dosage, 27 received at least the recommended hours of service. Youth in the sample completed between 95 and 292 hours of service, with an average of 139 hours.

The program was awarded 17 available points for Risk Level of Youth Served. This is calculated using data from the Community - Positive Achievement Change Tool (C-PACT) assessment. This score reflects youths' most recent C-PACT score prior to placement at the program. The program itself has no control over youths' C-PACT risk level because the scored assessment was administered just prior to the youths' admission.

RECOMMENDATION(S):

Columbus Juvenile Residential Facility can maintain their SPEP Quality of Service Delivery score by continuing the practices in place at the time of this review.

Columbus Juvenile Residential Facility can optimize their SPEP Amount of Service score by ensuring that dosage for all youth is recorded accurately in EBS and by ensuring that youth receive the full targeted dosage of service.

Based on the risk level of the youth placed at the program (68% Program Optimization Percentage), the Department should work to ensure a larger proportion of higher risk youth are recommended. As the program serves youth with a history of sexual behavior problems, this includes a multitier strategy of working with stakeholders to achieve that practice, as well as ensuring appropriate treatment services are available in the community to reduce the reliance on residential commitment for lower-risk youth presenting with sexually-related offenses.