



CREATING **RESULTS** WITH YOUTH & THEIR FAMILIES

Annual Evaluation

STARVISTA
(INSIGHTS)

San Mateo County
Probation Department

Juvenile Justice
Coordinating Council (JJCC)



PRODUCED BY

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PROGRAM DESCRIPTION

Insights is an outpatient adolescent counseling program providing services for substance abuse treatment/recovery and mental health issues. Their offices are in Redwood City, Daly City, and Camp Glenwood. Insights provides support to families, schools and group homes in the area, where youth may experience substance-related or behavioral issues. The program provides services to many adolescents who have legal issues and may have had problematic experiences surrounding substance use. Many of these youth are also experiencing co-occurring mental health issues. Insights continues to be a low-cost referral for outpatient adolescent counseling, which continues to be a limited resource in the county. Some individuals and families receiving services at Insights may not have been able to get these services elsewhere due to financial challenges.

Clients receiving services are typically between the ages of 12 and 18 years old, but may fall on either side of that range if Insights services meet their specific needs. The majority of clients are enrolled in high school, though an occasional client is enrolled in middle school or has achieved a high school diploma or equivalent. Many experience a number of difficulties with school attendance, relationships with authority, positive school-related activities and healthy peer support. Additionally, a number of clients report gang involvement.

Insights continues to work with clients in individual, group, and family therapy using the Seeking Safety Treatment Curriculum: a present-focused therapy to help people attain safety from trauma/PTSD and substance abuse. Seeking Safety topics most commonly applied at Insights include: safety, self-empowerment, substance use, high-risk behavior, honesty, asking for help, healthy relationships, community resources, compassion, creating meaning, self-care, coping skills, identifying triggers, and life choices. Insights clinicians receive on-going training on the curriculum. Clinicians work together to continue to develop creative and interactive ways of engaging clients in the material in all modalities of therapy.

Programmatic Challenges in FY 2015-16

As the Training Program trainees complete their commitments, Insights hired two temporary clinicians to fill the need during the summer months before the new cohort of clinicians began in August. Both clinicians came with experience working with adolescents and clients who struggle with co-occurring disorders. Both clinicians are bilingual, with one speaking Spanish and the other speaking Mandarin.

Insights is currently accepting referrals and scheduling intakes within 1-4 weeks of the referral (depending on families' availability). The majority of client referrals continue to be received from San Mateo County Juvenile Probation. One of the challenges of managing incoming referrals has been the length of time potential clients may wait for an intake due to other youth and families either not responding or not attending their intake sessions. This continues to extend the wait time for other potential clients to be seen for an intake and be enrolled in the program. A more efficient referral management process has been implemented which seems to have been beneficial in enrolling clients in a more timely manner.

There has been an increase in referrals for general counseling by probation officers. These probation officers are often concerned about the mental health of a potential client due to a traumatic event or stressful life experience. The referral is often open-ended to assist the youth with the development of awareness, coping skills, and identification of support systems at their own pace. More specifically, the program has noticed an increase in the number of Camp Glenwood probation officers utilizing Insights' services to assist Camp youth with their transition back into the community. These youth are often seen on an ongoing basis to work on relapse prevention, stress management, anger management, and family counseling.

EVALUATION METHODS

Programs funded by San Mateo County Juvenile Probation (SMCJP) monitor their programs and report client, service and outcome data to the department and its evaluator, Applied Survey Research (ASR). The methods and tools used to collect this data are described below:

Clients and Services—Grantee programs collected and entered demographic (e.g., gender, race/ethnicity) and service data (e.g., types and hours of service) for individual clients and entered these in their own data systems prior to transferring the data to ASR for analysis.

Risk Factors—In FY 2015-16, SMCJP implemented two new measures of client risk level, the pre-JAIS and the CANS. Funded programs were asked to complete these measures with existing clients beginning January 2016 and at intake with all new clients subsequently.

- The **Juvenile Assessment and Intervention System** (JAIS) is a risk, strength and needs assessment designed to assist workers to effectively and efficiently supervise youth, both in institutional settings and in the community. It is reliable and has been validated across ethnic and gender groups. The JAIS consists of a brief prescreen assessment (**pre-JAIS**) in addition to full assessment and reassessment components; SMCJP has elected to administer the pre-JAIS to provide an initial indicator of recidivism risk. The pre-JAIS consists of 8 (girls) or 10 (boys) items and yields an overall risk level of low, moderate, or high.
- The **Child Adolescent Needs and Strengths** (CANS) survey is a multi-purpose tool developed for children's services to support decision-making including level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services. The CANS consists of multiple items scored on a 4-point scale (0 to 3, with a score of 2 or 3 indicating an actionable need) and grouped into stand-alone modules—e.g., Risk Behaviors, Strengths, Behavioral/Emotional Needs, Trauma. Each grantee completed a different set of CANS modules according to the specific fit with their programs and clientele.
- Programs funded by the Juvenile Justice Crime Prevention Act (JJCPA) also collected data on several risk-related indicators, including whether a youth had any of the following at program entry: 1) an alcohol or drug problem, 2) an attendance problem, and 3) a suspension or expulsion in the past year.

Outcomes—In FY 2015-16, SMCJP intended to assess change over time using CANS follow-up data at the conclusion of services. Because the CANS is recommended to be administered at 6-month intervals and with low response rates due to the post-January start, ASR was not able to analyze CANS post-test data for FY 2015-16.

- JJCPA-funded programs are also required to report data on the following six mandated justice-related outcomes for program participants: 1) arrest rate, 2) incarceration rate, 3) probation violation rate, 4) probation completion rate, 5) court-ordered restitution completion rate and 6) court-ordered community service completion rate. San Mateo County has elected to report these outcomes at 180 days post-entry with the reference group being the past year's cohort of program participants (i.e., whose six-month milestone occurred in FY 2015-16).
- Additionally, many grantees elected to collect their own program-specific outcome data. Insights has implemented its own entry and exit survey to assess several measures of clients' progress over the course of the program.

EVALUATION FINDINGS

FY 2015-16 Data Highlights

- The number of clients (12%) and average hours of service per client (16%) both declined compared to last year continuing a multi-year trend
- Insights served clients across the risk spectrum—39% Low and 39% Moderate on the pre-JAIS; about half (45%-56%) with school problems at entry; multiple needs on CANS domains (e.g., Life Functioning, Behavioral/Emotional Needs, Substance Use)—but most lack important internal, social and community supports—72% have at least one actionable need on CANS Youth Strengths module
- Clients who successfully complete the Insights program continue to have much lower rates of Arrests and Incarcerations at six months post-entry compared to those who fail or drop out of the program

Profile of Clients Served

This year Insights served 138 youth, all of whom had demographic data (see Table 1). A majority of participants were male (83%) and identified predominantly as Latino (63%), followed by White/Caucasian (13%), Filipino/Pacific Islander (11%) and Black/African American (9%). The average age of clients was 16.6 years. Service data was available for 118 participants who received an average of 13.6 hours of services—individual counseling (62% of hours), group counseling (30%), assessments (7%) and family therapy (2%).

Table 1. Client Demographics, FY 2015-16

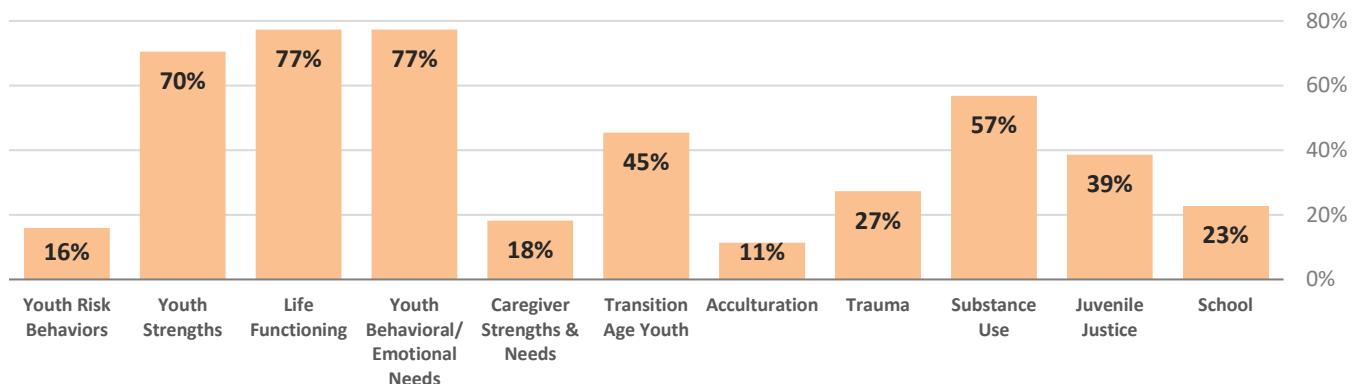
Metric	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16
Clients & Services					
Number of clients served	110	178	194	156	138
Average number of hours of service	21.3	19.9	16.8	15.7	13.2
Average time in the program (months)	4.4	3.5	4.5	3.5	3.2
Risk Indicators					
Pre-JAIS Risk Level^a					
Low					39%
Moderate					39%
High					22%
CANS Items^b					
Clients with 3 or more actionable needs					87%
Number of actionable needs per client					11.6
Percent of items with actionable needs					11%
Risk Indicators at Program Entry^c					
Alcohol or drug problem					45%
Attendance problem					23%
Suspension/expulsion in past year					56%

^a n = 46 clients with complete pre-JAIS data. ^b n = 44 clients with data on a total of 108 CANS items. ^c n = 138 clients with risk data.

Risk Indicators

In FY 2015-16, Insights served clients across the risk spectrum. The 46 participants assessed with the pre-JAIS had criminogenic risk levels predominantly at the Low (39%) and Moderate (39%) levels. In addition, approximately half of participants had an alcohol or drug problem (45%) at program entry or had been suspended or expelled from school in the past year (56%); approximately one quarter had an attendance problem at program entry (23%).

Figure 1. Percent of clients with at Least 1 Moderate or Significant Need by CANS Module



Note: n = 44 clients who completed a total of 108 CANS items.

On the CANS assessment, 87% of respondents had actionable needs on 3 or more items and the average number of actionable needs per clients was 11.6, well above the average of 9.5 for all JJCJA programs.

Figure 1 presents the percentage of clients with at least one actionable need on each of the 11 CANS modules Insights administered. Several modules had high percentages of participants with actionable needs including: Youth Strengths (70%), Life Functioning (77%), Youth Behavioral/Emotional Needs (77%) and Substance Use (57%).

It is clear that Insights clients have needs in many areas—including their functioning in individual, family, peer, school and community realms, their behavioral and emotional health, and their use of substances—and lack important internal (e.g., resilience, optimism), social (e.g., family strengths/support, relationship permanence) and community (e.g., community connection, educational setting) resources and supports.

Justice Outcomes

Table 2 presents justice-related outcomes for 118 youth whose six month post-entry evaluation milestone occurred in FY 2015-16. Thus, data presented in this section are for youth who enrolled in the program in the 2015 calendar year. As shown, the rate for Arrests decreased slightly from last year, while the rates for Incarcerations and Probation Violations increased dramatically compared to previous fiscal years. For the rates of completion of court-ordered Probation, Restitution and Community Service: Probation decreased slightly, Restitution decreased substantially, and Community Service increased substantially. It should be noted, for both the restitution and community service rates, the number of youth in each group is generally small and varies each year, which can lead to unstable results.

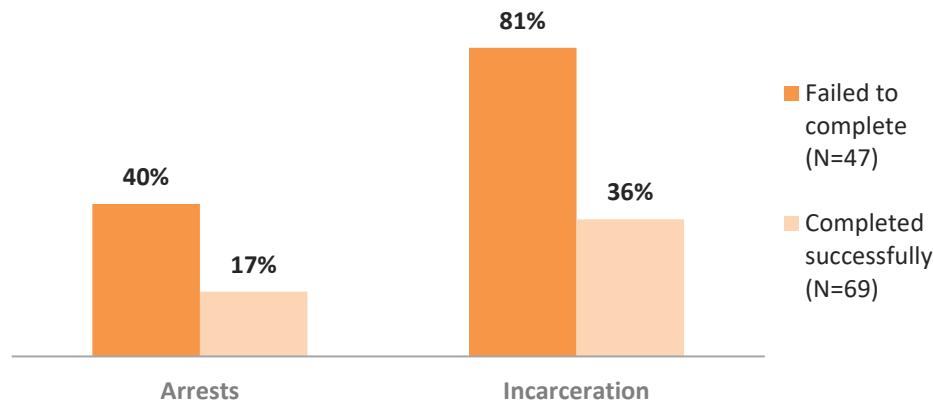
Table 2. Justice and Program-Specific Outcomes, FY 2015-16

Metric	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16
Outcomes					
Justice Outcomes^a					
Arrests (for a new law violation)	21%	16%	18%	27%	26%
Incarcerations	34%	26%	30%	42%	54%
Probation violations	29%	24%	26%	39%	48%
Completed court-ordered probation	18%	29%	15%	14%	13%
Completed court-ordered restitution	18%	29%	23%	39%	23%
Completed court-ordered community service	48%	78%	45%	39%	54%
Program-specific Outcomes^b					
Percentage of participants showing progress toward an identified goal	97%	98%	98%	89%	98%
Percentage of participants showing improvement in decision-making	74%	85%	86%	84%	67%
Percentage of participants showing improved relationship skills	92%	74%	90%	100%	67%

^a Sample sizes vary for each FY and indicator; for FY 2016, n = 120 for Arrests and Incarcerations, n = 107 for Probation Violations and Completed Probation, n = 22 for Completed Restitution, and n = 28 Completed Community Service. ^b Target rate for all 3 indicators across all FYs was 60% except “identified goal” which increased to 75% in FY 2015-16.

Youth who complete the Insights treatment program generally experience better justice outcomes than those who fail and exit the program (see Figure 2). While 40% of the 47 youth who exited and failed to complete the program by six months post-entry had an arrest for a new law violation, that figure was 17% for the 69 youth who completed the program. Similarly, 81% of those who failed the program were detained in juvenile hall while only 36% of those who completed the program were incarcerated. Participants who were still in progress at six months were excluded from this analysis.

Figure 2. Arrests and Incarceration by Program Completion Status at Six Months



Program-specific Outcomes

Insights has implemented its own entry and exit survey to reflect predicted progress on the following performance measures:

Table 3. Insights Program Goals, FY 2015-16

Goal	Target	Actual
Participants will show progress toward an identified goal	75%	97.6%
Participants will show improvement in decision-making	60%	67.2%
Participants will show improved relationship skills	60%	67.2%

Client Vignette

As a way to illustrate the effort of the Insights program and the benefits to its participants, staff provided a summarized case history of one client served this year.

Name of focus client:	“Peter”
Age and sex of client:	Male
Reason for referral:	Peter was referred to Insights by his probation officer for substance abuse counseling. Peter re-enrolled after being unsuccessfully discharged previously for an altercation in the community while under the influence. While his relationship with his mother was close, he was upset with her for reporting his continued substance use to his probation officer.
Client’s behavior, affect and appearance when they first started your program:	Peter began the Insights program doubtful of his potential to ever be successful and struggled with extremely low self-esteem. He often spoke about wanting to give up on his education and future goals, especially when factoring in his status as an undocumented immigrant. He identified his hopelessness, pain, and loneliness as the main reasons for his alcohol consumption, which continuously resulted in negative consequences, both legally and socially.
What activities did your client engage in and was their engagement consistent?	Peter worked very hard on his goals to overcome those internal barriers and set both short-term and long-term educational goals for himself.
What is your client doing differently in their life as a result of the program?	While in the program, Peter abstained from alcohol and graduated from high school, which is something he never thought would be possible. He then enrolled in college and reported both an increase in self-esteem and overall satisfaction with his life due to his time in the Insights program.