



SAN MATEO COUNTY PROBATION DEPARTMENT



StarVista Insights Program Annual Evaluation 2019-2020

About the Researcher

Applied Survey Research (ASR) is a nonprofit social research firm dedicated to helping people build better communities by collecting meaningful data, facilitating information-based planning, and developing custom strategies. The firm was founded on the principle that community improvement, initiative sustainability, and program success are closely tied to assessment needs, evaluation of community goals, and development of appropriate responses.

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Program Description

StarVista Insights (Insights) is an outpatient adolescent counseling program that provides services for substance abuse treatment/recovery and mental health issues. Clinicians provided onsite services at offices in Redwood City and Daly City until March 12, 2020. Due to the COVID-19 pandemic, Insights has been providing virtual services through telehealth, including for the remainder of the fiscal year (FY). The Insights program provides support to community youths and families at the point when adolescents are at risk of substance-related and/or behavioral issues. The program also provides services to many adolescents who have legal issues and may have had problematic experiences with substance use. Many of these youths also experience co-occurring mental health issues associated with any number of traumatic experiences that have become common in our communities.

The Insights program continues to be a low-cost referral for outpatient adolescent counseling. Both sites are also Medi-Cal and Drug Medi-Cal approved locations. Therapeutic services for those presenting with co-occurring issues remains a limited resource in San Mateo County. Some individuals and families receiving services at Insights may not have been able to obtain these services elsewhere due to financial challenges. If a family at any time expresses hardship with making payments, fees are reduced or waived. If families have no health insurance, they are directed to the process that will help them obtain Medi-Cal through Health Plan of San Mateo.

Youths receiving services at Insights are typically between the ages of 12 and 18. Most youths are enrolled in high school, although an occasional youth is enrolled in middle school or has achieved a high school diploma or equivalent. Insights youths experience challenges with school attendance, relationships with authority, positive school-related activities, and healthy peer support. Additionally, a number of youths report gang involvement.

Insights continues to emphasize the provision of support to schools in the area. Youths referred by their schools have typically been caught in some type of substance engaging behavior at or around school and are strongly encouraged to participate in counseling to remain in good standing with the school administration. This can be seen as a positive progression toward restorative justice in disciplinary action taken by school officials, as opposed to expelling them and/or involving the police, which could lead to arrest. The youths referred by their schools appear to be taking their participation seriously and are actively working to improve their behavior.

Insights continues to serve families from various socioeconomic, racial, and familial backgrounds. The Daly City outpatient population (north San Mateo County) appears to show more uniformity in its socioeconomic status, with a majority falling into the low to lower-middle income brackets. Youths served at the Redwood City office who reside in South San Mateo County tend to represent a broader socioeconomic range.

Programmatic Challenges in Fiscal Year 2019-2020

StarVista Insights staff noted the following challenges they witnessed for youths in FY 2019-20:

Insights program staff and clinicians continue to notice challenges in the community around high-risk behavior, including but not limited to gang involvement, drug dealing, B&E, robbery, and extreme drug use. Conflicts appear to escalate very quickly whether it be an internal or external escalation. Youths are currently confined inside their homes causing boredom and increased family stress. Youths tend to either quickly move to fighting (external) or turn inward towards their self-esteem (internal) and experience a different form of suffering. This is accounted for by the increases in suicide attempts and ideation in our communities.

Clinical staff have also observed that substances are easily accessible and often used as a form of medication for the internal suffering many youths experience. Youths find substances with relative ease, whether it is in the community or on the internet. This places further emphasis on educating youths about wellness and healthy living, with the hope of giving young people the appropriate tools and information to make healthy decisions for themselves and their futures.

Substances that continue to present amongst Insights youths are cannabis, alcohol, cocaine, Xanax, and opiate derivatives (pills and syrups). Cannabis use in different forms (oils, edibles, vaporizing) is most prevalent and makes it easier to avoid detection in public, thus making casual use easier and getting caught more difficult. With legalized adult use allowing greater accessibility in the community, staff believe that youths have another avenue to obtain cannabis, putting an even greater emphasis on the need for early intervention and education. (This is similar to the language regarding alcohol use due to its eventual legality at 21 years of age).

Staff also reported that there was a clear need for youth to be educated around the risks of cannabis use at an early age. Youth appear to be using cannabis with a level of casual display and fearlessness that exemplifies a clear lack of understanding of the risks and/or disregard for any potential consequences. Insights clinicians continue to hear reports regarding the ease with which the youth are 'vaping.' Xanax abuse remains prevalent and is being used in dangerous amounts. Obtaining authentic prescription Xanax is often too difficult and youth resort to finding black market Xanax, which is typically more dangerous.

COVID-19 Impact and Response

Due to the COVID-19 health crisis and the San Mateo County Public Health Officer's Shelter in Place Order, which took effect May 17, 2020, VIA sessions were cancelled for the fourth quarter of Fiscal Year 2019-2020. Probation executed an Amendment, which reallocated funding to provide one-on-one, 50-minute telephone counseling sessions through the StarVista Counseling Center to parents of youth probationers affected by COVID-19-related stressors in the home. Parents were referred to counseling services by their child's Deputy Probation Officer (DPO). StarVista provided multiple sessions for any of the referred parents if the clinician deemed it essential.

Due to COVID-19 pandemic and Shelter in Place (SIP) orders, StarVista has faced many barriers to maximizing mental health services. StarVista continues to collaborate with BHRS and Probation services to find alternative methods of delivery, which have been positively received. Lack of access to the units, delays in telehealth abilities, and the reduced number of youths eligible to be served (many youths were released) presented challenges and directly impacted StarVista's ability to provide services. Services were reinstated at the end of April using telehealth options in collaboration with Department of Probation. Additionally, AOD Groups typically provided at Camp Kemp were placed on hold during Quarter 4. Referrals for services continue to be a challenge. Currently StarVista is working with BHRS to establish the most effective and efficient workflow for referrals.

Despite challenges, StarVista described successes for Quarter 4, during which the pandemic impacted service provision:

- StarVista has been working diligently in finding alternative methods of mental health service delivery in collaboration with Institution Managers and BHRS to coordinate services. Group therapy sessions at the Youth Services Center have been re-established at limited capacity, due to SIP and lower population at the facilities, and mental health supports are being provided as needed
- Clinicians have observed positive group dynamics within the units and youths appear to be forthright. StarVista staff continue to support youths around these concerns offer alternative coping strategies/behaviors that will help to establish pro-social behavioral responses to external factors.

Evaluation Methods

Programs provided by Insights are funded by San Mateo County Juvenile Probation's (Probation) Juvenile Justice Crime Prevention Act (JJCPA). Insights monitors programs and reports client, service, and outcome data to Probation and its evaluator, Applied Survey Research (ASR). The methods and tools used to collect this data are:

Participants and Services: Grantee programs collected demographic data (e.g., race/ethnicity, gender, etc.) and service data (e.g., type of services, hours of services, etc.) for individual participants. Program staff entered these data into their own data systems prior to transferring the data to ASR for analysis.

Risk Factors: Grantee programs used two assessments, the Juvenile Assessment and Intervention System (JAIS) and the Child Adolescent Needs and Strengths (CANS) assessment, to provide a standard measure of risk, life functioning, and areas of strength and need for youths:

- **JAIS:** This is a widely used criminogenic risk, strengths, and needs assessment tool that assists in the effective and efficient supervision of youths, both in institutional settings and in the community. The JAIS has been validated across ethnic and gender groups. It consists of a brief prescreen assessment (JAIS Risk), in addition to full assessment and reassessment components (JAIS Assessment and JAIS Reassessment). Each assessment has two form options based on the youth's gender. Probation has elected to administer the JAIS to all youths in institutions as well as in community programs. The JAIS Girls Risk consists of eight items, and the JAIS Boys Risk consists of ten items; each assessment yields an overall risk level of low, moderate, or high.

- **CANS:** This is a multi-purpose tool developed for children’s services to support decision-making in determining level of care and service planning, to facilitate quality improvement initiatives, and to allow outcome monitoring. The CANS consists of items scored on a 4-point scale of 0-3, with a score of two or three indicating an actionable need. The assessment groups items into several core modules, including Youth Strengths, Risk Behaviors, Behavioral/Emotional Needs, Life Functioning, Caregiver Strengths and Needs, and Acculturation. Secondary modules that can be triggered by answers to specific core module items include School, Trauma, Substance Use, and Juvenile Justice.

Outcomes: Like all Juvenile Justice Crime Prevention Act (JJCPA) funded programs, Insights collects data for several justice-related outcomes for program participants. Probation has elected to report these outcomes at 180 days post entry; the reference or comparison group reflects the past year’s cohort of program participants to interpret FY 2019-20 outcomes. In FY 2019-20, Insights collected the following outcome measures:

- Arrests
- Detentions
- Probation violations
- Probation completions
- Court-ordered restitution completion
- Court-ordered community service completion

Additionally, Insights also collects three program-specific outcome measures to track progress toward its goal of improving outcomes for youths:

- Progress toward an identified goal
- Improvements in decision-making
- Improved relationship skills

Evidence-Based Practices: JJCPA-funded programs are encouraged to follow evidence-based practices. To augment Probation’s knowledge of which programs are being implemented by funded partners, each funded program has provided a catalogue of its practices since the FY 2017-18 evaluation period. After receiving this information, ASR runs any new catalogued practices reported through several clearinghouses to determine whether the practices were¹:

- Evidence-based theory or premise
- Evidence-based model, shown by multiple experimental or quasi-experimental studies to be effective
- Evidence-based practices, or modalities shown to promote positive outcomes
- Evidence-based tools, or instruments that have been validated (concurrent and predictive)

¹ For the full list of evidence-based practice clearinghouses used to evaluate programs, please see the JJCPA/JPCF Comprehensive Report for FY 2019-20.

Evaluation Findings

Fiscal Year 2019-20 Highlights

- The number of youths decreased by 16% to 92 youths compared with that of FY 2018-19. However, the average number of hours served and time in the program stayed relatively the same.
- Insights served youths across the risk spectrum – 33% scored Low, 49% scored Moderate, and 17% scored High on the JAIS assessment.
- Insights assessed 85% of the youths using the CANS. Results for the 62 youths with baseline assessments indicate 73% had three or more actionable needs when they entered the program, primarily in Life-Functioning, Substance Use, and Juvenile Justice/Delinquency modules. The number of youths with Behavioral and Emotional Needs and Substance Use needs declined on follow-up assessments compared with baseline.

Profile of Youths Served

In FY 2019-20, Insights served 92 youths (Table 1), with gender data missing for 1% of youths. The majority (91%) of youths were male, and 1% identified as transgender/other. The average age of youths was 17.4 years. Youths identifying as Hispanic/Latino numbered 59%, followed by 20% identifying as Multi-Racial/Ethnic, and 10% identifying as White/Caucasian.

Youths served by Insights received an average of 16.6 hours of service and spent an average of 5.7 months in the program. Of these youths, 53% received individual and group counseling, 34% received individual-only counseling, and 6% received individual and family counseling.

Table 1. Youth Services

| YOUTH SERVICES | FY 15-16 | FY 16-17 | FY 17-18 | FY 18-19 | FY 19-20 |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|
| Number of Youths Served | 138 | 91 | 101 | 107 | 92 |
| Average Number of Hours Served | 13.2 | 14.3 | 15.3 | 16.5 | 16.6 |
| Average Time in the Program (Months) | 3.2 | 4.1 | 4.3 | 5.1 | 5.7 |

Risk Indicators

Insights evaluated three risk indicators upon entry—whether the youth had a drug or alcohol problem, a school attendance problem, and/or a suspension or expulsion from school in the past year. In FY 2019-20, three out of five (61%) youths had an alcohol or drug problem at entry, a decrease of 13 percentage points from FY 2018-19. Additionally, one-third of youths

entered with an attendance problem (33%), and nearly one-half (48%) had been suspended or expelled in the past year (Table 2).

Table 2. Risk Indicators at Program Entry

| RISK INDICATORS AT PROGRAM ENTRY | FY 15-16 | FY 16-17 | FY 17-18 | FY 18-19 | FY 19-20 |
|-----------------------------------|----------|----------|----------|----------|------------|
| Alcohol or Drug Problem | 45% | 23% | 66% | 74% | 61% |
| Attendance Problem | 23% | 17% | 38% | 29% | 33% |
| Suspension/Expulsion in Past Year | 56% | 40% | 44% | 45% | 48% |

FY 2019-20 n=84.

In FY 2019-20, Insights served clients across the risk spectrum (Table 3). The 69 participants assessed with the JAIS assessment had criminogenic risk levels predominantly at the Low (33%) and Moderate (49%) levels, with 17% scoring as High risk, which is an increase from FY 2018-19.

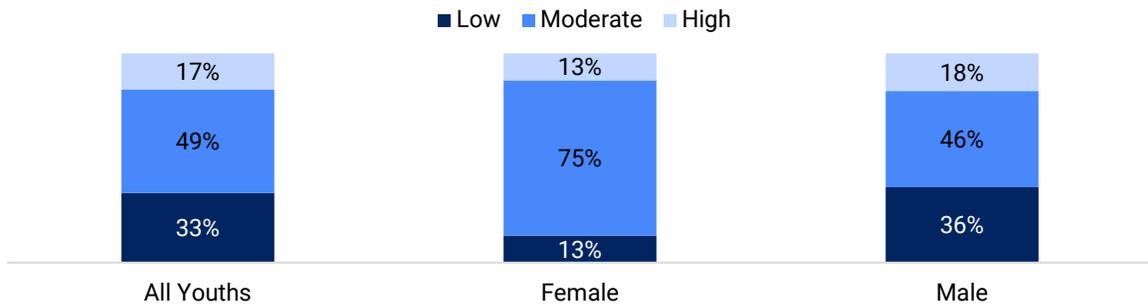
Table 3. JAIS Risk Levels

| JAIS RISK LEVEL | FY 15-16 | FY 16-17 | FY 17-18 | FY 18-19 | FY 19-20 |
|-----------------|----------|----------|----------|----------|------------|
| Low | 39% | 23% | 42% | 46% | 33% |
| Moderate | 39% | 58% | 45% | 43% | 49% |
| High | 22% | 19% | 13% | 11% | 17% |

FY 2019-20 n = 69. Note: Percentages may not total 100 due to rounding.

When disaggregated by gender (Figure 1), the majority of male youths scored Low (36%) and Moderate (46%) on the criminogenic risk scale. While a higher proportion of female youths scored Moderate (75%), only eight females were assessed with the JAIS Girls Risk. For this reason, comparisons by gender should be interpreted cautiously.

Figure 1. Criminogenic Risk Level by Gender



All Youths n=69, Female n=8, Male n=61. Note: Percentages may not total 100 due to rounding.

Youth Strengths and Service Needs

In FY 2019-20, Insights gathered CANS assessment data from 85% of the 96 participants served, using eight needs modules and one youth strengths module. A total of 62 youths had

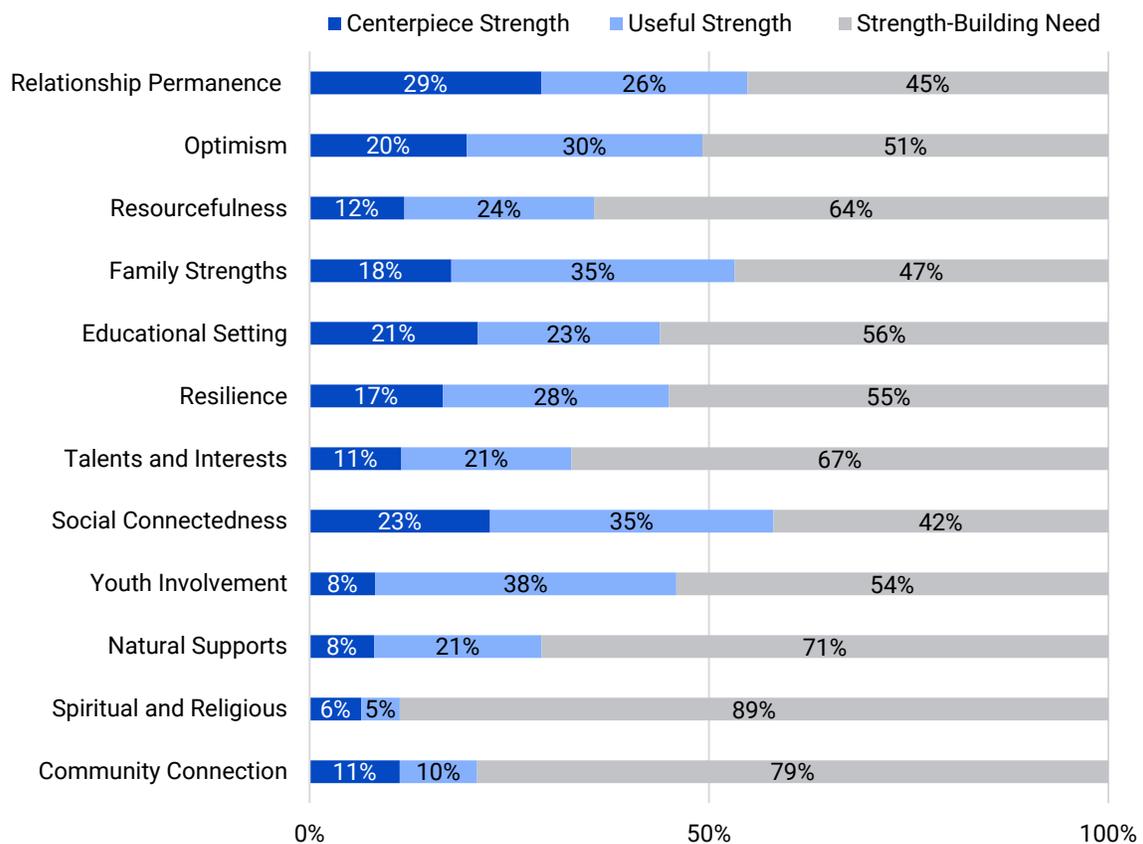
baseline assessments, and 49 youths had both a baseline and follow-up assessment within the fiscal year.

Baseline Assessment

Figure 2 shows that the average number of centerpiece or therapeutically useful strengths identified at baseline per youth was 4.7 out of 12, with 76% of youths identified with at least one strength. Insights rated participants as possessing fewer strengths than all programs funded by San Mateo Probation, which averaged 6.1 strengths per youth, and 93% of youths possessing at least one strength. The data show that over one-half of Insights participants begin services with the ability to enlist family members as well as their own interpersonal skills to further their positive growth and development, including addressing identified needs.

These data on youths' strengths also suggest that one-quarter of youths come to Insights with no significant internal or external resources, which suggests a high need for support to help youths build these assets in their lives. The youths served at Insights, similar to other grantee programs, presented with high needs for strength-building in finding connection through spiritual or religious involvement (89%), their community (79%), or through the support of unpaid, nonfamilial mentors in the youths' lives (71%).

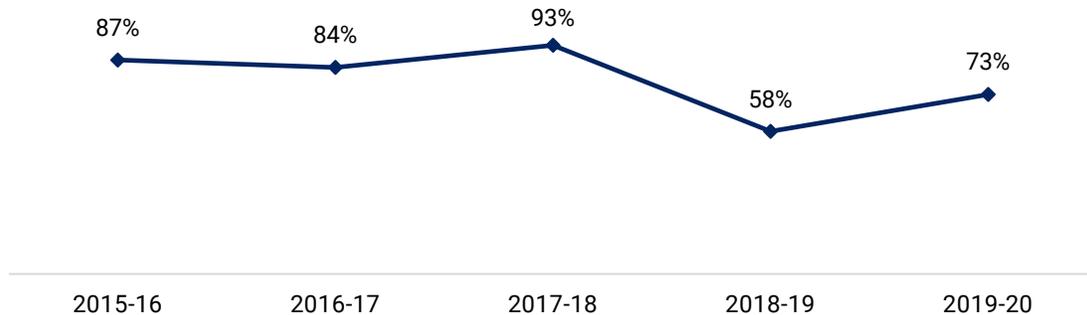
Figure 2. Percentage of Youths with Each Strength at Baseline



n=62. The order of items matches the San Mateo Probation Comprehensive Report.

On baseline assessments (Figure 3), 73% of youths had three or more actionable needs, higher than FY 2018-19 but lower than all three fiscal years prior to FY 2018-19.

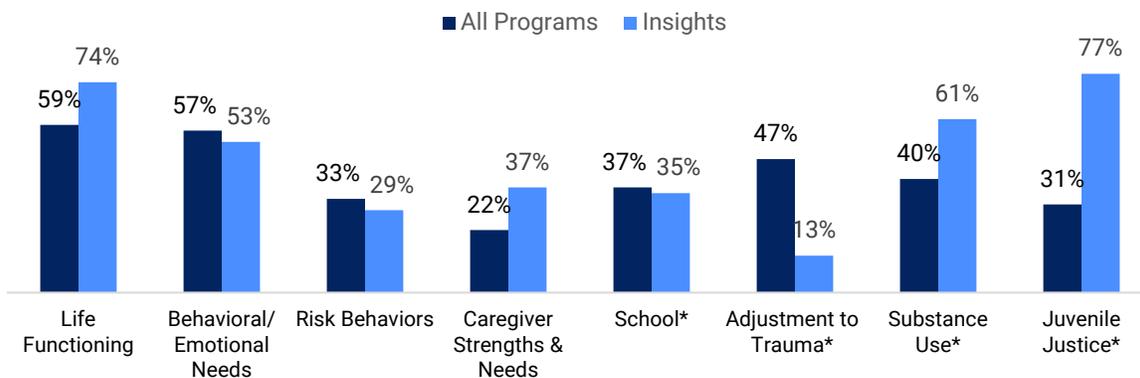
Figure 3. Percentage of Youths with Three or More Actionable Needs at Baseline



n=62.

Figure 4 presents the percentage of youths administered a baseline CANS assessment having at least one actionable need in that module. A high number of youths had actionable needs across many of the CANS core and secondary domains, including Life Functioning (74%), Juvenile Justice (77%), and Substance Use (61%). More youths served by Insights had these needs than youths served by all grantees.

Figure 4. Percent of Youths with at Least One Moderate or Significant Need Per CANS Module at Baseline



*Life Functioning n=61, Behavioral/Emotional Needs n=62, Risk Behaviors n=62, Caregiver Strengths and Needs n=60, School n=52, Adjustment to Trauma n=61, Substance Use n=62, Juvenile Justice Delinquency n=62. *Results include needs identified on core items or secondary modules.*

Although three-quarters of Insights youths had actionable needs in Life Functioning, Substance Use, and Juvenile Justice, few needs around trauma were recorded for these youths. These results indicate that many youths needed to take action to improve how they were functioning across individual, family, peer, school, and community realms. Many also needed to address recent negative impacts of substance use and delinquent behavior.

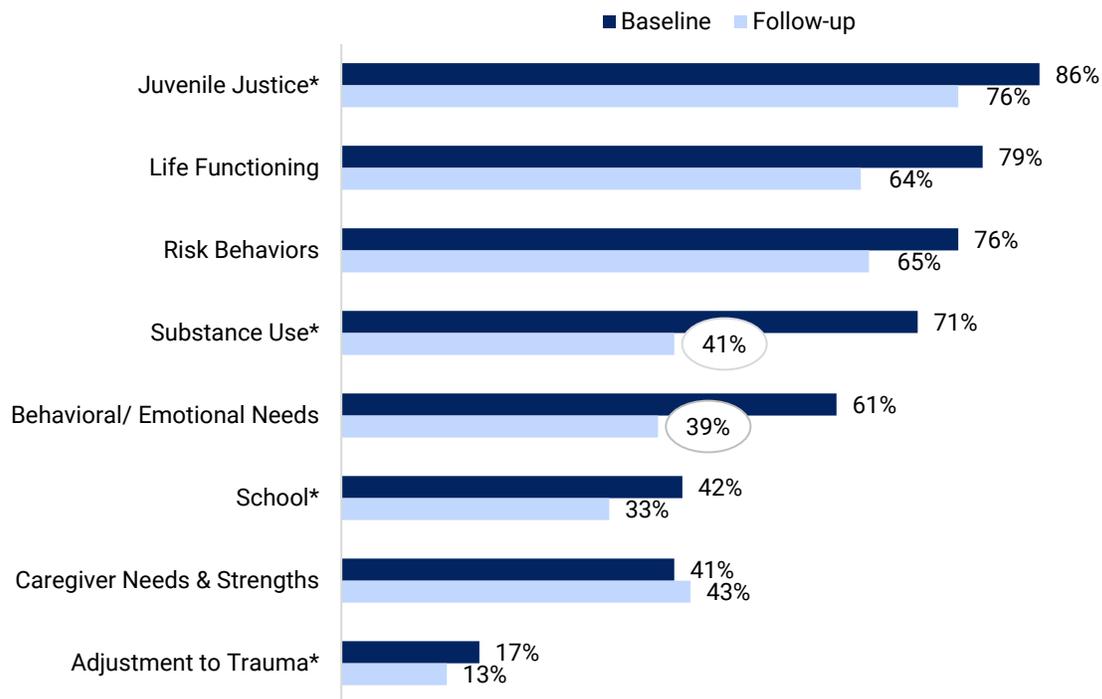
Change over Time

The 49 youths with both a baseline and follow-up assessments were analyzed. Only data from youths with at least one baseline and one follow-up assessment were included in the analysis to reflect more accurately the change in the number of youths with actionable needs over time. The number of matching assessments varied by module.

The number of centerpiece strengths identified for youths served by Insights significantly increased over time, from 39% to 53%.² This suggests that the program helped cultivate or identify actionable strengths among participants that did not have any identified at baseline.

Figure 5 shows the percentage of youths with at least one actionable need at baseline and follow-up. The results show a significant 30 percentage point decrease in the number of youths with substance use issues and a significant 22 percentage point decrease in the number of youths with behavioral/emotional needs. There were no other statistically significant differences over time. However, changes in Life Functioning approached significant change with a 15-percentage point decrease. This indicates that several youths experienced a resolution of moderate to significant needs for substance use and/or behavioral and emotional health concerns.

Figure 5. Decrease in Percentage of Youths with CANS Actionable Needs Over Time



*Substance Use n=49, Juvenile Justice Delinquency n=49, Life Functioning n=47, Risk Behaviors n=49, Behavioral/Emotional Needs n=49, School n=36, Caregiver Strengths and Needs n=46, Trauma n=48. Note: Circles indicate statistically significant decreases from baseline to follow-up assessment using paired T-tests, p < .05. *Results include needs identified on core items or secondary modules.*

²Paired T-test, p < .05.

The Insights program increased the number of CANS assessments of youths overall, as well as those with baseline and follow-up assessments this fiscal year. To effectively address the needs of all youths served by Insights and to help inform the stakeholders of the strengths and needs of youths, continued attention should be paid to ensuring all youths are assessed with fidelity, and that data are entered into the data entry platform on all required modules.

Justice Outcomes

Table 4 presents justice-related outcomes for 50 youths whose six-month post-entry evaluation milestone occurred in FY 2019-20. As presented below, youths arrested for a new law violation, youths with detentions, youths with probation violations, and completion of probation at 180 days slightly increased from FY 2018-19. Nearly one-quarter of youths (22%) paid restitution to victim, an increase from the prior year, while completion of community service decreased compared with the prior fiscal year.

Table 4. Justice Outcomes

| JUSTICE OUTCOMES | FY 15-16 | FY 16-17 | FY 17-18 | FY 18-19 | FY 19-20 |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|
| Youths Arrested for a New Law Violation | 26% | N/A | 12% | 15% | 18% |
| Youths with Detentions | 54% | 50% | 32% | 32% | 40% |
| Youths with Probation Violations | N/A | N/A | 26% | 29% | 33% |
| Completion of Probation at 180 Days | 13% | 13% | 29% | 10% | 13% |
| Completion of Restitution | 26% | 15% | 60% | 0% | 22% |
| Completion of Community Service | 54% | 50% | 38% | 44% | 15% |

FY 2019-20 Youths Arrested for a New Law Violation n=50, Youths with Detentions n=50, Youths with Probation Violations n=40, Completion of Probation at 180 Days n=40, Completion of Restitution n=9, Completion of Community Service n=20. Note: Completion of Restitution percentages fluctuate more than others due to the small sample of youths to whom this outcome applies (e.g., five youths in 2017-18, seven youths in 2018-19, nine youths in 2019-20).

Program Specific Outcomes

Each year, Insights sets three program goals for their youths to achieve over the course of the fiscal year (Table 5): improvements in decision-making, relationship building, and progress toward an identified goal. Insights surpassed its FY 2019-20 goals on all three domains, particularly on the improved relationship-skills measure (93%).

Table 5. Insights Program Outcomes

| PROGRAM-SPECIFIC OUTCOMES | FY 15-16 | FY 16-17 | FY 17-18 | FY 18-19 | FY 19-20 TARGET | FY 19-20 RESULTS |
|--|-----------------|-----------------|-----------------|-----------------|------------------------|-------------------------|
| Percentage of Participants Showing Progress Toward an Identified Goal | 98% | 97% | 87% | 97% | 75% | 92% |
| Percentage of Participants Showing Improvement in Decision Making | 67% | 92% | 87% | 96% | 60% | 88% |
| Percentage of Participants Showing Improved Relationship Skills | 67% | 92% | 89% | 93% | 60% | 93% |

Note: Sample sizes vary for each fiscal year. Data provided by Insights staff.

Evidence-Based Practices

In FY 2019-20, JJCPA-funded programs listed the practices employed in their programs (Table 6). ASR evaluated the given practices to determine whether the programs were evidence-based or promising practices based on a search of evidence-based practice clearinghouses.

Table 6. Evidence-Based Practices

| CURRICULUM | CURRICULUM IMPLEMENTATION | RATING |
|-----------------------|--|--|
| Seeking Safety | Seeking Safety is a present-focused therapy to help people attain safety from symptoms of trauma/PTSD and substance abuse. 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 and continue to develop creative and interactive ways of engaging clients in the material, using various modalities of therapy. | Promising research evidence according to The California Evidence-Based Clearinghouse for Child Welfare, with a rating of 3 on a scale from 1 to 5 (with 1 as well-supported with evidence and 5 as concerning). ³ |

³ <https://www.cebc4cw.org/program/seeking-safety-for-adolescents/>

| | | |
|---|---|--|
| <p>Motivational Enhancement Therapy (MET)</p> | <p>Insights clinicians utilize principals of Motivational Interviewing and MET to support clients who may be ambivalent about changing maladaptive behaviors. The therapist meets the client where they are and does not attempt to change the client in any way. Rather, the therapist supports the client in identifying values and goals, and how these align or not with their current behaviors and thought processes.</p> | <p>Noted as evidence-based by program but could not be confirmed. MET uses evidence-based motivational interviewing, but the Office of Justice Programs rates the use of motivational interviewing for juvenile substance abuse as having “no effect” for clients age 14-19.⁴</p> |
| <p>Mindfulness-Based Substance Abuse Treatment (MBSAT)</p> | <p>Insights clinicians also utilize the MBSAT for adolescent curriculum to enhance youth awareness around multiple areas of need. Clinicians work together to continue to develop creative and interactive ways of engaging clients in the material in all modalities of therapy.</p> | <p>A promising practice based upon scientific literature.⁵</p> |

Client Story

Each year, Insights staff provide a client story to help illustrate the effect of services. The following is the client story provided by Insights for FY 2019-20.

| | |
|--|---|
| <p>Name of Client</p> | <p>Lucy</p> |
| <p>Age and Gender</p> | <p>17, female</p> |
| <p>Reason for Referral</p> | <p>Lucy was placed on probation in May 2019 after being incarcerated due to an altercation with her father, which consequently resulted in him losing parental rights to Lucy. Lucy was placed in the care of a social worker and a group home. As she was working to transition out of the group home, she was referred to Insights.</p> |
| <p>Client’s Behavior, Affect, and Appearance When They First Started in the Program</p> | <p>When Lucy first began the program, she reported experiencing feelings of being unwanted and depressive symptoms, and was referred for anger management, substance use, and emotional regulation. This is where she began receiving mental health services through Insights within San Mateo County, which allows consistent and continued support to individuals</p> |

⁴ <https://www.crimesolutions.gov/ProgramDetails.aspx?ID=180>

⁵ Marcus, M. T., & Zgierska, A. (2009). *Mindfulness-Based Therapies for Substance Use Disorders: Part 1 (Editorial)*. *Substance Abuse: Official Publication of the Association for Medical Education and Research in Substance Abuse*, 30(4), 263. <http://doi.org/10.1080/08897070903250027>

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| | <p>facing transitions out of the group home and into the family home environment.</p> |
| <p>Activity Engagement and Consistency</p> | <p>During the first few sessions, Lucy appeared energetic and engaging; however, her responses to inquiries largely sounded surface-level and she consistently redirected the conversation away from sensitive subjects. Lucy struggled to maintain good behavior when receiving services, which as a result extended her time in the group home and put her in Juvenile Hall. Throughout the first few months of the program, the majority of the treatment goals revolved around anger management in the group home and feelings of self-worth. Additionally, Insights explored and determined attainable skills that she could utilize in her everyday interactions with those at the home, which would assist with her emotional regulation. As services continued, it was evident that Lucy would regularly share and explore her relations with fellow residents at the group home and she would often provide an honest description of her interactions. She later admitted that her outbursts at fellow residents had decreased, for which she was provided with positive reinforcement and encouragement. She was reflecting more about her interactions and not just instantly reacting.</p> <p>Halfway through our work together, Lucy ran away from the group home after experiencing challenging interactions with fellow residents there. She was on the run for about two weeks before she was found and brought to Juvenile Hall. As her clinician, I was allowed to visit her and attempted to continue services. Over the course of three months, she was on the verge of being discharged from the program due to increased time in the hall. But during my visits with her, I could see that she was reflective of her mistakes and earnestly wanted to continue services. Our bond demonstrated that I had become a trusted individual and a consistent figure in her life, which was particularly important since her father gave her up. Encouraged by her motivation to continue treatment, I urged her to put more thought into the decisions that she makes, and if she was willing to continue the hard work of achieving her goals, I would be there for her to support her.</p> |
| <p>Client’s Behavior, Affect, and Appearance Toward the End of the Program</p> | <p>As our work continued, Lucy grew more comfortable with the therapeutic setting, and we built a strong rapport over the course of the program. The strength of our rapport allowed me to ask difficult questions related to her history and relationships with her parents, discuss various traumas that she had experienced in her life, and push her to be accountable and responsible for her actions.</p> |
| <p>What the Client Learned as a Result of the Program</p> | <p>Although our time together is coming to a close, Lucy has expressed her appreciation for the services provided through Insights, as well as thankfulness for the fact that I didn’t give up on her. Lucy is currently transitioning into living with her aunt (outside of the group home and a place she truly is wanted) and receiving the emotional support and skills needed throughout the upcoming changes in the upcoming weeks.</p> |
| <p>What the Client is Doing Differently in Their Life Now as a Result of the Program</p> | <p>Over the year that we’ve worked together, I have seen Lucy blossom from being an instinctually angry individual to a young woman who is willing to listen to the perspective of others and have meaningful conversations with them.</p> |

**The Value of the
Program in the
Client's Words**

"I really appreciate everyone at the agency, as they really make me feel as though I'm heard and that my opinions and feelings matter. I wasn't sure about doing therapy again, but my individual counselor showed me from the start that I could talk about anything with her and doing group with the girls was fun too. The program allowed me to vent about things that was going on in my life and I appreciate having that space."