

Direct Service/Direct Service Hours/SPEP Hours Definitions

Direct Service (as defined in JCPC Policies and Procedures): Active intervention provided to the juvenile, the parent/guardian, family members of the juvenile or significant others which is designed and intended to impact the juvenile's behavior, functioning, or condition and help the juvenile meet defined treatment or service plan goals.

Direct Service Hours include time spent engaging in an intervention, activity or strategy designed to develop or reinforce new insights, new skills, new behaviors with the juvenile /family, addressing service plan goals. It could include time spent coaching/assisting/guiding a parent, guardian, caretaker, teacher, etc., to respond more effectively.

The question that you need to ask yourself is this: Am I doing an intervention or activity as described in the sentences above or is the activity that I am doing focused on receiving information, passing along information or progress reports, scheduling an appointment, making a referral, coordinating services with another agency, etc. (activities that are often referred to as case management).

Remember that just because an activity or function that you are doing with or on behalf of the client/family is not a direct service does not mean that it isn't needed, worthwhile, or valuable.

SPEP Hours are the direct service hours for a specific SPEP service type. It is possible in some programs for the SPEP hours and the direct service hours to be the same such as a counseling program. In a program such as a structured day program, for instance, where a SPEP service is provided for only part of the time (such as "Remedial Academic Program"), SPEP hours may be less than the Direct Service Hours.