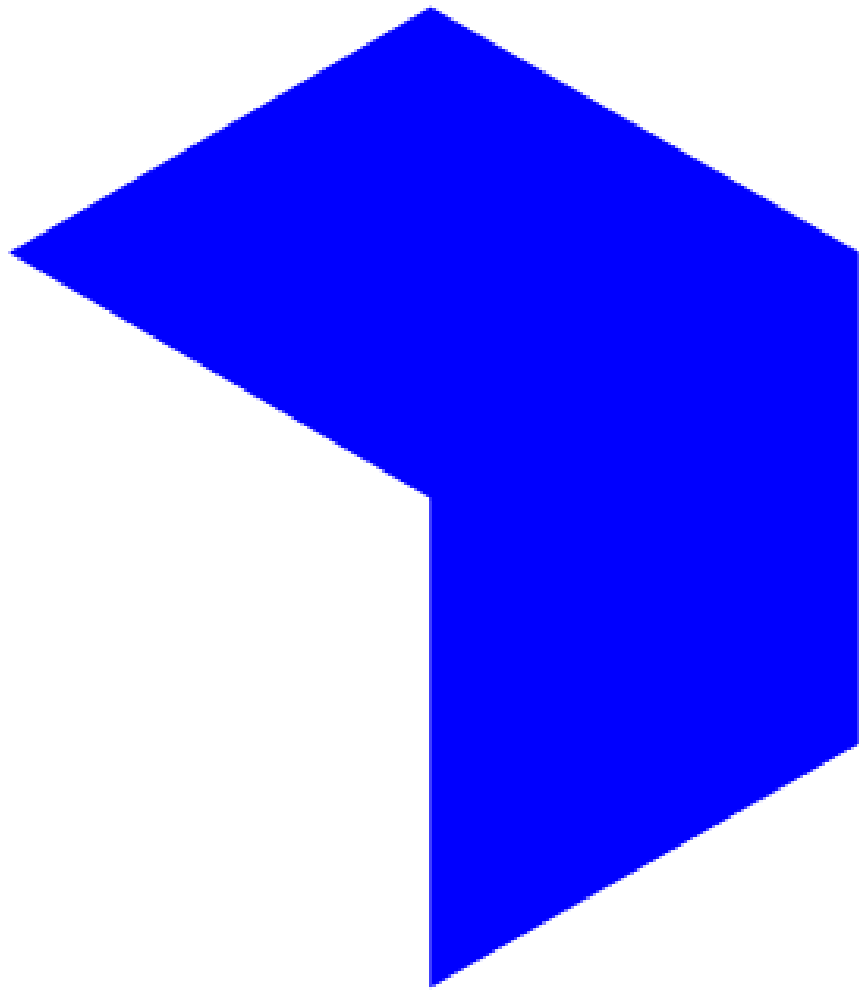


Evaluation Plan

Example

2025



Process Evaluation: Municipal Court Special Services Docket

City of Pinebrook | Evaluation Plan | 09/2022

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Contents

Contents	1
Evaluation Project Summary	3
Program Overview and Theory of Change	5
Evaluation Overview	9
Research Questions	10
Research Activities	11
Research Method Planning	12
Interviews	12
Sample & Recruitment.....	12
Conducting Sessions.....	13
Analysis.....	14
Ethics & Mitigating Risk.....	15
Observations	17
Sample.....	17
Conducting Sessions.....	17
Analysis.....	19
Ethics & Mitigating Risk.....	20
Descriptive Data Analysis	22
[DDA 1] SSD Candidate Approval.....	22
Data Source.....	22
Analysis.....	23
Ethics & Mitigating Risk.....	24
[DDA 2] SSD Candidate Service Needs Summary.....	25
Data Source.....	25
Analysis.....	26
Ethics & Mitigating Risk.....	27

Timeline..... 28
Annex - Data collection instruments.....31
Annex I: Key Informant Interview Guide - Question List..... 31
Annex II: Arraignment Docket Observation Form..... 31

Evaluation Project Summary

What is the program we want to evaluate and what does it aim to achieve?

The Special Services Docket (SSD) is a program that aims to break the cycle of incarceration by coordinating the efforts of law enforcement, prosecution, mental health, and social services in addressing the root causes of law violations. It allows the "targeted population", individuals (i) affected by mental illness, substance abuse, and homelessness and (ii) who have committed low-level municipal offenses, to avoid jail and fees/fines and improve their self-sufficiency by participating in a six-month program. After successfully completing the program, participants may have (i) charges dismissed, (ii) fines and fees reduced or eliminated, and/or (iii) court records expunged.

What do we hope to learn from this assessment?

The evaluation aims to examine whether the SSD program is being implemented as intended. The results of the evaluation will inform decision-making for expanding SSD and Municipal Court mental health initiatives more broadly. The evaluation will also provide learning for municipal staff, city leadership, and COT departments on program implementation and expansion.

This evaluation will be meaningful, novel and actionable for Pinebrook.

Meaningful

This evaluation is aligned with the city's strategic priorities:

- Homelessness (Mayor/Council priority 2023)
- City Council Fees and Fines Working Group recommendation to expand SSD

Novel

This evaluation provides us with new information about the SSD program:

- Map the SSD process
- Quantify intake steps
- Quantify appearance rate

Since this evaluation looks at the implementation of SSD within our city specifically, this evaluation will provide new information beyond the existing evidence base.

Actionable

This evaluation will inform decisions on the expansion of SSD and Municipal Court mental health initiatives more broadly. Municipal staff, city leadership and other city departments will also gain new learnings on program implementation and expansion that they can apply to their current and future work.

Program Overview and Theory of Change

The SSD program aims to decrease recidivism among the graduates of the program and see an improvement in their self-sufficiency outcomes and self-reported measures, such as employment and housing. The targeted population (individuals affected by mental illness, substance abuse, and/or homelessness who have committed low-level municipal offenses) is provided a pathway to avoid jail and fees/fines and also improve their self-sufficiency by participating in special services docket program.

We developed a theory of change to show key program inputs and activities, as well as the intended outputs, outcomes, and impact of the program. This theory of change shows how we believe the program achieves impact. This information is summarized in the table below:

These <u>inputs</u> and <u>activities</u>should lead to these <u>outputs</u> and <u>short-term outcomes</u>which should lead to <u>long term outcomes</u>
<p><u>Inputs</u></p> <ul style="list-style-type: none"> • Time: 6 months per cohort • Budget: TBD • Physical resources: courtroom, service provider locations, phone • Staff: Court: judge, minute clerk, bailiff; Prosecutor; Public defender / defense attorney; Service providers <p><u>Activities</u></p> <p><u>Intake:</u> The individual</p> <ul style="list-style-type: none"> • Is identified for eligibility and referred to prosecutor for approval (by judge, prosecutor, public defender, private attorney, service providers, police mental health unit?) • Is approved for participation in the program by prosecutor • Receives overview of program from judge/prosecutor • Is screened by service providers • Is approved for participation in the program by service provider • Decides whether to participate in program or not • Promises into the program via ABCs on the record (by judge) • Assigned with a case manager (by service providers) <p><u>Program duration:</u> Participants</p> <ul style="list-style-type: none"> • Receive services corresponding to their needs • Receive ongoing case management 	<p><u>Outputs</u></p> <p>Graduates</p> <ul style="list-style-type: none"> • Graduate / receive record of graduation • Completes exit interview (optional) <p>Prosecutor</p> <ul style="list-style-type: none"> • Graduates participants • Recommends charges be dismissed • Recommends fees, fines, and court costs be suspended • Recommends expungement when appropriate <p><u>Short-term outcomes</u></p> <p>Court</p> <ul style="list-style-type: none"> • Dismisses charges • Suspends fines, fees and court costs • Expunges court records when appropriate 	<p><u>Long-term outcomes</u></p> <p>Graduates</p> <ul style="list-style-type: none"> • Improve on self-reported measures of self-sufficiency (employment, housing, food stamps, ID and documentation, income, healthcare) • Improved self-sufficiency outcomes • Decreased recidivism (any new charge received within 6 months/1 year after graduation from program).

<ul style="list-style-type: none"> • Use services • Are compliant to program requirements each month (ABC) and receive 'compliant' report from service provider • Complete requirements to graduate 		
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Validate assumptions in the TOC
*(Assumptions listed in **bold text** are the key assumptions to be tested in the process evaluation)*

<ol style="list-style-type: none"> 1. Intake identifies and refers all eligible individuals (judge, prosecutor, public defender/defense attorney) 2. Intake approves all eligible individuals (prosecutor, service provider) 3. Prosecutor/Judge accurately relays information on program 4. Screening accurately identifies individuals' needs and relays information on services offered 5. Participants understand the how the program works and the ABCs they are swearing to 6. Service providers assign a case manager 7. Service providers provide services corresponding to participant needs 8. Service providers provide ongoing case management 9. Participants use resources 10. Participants are compliant to program requirements each month (ABCs) 11. Service providers complete compliance report each month and share with prosecutor 	<ol style="list-style-type: none"> 1. Record of graduation is being presented to graduate 2. Prosecutor graduates participants 3. Prosecutor recommends that court dismisses charges, suspends fines, fees and court costs, and expunges records when appropriate 4. Court dismisses charges 5. Court suspends fines, fees and court costs 6. Court expunges records when appropriate 	<ul style="list-style-type: none"> • We have initial findings that indicate this is true
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12. Participants complete requirements to graduate 13. Service providers verify graduation requirements and share with prosecutor		
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Evaluation Overview

Our evaluation will test key assumptions in the program's theory of change, helping us to better understand if, how, and to what extent the SSD program is working. This evaluation focuses on the following components of this theory of change:

1. **Activities:** This evaluation focuses on two types of activities:
 - a. The **intake** activities, which refers to the set of processes wherein a potential program candidate is identified and entered into the program (referral, consultation, intake interview, approval)
 - b. The **program** activities, which refers to program administration and service provision activities

In this evaluation, we hope to validate or challenge some of the key assumptions underpinning the design of program activities, such as whether eligible individuals are appropriately referred to the program and whether participant needs are accurately assessed and relayed to service providers. We chose to focus on these two types of activities because we believe that these two sets of activities are the most critical to the success of the program: If eligible participants are not referred to the program, or (once referred) do not receive the appropriate services for their needs, we would not anticipate the program to achieve its desired outcomes.

We will conduct a process evaluation to answer our research question(s).

Our process evaluation will focus on the following dimensions of implementation:

- **Fidelity:** Was the program being implemented as planned?
- **Adaptation:** What changes were made during the implementation?
- **Reach:** Who received the intervention?
- **Quality:** How well was the intervention delivered?

The following program components are out of scope for this evaluation:

- First, the evaluation team will not examine participants' experience during the duration of the SSD program due to confidentiality concerns.
- Second, the evaluation will not conduct interviews with program candidates or participants regarding the topics at issue in the research questions.
 - Such participant interviews would be considered human subject research requiring Institutional Review Board (IRB) approval, since they

would be more sensitive in nature given the emphasis on the candidate and participant experience (as opposed to the program's processes).

- There is not adequate time to obtain IRB approval for this evaluation since interviews with human subjects generally require a high level of scrutiny.

The evaluation team will mitigate these limitations by including questions to key informants that will approximate candidate/participant feedback.

Research Questions

The table below provides our research questions based on our theory of change, and how we plan to answer each question.

Research Question <ul style="list-style-type: none"> • Sub-questions (if applicable) 	Is it an impact or process question?
RQ 1: How does the identification and referral process work? <ul style="list-style-type: none"> • Sub-question 1: How are defendants being identified as being affected by an SSD-relevant issue? • Sub-question 2: How is it determined if a defendant is a good candidate for SSD? 	Process
RQ 2: Which referred defendants enter the program? <ul style="list-style-type: none"> • Sub-question 1: Which referred defendants are approved by the prosecutor? Which defendants are rejected? • Sub-question 2: Which defendants are approved by the Lead Service Provider? Which defendants are rejected? 	Process
RQ 3: How well do the services offered fulfill the needs of program candidates? <ul style="list-style-type: none"> • Sub-question 1: Are current service providers able to address the service needs expressed by candidates during the intake interview? • Sub-question 2: Is SSD able to make an impact on participant self-sufficiency outcomes through service provision? • Sub-question 3: How does SSD fit within the larger service provision ecosystem? 	Process
RQ 4: How is the program being managed?	Process

Research Activities

Research Method	Description of data source	What RQs will this answer?
Descriptive data analysis	<ul style="list-style-type: none"> ● Analysis on SSD candidate approval, using the following data sources: <ul style="list-style-type: none"> ○ The Prosecutor's Office (PO) Monthly SSD Referral Sheet ○ The Lead Service Provider (LSP) monthly intake summary ○ The Monthly SSD Call Sheet 	RQ 2 (2.1 and 2.2), 3 (3.2)
Descriptive data analysis	<ul style="list-style-type: none"> ● Analysis of SSD candidate service needs, using the following data sources: <ul style="list-style-type: none"> ○ LSP monthly service needs summary ○ LSP program fliers 	RQ 3 (3.1)
Interviews	<ul style="list-style-type: none"> ● Interviews with 15 professionals in the criminal justice system and non-profit community who are or have been engaged with the SSD 	All research questions
Observations	<ul style="list-style-type: none"> ● Observations of 7 arraignment dockets at the Pinebrook Municipal Court 	RQ 1 (1.1 and 1.2)

Complete the corresponding information for each research method you will use in this evaluation. Copy sections if you are using a method more than once, and delete methods that you will not be using. For example, if you are conducting interviews and descriptive analysis, fill in those two sections and delete the others. If you are conducting multiple sets of interviews, copy that section and fill it in for each set of interviews.

Research Method Planning

Interviews

Summary

We will conduct interviews with professionals in the criminal justice system and non-profit community who are or have been engaged with the SSD to better understand the intake process for SSD candidates, program administration, and service provision.

Sample & Recruitment

- Who will be included in your sample? What sampling criteria will you have?
 - We will be doing purposive sampling: Participants will be selected based on specific characteristics to ensure representation of viewpoints and perspectives.
 - We will be interviewing professionals who are or have been engaged with the SSD program. Multiple types of professionals will be included to ensure a range of perspectives (e.g., judges, prosecutors, public defenders, minute clerks, current or former service provider representatives, private attorneys).
- What is your target sample size?
 - We are aiming for 15 interviewees:
 - 5 judges
 - 2 prosecutors
 - 2 public defenders
 - 4 service providers
 - 1 private attorney
 - 1 police mental health unit representative
- How many sessions will you have? How long will each session be?
 - 1 session per interviewee

- Each session will last between 20-60 minutes
- How will you recruit participants?
 - Interviewees are familiar with the upcoming process evaluation of SSD and are prepared to engage as requested.
 - We will coordinate with them individually by email or phone to coordinate their interview schedule.
- How might the way you recruit impact results? Could you mitigate potential negative impacts?
 - People tend to have more to say / volunteer when they have an exceptionally good or bad experience; results may reflect these extremes
 - More senior people with potentially valuable input may not have the time to agree to an interview request; results may lack input from these types of people
- Recruitment materials can be found in the project folder
 - Email draft
 - List of individuals to be contacted and their email addresses

Conducting Sessions

We will be using a semi-structured interview guide. This method combines a predetermined set of questions to guide the conversation but allows flexibility to explore particular themes or responses further.

- When and where will the session take place?
 - Weekdays and during business hours, between March and April 2023
 - Either in person or online (e.g., Microsoft Teams), with in-person being preferred.
- What happens before, during, and after the session?
 - **Before the session:**
 - We will schedule the interview.
 - We will prepare the list of questions for the interviewee. The questions will be tailored to the interviewee's role and experience in the program.
 - We will send a consent form for the interviewee to sign and send back ahead of time.
 - **During the session:**

- The project manager or project team members will be present for each interview.
 - We will conduct the interview and take notes on our computer or by hand.
 - **After the session:** We will save a copy of the interview notes to the team's restricted shared folder and will conduct qualitative analysis (discussed below).
- Who is involved and what roles will they take?
 - **Project manager:** Aside from being the main point person for the tasks detailed above, the project manager will also train the project team members on how to conduct the interview.
 - **Project team members:** Depending on availability and scheduling, the project manager may assign project team members to conduct the interviews. If the project manager is present to conduct the interview, the project team members will observe the interviews for capacity building purposes.
- Outline any details on recording, note taking, debriefing sessions, etc.
 - **Recording:** We will record the interview to ensure that all of the information that we document is accurate. We will ask for the interviewee's consent first before recording.
 - **Note taking:** We will take notes on our computer or by hand.
 - **Debriefing:** After each interview, the project manager and project team member/s will discuss their main observations for 15-20 minutes.
- All supporting materials for conducting interviews are saved in the project folder:
 - Key Informant Interview Guide - Question List ([note: example provided in Annex I](#))
 - Debrief materials
 - Consent form

Analysis

- How will you analyze the qualitative data (software, framework, etc.)
 - We will use a combination approach, using both deductive coding (creating codes prior to analysis) and inductive coding (deriving codes from the data itself).

- We will first draft a list of codes based on important concepts in the research questions and question list. As we read through the data during the first round of coding, we may develop additional codes based on what emerges from the data. In our second round of coding, we can apply both sets of codes to the data.
- We will then group codes according to themes and sub-themes. This is an iterative process, involving multiple rounds of review and coding, to refine themes and develop a structure for the analysis. This involves re-examining codes and themes and re-categorizing as necessary. It also involves looking for relationships, patterns, and linkages among themes.
- The discussion of the discovered themes and patterns will become the final
- How will you report your findings?
 - Qualitative results will be grouped together by common themes and included in the final evaluation report.

Ethics & Mitigating Risk

- How are you collecting consent?
 - We will send a consent form for the interviewee to sign and send back ahead of time. The consent form will provide information about the details of the interviews, how their data and personal information will be handled, and their rights as participants either verbally or by email.
 - We will also obtain the interviewee's consent to be recorded during the interview, prior to starting the recording device.
- How are you protecting participants' data?
 - Interview notes per interviewee will be labeled by participant number, not name.
 - Digital copies of the interview notes will be saved in a restricted shared folder.
 - Physical copies of the interview notes will be kept in a locked drawer.
- What physical, psychological, economic, or social risks might participants face? Facilitators?
 - Overall, we consider this set of interviews to be low risk.
 - Participating in these interviews will take participants' time that could be used working or doing other tasks. For most participants, we

anticipate that participation will be relevant in helping to improve their day to day work.

- What will you do to mitigate those risks?
 - N/A

Observations

Summary

We will observe arraignments at the Pinebrook Municipal Court to determine how defendants are identified as being affected by SSD-relevant issues (e.g., mental illness, substance abuse, homelessness).

Sample

- Who or what will you be observing?
 - We will be observing defendants at the Pinebrook Municipal Court during the regularly occurring 8:30am Arraignment Docket and Jail Docket. For context, appearance at arraignment is the most common way for individuals to be put into the SSD intake pipeline.
 - We will be observing the regularly occurring court process, with an emphasis on referrals to the SSD.
- What is the specific location of your observation(s)?
 - Pinebrook Municipal Court
- When will you be conducting the observation(s)?
 - From January to February 2023
- How many times will you conduct observation sessions? For how long?
 - We aim to conduct seven observation sessions.
 - Each observation will last for the duration of the docket.

Conducting Sessions

- What happens before, during, and after observations?
 - **Before observations:**
 - We will coordinate with the relevant court leadership (director and judges) over email or phone to:
 - Explain the purpose of observations in the context of the evaluation.
 - Obtain verbal permission for observation from the director and judges.
 - Determine dates/times for observation directly with the judges or director (random days will be selected to ensure the most representative sample).

- We will prepare the template forms to be filled out for each arraignment docket. These template forms will capture the characteristics of individuals who appear in court for arraignment.
- The project manager will train the project team members on how to use the Observation Guide and template forms prior to the observation sessions.
- **During observations:**
 - The project team member will arrive before the first defendant is called. They will sit either in the jury box or in the gallery. The project team member will not be involved in the court process and their presence will not be made known to those that they are observing.
 - The project team member will obtain a copy of the Arraignment Docket Sheet from the minute clerk in advance of the docket.
 - The project team member will complete three template forms:
 - **Arraignment Observation Template:** During the calling of the docket, the project team member will record relevant information on defendant characteristics and the interaction among judge/defendant/prosecutor/public defender/private attorney on the Arraignment Observation Template. One sheet will be used for each defendant, to the best of the project team member's ability.
 - **Arraignment Docket Summary:** After court, the project team member will compile summary information on referrals in the Arraignment Docket Summary.
 - **Arraignment Docket Charge Summary Sheet:** Before or after court, the project team member will review the Arraignment Docket Sheet for the number of defendants and their charges and record them on the Arraignment Docket Charge Summary Sheet.
- **After observations:**
 - The project team members will provide the project manager with hard copies of the three template forms listed above.
 - If the project team member is not able to immediately provide copies to the project manager, the documents will be stored in a locked drawer or room.

- Who is involved and what roles will they take?
 - **Project manager:** They will coordinate with the relevant court leadership, develop the template forms and train the project team members on how to use them.
 - **Project team members:** They will conduct the observations.
- Details on recording, note taking, debriefing sessions, etc.
 - **Recording and note taking:** Since the courtroom must remain quiet during arraignment, notes will be taken by hand. No personally identifiable information on the defendant will be recorded.
 - **Debriefing sessions:** No debriefing sessions will be conducted.
- List all supporting materials you will use to conduct the sessions, such as observation guide, debrief materials, and consent form (if necessary), and make sure to save them in your project folder:
 - Arraignment Observation Guide ([note: example provided in Annex II](#))
 - Request for court leadership (copy of email communication)
 - Arraignment Docket Summary
 - Arraignment Docket Charge Summary Sheet

Analysis

- How will you analyze the data (software, framework, descriptive data analysis, etc.)
 - We will enter the data from the hard copy forms into a password protected Excel file.
 - We will use Power Query to unpivot columns for 6 multiple response questions.
 - After this transformation, we will insert multiple pivot tables to summarize data by count and by distinct count.
 - We will also cross tabulate data for further insight.
- How will you report your findings?
 - We will create four charts, with each having corresponding qualitative/text commentary:
 - **1) Appearance rate:** Breaking down the group of defendants scheduled for arraignment into sub-groups (by type of charge and whether or not they appeared)
 - Defendants who did not appear
 - Defendants with indicative charges who did not appear

- Defendants without indicative charges who did not appear
- Out of custody defendants who appeared
 - Out of custody defendants with indicative charges who appeared
 - Out of custody defendants without indicative charges who appeared
- In custody defendants who appeared
- **2) Defendants with indicative charges:** Breaking down the group of defendants scheduled for arraignment into sub-groups (by type of charge and type of offense committed)
 - Defendants with indicative charges
 - Defendants without indicative charges
- **3) Presentation at arraignment:** Breaking down the group of defendants who appeared at arraignment into sub-groups (by behavior during the arraignment)
 - Defendants with visible tells
 - By type of tell (e.g., agitation, hygiene, slurred speech)
 - Defendants who were asked questions
 - By type of question (e.g., housing)
 - Defendants who volunteered information
 - By type of issue volunteered (e.g., homeless, mental health issues)
- **4) SSD referrals and service referrals:** Breaking down the group of defendants who appeared at arraignment into sub-groups (by type of referral)
 - Defendants referred to SSD
 - Defendants referred to services

Ethics & Mitigating Risk

- How are you collecting consent?
 - We will collect consent from the relevant court leadership (director and judges) over email or phone.
- How are you protecting participants' data?
 - No personally identifiable information (PII) on the defendants will be included in the notes.

- For the Arraignment Observation Template, we will assign each defendant a Defendant Number, sequentially in order of appearance.
- For the Arraignment Docket Summary and Arraignment Docket Charge Summary Sheet, all information is summary-level information and cannot be tied to specific defendants.
- To ensure privacy and confidentiality, we will scan and save observation sheets to our restricted shared folder. Each file will be labeled by date.
- Any printed documents with confidential information will be kept in a locked drawer.

Descriptive Data Analysis

Data Sources

- SSD Candidate Approval
- SSD Candidate Service Needs Summary

[DDA 1] SSD Candidate Approval

Summary: We will examine the intake process at the two points of approval (PO and LSP) from January-April 2023 to understand (i) how the identification and referral process works, (ii) which defendants enter the program, and (iii) whether the SSD program has an impact on defendants' self-reported self-sufficiency outcomes.

Data Source

- What is/are the data source/s?
 - **The PO Monthly SSD Referral Sheet:** Lists the monthly number of referrals, approvals, and denials made by the PO, detailed by defendant name.
 - **The LSP monthly intake summary:** Summarizes the number of intake interviews completed, the number of approvals and the number of exit interviews completed each month.
 - This is summary-level data and does not include PII.
 - The exit interview data includes SSD graduates' self-reports on what service needs (e.g., employment, housing) they had obtained by the end of the program.
 - **The Monthly SSD Call Sheet:** Lists the SSD participants scheduled to appear at the 2 pm SSD each monthly, detailed by defendant name.
- How is the data collected?
 - **The PO Monthly SSD Referral Sheet:** The PO manually tallies the number of referrals using court documents on a monthly basis.
 - **The LSP monthly intake summary:** The LSP program coordinator manually tallies the number of candidates approved after an intake interview on a monthly basis.
 - **The Monthly SSD Call Sheet:** The minute clerk creates the schedule on a monthly basis.
- When is/was the data collected?
 - We are looking at the period of January-April 2023.
- What variables are included in the data?

- See attached codebook for the list of all variable names in the data sets.
- Do you have reason to believe this data might not be accurate or reliable? If yes, how might you mitigate these limitations?
 - Overall, we believe that these data sources are accurate and reliable, as they are routinely collected by municipal court personnel. Because some of the data on the LSP monthly intake summary is entered manually, it may be less accurate due to data entry errors. However, the form uses standardized reporting categories which should minimize errors in data entry.

Analysis

- What type of analysis will you conduct? Be as specific as possible.
 - We will enter the relevant data into a password protected Excel file, saved on our restricted shared folder.
 - We will remove duplicates using the Conditional Formatting command in Excel.
 - Next, we will construct a series of tables and perform relevant calculations to determine the following:
 - 1) prosecutor approval rate
 - 2) intake interview completion rate
 - 3) LSP approval rate
 - 4) graduate appearance number
 - 5) number of exit interviews completed.
 - We will search each name in JURIS (court electronic records system) to determine if the defendant was in custody prior to being referred to SSD.
 - We will then construct a series of tables and perform relevant calculations to determine the percentage of defendants in custody prior to being referred to SSD.
- How will you report the results?
 - We will create one chart and four tables, with each having corresponding qualitative/text commentary:
 - Chart 1) Defendants referred, approved by PO and completed intake interview: This chart shows a breakdown of the following:
 - # of defendants referred
 - Of those referred, # approved by PO

- Of those approved by PO, # who completed the intake interview
- Table 1) Prosecutor approval: This table shows the following:
 - # of candidates who were referred to the prosecutor
 - # and % who were approved
 - # and % who were denied
- Table 2) LSP approval: This table shows the following:
 - # of candidates who completed the intake interview
 - Of those who completed the intake interview, # and % who were approved
 - Of those who completed the intake interview, # and % who were denied
 - # of candidates who did not complete the intake interview
- Table 3) Custody status of referrals: This table shows the following:
 - # and % of referrals by custody status (in custody, out of custody, no information available)
- Table 4) Graduates completing exit interview: This table shows the following:
 - # of graduates who appeared
 - Of these, # who completed an exit interview
 - Of those who completed an exit interview, % of those who expressed having obtained a certain service need (e.g., employment, housing)

Ethics & Mitigating Risk

- How are you protecting participants' data (electronic and/or hard copy, whichever is/are applicable)?
 - **Electronic copy:**
 - The identified PDF data files will be kept in a password protected folder, saved on our restricted shared folder.
 - For analysis, the project manager will enter the relevant data to a password protected Excel file, saved on our restricted shared folder. This file will be permanently deleted 3 months after evaluation is complete.
 - The project manager will remove personally identifiable information from records and randomize records as follows:

- 1) Assign a random identification number to each defendant in Excel.
 - 2) Delete the column for name.
 - The deidentified observation data file, containing no personally identifiable information, will be saved as an Excel file. It may be shared and used freely.
- **Hard copy:**
 - During data collection and analysis, any hard copy documents will be kept in a locked drawer in the project manager's office.
 - At the end of the evaluation, the project manager (or designee) will redact all personally identifiable information (name and docket sheet number) by marking out name and DOB using a black marker.
 - Redacted documents will be shredded 3 months after the evaluation is complete.

[DDA 2] SSD Candidate Service Needs Summary

Summary: We will analyze the LSP Monthly Service Needs Summary and the SSD Flier to understand how well offered services fulfilled the needs that candidates expressed during the intake interview.

Data Source

- What is/are the data source/s?
 - **The LSP Monthly Service Needs Summary:** Summarizes the types of service needs expressed by candidates in the intake interview each month during the period of January-April 2023.
 - **The Special Services Docket Flier:** These fliers summarize the types of service needs expressed by candidates in the intake interview in 2019 and 2021.
- How is the data collected?
 - **The LSP Monthly Service Needs Summary:** The LSP program coordinator reads through intake interview notes to identify the service needs expressed by each candidate, then manually summarizes this information on a monthly basis,

- **The Special Services Docket Flier for the years of 2019 and 2021:** The SSD Team Lead created the SSD flier using qualitative and quantitative data from 2019 and 2021.
- When is/was the data collected?
 - **The LSP Monthly Service Needs Summary:** January-April 2023
 - **The Special Services Docket Flier:** 2019 and 2021 versions
- What variables are included in the data?
 - See attached codebook for the list of all variable names in the data sets.
- Do you have reason to believe this data might not be accurate or reliable? If yes, how might you mitigate these limitations?
 - Because the Service Needs Summary uses interview data and notes that are manually entered by interviewers, there is a possibility that this data might be incomplete. We will work with interviewers to create a standardized list of service needs, and then work with the IT team to create a multi-select option within data entry form to ensure completeness of the data.

Analysis

- What type of analysis will you conduct? Be as specific as possible.
 - We will enter the relevant data into an Excel file and save it on our restricted shared folder.
 - We will construct a series of tables and performed relevant calculations to determine:
 - 1) the number of candidates who expressed each service need during the intake interview
 - 2) a comparison of service needs expressed in 2019, 2021, and during the period January – April 2023.
- How will you report the results?
 - We will create two charts, with each having corresponding qualitative/text commentary:
 - 1) Summary of service needs at intake: This chart would show what percentage of candidates expressed needing a certain service need (e.g., housing, transportation, income)
 - 2) Service need comparison over time: This chart would show chart 1) over multiple time periods (2019, 2021 and Jan-April 2023)

Ethics & Mitigating Risk

- How are you protecting participants' data (electronic and/or hard copy, whichever is/are applicable)?
 - To ensure data security and privacy, the LSP program coordinator will summarize and de-identify service needs data before emailing it to the project manager.

Timeline

The evaluation will run from 01-01-2023 to 07-17-2023.

Activity	Owner	Deadline	Status
Workstream: Evaluation planning	Leslie (Project manager)	01-13-2023	Complete
Develop/refine theory of change with SSD team	Leslie (Project manager)	01-01-2023	Complete
Complete evaluation plan	Leslie (Project manager)	01-10-2023	Complete
Review evaluation plan with SSD team and other key stakeholders	Leslie (Project manager)	01-13-2023	Complete
Workstream: Observations	Leslie (Project manager)	03-17-2023	
Observations: Create observation guide	Leslie (Project manager)	01-13-2023	In progress
Observations: Coordinate with Municipal Court to gain access to the population to be observed	Tom (Project team member)	01-20-2023	
Observations: Conduct observation/s and record data	April (Project team member)	02-24-2023	
Observations: Analyze data	April (Project team member)	03-10-2023	
Observations: Report findings	Leslie (Project manager)	03-17-2023	
Workstream: Interviews	Leslie (Project manager)	04-28-2023	
Interview: Create guide	Leslie (Project manager)	02-10-2023	In progress
Interview: Create recruitment plan and materials	Leslie (Project manager)	02-24-2023	In progress

Interview: Begin recruitment	Tom (Project team member)	02-27-2023	
Interview: Complete recruitment	Tom (Project team member)	03-10-2023	
Interview: Send communications about sessions	Tom (Project team member)	03-13-2023	
Interview: Conduct sessions	April (Project team member)	04-07-2023	
Interview: Qualitative analysis	April (Project team member)	04-21-2023	
Interview: Report findings	Leslie (Project manager)	04-28-2023	
Workstream: Descriptive data analysis	April (Project team member)	06-02-2023	
Analysis - SSD Candidate Approval: Request data for analysis	Tom (Project team member)	05-05-2023	
Analysis - SSD Candidate Service Needs Summary: Request data for analysis	Tom (Project team member)	05-05-2023	
Analysis - SSD Candidate Approval: Clean and analyze data	April (Project team member)	05-26-2023	
Analysis - SSD Candidate Service Needs Summary: Clean and analyze data	April (Project team member)	06-02-2023	
Analysis - SSD Candidate Approval: Report findings	April (Project team member)	06-02-2023	
Analysis - SSD Candidate Service Needs Summary: Report findings	April (Project team member)	06-02-2023	
Workstream: Final report and presentations	Leslie (Project manager)	07-17-2023	

Outline final report, consolidating findings across observational research, interviews, and descriptive data analysis	Leslie (Project manager)	06-09-2023	
Draft content for final report, including recommendations	April (Project team member) and Tom (Project team member)	06-23-2023	
Meet with SSD team to review initial findings and receive feedback	Leslie (Project manager)	06-27-2023	
Finalize report	Leslie (Project manager)	07-11-2023	
Prepare and present findings and recommendations to city leadership	Leslie (Project manager)	07-17-2023	

Annex - Data collection instruments

Annex I: Key Informant Interview Guide - Question List

Annex II: Arraignment Docket Observation Form