

# Wisconsin Statewide Deflection Performance Measures Guide

*April 2024*

# Acknowledgements

The Bureau of Justice, Information and Analysis at the Wisconsin Department of Justice would like to thank all members of the Deflection Performance Measures Workgroup who dedicated valuable time to this project. The workgroup was essential to developing this comprehensive guide, and it would not have been possible without their contributions.

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# Table of Contents

Acknowledgements.....	2
Table of Contents .....	4
Introduction .....	5
Development.....	5
Organization and Contents.....	6
Participant Recovery & Engagement Program Design Measures.....	10
Outcomes.....	10
Processing & Admission.....	18
Dosage & Program Services.....	56
Social Measures.....	72
Targeted Outreach Program Design Measures.....	75
Outcomes.....	75
Processing & Outreach.....	83
Outreach Visit Details.....	111
Appendix A: References.....	125
Appendix B: Data Element Definitions.....	128
Demographics Data Elements.....	128
Referral Data Elements.....	129
Outreach Visits Data Elements.....	131
Admission & Eligibility Data Elements.....	134
Program Activities Data Elements.....	138
Program Exit Data Elements.....	144
Post-Program & In-Program Outcomes Data Elements.....	144
Appendix C: Targeted Outreach Program Design Flow.....	146
Appendix D: Participant Recovery & Engagement Program Design Flow.....	147
Appendix E: Statute Offense Categorizations.....	148

# Introduction

The 2024 Deflection Performance Measures Guide contains a set of suggested outcome and performance measures for Wisconsin deflection programs. The performance measures in this guide are quantitative indicators of deflection program performance and progress on goals at critical stages of the program such as referral or processing. The outcome measures indicate progress on key outcomes, including improvements in participant wellbeing or lowering criminal justice system involvement.

While Wisconsin deflection programs may vary in their design and objectives, the guide was developed to incorporate a broad range of measures useful to various program designs. Its purpose is to offer Wisconsin deflection programs a comprehensive framework for collecting and measuring outcomes and performance, providing a roadmap for evaluation and performance measurement.

## Development

A diverse working group, consisting of professionals from various sectors, contributed to the development of this guide. The workgroup included representatives from law enforcement, the District Attorney's office, County Health and Human Services, State Department of Health, the Wisconsin Court System, County Criminal Justice Services, and academia. Response specialists, case managers, program managers, and law enforcement who oversee deflection programs participated in the workgroup. Additionally, workgroup members included evaluators with experience in assessing deflection programs and other well-established Wisconsin programs such as treatment court and diversion programs.

The selection and design of measures in this guide were informed by the workgroup members' experience and existing resources on essential deflection measures, and other Wisconsin criminal justice program performance measure guides. PTACC's *Recommended Core Measures* (2018) aided in the identification of essential measures to include in the guide. Workgroup members ensured the technical accuracy of the measures and incorporated additional important measures tailored for evaluating deflection programs in Wisconsin. The workgroup's experience helped determine the measures necessary to assess program activities and identify the target population and key program outcomes. Members also provided vital guidance on program processes, variations across programs, and common program terminology. The *Wisconsin Statewide Drug and Hybrid Court Performance Measures: A Foundation for Performance Management* (2016) and the 2018 draft *Wisconsin Statewide Pre-Charge and Post-Charge Diversion Program Outcome and Performance Measures* were often referenced to stay consistent with the metrics and data elements tracked across Wisconsin criminal justice system programs.

The current pre-arrest diversion, law-enforcement based outreach, and post-overdose response literature played a significant role in shaping this guide. This literature was instrumental in identifying key outcome measures relevant to Wisconsin deflection programs. Studies on post-overdose response and law enforcement-based outreach have primarily focused on examining the program's impact on the incidence of overdose (Donnelly et al. 2022; Langabeer et al. 2019) and service initiation and retention (Langabeer et al. 2019; Scott

et al. 2020). In the pre-arrest diversion or officer intervention literature, existing studies have typically explored recidivism (Lindquist-Grantz et al. 2021; Blais et al. 2022; Collins et al. 2017; Labriola et al. 2023; Kopak 2020), service retention and engagement (Lindquist-Grantz et al. 2021; Yatsco et al. 2020), socioeconomic conditions (e.g., housing, employment, income) (Lindquist-Grantz et al. 2021; Blais et al. 2022; Clifaselfi et al. 2017), overdose (Labriola et al. 2023), and substance use (Lindquist-Grantz et al. 2021; Blais et al. 2022).

Implementation studies informed key processing and outreach measures crucial to understanding service delivery, eligibility, admission, and other program processes. Pre-arrest diversion and officer intervention studies have consistently highlighted common facilitators and barriers such as eligibility criteria, collaboration, service capacity or access to services, and timeliness of services (Blais et al. 2022; Labriola et al. 2023). Within studies on post overdose response and law enforcement-based outreach, researchers have highlighted facilitators like collaborative partnerships (Canada & Formica 2022; CDC 2022; Davoust et al. 2021) and outreach team dynamics (Canada & Formica 2022; Formica et al. 2022). Some of these studies have also discussed key factors for successful engagement or outreach, the mechanisms and characteristics of outreach visits, and strategies for service linkages and sustained engagement in wraparound services (Davoust et al. 2021; Formica et al. 2022; Ray et al. 2023). Common barriers identified in the post-overdose response literature included stigma (Canada & Formica 2022; CDC 2022) and challenges in following up with service providers (Canada & Formica 2022).

Overall, the development of this guide was a collaborative effort from a diverse group of professionals. It was shaped by insights from relevant literature and existing performance measurement resources, specifically tailored for deflection programs, and well-established criminal justice programs.

## Organization and Contents

The measures in this document are organized based on two distinct program designs or models identified by the working group: a Targeted Outreach program design and a Participant Recovery & Engagement program (PREP) design. Targeted Outreach programs are specifically designed to identify the program's target population (e.g., individuals recently experienced a nonfatal overdose) and conduct one or more outreach visits with eligible individuals. These programs are intentionally designed to be low-barrier, offering referrals to community-based services, providing basic needs supplies, or facilitating a warm handoff to services during the visits. The Naloxone Plus, Active Outreach, and Community Response pathways (BJA 2023; PTACC 2023) best characterize a targeted outreach design. These designs also resemble post overdose response teams and deflection brands such as Quick Response Teams (QRT).<sup>1</sup>

Participant Recovery & Engagement Program (PREP) programs aim to engage participants for about four to six months. These program designs include both admission and program exit components, and they typically involve a set of program requirements. However,

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<sup>1</sup> The Wisconsin Deflection Performance Measures Guide is not a product of the National Quick Response Team (QRT) organization, and not all Wisconsin programs operating this design are members of the National QRT organization.

the program activities and requirements may vary based on the program's target population and overarching goals. PREP program designs are commonly employed in initiatives implementing Officer Intervention or Pre-Arrest Diversion, First Responder and Officer Referral, and Self-Referral pathways (BJA 2023; PTACC 2023). These designs share similarities with police-led deflection brands such as Law Enforcement Assisted Diversion (LEAD).<sup>2</sup>

The working group chose to categorize this guide by program design rather than program pathways (BJA 2023; PTACC 2023) or branded deflection models (e.g., QRT, PAARI, LEAD) to develop a comprehensive and concise set of measures for Wisconsin deflection programs. Given that deflection programs often implement a blended version (Davoust et al. 2021; Firesheets et. al. 2022) of various pathways (BJA 2023; PTACC 2023), there is often overlap in the measures required to assess each pathway. The working group decided to categorize the measures by Targeted Outreach and Participant Recovery & Engagement Program (PREP) designs to minimize redundancy. However, in instances where the working group identified one or more measures specific to a pathway (e.g., Referral Offense), those measures were included as a subsection within a particular design where the pathway is most often employed (e.g., subsection of officer intervention or pre-arrest diversion outcomes in the PREP measures).

Within each program design, the measures are organized into different performance categories. The Targeted Outreach performance categories are Outcomes, Processing and Outreach, and Outreach Visit Details. The outcomes category documents participant's fatal overdose, re-referral and service utilization. Processing and outreach measures track key stages of a Targeted Outreach program design such as referral, attempted outreach visits, and accepts outreach visits. The measures also assess timeliness, the target population, and program exit information (e.g., average time in the program, exit type). The outreach visit details measures evaluate the dynamics of an outreach visit, examining aspects such as service referrals or supplies offered at an outreach visit.

In the Participant Recovery & Engagement Program (PREP) designs, performance categories include Outcomes, Processing and Admission, Dosage and Program Services, and Social Measures. PREP outcome measures evaluate participant recidivism, re-referral rates, and fatal overdose rates. Much like the Processing and Outreach measures, the Processing and Admission measures in this section document critical stages in a PREP program. These measures focus on processing times, the target population, eligibility and admission components, and program exit information (e.g., exit type). The Dosage and Program Services measures assess linkage to services, service engagement, and length of service. Social Services measures examine changes in participant housing, employment, and education with some assistance from the program.

Due to the blended program designs, some measures may be more applicable than others. As previously mentioned, there are subsections that only apply to specific program

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<sup>2</sup> The Wisconsin Deflection Performance Measures Guide is not a product of the Law Enforcement Assisted Diversion (LEAD) organization, and not all Wisconsin programs operating this design are a member of the National LEAD organization.

pathways. For example, the Officer Intervention or Pre-Arrest Diversion Referral Measures subsection is not relevant for Self-Referral and Officer and First Responder Referral program pathways because an offense or arrest charges did not preclude the program referral.

Some programs may need to borrow measures from both design sections (i.e., PREP design and targeted design) if they operate a hybrid model (Davoust et al. 2021). Programs that include a Targeted Outreach design component, for example, may conduct outreach visits and engage interested individuals in longer-term support as part of the program. In such cases, these programs would borrow measures designed to assess outreach from the targeted outreach design section and measures specific to evaluating longer-term engagement from the PREP design section. Additionally, some programs may need to collect additional information to calculate measures not included in this guide. While the guide is intended to assist programs, it may require adaptation based on the specific program design and objectives.

Each measure in this document contains a definition, recommended cohort, necessary data elements, equation(s) describing how to calculate the measure, measurement considerations and limitations, and potential data sources. Appendix B is a list of definitions for each data element listed in the guide. The measurement considerations offer insights into different analyses that may be important to contextualize the meaning of the measure as well as specific measurement specifications. Some measures also include a description of limitations common for that measure, such as when a certain data element used in the calculation is an estimate or self-reported. It is recommended that anyone using these measures report all limitations associated with their own calculations. The potential data sources are intended to offer guidance on common data sources for a particular measure; however, access to some data sources will depend on the intended use of the data and the data-sharing protocols of the source entities.

The recommended cohorts define groups of individuals tracked at a common starting point over a specified period of time. The guide includes referral, entrance, and exit cohorts. Referral cohorts encompass all individuals who are referred to the program during the same period. Exit cohorts consist of all program participants who exit the program during the same period regardless of the exit type (e.g., completion, termination, etc.). In the context of a Participant Recovery & Engagement Program (PREP), program exit denotes the formal conclusion of a client's participation in the program. This may encompass formal completion, termination, administrative exit (e.g., participant moved), and similar instances. Exiting from Targeted Outreach programs takes place when a client and deflection staff conclude engagement. This may include formal completion (i.e., mutual agreement to conclude outreach visits), lost to follow-up, and similar instances.

Entrance cohorts include all individuals who enter the program during the same period. In a Participant Recovery & Engagement Program (PREP) design, these cohorts specifically make up all program participants admitted during the same timeframe. When calculating measures for Targeted Outreach designs, entrance cohorts refer to all individuals who accepted an outreach visit during the same period. All individuals in an entrance cohort should be tracked until they exit the program.



The selection of cohorts was based on the common flow of program processes observed in Wisconsin Deflection programs. Appendices C and D illustrate the program flow for both major program designs. As mentioned earlier, deflection programs often adapt and combine procedures from different pathways (e.g., Naloxone Plus, Officer Intervention) and branded models (e.g., LEAD, QRT) to meet their specific needs. Therefore, some recommended cohorts may need adjustment to fit the flow of individuals through the program.

The overall goal of the Wisconsin Deflection Performance Measures Guide is to provide a roadmap for sites and their evaluators. The measures are intended to be updated as deflection programs evolve, or new evidence emerges.

# Participant Recovery & Engagement Program Design Measures

## Outcomes

### 1 Overdose

#### 1.1 In-Program Fatal Overdose

**Outcome Measure:** The percentage of participants in an annual exit cohort who experienced a fatal overdose between program admission and exit.

**Recommended Cohort:** Entrance

**Data Elements:**

- Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)
- Date of Program Admission
- Date of Program Exit
- Type of Program Exit
- Date of Fatal Overdose
- Manner of Drug-Related Death
- Cause of Death (i.e., ICD-10 codes or text field)
- Type of Drug Involved in Fatal Overdose –Death Certificate Code of Drug (All, multi drug, all opioids, heroin, cocaine)
- Type of Opioid (all opioids, heroin, prescription opioids, synthetic opioids)

$$\text{In Program Fatal Overdose} = \frac{\text{\# of Participants Fatal Overdose During Program Participation}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

As mentioned in the introduction, exit cohorts consist of all participants who exit the program during the same period regardless of the exit type. Exit from a Participant Recovery & Engagement Program is the formal conclusion of a client’s participation in the program, which may include formal completion, termination, administrative exit, etc. The calculation should be completed by program exit type, type of drug, type of opioid, and manner of drug-related death if the data is available. The calculation should also be completed by participant sex, gender, age at admission, race, and veteran status to evaluate if outcomes vary by different groups.

**Measurement Limitations:**

Some common limitations include underreporting due to delays in death investigations, misreporting the type of drug(s) involved due to a lack of comprehensive toxicology testing,

misclassifications of manner of death, or missing death data (e.g., no access to out of state death records, health claims only include individuals with a certain type of insurance). Additionally, when using vital records, there may be delays in updating the data with ICD-10 codes.

Potential Data Source(s):

- Wisconsin Department of Health Services – WI Vital Records
- County Medical Examiner
- Health claims

## 1.2 Post-Program Fatal Overdose

**Outcome Measure:** The percentage of participants in an annual exit cohort who experienced a fatal overdose during a specific period after program exit. The follow-up periods for post-program fatal overdose should be a minimum of 0-6 months and 1 year after program exit.

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Date of Program Exit  
Type of Program Exit  
Date of Fatal Overdose  
Manner of Drug-Related Death  
Cause of Death (i.e., ICD-10 codes or text field)  
Type of Drug Involved in Fatal Overdose – Death Certificate Code of Drug (All, multi-drug, all opioids, heroin, cocaine)  
Type of Opioid (all opioids, heroin, prescription opioids, synthetic opioids)

$$\text{Post Program Fatal Overdose} = \frac{\text{\# of Participants Fatal Overdose After Program Exit}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

If the data is available, post-program fatal overdose should also be reported by type of drug, type of opioid, manner of drug-related death, and type of program exit. The calculation should also be completed by participant sex, gender, age at admission, race, and veteran status to evaluate if outcomes vary by different groups.

**Measurement Limitations:**

Some common limitations include underreporting due to delays in death investigations, misreporting the type of drug(s) involved due to a lack of comprehensive toxicology testing, misclassifications of manner of death, or missing death data (e.g., no access to out of state death records, health claims only include individuals with a certain type of insurance). Additionally, when using vital records, there may be delays in updating the data with ICD-10 codes.

**Potential Data Source(s):**

- Wisconsin Department of Health Services – WI Vital Records
- County Medical Examiner
- Health claims

## 2 Recidivism

### 2.1 In-Program Recidivism Rate

**Outcome Measure:** The percentage of participants in an annual exit cohort who are arrested, charged, or convicted with the recidivist event occurring between admission and program exit. The date for recidivist events, regardless of measuring rearrest, recharge, or reconviction should be based on the offense date.

**Recommended Cohort:** Entrance

**Data elements:**

- Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)
- Date of Program Admission
- Date of Program Exit
- Type of Program Exit
- Date of New Offense
- Type of New Offense
- Category of New Offense
- Date of New Arrest
- Date of New Case Filing
- Type of New Charge
- Category of New Charge
- Date of New Conviction
- Type of New Conviction

$$\text{In Program Recidivism} = \frac{\text{\# of Participants Recidivated During Program Participation}}{\text{\# of Participants Exited}} \times 100$$

**Measurement Considerations:**

Recidivism should be calculated according to the recommendations in the Wisconsin Criminal Justice Coordinating Council's (CJCC 2022) *Framework for Defining and Measuring Recidivism*.

Reporting on recidivism measures should always include a clear description of definitions and what is counted as an arrest, charge, or conviction. For the purposes of calculating recidivism, the Bureau of Justice, Information, and Analysis defines an arrest event as follows: when a law enforcement agency takes a person into custody for a criminal offense (misdemeanor or felony/violation of state laws), and that person has their fingerprints taken. The source of arrest information may create limitations in how arrest events are counted, and these limitations should be clearly described in all reporting. Depending on the source of the data, the definition may be adjusted to include notification of charges and date and time to appear in court or for processing such as by summons or citation (when issued in person by an officer) for a criminal offense misdemeanor or felony).

If possible, in-program recidivism should be reported by each type of program exit, offense category and offense type. See Appendix E for more information about the offense category. This calculation can also be completed by participant sex, gender, age at admission, race, and veteran status. This will allow programs to evaluate if different groups of individuals have different outcomes.

This measure should be adjusted to calculate the in-program rate of arrest, charge, and conviction for other program types (e.g., first responder and officer referral) in which a criminal justice event did not prompt referral. Recidivism or measuring *re-arrest*, *re-charge*, or *re-conviction* is not necessarily applicable to participants in these program types. However, it is important to analyze criminal justice system involvement (*i.e.*, rate of arrest, charge, conviction) to better understand the program performance. The in-program recidivism measures can be adjusted by replacing references to recidivism, re-arrest, re-charge, and re-conviction with arrest, charge, and conviction.

#### Measurement Limitations:

Common limitations of re-arrest recidivism measures may include missing arrest information (e.g., out of state arrests) or the exclusion of local ordinance violations (Urban Institute n.d.) from the analysis. Re-arrest recidivism analyses may also be at risk of counting events where a crime did not occur or events that do not result in convictions (National Academies of Sciences, Engineering, and Medicine 2022). Other factors that influence re-arrest recidivism include the police presence in the community, the arresting officer, rate at which victims report crimes in a particular area, or a combination of the individual's behavior and law enforcement's response, etc. (National Academies of Sciences, Engineering, and Medicine 2022).

Re-charge and re-conviction recidivism measures have their own set of challenges which may include missing charge information (e.g., out of state arrest and charge). Additionally, re-charge and re-conviction recidivism often reflects the decisions of criminal justice system actors such as prosecutors, defense attorneys, or judges (National Academies of Sciences, Engineering, and Medicine 2022).

Other factors to consider that may limit a recidivism analysis involve situations where certain individuals should be excluded from the analysis. For instance, it is recommended to consider excluding individuals who are deceased.

#### Potential Data Source(s):

- Wisconsin Circuit Court Access (WCCA)
- National Crime Information Center (NCIC)
- Law enforcement agency – this source is likely only an option for programs based out of law enforcement.

## 2.2 Post-Program Recidivism Rate

**Outcome Measure:** The percentage of participants in an annual exit cohort who are arrested, charged, or convicted during a specific period after the program exit date. Recidivist events should be based on the offense date. The follow-up periods for post-program recidivism should be a minimum of 0-6 months and 1 year after program exit. If possible, it is recommended to also measure post-program recidivism at 2 years and 3 years after program exit.

**Recommended Cohort:** Exit

**Data Elements:**

- Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)
- Date of Program Admission
- Date of Program Exit
- Type of Program Exit
- Date of New Offense
- Type of New Offense
- Category of New Offense
- Date of New Arrest
- Date of New Case Filing
- Type of New Charge
- Category of New Charge
- Date of New Conviction
- Type of New Conviction

$$\text{Post Program Recidivism} = \frac{\text{\# of Participants Recidivated After Program Exit}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

Recidivism should be calculated according to the recommendations in the Wisconsin Criminal Justice Coordinating Council's (CJCC 2022) *Framework for Defining and Measuring Recidivism*. See the in-program recidivism rate in this section for a description of arrest.

Reporting on recidivism measures should always include a clear description of definitions and what is counted as an arrest, charge, or conviction. See the in-program recidivism rate in this section for a definition of arrest.

Post-program recidivism should also be reported by each type of program exit, offense category, and offense type. See Appendix E for more information about offense categories. This calculation can also be completed by participant sex, gender, age at admission, race, and veteran status. This will allow programs to evaluate if different groups of individuals have different outcomes.

This measure should be adjusted to calculate the post-program rate of arrest, charge, and conviction for other program types (e.g., first responder and officer referral) in which a criminal justice event did not prompt referral. Recidivism or measuring *re-arrest*, *re-charge*, or *re-conviction* is not necessarily applicable to participants in these program types. However, it is important to analyze criminal justice system involvement (*i.e.*, rate of arrest, charge, conviction) to better understand the program performance. The post-program recidivism measures can be adjusted by replacing references to recidivism and re-arrest, re-charge, and re-conviction with arrest, charge, and conviction.

**Measurement Limitations:**

See in-program recidivism limitations.

**Potential Data Source(s):**

- Wisconsin Circuit Court Access (WCCA)
- National Crime Information Center (NCIC)
- Law enforcement agency – this source is likely only an option for programs based out of law enforcement.



## 2.3 Average Time to Re-Arrest Post-Program

**Outcome Measure:** This measure examines the average time between program completion and the first re-arrest date among those who recidivated after the program exit date.

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Date of Program Exit  
Type of Program Exit  
Date of New Offense  
Type of New Offense  
Category of New Offense  
Date of New Arrest

Step 1: Calculate the time between program exit and the date of the new arrest for each participant who was re-arrested in the exit cohort.

$$\begin{aligned} & \textit{Time Between Program Exit and New Arrest Date} \\ & = \textit{Date of Program Exit} - \textit{Date of New Arrest} \end{aligned}$$

Step 2: Use the “Time Between Program Exit and New Arrest Date” to calculate the average time to re-arrest for all participants in the exit cohort who recidivated.

$$\textit{Average Time to Re Arrest} = \frac{\textit{Total Time to Re Arrest for All Participants}}{\textit{\# of Participants}}$$

**Measurement Considerations:**

See the in-program recidivism rate in this section for a definition of arrest.

This measure can also be examined by type of program exit, offense type, and offense category. To examine whether outcomes vary by group, this measure can be reported by participant sex, gender, age at admission, veteran status, and race.

**Potential Data Source(s):**

- Wisconsin Circuit Court Access (WCCA)
- National Crime Information Center (NCIC)
- Law enforcement agency – this source is likely only an option for programs based out of law enforcement.

### 3 Post-Program Re-Referral

**Outcome Measure:** The percentage of participants in an exit cohort who received another referral to the same deflection program at a later date (i.e., originally referred to the First Responder and Officer Referral pathway of the program and referred again at a later date) during a specific period after the program exit date. The follow-up period for post-program re-referral should be a minimum of 0-6 months and 1 year after program exit.

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Date of Program Exit  
Type of Program Exit  
Date of Program Referral(s)  
Program Pathway Type (e.g., officer intervention/pre-arrest, self-referral)  
Type of Referral Source  
Re-Referral  
Re-Referral Pathway Type

$$\text{Post Program Re Referral} = \frac{\text{\# of Participants Referred to Same Program Type Again After Program Exit}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

The measure above examines re-referral to the *same* program at a later date (i.e., originally referred to the First Responder and Officer Referral pathway of the program and referred to the program again in the future) following program exit. Re-referral to the same program type should not be considered a program failure. Re-referral is part of the recovery process and is especially common in upstream prevention services.

This measure should also be examined by the referral source and type of program exit as well as participant sex, gender, age at admission, veteran status, and race.

**Potential Data Source(s):**

- Deflection Program Data

### Processing & Admission

Processing and admission measures evaluate processing times, the target population, and critical stages in the program such as referral, initial intake, admission, and exit.

As noted in the introduction, not all the measures in this section may be applicable to every type of program implementing a Participant Recovery & Engagement Program (PREP) design. For instance, programs without stringent eligibility and admission requirements may not routinely administer substance use and mental health assessments as part of their program. Consequently, some substance use and mental health assessment measures may not apply or may require adjustment to examine substance use and mental health screening.

## **1 Average Processing Time:**

The focus of these measures is the average processing time between important referral and admission events in the number of days. The number of days between each event should be tracked for each individual and averaged. The typical average processing time is measured between:

- (1) Law Enforcement Contact<sup>3</sup>/Precipitating Event<sup>4</sup> and Referral for Program
- (2) Referral and Initial Intake
- (3) Initial Intake and Eligibility Determination
- (4) Eligibility Determination and Admission
- (5) Admission and First Service Appointment.

Some programs may have additional steps between referral and admission events, and others may have fewer steps. It is recommended that programs adjust referral and admission events to assess the processing times between important events in their program. For example, a more complicated process for some officer intervention or pre-arrest diversion programs may have the following steps: (1) Law Enforcement Contact and Referral for Program, (2) Referral and Eligibility for Program, (3) Eligibility and Screening for Program, (4) Screening and Intake/Assessment, (5) Intake/Assessment and Admission, (6) Admission and First Service Appointment. Programs with a self-referral pathway, on the other hand, may include all the steps above *except* the law enforcement contact date.

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<sup>3</sup> Specifically refers to a contact with law enforcement where the individual was referred to the deflection program in lieu of arrest (i.e., charges held in abeyance, not referred to the District Attorney's office).

<sup>4</sup> Specifically refers to a call for service event or contact with a first responder that preceded the referral. For example, a non-fatal overdose event prompted a referral to the outreach team, or an outreach visit on scene of the event.

## 1.1 Time Between Law Enforcement Contact and Referral for Program

**Performance Measure:** This measure calculates the average time between initial law enforcement contact and referral.

**Recommended Cohort:** Referral

**Data Elements:**

Law Enforcement Contact Date or Precipitating Event Date  
Date of Program Referral

Step 1: Calculate the processing time between the law enforcement contact/precipitating event and program referral for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Law Enforcement Contact and Referral for Program} \\ & = \textit{Date of Referral for Program} - \textit{Date of Law Enforcement Contact} \end{aligned}$$

Step 2: Use the “Processing Time Between Law Enforcement Contact and Referral for Program” result from Step 1 for all referrals in the cohort to calculate the average time to referral for program for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time to Referral for Program} \\ & = \frac{\textit{Total Time from Law Enforcement Contact for All Referrals}}{\textit{\# of Referrals}} \end{aligned}$$

**Measurement Considerations:**

The law enforcement contact date is only recorded in the officer intervention pathways because it records law enforcement contact where an individual would otherwise be arrested (charges held in abeyance or not referred to the DA).

**Potential Data Source(s):**

- Deflection Program Data
- EMS call for service data
- Law enforcement call for service data.

## 1.2 Time Between Referral & Initial Intake

**Performance Measure:** This measure examines the average time between referral and initial intake.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Program Referral  
Date of Initial Intake

Step 1: Calculate the processing time between referral for the program and initial intake for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Referral for Program and Initial Intake} \\ & = \textit{Date of Initial Intake} - \textit{Date of Referral for Program} \end{aligned}$$

Step 2: Use the “Processing Time Between Referral for Program and Initial Intake” result from Step 1 for all referrals in the cohort to calculate the average time to initial intake for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time from Referral to Initial Intake} \\ & = \frac{\textit{Total Time from Referral to Initial Intake for All Referrals}}{\textit{\# of Referrals}} \end{aligned}$$

**Potential Data Source(s):**

- Deflection Program Data (may be law enforcement, EMS, program referral form data)
- Treatment provider data (if the initial intake is done with a treatment provider)

### 1.3 Time Between Initial Intake & Eligibility Determination

**Performance Measure:** This measure estimates the average time between the date of the participant’s initial intake and the date of their eligibility determination.

**Recommended Cohort:** Referral

**Data Elements:**

- Date of Initial Intake
- Date of Eligibility Determination

Step 1: Calculate the processing time between initial intake and eligibility determination for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Initial Intake and Eligibility Determination} \\ & = \textit{Date of Eligibility Determination} - \textit{Date of Initial Intake} \end{aligned}$$

Step 2: Use the “Processing Time Between Initial Intake and Eligibility Determination” result from Step 1 for all referrals in the cohort to calculate the average time to eligibility determination for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time from Initial Intake to Eligibility Determination} \\ & = \frac{\textit{Total Time from Initial Intake to Eligibility Determination for All Referrals}}{\textit{\# of Referrals}} \end{aligned}$$

**Potential Data Source(s):**

- Deflection Program Data (initial intake documentation)
- Treatment Provider Data (if the initial intake is done with a treatment provider)

## 1.4 Time Between Eligibility Determination & Admission

**Performance Measure:** This measure estimates the average time between the date of the participant’s eligibility determination and the date of their admission.

**Recommended Cohort:** Referral

**Data Elements:**

- Date of Eligibility Determination
- Date of Program Admission
- Date of Program Exit
- Type of Program Exit

Step 1: Calculate the processing time between eligibility determination and admission for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Eligibility Determination and Admission} \\ & = \textit{Date of Admission} - \textit{Date of Eligibility Determination} \end{aligned}$$

Step 2: Use the “Processing Time Between Eligibility Determination and Admission” result from Step 1 for all referrals to calculate the average time to admission for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time from Eligibility Determination to Admission} \\ & = \frac{\textit{Total Time from Eligibility Determination to Admission for All Referrals Admitted}}{\textit{\# of Referrals Admitted}} \end{aligned}$$

**Measurement Considerations:**

The calculation should also be completed for all participants by each program exit type to evaluate if there may be a relationship between processing time and exit type.

**Potential Data Source(s):**

- Deflection Program Data

## 1.5 Time Between Admission & First Service Appointment

**Performance Measure:** This measure calculates the average time between participants admission and the first attended community-based service appointment.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Program Admission
- Date of First Outpatient Treatment Services Appointment
- Start Date of Inpatient/Residential Treatment Services
- Date of First Recovery Support Services Appointment
- Date of First Ancillary Services Appointment
- Date of Program Exit
- Type of Program Exit

Step 1: Calculate the processing time between admission and the first services appointment for each participant in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Admission and First Services Appointment} \\ & = \textit{Date of First Service Appointment} - \textit{Date of Admission} \end{aligned}$$

Step 2: Use the “Processing Time Between Admission and First Services Appointment” result from Step 1 for all referrals in the cohort to calculate the average time between admission and the first services appointment for all participants in the cohort.

$$\begin{aligned} & \textit{Average Time from Admission to First Services Appointment} \\ & = \frac{\textit{Total Time from Admission to First Services Appointment}}{\textit{\# of Participants Attending Service Type (e.g., treatment, recovery support, ancillary services)}} \end{aligned}$$

**Measurement Considerations:**

The first community-based service appointment refers to an appointment the client was linked to through the deflection program. The first service appointment may be calculated according to the first formal inpatient/residential or outpatient treatment appointment for substance use disorder, first recovery support services appointment, or the first ancillary services appointment.

The calculation should also be completed for all participants by each program exit type to evaluate if there may be a relationship between processing time and exit type.



Potential Data Source(s):

- Deflection Program Data (admission documentation)
- Community-Based Services or Treatment Provider Data (first service appointment documentation)

## 2 Precipitating Event Type

**Performance Measure:** The percentage of referrals who were referred to the program at or following a precipitating event (e.g., call for service for non-fatal overdose) through the type of event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)  
Date of Program Referral  
Known Precipitating Event  
Precipitating Event Date  
Precipitating Event Type

$$\text{Precipitating Event (PE) Type} = \frac{\text{\# of Referrals at or Following PE by Event Type}}{\text{\# of Referrals at or Following PE}} \times 100$$

**Measurement Considerations:**

Precipitating events only include fire, emergency medical services, or law enforcement calls for service. See data element definitions for a detailed definition of a precipitating event and types of precipitating event.

This measure should also be calculated by referral sex, gender, age at referral, and race to examine different precipitating events among different groups of individuals.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

## 2.1 Precipitating Event Administered Naloxone

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of referrals who were administered naloxone at the precipitating event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)  
Known Precipitating Event  
Precipitating Event Date  
Precipitating Event Type  
Naloxone Administered (At the Precipitating Event)  
Date of Program Referral

$$\begin{aligned} & \textit{Precipitating Event (PE) Administered Naloxone} \\ &= \frac{\textit{\# of Referrals Administered Naloxone at PE}}{\textit{\# of Referrals at or Following PE}} \times 100 \end{aligned}$$

**Measurement Considerations:**

This measure should also be examined by the precipitating event type.

**Measurement Limitations:**

Naloxone administration is likely underreported. For example, civilians may administer naloxone prior to first responders' arrival and leave the scene. Furthermore, it may be challenging for programs to collect information about naloxone administration at the scene of a call for service due to data sharing protocols or data collection systems which may add to underreporting.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

## 2.2 Precipitating Event Transported by EMS

**Performance Measure:** Among referrals who were referred at or following a precipitating event, the percentage of referrals who were transported by EMS from the scene of the precipitating event to the hospital.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)  
Known Precipitating Event  
Precipitating Event Date  
Precipitating Event Type  
Transported by EMS (From the Precipitating Event to Hospital)  
Date of Program Referral

$$\begin{aligned} & \textit{Precipitating Event (PE) Transported by EMS} \\ &= \frac{\textit{\# of Referrals Transported by EMS from PE}}{\textit{\# of Referrals at or Following PE}} \times 100 \end{aligned}$$

**Measurement Considerations:**

This measure should also be examined by the precipitating event type.

**Measurement Limitations:**

Information about transportation by EMS from the scene of a call for service may be difficult for all sites or agencies due to data sharing protocols or data collection systems. This challenge may contribute to underreporting. Additionally, many individuals refuse transport to the hospital.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

## 2.3 Precipitating Event Arrested

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of referrals who were arrested at the precipitating event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)

Known Precipitating Event

Precipitating Event Date

Precipitating Event Type

Arrested (At the Precipitating Event)

Date of Program Referral

$$\text{Precipitating Event (PE) Arrested} = \frac{\text{\# of Referrals Arrested at PE}}{\text{\# of Referrals at or Following PE}} \times 100$$

**Measurement Considerations:**

This measure should also be examined by the precipitating event type.

**Measurement Limitations**

Information about arrests at the scene of a call for service may be difficult for all sites or agencies to report due to data sharing protocols or data collection systems. This challenge may result in underreporting.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Data

## 2.4 Precipitating Event Emergency Detention

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of individuals referred who were taken into custody pursuant to Wisconsin State Statutes 51.15 and 51.20 at the precipitating event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)

Known Precipitating Event

Precipitating Event Date

Precipitating Event Type

Emergency Detention (At the Precipitating Event)

Date of Program Referral

$$\text{Precipitating Event (PE) Emergency Detention} = \frac{\text{\# of Referrals Emergency Detention at PE}}{\text{\# of Referrals at or Following PE}} \times 100$$

**Measurement Considerations:**

The definition of emergency detention is specifically in accordance with WI State Statutes 51.15(1)(ar), which specifies that “a law enforcement officer [...] may take an individual into custody if the officer or person has cause to believe that the individual is mentally ill, is drug dependent, or is developmentally disabled, that taking the person into custody is the least restrictive alternative appropriate to the person’s needs [...]”, and the individual displays behaviors described in Wisconsin State Statute 51.15(1)(ar), subparagraphs (1), (2), (3), and (4).

This measure should also be examined by the precipitating event type.

**Measurement Limitations**

Information about emergency detention at the scene of a call for service may be difficult for all sites or agencies to report due to data sharing protocols or data collection systems. This challenge may result in underreporting.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

### 3 Agency Referral Rate

**Performance Measure:** The percentage of referrals made by a first responder agency by each type of participating first responder agency. This measure may not be applicable if only one agency is participating in the deflection program, or first responder agencies are not participating in the program.

**Recommended Cohort:** Referral

**Data Element:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)

Date of Program Referral

Type of Referral Source

$$\text{Agency Referral Rate} = \frac{\# \text{ of Referrals by First Responder Agency Type}}{\# \text{ of All First Responder Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals per participating agency and then by sex, gender, age at referral, and race to evaluate if different groups have different outcomes. Differences in outcomes across groups may suggest disparities are present in some aspects of the program's referral process and such differences should be further analyzed to determine if changes to the program may need to be made to address disparities.

**Potential Data Source(s):**

- Deflection Program Data (referral form data)
- Law Enforcement Referral Data
- Emergency Medical Services Data
- Fire Department Data

## 4 Officer Referral Rate

**Performance Measure:** The percentage of referrals that each law enforcement officer is involved in based on all law enforcement officer referrals. This measure should only be calculated with the permission of participating law enforcement agencies.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)

Date of Program Referral

Type of Referral Source

Referral Law Enforcement Officer

$$\text{Officer Referral Rate} = \frac{\text{\# of Referrals by Law Enforcement Officer}}{\text{\# of Law Enforcement Officer Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals by each officer and then by participant sex, gender, age at referral, and race to evaluate if different groups of individuals have different outcomes.

**Potential Data Source(s):**

- Deflection Program Data (referral form data)
- Law Enforcement Referral Data



## 5 Risk Pre-Screening

### 5.1 Average Risk Pre-Screen Score

**Performance Measure:** The average criminal risk pre-screening score of referrals to the deflection program.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Program Referral  
Type of Referral Source  
Screened with Criminal Risk Pre-Screen Tool  
Risk Pre-Screen Date  
Risk Pre-Screen Tool Type  
Risk Pre-Screen Risk Score

$$\text{Risk Pre Screen Score} = \frac{\text{Risk Score for All Referrals}}{\# \text{ of Referrals}}$$

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Referral Data

## 5.2 Risk Pre-Screen Score

**Performance Measure:** The percentage of referrals who receive a risk pre-screen by risk pre-screen score. Risk pre-screen scores can be grouped into the following categories: 0-2, 2-4, and 5-8.<sup>5</sup>

**Recommended Cohort:** Referral

**Data Elements:**

Date of Program Referral  
Type of Referral Source  
Screened with Criminal Risk Pre-Screen Tool  
Risk Pre-Screen Date  
Risk Pre-Screen Tool Type  
Risk Pre-Screen Risk Score  
Eligible for Program  
Reason(s) Ineligible  
Date of Program Admission

$$\text{Risk Pre Screen Score} = \frac{\text{\# of Referrals by Risk Pre Screen Score}}{\text{\# of Referrals Screened}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals and then by “Eligible for Program” and “Reason(s) Ineligible” to analyze the risk score of eligible and ineligible referrals.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Referral Data

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<sup>5</sup> Wong, T. (2009). *Validation of the State of Hawaii LSI-R Proxy*. Interagency Council on Intermediate Sanctions. [https://icis.hawaii.gov/wp-content/uploads/2013/07/copy2\\_of\\_copy\\_of\\_SARA-DVSI-Exploratory-Study-Oct-2008.pdf](https://icis.hawaii.gov/wp-content/uploads/2013/07/copy2_of_copy_of_SARA-DVSI-Exploratory-Study-Oct-2008.pdf).

## 6 Officer Intervention or Pre-Arrest Diversion Referral Measures

The following measures *only* apply to officer intervention or pre-arrest diversion program types. These programs are the only type that refer individuals to the program in lieu of arrest (i.e., arrest charges held in abeyance, arrest charges not referred to the District Attorney's office).

### 6.1 Referral Offense Type

**Performance Measure:** The percentage of individuals referred to the program by the referral offense type (e.g., felony, misdemeanor).

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)  
Date of Program Referral  
Type of Referral Source  
Type of Referral Offense  
Eligible for Program

$$\text{Referral Offense Type} = \frac{\text{\# of Referrals by Referral Offense Type}}{\text{\# of Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals and then by whether the individual was eligible for the program to analyze types of offenses that are commonly referred and found eligible for the program.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Referral Data

## 6.2 Referral Offense Category

**Performance Measure:** The percentage of individuals referred to the program by the referral offense category (e.g., drug possession, property/fraud).

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to Deflection Program (Sex, Gender, Age at Referral, Race)  
Date of Program Referral  
Type of Referral Source  
Category of Referral Offense  
Eligible for Program

$$\text{Referral Offense Category} = \frac{\text{\# of Referrals by Referral Offense Category}}{\text{\# of Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals and then by whether the individual was eligible for the program to analyze categories of offenses that are commonly referred.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Referral Data

### 6.3 Intake Scheduling Rate

**Performance Measure:** The percentage of referrals who scheduled an initial intake within a certain period after referral.

**Recommended Cohort:** Referral

**Data Elements:**

- Date of Program Referral
- Scheduled Initial Intake within X Days
- Date of Initial Intake
- Received Deflection Staff Follow-up within X Time Period

$$\text{Intake Scheduling Rate} = \frac{\text{\# of Referrals Scheduled Initial Intake in Time Window}}{\text{\# of Referrals}} \times 100$$

**Measurement Considerations:**

Referrals to the program in lieu of arrest are often required to schedule an initial intake appointment with the deflection program staff within a certain time window (e.g., 5 days). The time window referrals must schedule their initial intake following a referral may vary by program policy. The equation below can be adjusted for different time periods.

The calculation should also be completed for all referrals by whether the referral received a staff follow-up within the period between referral and initial intake to evaluate if there may be a relationship between follow-up and scheduling an initial intake.

**Potential Data Source(s):**

- Deflection Program Data
- Community-Based Services or Treatment Provider Data (if the initial intake is completed with community-based service or treatment providers)

## 6.4 Referral/Intake Follow-Up Attempts

**Performance Measure:** Among referrals who received staff follow-up contact during the time between referral and initial intake, the average number of staff follow-up attempts.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Program Referral  
Received Deflection Staff Follow-up within X Time Period  
Total Intake Follow-Up Attempts  
Scheduled Initial Intake within X Days  
Date of Initial Intake

$$\text{Follow Up Attempts} = \frac{\text{Total \# of Intake Follow Up Attempts for All Participants}}{\text{\# of Referrals Who Receive a Follow Up}}$$

**Measurement Considerations:**

Referrals to the program in lieu of arrest are often required to schedule an initial intake appointment with the deflection program staff within a certain time window (e.g., 5 days). The time window referrals must schedule their initial intake following a referral may vary by program policy. In some programs, staff will follow-up with referrals regarding their intake appointment.

This measure can also be calculated by referrals who scheduled their initial intake within the time window to evaluate the relationship between the amount of follow-up attempts and scheduling the intake appointment.

**Potential Data Source(s):**

- Deflection Program Data
- Community-Based Services or Treatment Provider Data (if the initial intake is completed with community-based service or treatment providers)

## 7 Initial Intake Rate

**Performance Measure:** The percentage of individuals referred to the deflection program who complete the initial intake with program staff.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)

Initial Intake Completed

Date of Program Referral

Date of Initial Intake

$$\text{Initial Intake Rate} = \frac{\# \text{ of Referrals Who Completed the Initial Intake}}{\# \text{ of Individuals Referred to Deflection Program}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all individuals who completed the initial intake in the cohort and then by sex, gender, age at referral, and race to evaluate if different groups of individuals have different outcomes. Differences in outcomes across groups may suggest disparities are present in some aspects of the program's referral and intake process.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake is done with a treatment provider)

## 8 Harm Reduction Supplies at Initial Intake

This measure assesses the harm reduction supplies offered at initial intake. The measures in this section should also be adjusted to calculate for harm reduction supplies offered at referral by replacing the language and data elements in this section related to initial intake with referral.

### 8.1 Naloxone at Initial Intake

**Performance Measure:** The percentage of people who completed the initial intake and were offered and accepted, offered and declined, or not offered naloxone.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)  
Initial Intake Completed  
Date of Initial Intake  
Naloxone at Initial Intake (offered and accepted, offered and declined, not offered)  
Number of Doses of Naloxone at Initial Intake

*Naloxone at Initial Intake*

$$= \frac{\# \text{ Who Completed Intake by Offered \& Accepted Naloxone at Intake}}{\# \text{ of Referrals Who Completed Initial Intake}} \times 100$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted naloxone at initial intake. This formula should also be calculated to determine the percentage of individuals who were offered and declined naloxone and the percentage who were not offered naloxone at initial intake.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake is done with a treatment provider)



## 8.2 Average Naloxone Doses at Initial Intake

**Performance Measure:** The average number of naloxone doses provided to individuals who were offered and accepted naloxone at initial intake.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)  
Initial Intake Completed  
Date of Initial Intake  
Naloxone at Initial Intake (offered and accepted, offered and declined, not offered)  
Number of Doses of Naloxone at Initial Intake

$$\begin{aligned} & \textit{Average Naloxone Doses at Initial Intake} \\ & = \frac{\textit{\# of Doses Given at Intake to All Who Complete Intake}}{\textit{\# Who Were Offered \& Accepted Naloxone at Intake}} \end{aligned}$$

**Measurement Considerations:**

This calculation should also be reported with the total number of naloxone doses distributed at initial intake.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake is done with a treatment provider)

### 8.3 Fentanyl Test Strips at Initial Intake

**Performance Measure:** The percentage of people who completed the initial intake and were offered and accepted, offered and declined, or not offered fentanyl test strips at intake.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)

Initial Intake Completed

Date of Initial Intake

Fentanyl Test Strips at Initial Intake (offered and accepted, offered and declined, not offered)

$$\text{Fentanyl Test Strips at Initial Intake} = \frac{\text{\# Who Completed Intake by Offered \& Accepted Fentanyl Test Strips at Intake}}{\text{\# of Referrals Who Completed Initial Intake}} \times 100$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted fentanyl test strips at initial intake. This formula should also be calculated to determine the percentage of individuals who were offered and declined fentanyl test strips and the percentage who were not offered fentanyl test strips at initial intake.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake is done with a treatment provider)

## 8.4 Safer Use Supplies at Initial Intake

**Performance Measure:** The percentage of people who completed the initial intake and were offered and accepted, offered and declined, or not offered other safer use supplies at intake. If it is not common practice to provide other safer use supplies at initial intake, this measure may not be applicable.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)  
Initial Intake Completed  
Date of Initial Intake  
Safer Use Supplies at Initial Intake (offered and accepted, offered and declined, not offered)

$$\text{Safer Use Supplies at Initial Intake} = \frac{\text{\# Who Completed Intake by Offered \& Accepted Safer Use Supplies at Intake}}{\text{\# of Referrals Who Completed Initial Intake}} \times 100$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted safer use supplies at initial intake. This formula should also be calculated to determine the percentage of individuals who were offered and declined safer use supplies and the percentage who were not offered safer use supplies at initial intake.

This measure captures information regarding the provision of other safer use supplies during initial intake, either in addition to or as an alternative to naloxone or fentanyl test strips. Safer use supplies are used to promote safer drug use and prevent overdose and infectious disease transmission. Safer use supplies may include safe injection kits, xylazine test strips, safe smoking kits, or a sharps container.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake is done with a treatment provider)

## 8.5 Preventative Health Supplies at Initial Intake

**Performance Measure:** The percentage of people who completed the initial intake and were offered and accepted, offered and declined, or not offered preventative health supplies. If it is not common practice to provide preventative health supplies at intake, this measure may not be applicable.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race)  
Initial Intake Completed  
Date of Initial Intake  
Preventative Health Supplies at Initial Intake (offered and accepted, offered and declined, not offered)

$$\begin{aligned} & \textit{Preventative Health Supplies at Initial Intake} \\ & = \frac{\textit{\# Who Completed Intake by Offered \& Accepted Health Supplies at Intake}}{\textit{\# of Referrals Who Completed Initial Intake}} \\ & \times 100 \end{aligned}$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted preventative health supplies at initial intake. This formula should also be calculated to determine the percentage of individuals who were offered and declined preventative health supplies and the percentage who were not offered preventative health supplies at initial intake.

Preventative health supplies encompass a set of supplies intended to help detect or prevent serious disease, illness, or other health problems. Preventative health supplies may include safer sex kits, wound care supplies, or take home STI kits.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake is done with a treatment provider)

## 9 Eligibility Rate

**Performance Measure:** The percentage of individuals who complete an initial intake who are found eligible for the deflection program.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Program Referrals to Deflection Program (Sex, Gender, Age at Referral, Race)

Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)

Initial Intake Completed

Eligible for Program

Date of Initial Intake

Date of Program Referral

Type of Referral Source

Category of Referral Offense

Type of Referral Offense

Date of Eligibility Determination

Reason(s) Ineligible

$$\text{Eligibility Rate} = \frac{\text{\# of Referrals Found Eligible for the Deflection Program}}{\text{\# of Referrals Who Completed the Initial Intake}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all individuals who completed the initial intake for the deflection program in the cohort and then by sex, gender, age, and race to evaluate if different groups of individuals have different outcomes. Differences in outcomes across groups may suggest disparities are present in some aspects of the program's intake process. These differences should be further analyzed to determine if changes to the program may need to be made to address disparities. Collecting additional information such as "Type of Referral Source", "Reason(s) Found Ineligible", "Type of Referral Offense", and "Category of Referral Offense" may help to identify some of the driving factors behind the eligibility rate.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake or eligibility is done with a treatment provider)

## 10 Admission Rate

**Performance Measure:** The percentage of individuals found eligible for the deflection program who are admitted to the deflection program.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Eligible for Program  
Date of Eligibility Determination  
Reason(s) Ineligible  
Date of Program Admission  
Date Declined  
Reason(s) Declined

$$\text{Admission Rate} = \frac{\text{\# of Referrals Admitted to Program}}{\text{\# of Referrals Found Eligible for Program}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals found eligible for the deflection program and then by referral sex, gender, age, and race to evaluate if different groups of individuals have different outcomes. Differences in outcomes across groups may suggest disparities are present in some aspects of the program's admission process and such differences should be further analyzed to determine if changes to the program may need to be made to address disparities. Collecting additional information such as "Date Declined", "Reason(s) Ineligible" or "Reason(s) Declined" may help to further contextualize the admission rate.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data (if the initial intake or eligibility is done with a treatment provider)

## 11 Medication-Assisted Treatment (MAT) (At Admission)

**Performance Measure:** The percentage of individuals admitted to the program who are currently prescribed Medication-Assisted Treatment (MAT) at admission. Currently prescribed MAT at admission includes individuals who have had a diagnosis in the past year and an MAT prescription or administration in the past 30 days.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Date of Program Admission  
Medication-Assisted Treatment (Current at Admission)  
Type of MAT (Current at Admission)  
Date of Program Exit  
Type of Program Exit

$$\text{Current MAT} = \frac{\text{\# of Participants Currently Prescribed MAT}}{\text{\# of Individuals Admitted to Program}} \times 100$$

**Measurement Considerations:**

This calculation should also be completed by MAT type and medical insurance to evaluate access and choice of different medications.

This measure should also be calculated and reported by the percentage of participants who are prescribed MAT at program exit. MAT at program exit should also be reported by program exit type.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data

## 12 Substance Use Disorder (SUD) Assessment Rate

**Performance Measure:** The percentage of individuals admitted to the deflection program who have an SUD assessment.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Completed SUD Assessment  
Date of SUD Assessment  
Type of SUD Assessment  
Admitted to Program  
Date of Program Admission  
Initial Intake Completed  
Date of Initial Intake  
Date of Program Referral  
Completed SUD Screening  
Date of SUD Screening  
SUD Screening Tool Type

$$\text{SUD Assessment Rate} = \frac{\text{\# of Participants Assessed for SUD}}{\text{\# of Individuals Admitted to Program}} \times 100$$

**Measurement Considerations:**

This measure may be adjusted to calculate the SUD Screening rate in addition to the SUD Assessment Rate (or as opposed to) if the program routinely conducts SUD screening. If SUD screening or assessment occurs prior to admission, it is recommended that you adjust the recommended cohort to "Referrals", depending on whether a referral or entrance cohort is most accurate.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data



### 13 Mental Health (MH) Assessment Rate

**Performance Measure:** The percentage of individuals admitted to the deflection program who have a mental health assessment.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Completed Mental Health (MH) Assessment  
Date of MH Assessment  
Type of MH Assessment  
Date of Program Admission  
Initial Intake Completed  
Date of Initial Intake  
Date of Program Referral  
Completed MH Screening  
Date of MH Screening  
MH Screening Tool Type

$$MH \text{ Assessment Rate} = \frac{\# \text{ of Participants Assessed for MH}}{\# \text{ of Individuals Admitted to Program}} \times 100$$

**Measurement Considerations:**

This measure may be adjusted to calculate the MH Screening rate in addition to the MH Assessment Rate (or as opposed to) if the program routinely conducts MH screening. If MH screening or assessment occurs prior to admission, it is recommended that you adjust the recommended cohort to "Referrals", depending on whether an entrance or referral cohort is most accurate.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data

### 13.1 Primary Drug of Choice

**Performance Measure:** The percentage of participants who were assessed by the type of primary drug of choice reported during the assessment.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Date of Program Admission  
Completed SUD Assessment  
Date of SUD Assessment  
Type of SUD Assessment  
Primary Drug of Choice  
Secondary Drug of Choice  
Tertiary Drug of Choice

$$\text{Primary Drug of Choice} = \frac{\# \text{ of Participants by Primary Drug of Choice}}{\# \text{ of Individuals Assessed for SUD}} \times 100$$

**Measurement Considerations:**

The calculations should also be completed for all participants by participant sex, gender, age at admission, and race to evaluate different outcomes among different groups of individuals. This calculation can also be completed by secondary and tertiary drug of choice to examine polysubstance use.

If this information is collected prior to admission, it is recommended that you adjust the recommended cohort to "Referrals", depending on whether an entrance or referral cohort is most accurate.

**Potential Data Source(s):**

- Deflection Program Data
- Treatment Provider Data

## 14 Nonfatal Overdose History

**Performance Measure:** The percentage of admitted participants who have (ever) experienced a nonfatal overdose.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Date of Program Admission  
Completed SUD Assessment  
Date of SUD Assessment  
Experienced Nonfatal Overdose (Ever)  
Primary Drug of Choice  
Secondary Drug of Choice

$$\text{Nonfatal Overdose History} = \frac{\text{\# of Participants Ever Experienced Overdose}}{\text{\# of Admitted Participants}} \times 100$$

**Measurement Considerations:**

The calculations should also be completed for all participants by primary drug of choice as well as participant sex, gender, age at admission, and race to evaluate different outcomes among different groups of individuals.

If this information is collected prior to admission, it is recommended that you adjust the recommended cohort to "Referrals", depending on whether an entrance or referral cohort is most accurate.

**Potential Data Source(s):**

- Participant Self-Report
- Deflection Program Data
- Treatment Provider Data

## 14.1 Frequency of Nonfatal Overdose

**Performance Measure:** The average number of nonfatal overdoses a participant experienced prior to admission. This measure is based on the participant’s self-reported total number of known overdoses they have experienced.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran’s Status)  
Date of Program Admission  
Completed SUD Assessment  
Date of SUD Assessment  
Experienced Nonfatal Overdose (Ever)  
Total Number of Nonfatal Overdoses  
Primary Drug of Choice  
Secondary Drug of Choice

$$\text{Nonfatal Overdose} = \frac{\text{\# of Nonfatal Overdoses Reported by All Participants}}{\text{\# of Admitted Participants}}$$

**Measurement Considerations:**

The calculations should also be completed for all participants by primary drug of choice as well as participant sex, gender, age at admission, and race to evaluate different outcomes among different groups of individuals.

If this information is collected prior to admission, it is recommended that you adjust the recommended cohort to “Referrals”, depending on whether an entrance or referral cohort is most accurate.

**Measurement Limitations**

This measure may be under or over-reported because it typically relies on self-report.

**Potential Data Source(s):**

- Participant Self-Report
- Deflection Program Data
- Treatment Provider Data

## 15 Exit Type

**Performance Measure:** The percentage of participants who exited the program through the type of exit (e.g., completion/graduation, termination, voluntary withdrawal, administrative exit). If participants are still active at the end of the reporting period, programs should include a “not exited” or “active” type.

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran’s Status)  
Date of Program Admission  
Date of Program Exit  
Type of Program Exit

$$\text{Exit Type} = \frac{\text{\# of Participants Exit Program by Completion/Graduation}}{\text{Total \# of Participants Exit Program}} \times 100$$

**Measurement Considerations:**

The above equation calculates the percentage of participants who completed/graduated from the deflection program. This formula can also be calculated for each program exit type.

This calculation can also be completed by participant sex, gender, age at admission, veteran status, and race to evaluate different exit types among different groups of individuals.

**Potential Data Source(s):**

- Deflection Program Data

## 16 Average Time in Program

**Performance Measure:** The average length of time participating in the deflection program measured in the number of days. Average time is measured between program admission and program exit. This measure should exclude any times a participant was not active in the program.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)  
Date of Program Admission  
Date of Program Exit  
Type of Program Exit

Step 1: Calculate the time in the program for each participant in the cohort.

$$\textit{Time in Program} = (\textit{Exit Date} - \textit{Admission Date}) + 1$$

Step 2: Use the "Time in Program" result for all participants to calculate the average time in the program for all participants.

$$\textit{Average Time in Program} = \frac{\textit{Total Time in Program for All Participants}}{\textit{\# of Participants Exit Program}}$$

**Measurement Considerations:**

This calculation should also be completed by exit type as well as participant sex, gender, age at admission, veteran status, and race to examine different outcomes among different groups.

**Potential Data Source(s):**

- Deflection Program Data

## 17 Equity & Inclusion

**Performance Measure:** The percentage of individuals by race, sex, gender, age, and veteran status at key referral and admission events. If possible, include the county estimates from the U.S. census estimates to compare.

**Recommended Cohort:** Referral, Entrance

**Data Elements:**

- Date of Program Referral
- Date of Program Admission
- Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)
- Demographics of Referrals Who Complete the Initial Intake (Sex, Gender, Age at Referral, Race, Veteran's Status)
- Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran's Status)

Racial & Minority Representation:

$$\% \text{ Referrals by Race} = \frac{\# \text{ of Referrals by Race}}{\# \text{ of Referrals}} \times 100$$

Sex Representation:

$$\% \text{ of Referrals by Sex} = \frac{\# \text{ of Referrals by Sex}}{\# \text{ of Referrals}} \times 100$$

Gender Representation:

$$\% \text{ of Referrals by Gender} = \frac{\# \text{ of Referrals by Gender}}{\# \text{ of Referrals}} \times 100$$

Age Representation:

$$\% \text{ Referrals by Age Category} = \frac{\# \text{ of Referrals by Age Category}}{\# \text{ of Referrals}} \times 100$$

$$\text{Average Age} = \frac{\text{Age for all Referrals}}{\# \text{ of Referrals}}$$

Veteran Representation:

$$\% \text{ of Referrals by Veteran Status} = \frac{\# \text{ of Referrals by Veteran Status}}{\# \text{ of Referrals}} \times 100$$

### Measurement Considerations:

If possible, examine how these different groups intersect (e.g., age and gender, race and gender).

The measures above show all calculations at referral. These equations can be adjusted to calculate race, gender, age, sex, and veteran status representation at admission. If a certain element is not collected at referral (e.g., veteran status is only collected at initial intake), exclude that calculation from your referral measures and report admission measures.

### Measurement Limitations:

Demographic variables may be collected in multiple different ways: individual self-report, license information, or deflection staff or referral source staff. Always specify how this information was collected in any published reports.

### Potential Data Source(s):

- Participant Self-Report
- Deflection Program Data (staff observation, staff recording license information)

## Dosage & Program Services

This section highlights the quantity, type, and frequency of services in the program as well as the process of initiating community-based services in the program.

Similarly to the processing and admission measures, not all the measures in this section may be applicable to every type of program implementing a Participant Recovery & Engagement Program design. For example, programs that do not have strict requirements to complete the program may not require a certain level of attendance at a particular service. Program services may vary based on the needs of the participant and availability of community-based services. Therefore, not all the measures in this section may apply to each participant, or measures may require adjustment to fit certain services that are not described here.

### 1 Linkage to Services

**Performance Measure:** The percentage of individuals referred to SUD treatment (e.g., outpatient) or community-based services (e.g., recovery support, ancillary services) that attend their first SUD treatment or community-based service appointment.

**Recommended Cohort:** Entrance

### Data Elements:

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Referred to Outpatient Treatment Services  
Date of Outpatient Treatment Services Referral



Attended First Outpatient Treatment Service  
Date of First Outpatient Treatment Services Appointment  
Referred to Inpatient/Residential Treatment Services  
Date of Inpatient/Residential Treatment Services Referral  
Attended Inpatient/Residential Treatment Services Start Date  
Start Date of Inpatient/Residential Treatment Services  
Referred to Recovery Support Services  
Date of Recovery Support Services Referral  
Attended First Recovery Support Service  
Date of First Recovery Support Services Appointment  
Referred to Ancillary Services  
Date of Ancillary Services Referral  
Attended First Ancillary Service  
Date of First Ancillary Services Appointment

$$\text{Linkage to Services} = \frac{\# \text{ of Participants Attend First Service Appt. by Type}}{\# \text{ of Participants Referred to Service by Service Type}} \times 100$$

#### Measurement Considerations:

This measure should be calculated for each type of service. For example, it should be calculated specifically for participants that were referred to outpatient treatment services and attended their first outpatient treatment services appointment and so on.

This calculation should also be completed by age, sex, gender, and race to evaluate if the referred services and service attendance varies by different groups.

#### Potential Data Source(s):

- Deflection Program Data (admission and participant demographics)
- Treatment Provider Data (outpatient or inpatient/residential service attendance)
- Community-Based Services Data (recovery support or ancillary service attendance)

## 2 Placed on Medication-Assisted Treatment (MAT)

**Performance Measure:** Among participants who were not already prescribed Medication-Assisted Treatment (MAT), the percentage of participants who were placed on MAT.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Medication-Assisted Treatment (Current at Admission)  
Primary AOD Diagnosis Code  
Placed on MAT  
Type of MAT Placed On  
Medical Insurance (Current at Admission)  
Medical Insurance Type

$$\text{Placed on MAT} = \frac{\text{\# of Participants Placed on MAT}}{\text{\# of Participants with SUD/AUD}} \times 100$$

**Measurement Considerations:**

This calculation should also be completed by MAT type and medical insurance to evaluate access and choice of different medications. The calculation should also be completed by age at admission, sex, gender, and race to better understand how medication-assisted treatment varies among different groups.

**Potential Data Source(s):**

- Deflection Program Data (participant demographics)
- Treatment Provider Data (medication information)
- Participant Self-Report (specify in reports if this measure is calculated using self-reported data)

### 3 Appointment Waiting Period

**Performance Measure:** Among participants who made an appointment, the percentage of participants who have a service waiting period greater than 14 days.

**Recommended Cohort:** Entrance

**Data Elements:**

Date of Program Admission  
Participant Residence County/City  
Referred to Outpatient Treatment Services  
Date of Outpatient Treatment Services Referral  
Scheduled First Outpatient Treatment Service  
Outpatient Treatment Services Appointment Waiting Period  
Referred to Inpatient/Residential Treatment Services  
Date of Inpatient/Residential Treatment Services Referral  
Scheduled First Residential/Inpatient Treatment Service  
Inpatient/Residential Treatment Services Appointment Waiting Period  
Referred to Recovery Support Services  
Date of Recovery Support Services Referral  
Scheduled First Recovery Support Service  
Recovery Support Services Appointment Waiting Period

$$\text{Appointment Waiting Period per Service Type} = \frac{\# \text{ of Participants with a Service Waiting Period } (> 14 \text{ Days}) \text{ by Service Type}}{\# \text{ of Participants Referred to Service by Service Type}} \times 100$$

**Measurement Considerations:**

This measure should be calculated for each type of service. For example, it should be calculated specifically for participants that were referred to outpatient treatment services and had a service waiting period and so on.

**Potential Source(s):**

- Deflection Program Data (referrals and service waiting period)
- Participant Self-Report (service waiting period)
- Treatment Provider Data (waiting period, outpatient or inpatient/residential scheduling)
- Community-Based Services Data (waiting period, recovery support services scheduling)

### 3.1 Average Appointment Waiting Period:

**Performance Measure:** Among participants who had a service waiting period, the average number of days for a service waiting period for each type of service.

**Recommended Cohort:** Entrance

**Data Elements:**

Date of Program Admission  
Participant Residence County/City  
Outpatient Treatment Services Appointment Waiting Period  
Number of Outpatient Treatment Waiting Period Days  
Inpatient/Residential Treatment Services Appointment Waiting Period  
Number of Inpatient/Residential Treatment Waiting Period Days  
Recovery Support Services Appointment Waiting Period  
Number of Recovery Support Services Appointment Waiting Period Days

$$\text{Average Appointment Waiting Period} = \frac{\text{\# of Appointment Waiting Period Days Per Service Type for All Participants}}{\text{\# of Participants Made Appointment Per Service Type}}$$

**Measurement Considerations:**

This measure should be calculated for each type of service. For example, it should be calculated specifically for the average number of days for an outpatient waiting period and so on.

**Potential Data Source(s):**

- Deflection Program Data (referrals and service waiting period)
- Participant Self-Report (service waiting period)
- Treatment Provider Data (waiting period)
- Community-Based Services Data (waiting period)

## 4 Transportation

**Performance Measure:** The percentage of individuals who were offered and accepted, offered and declined, or not offered transportation to their first service appointment.

**Recommended Cohort:** Entrance

**Data Element:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Participant Residence County/City  
Scheduled First Outpatient Treatment Service  
Attended First Outpatient Treatment Service  
Transportation to First Outpatient Treatment Services Appointment  
Scheduled First Residential/Inpatient Treatment Service  
Attended Inpatient/Residential Treatment Service Start Date  
Transportation to Inpatient/Residential Treatment Start Date  
Scheduled First Recovery Support Service  
Attended First Recovery Support Service  
Transportation to First Recovery Support Services Appointment  
Scheduled First Ancillary Service  
Attended First Ancillary Service  
Transportation to First Ancillary Services Appointment

*Transportation to Service*

$$= \frac{\text{\# of Participants by Transportation per Service Type}}{\text{\# of Participants Scheduled First Appointment per Service Type}} \times 100$$

**Measurement Considerations:**

Programs should only report this measure for participants who had a scheduled appointment. This measure should also be calculated for each type of service. For example, it should be calculated specifically for transportation (offered and accepted, offered and declined, not offered) to outpatient treatment services and so on.

This calculation can also be completed by participant residence county or city as well as participants who attended their first service appointment to better understand the relationship between access to services and attendance.

**Potential Data Source(s):**

- Deflection Program Data (transportation, participant demographics)
- Treatment Provider Data (service information)
- Community-Based Services Data (service information)

## 5 Treatment & Community-Based Services

The following measures examine the average number of units of services attended by participants by service type. The types of services include inpatient/residential treatment, outpatient treatment, recovery support, and ancillary services. These measures are based on actual attendance; however, it is recommended that missed services are tracked as well.

### Measurement Considerations (5.1-5.4):

Units of services to calculate averages:

Type of Service	Unit of Count
Outpatient Mental Health Treatment	Sessions/Hours
Outpatient Substance Use Treatment	Sessions/Hours
Residential Mental Health Treatment	Days
Residential Substance Use Treatment	Days
Medical/Dental Services	Appointment
Life skills	Session
Parenting Class	Session
Community Support Groups (e.g., AA)	Meeting

These measures should also be calculated by program exit type as well as participant sex, gender, age at admission, and race to evaluate if services vary among different groups of individuals.

## 5.1 Outpatient Treatment Services

**Performance Measure:** The average number of units of outpatient treatment services attended by participants by outpatient treatment service type.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Program Admission
- Date of Outpatient Treatment Service
- Type of Outpatient Treatment Service
- Number of Outpatient Treatment Sessions Attended
- Number of Outpatient Treatment Sessions Missed
- No. of Hours Attended (may be an estimate)
- Date of Program Exit
- Type of Program Exit

$$\text{Average \# of Outpatient Treatment Sessions} = \frac{\text{Total \# of Outpatient Treatment Sessions by Type Attended for All Participants}}{\text{\# of Participants Receiving Type of Outpatient Treatment}}$$

**Measurement Considerations:**

Outpatient treatment service types include: (1) ASAM 0.5-Early Intervention, (2) ASAM 1.0-Outpatient Services, (3) ASAM OTP-1.0 Opioid Treatment Program -Level 1, (4) ASAM 2.1-Intensive Outpatient (IOP), (5) ASAM 2.5-Partial Hospitalization (PHP), (6) WI-UPC 1-Outpatient Treatment Service, (7) WI-UPC 2-Day Treatment Service, (8) Mental Health Only-Day Treatment Service, (9) Mental Health Only-Outpatient, and (10) Detoxification.

If possible, collect the number of hours per session. If you cannot collect the number of hours, it is recommended you report the average number of sessions and an estimate of the average number of hours. You can adjust the measure to calculate for hours by estimating the number of hours attended based on the average amount of time for a typical session of that type of treatment.

**Potential Data Source(s):**

- Treatment Provider Data

## 5.2 Residential/Inpatient Treatment Services

**Performance Measure:** The average number of days of inpatient/residential treatment services attended by participants by inpatient/residential treatment service type.

**Recommended Cohort:** Entrance

**Data Elements:**

Date of Program Admission  
Start Date of Residential/Inpatient Treatment Service  
End Date of Residential/Inpatient Treatment Service  
Type of Inpatient/Residential Treatment Services  
No. of Inpatient/Residential Treatment Services Days  
Date of Program Exit  
Type of Program Exit

*Average # of Days in Residential Treatment*

$$= \frac{\text{Sum of \# of Days in Inpatient/Residential Treatment for All Participants}}{\text{\# of Participants Receiving Inpatient/Residential Treatment}}$$

**Measurement Considerations:**

Inpatient/residential treatment service types include: (1) ASAM 3.1-Clinically Managed Low-Intensity Residential, (2) ASAM 3.3-Clinically Managed Population-Specific High-Intensity Residential, (3) ASAM 3.5-Clinically Managed High-Intensity Residential, (4) ASAM 3.7-Medically Monitored Intensive Inpatient, (5) ASAM 4.0-Medically Managed Intensive Inpatient, (6) WI-UPC 1A-Transitional Residential Treatment Service, (7) WI-UPC 3 -Medically Monitored Treatment Service, (8) WI-UPC 4-Medically Managed Inpatient Treatment Service, and (9) Mental Health Only-Inpatient.

**Potential Data Source(s):**

- Treatment Provider Data



### 5.3 Recovery Support Services

**Performance Measure:** The average number of units of recovery support services attended by participants by recovery support service type.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Program Admission
- Date of Recovery Support Service
- Type of Recovery Support Service
- Number of Recovery Support Service Sessions Attended
- Number of Recovery Support Service Sessions Missed
- No. of Hours Attended (may be an estimate)
- Date of Program Exit
- Type of Program Exit

$$\text{Average \# of Recovery Support Service Sessions} = \frac{\text{Total \# of Support Sessions by Type Attended for All Participants}}{\text{\# of Participants Receiving Type of Recovery Support Service}}$$

**Measurement Considerations:**

Recovery support services are non-clinical supports that assist individuals to initiate, stabilize, and maintain long-term recovery from a substance use disorder. Additionally, these services are intended to help prevent or minimize return to use. Recovery support service types may include (1) Peer support and recovery coach services, (2) SUD support group (AA, NA, 12 step, etc.), (3) Narcan training and distribution services, (4) Harm reduction class, (5) Overdose prevention education class, and (6) CBT-based workbooks targeting SUD.

If possible, collect the number of hours per session. If you cannot collect the number of hours, it is recommended you report the average number of sessions and an estimate of the average number of hours. You can adjust the measure to calculate for hours by estimating the number of hours attended based on the average amount of time for a typical session of that type of service.

**Potential Data Source(s):**

- Deflection Program Data
- Recovery Support Services Provider Data

## 5.4 Ancillary Services

**Performance Measure:** The average number of units of ancillary services attended by participants by ancillary services type.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Program Admission
- Date of Ancillary Service
- Type of Ancillary Service
- Number of Ancillary Service Sessions Attended
- Number of Ancillary Service Sessions Missed
- No. of Hours Attended (may be an estimate)
- Date of Program Exit
- Type of Program Exit

$$\text{Average \# of Ancillary Service Sessions} = \frac{\text{Total \# of Ancillary Service Sessions by Type Attended for All Participants}}{\text{\# of Participants Receiving Type of Ancillary Service}}$$

**Measurement Considerations:**

Ancillary service types may include life skills classes, parenting classes, medical services, food resources (e.g., enroll in SNAP or FoodShare WI), or trauma support service or classes (e.g., Beyond Trauma).

If possible, collect the number of hours per session. If you cannot collect the number of hours, it is recommended you report the average number of sessions and an estimate of the average number of hours. You can adjust the measure to calculate for hours by estimating the number of hours attended based on the average amount of time for a typical session of that type of service.

**Potential Data Source(s):**

- Deflection Program Dats
- Ancillary Services Provider Data

## 6 Incentives

Incentives refer to positive responses to participant accomplishments or engagement in program services. Incentives may be measured overall or grouped by tangible and intangible incentives. Tangible incentives refer to material incentives (e.g., letter of support) administered to participants. Intangible incentives refer to immaterial incentives (e.g., praise) administered to participants. Below is a list of common examples of incentives and whether they are considered tangible or intangible.

Types of Incentives	Tangible vs. Intangible Incentives
Reduced case manager contacts	Intangible
Verbal recognition/praise	Intangible
Reduced time in program	Intangible
Letter of support	Tangible
Fishbowl drawing/entry	Tangible
Certificate of recognition	Tangible
Medallion/small token	Tangible
Transportation assistance	Tangible
Hygiene items	Tangible
Pre-paid phone card	Tangible

## 6.1 Incentives

**Performance Measure:** The average number of all incentives, regardless of whether they are tangible or intangible, administered to participants during their participation in the program.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)  
Date of Program Admission  
Date of Incentive  
Type of Incentive  
Type of Intangible Incentive  
Type of Tangible Incentive  
Date of Program Exit  
Type of Program Exit

$$\text{Average \# of Incentives} = \frac{\text{Total \# of Incentives Received by All Participants}}{\text{\# of Participants}}$$

**Measurement Considerations:**

This measure should also be adjusted to assess the average number of tangible incentives and intangible incentives administered to participants during their participation in the program. Tangible incentives such as hygiene items should only be included in this measure if they were used to incentivize positive participant behavior and not if they were provided as part of routine program practice (e.g., each person is offered a hygiene kit at initial intake).

This measure should also be calculated by type of program exit as well as participant sex, gender, age at admission, and race to evaluate if the average number of incentives varies across different groups of individuals.

**Potential Data Source(s):**

- Deflection Program Data

## 7 Frequency of Case Management Contacts

**Performance Measure:** The average number of contacts with the participant per month.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Program Admission
- Date of Case Management Contact
- Type of Case Management Contact (Participant's Home, Phone, etc.)
- Case Management Contact Person (e.g., Probation Officer, Deflection Staff, etc.)
- Case Management Contact Attended
- Date of Program Exit
- Type of Program Exit

Step 1: Calculate the number of case management contacts attended per month for each participant in the cohort.

$$\begin{aligned} & \text{\# of Case Management Contacts per Month per Participant} \\ & = \frac{\text{Total \# of Case Management Contacts Attended by Each Participant}}{\text{\# of Months in Program}} \end{aligned}$$

Step 2: Use the “# of Case Management Contacts per Month per Participant” result from Step 1 for all participants in the cohort to calculate the average number of case management contacts per month for all participants in the cohort.

$$\begin{aligned} & \text{Average \# of Case Management Contacts per Month} \\ & = \frac{\text{Sum of \# of Case Management Contacts per Month per Participant}}{\text{\# of Participants}} \end{aligned}$$

**Measurement Considerations:**

Depending on the type of deflection program and the average length of program engagement, you may need to adjust the period used to calculate the average to the duration of the program per participant or a certain period (e.g., quarterly). Substitute this period for month in the equation above to adjust.

The measure is based on actual attendance at case management contacts. It is recommended that missed case management contact dates be tracked as well. This measure should also be calculated by program exit type as well as sex, gender, age at admission, and race to evaluate if the frequency of case management contacts varies among different groups of individuals.

Potential Data Source(s):

- Deflection Program Data
- Peer Support Specialist (if this provider is the contact person)
- Probation & Parole (if this department is the contact person)

## 8 Frequency of Drug and Alcohol Testing

**Performance Measure:** The average number of drug and alcohol tests per participant per month. Per the Wisconsin Deflection Initiative (WDI) Essential Elements, drug and alcohol testing is not a recommended component of deflection programs. However, if your policy requires regular testing to complete the program, these measures may be used to evaluate the drug and alcohol testing policy and effectiveness in outcomes.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Program Admission
- Date of Scheduled AOD Test
- AOD Test Type
- Outcome of AOD Test
- Date of Program Exit
- Type of Program Exit

Step 1: Calculate the number of drug tests for each participant per month in the cohort for participants who received drug testing.

$$\text{\# of Tests per Participant per Month} = \frac{\text{\# of Drug or Alcohol Tests for each Participant}}{\text{\# of Months in Program}}$$

Step 2: Use the “Frequency of Drug per Participant” result from Step 1 for each participant in the cohort to calculate the frequency of drug tests across the cohort for all participants who received drug testing.

$$\begin{aligned} \text{Average Frequency of Drug or Alcohol Tests} \\ = \frac{\text{Sum of Frequency of Drug or Alcohol Tests per Participant}}{\text{\# of Participants with Drug or Alcohol Testing}} \end{aligned}$$

**Measurement Considerations:**

Depending on the type of deflection program and the average length of engagement, you may need to adjust the period to the duration of the program per participant or to a specific period.

This measure should also be calculated by program exit type as well as sex, gender, age at admission, and race to evaluate if the frequency of testing varies among different groups of individuals.

Potential Data Source(s):

- Deflection Program Data
- Provider Data

## Social Measures

We recommend that you collect data regarding the status of the participant’s education, employment, or residency to assess changes in social support from admission to program exit.

### 1 Education Status Improvement

**Performance Measure:** The percentage of participants who improve their education status with some assistance from the program.

**Recommended Cohort:** Entrance

**Data Elements:**

- Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)
- Date of Program Admission
- Education Status at Admission
- Education Status at Program Exit
- Date of Program Exit
- Type of Program Exit

$$\text{Improvement in Education Status} = \frac{\text{\# of Participants with Improved Education Status at Exit}}{\text{\# of Participants with Identified Need in Education}} \times 100$$

**Measurement Considerations:**

This measure should also be completed by program exit type as well as participant sex, gender, age at admission, and race to evaluate if different groups of participants have different outcomes.

Potential Data Source(s):

- Deflection Program Data
- Participant Self-Report
- Community-Based Services Data



## 2 Employment Status Improvement

**Performance Measure:** The percentage of participants who improve their employment status with some assistance from the program.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)

Date of Program Admission

Employment Status at Admission

Employment Status at Program Exit

Date of Program Exit

Type of Program Exit

$$\text{Improvement in Employment Status} = \frac{\# \text{ of Participants with Improved Employment Status at Exit}}{\# \text{ of Participants with Identified Need in Employment}} \times 100$$

**Measurement Considerations:**

This measure should also be completed by program exit type as well as participant sex, gender, age at admission, and race to evaluate if different groups of participants have different outcomes.

**Potential Data Source(s):**

- Deflection Program Data
- Participant Self-Report
- Community-Based Services Data

### 3 Residency Status Improvement

**Performance Measure:** The percentage of participants who improve their residency status with some assistance from the program.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Admission, Race, Veteran Status)

Date of Program Admission

Residency Status at Admission

Residency Status at Program Exit

Date of Program Exit

Type of Program Exit

*Improvement in Residency Status*

$$= \frac{\# \text{ of Participants with Improved Residency Status at Exit}}{\# \text{ of Participants with Identified Need in Residency}} \times 100$$

**Measurement Considerations:**

This measure should also be completed by program exit type as well as participant sex, gender, age at admission, and race to evaluate if different groups of participants have different outcomes.

**Potential Data Source(s):**

- Deflection Program Data
- Participant Self-Report
- Community-Based Services Data

# Targeted Outreach Program Design Measures

## Outcomes

### 1 Rate of Arrest, Charge, Conviction

#### 1.1 In-Program Rate of Arrest, Charge, Conviction

**Outcome Measure:** The percentage of participants in an annual exit cohort who are arrested, charged, or convicted with the criminal justice event occurring between their first outreach visit and program exit. The date for criminal justice events, regardless of measuring arrest, charge, or conviction should be based on the offense date.

**Recommended Cohort:** Entrance

**Data elements:**

- Demographics of Program Participants (Sex, Gender, Age at Outreach, Race, Veteran Status)
- Date of Outreach Visit
- Date of Program Exit
- Type of Program Exit
- Date of New Offense
- Type of New Offense
- Category of New Offense
- Date of New Arrest
- Date of New Case Filing
- Type of New Charge
- Category of New Charge
- Date of New Conviction
- Type of New Conviction

*Rate of Arrest, Charge, Conviction*

$$= \frac{\text{\# of Participants Arrested, Charged, Convicted During Program Participation}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

As mentioned in the introduction, exit cohorts consist of all participants who exit the program during the same period regardless of the exit type. Exit from a Targeted Outreach Program is the formal conclusion of engagement between a client and deflection staff, which may include formal completion (i.e., mutual agreement to end engagement), lost to follow up, transfer to different program, etc.

The rate of arrest, charge, and conviction should be calculated according to the recommendations in the Wisconsin Criminal Justice Coordinating Council's (CJCC 2022) *Framework for Defining and Measuring Recidivism*.

Reporting on rate of arrest, charge, and conviction measures should always include a clear description of definitions and what is counted as an arrest, charge, or conviction. For the purposes of calculating this measure, the Bureau of Justice, Information, and Analysis defines an arrest event as follows: when a law enforcement agency takes a person into custody for a criminal offense (misdemeanor or felony/violation of state laws), and that person has their fingerprints taken. The source of arrest information may create limitations in how arrest events are counted, and these limitations should be clearly described in all reporting. Depending on the source of the data, the definition may be adjusted to include notification of charges and date and time to appear in court or for processing such as by summons or citation (when issued in person by an officer) for a criminal offense misdemeanor or felony).

If possible, this measure should be also reported by each type of program exit, offense category and offense type. See Appendix E for more information about the offense category. This calculation can also be completed by participant sex, gender, age at outreach, race, and veteran status. This will allow programs to evaluate if different groups of individuals have different outcomes.

Other factors to consider that may limit a recidivism analysis involve situations where certain individuals should be excluded from the analysis. For instance, it is recommended to consider excluding individuals who are deceased.

#### Measurement Limitations:

See in-program recidivism limitations in the Participant Recovery & Engagement Program design measures.

#### Potential Data Source(s):

- Wisconsin Circuit Court Access (WCCA)
- National Crime Information Center (NCIC)
- Law enforcement agency – this source is likely only an option for programs based in law enforcement.

## 1.2 Post-Program Rate of Arrest, Charge, Conviction

**Outcome Measure:** The percentage of participants in an annual exit cohort who are arrested, charged, or convicted during a specific period after the program exit date. Criminal justice events should be based on the offense date. The follow-up periods for post-program rate of arrest, charge and conviction should be a minimum of 0-6 months and 1 year after program exit. If possible, it is recommended to also measure at 2 years and 3 years after program exit.

**Recommended Cohort:** Exit

**Data Elements:**

- Demographics of Program Participants (Sex, Gender, Age at Outreach, Race, Veteran Status)
- Date of Outreach Visit
- Date of Program Exit
- Type of Program Exit
- Date of New Offense
- Type of New Offense
- Category of New Offense
- Date of New Arrest
- Date of New Case Filing
- Type of New Charge
- Category of New Charge
- Date of New Conviction
- Type of New Conviction

*Rate of Arrest, Charge, Conviction*

$$= \frac{\text{\# of Participants Arrested, Charged, Convicted After Program Exit}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

This measure should be calculated according to the recommendations in the Wisconsin Criminal Justice Coordinating Council's (CJCC 2022) *Framework for Defining and Measuring Recidivism*.

Reporting on rate of arrest, charge, and conviction measures should always include a clear description of definitions and what is counted as an arrest, charge, or conviction. See in-program rate of arrest, charge, and conviction in this section for an arrest definition.

The post-program rate of arrest, charge and conviction should also be reported by each type of program exit, offense category, and offense type. See Appendix E for more information about offense categories. This calculation can also be completed by participant sex, gender, age at outreach, race, and veteran status. This will allow programs to evaluate if different groups of individuals have different outcomes.

### Measurement Limitations:

See in-program recidivism limitations in the Participant Recovery & Engagement Program design measures.

### Potential Data Source(s):

- Wisconsin Circuit Court Access (WCCA)
- National Crime Information Center (NCIC)
- Law enforcement agency – this source is likely only an option for programs based in law enforcement.

## 2 Post-Program Re-Referral

**Outcome Measure:** The percentage of participants in an exit cohort who received another referral to the same deflection program again (i.e., originally referred to the Naloxone Plus pathway of the program and referred again at a later date) during a specific period after the program exit date. The follow-up period for post-program re-referral should be a minimum of 0-6 months and 1 year after program exit.

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Outreach, Race, Veteran Status)  
Date of Outreach Visit  
Date of Program Exit  
Type of Program Exit  
Date of Program Referral(s)  
Program Pathway Type (e.g., pre-arrest, post-overdose response)  
Type of Referral Source  
Re-Referral  
Re-Referral Program Type

$$\text{Post Program Re Referral} = \frac{\text{\# of Participants Referred to Same Program Type Again After Program Exit}}{\text{\# of Participants}} \times 100$$

**Measurement Considerations:**

The measure above examines re-referral to the *same* program again following program exit (i.e., originally referred to the Naloxone Plus pathway of the program and referred again at a later date) following program exit. Re-referral to the same program type should not be considered a program failure. Re-referral is part of the recovery process and is especially common in upstream prevention services.

This measure should also be examined by the referral source as well as participant sex, gender, age at outreach, veteran status, and race.

**Potential Data Source(s):**

- Deflection Program Data

### 3 Service Utilization

This section describes service initiation and retention outcome measures. Programs may aim to link and retain participants in different types of services (e.g., only treatment, only recovery support, both). All the measures may not apply to each participant, or programs may need to adjust the measures to fit certain services that are not described here. For example, service initiation may vary based on the needs and willingness of the participant and availability of community-based services.

#### 3.1 Service Initiation

**Outcome Measure:** The percentage of individuals referred to SUD treatment (e.g., outpatient) or other community-based services (e.g., recovery support, ancillary services) that attend their first SUD treatment or other community-based service appointment.

**Recommended Cohort:** Entrance

**Data Elements:**

- Demographics of Program Participants (Sex, Gender, Age at Outreach, Race, Veteran Status)
- Date of Outreach Visit
- Outcome of Outreach (contacted, unable to contact)
- Collateral Contact
- Team Conducted Outreach
- Number of Outreach Staff or Team Members
- Referred to Outpatient Treatment Services
- Date of Outpatient Treatment Services Referral
- Attended First Outpatient Treatment Service
- Date of First Outpatient Treatment Services Appointment
- Referred to Inpatient/Residential Treatment Services
- Date of Inpatient/Residential Treatment Services Referral
- Attended Inpatient/Residential Treatment Services Start Date
- Start Date of Inpatient/Residential Treatment Services
- Referred to Recovery Support Services
- Date of Recovery Support Services Referral
- Attended First Recovery Support Service
- Date of First Recovery Support Services Appointment
- Referred to Ancillary Services
- Date of Ancillary Services Referral
- Attended First Ancillary Service
- Date of First Ancillary Services Appointment

$$\text{Service Initiation} = \frac{\text{\# of Participants Attend First Service Appt. by Service Type}}{\text{\# of Participants Referred to Service by Service Type}} \times 100$$



### Measurement Considerations:

This measure should be calculated for each type of service. For example, it should be calculated specifically for participants that were referred to outpatient treatment services and attended their first outpatient treatment services appointment and so on. This calculation should also be completed by age, sex, gender, and race to evaluate if the referred services and service attendance varies by different groups.

### Potential Data Source(s):

- Deflection Program Data (outreach and participant demographics)
- Treatment Provider Data (outpatient or inpatient/residential service attendance)
- Community-Based Services Data (recovery support or ancillary service attendance)

## 3.2 Service Retention

**Outcome Measure:** The percentage of participants who were receiving outpatient treatment, inpatient/residential treatment, or medication-assisted treatment during a specified time period following program participation. The follow-up period should be 0-3 months, 3-6 months, and 6-12 months (ASAM 2020; Hunt et al. 1971; Timko et al. 2015).

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Program Participants (Sex, Gender, Age at Outreach, Race, Veteran Status)  
Date of Outreach Visit  
Outcome of Outreach (contacted, unable to contact)  
Start Date of Inpatient/Residential Treatment Services  
End Date of Inpatient/Residential Treatment Services  
Type of Inpatient/Residential Treatment Service  
Date of First Outpatient Treatment Services  
Date Discharged from Outpatient Treatment Services  
Type of Outpatient Treatment Services  
Date Placed on MAT  
Type of MAT Placed On  
Date Discontinued MAT

$$\text{Percent Retained} = \frac{\# \text{ of Participants Receiving Service Type at } X \text{ Months}}{\# \text{ Participants Initiated Service Type}} \times 100$$

**Measurement Considerations:**

This measure should be calculated for each type of service. For example, it should be calculated for the percentage of participants retained in outpatient treatment services at a certain time period and so on.

**Measurement Limitations:**

The data necessary for this measure may not be accessible for a large number of program participants due to data sharing regulations.

**Potential Data Source(s):**

- Deflection participant self-report
- Treatment provider data

# Processing & Outreach

## 1 Average Processing Time

The focus of these measures is the average processing times between important referral and outreach events in the number of days. The number of days between each event should be tracked for each individual and averaged. The typical average processing time is measured between:

- (1) Precipitating Event and Referral for Program
- (2) Referral and Eligibility Determination
- (3) Eligibility Determination and First Outreach Visit
- (3) First Outreach Visit and First Service Appointment.

Some programs may have additional steps between the precipitating event and outreach visit events, and others may have fewer. It is recommended that programs adjust referral and outreach events to assess the processing times between important events in their program.

### 1.1 Time Between Precipitating Event & Referral for Program

**Performance Measure:** This measure calculates the average time between the precipitating event and referral.

**Recommended Cohort:** Referral

**Data Elements:**

- Precipitating Event Date
- Date of Program Referral

Step 1: Calculate the processing time between the precipitating event and program referral for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Precipitating Event and Referral for Program} \\ & = \textit{Date of Referral for Program} - \textit{Precipitating Event Date} \end{aligned}$$

Step 2: Use the “Processing Time Between Precipitating Event and Referral for Program” result from Step 1 for all referrals in the cohort to calculate the average time to referral for program for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time to Referral for Program} \\ & = \frac{\textit{Total Time from Precipitating Event for All Referrals}}{\textit{\# of Referrals}} \end{aligned}$$

Potential Data Source(s):

- Deflection Program Data
- EMS call for service data
- Law enforcement call for service data.

## 1.2 Time Between Referral & Eligibility Determination

**Performance Measure:** This measure examines the average time between referral and the date of eligibility determination.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Program Referral  
Date of Eligibility Determination

Step 1: Calculate the processing time between referral for the program and the eligibility determination date for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Referral and Eligibility Determination} \\ & = \textit{Date of Eligibility Determination} - \textit{Date of Referral} \end{aligned}$$

Step 2: Use the “Processing Time Between Referral and Eligibility Determination” result from Step 1 for all referrals in the cohort to calculate the average time to eligibility determination for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time from Referral to Eligibility Determination} \\ & = \frac{\textit{Total Time from Referral to Eligibility Determination for All Referrals}}{\textit{\# of Referrals}} \end{aligned}$$

**Potential Data Source(s):**

- Deflection Program Data (may be law enforcement, EMS, program referral and outreach visit form data)
- EMS call for service data
- Law enforcement call for service data.

### 1.3 Time Between Eligibility Determination & First Outreach Visit

**Performance Measure:** This measure examines the average time between eligibility determination and the date of the first outreach visit.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Eligibility Determination  
Date of Outreach Visit

Step 1: Calculate the processing time between eligibility determination and the first outreach visit for each referral to your deflection program in the cohort.

$$\begin{aligned} & \textit{Processing Time Between Eligibility Determination and First Outreach Visit} \\ & = \textit{Date of First Outreach Visit} - \textit{Date of Eligibility Determination} \end{aligned}$$

Step 2: Use the “Processing Time Between Eligibility Determination and First Outreach Visit” result from Step 1 for all referrals in the cohort to calculate the average time to first outreach visit for all referrals in the cohort.

$$\begin{aligned} & \textit{Average Time from Eligibility Determination to First Outreach Visit} \\ & = \frac{\textit{Total Time from Eligibility Determination to First Outreach Visit for All Referrals}}{\textit{\# of Referrals}} \end{aligned}$$

**Potential Data Source(s):**

- Deflection Program Data

## 1.4 Time Between First Outreach Visit & First Service Appointment

**Performance Measure:** This measure calculates the average time between the participant's first outreach visit and their first community-based service appointment.

**Recommended Cohort:** Entrance

**Data Elements:**

- Date of Outreach Visit
- Date of First Outpatient Treatment Services Appointment
- Start Date of Inpatient/Residential Treatment Services
- Date of First Recovery Support Services Appointment
- Date of First Ancillary Services Appointment
- Date of Program Exit
- Type of Program Exit

Step 1: Calculate the processing time between the first outreach visit and the first services appointment for each participant in the cohort.

$$\begin{aligned} & \textit{Processing Time Between First Outreach Visit and First Services Appt.} \\ & = \textit{Date of First Service Appt.} - \textit{Date of First Outreach Visit} \end{aligned}$$

Step 2: Use the "Processing Time Between First Outreach Visit and First Services Appt." result from Step 1 for all referrals in the cohort to calculate the average time between the first outreach visit and the first services appointment for all participants in the cohort.

$$\begin{aligned} & \textit{Average Time from First Outreach Visit to First Services Appt.} \\ & = \frac{\textit{Total Time from First Outreach Visit to First Services Appt. for All Participants}}{\textit{\# of Participants Attending Service Type}} \end{aligned}$$

**Measurement Considerations:**

The first community-based service appointment refers to an appointment the client was linked to through the deflection program. The first service appointment may be calculated to evaluate the average processing time between the first outreach visit and the first formal inpatient/residential or outpatient treatment appointment for substance use disorder, first recovery support services appointment, or the first ancillary services appointment.

The calculation should also be completed for all participants by each program exit type to evaluate if there may be a relationship between processing time and exit type.

Potential Data Source(s):

- Deflection Program Data (first outreach visit documentation)
- Community-Based Services Data
- Treatment Provider Data



## 2 Precipitating Event Type

**Performance Measure:** The percentage of referrals who were referred to the program at or following a precipitating event (e.g., call for service for non-fatal overdose) through the type of event (e.g., nonfatal overdose, possession).

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)

Date of Program Referral

Known Precipitating Event

Precipitating Event Date

Precipitating Event Type

$$\text{Precipitating Event (PE) Type} = \frac{\text{\# of Referrals at or Following PE by Event Type}}{\text{\# of Referrals at or Following PE}} \times 100$$

**Measurement Considerations:**

Precipitating events only include fire, emergency medical services, or law enforcement calls for service. See data element definitions for a detailed definition of a precipitating event and types of precipitating events.

This measure should also be calculated by referral sex, gender, age at referral, and race to examine if different precipitating events vary among different groups of individuals.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

## 2.1 Precipitating Event Administered Naloxone

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of referrals who were administered naloxone at the precipitating event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)  
Known Precipitating Event  
Precipitating Event Date  
Precipitating Event Type  
Naloxone Administered (At the Precipitating Event)  
Date of Program Referral

$$\begin{aligned} & \textit{Precipitating Event (PE) Administered Naloxone} \\ &= \frac{\textit{\# of Referrals Administered Naloxone at PE}}{\textit{\# of Referrals at or Following PE}} \times 100 \end{aligned}$$

**Measurement Considerations:**

This measure should also be examined by the precipitating event type.

**Measurement Limitations:**

Naloxone administration is likely underreported. For example, civilians may administer naloxone prior to first responders' arrival and leave the scene. Furthermore, it may be challenging for programs to collect information about naloxone administration at the scene of a call for service due to data sharing protocols or data collection systems which may add to underreporting.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

## 2.2 Precipitating Event Transported by EMS

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of referrals who were transported by EMS from the scene of the precipitating event to the hospital.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)  
Known Precipitating Event  
Precipitating Event Date  
Precipitating Event Type  
Transported by EMS (From the Precipitating Event to Hospital)  
Date of Program Referral

$$\begin{aligned} & \textit{Precipitating Event (PE) Transported by EMS} \\ & = \frac{\textit{\# of Referrals Transported by EMS from PE}}{\textit{\# of Referrals at or Following PE}} \times 100 \end{aligned}$$

**Measurement Considerations:**

This measure should also be examined by the precipitating event type.

**Measurement Limitations:**

Information about transportation by EMS from the scene of a call for service may be difficult for all sites or agencies due to data sharing protocols or data collection systems. This challenge may contribute to underreporting. Additionally, many individuals refuse transport to the hospital.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

## 2.3 Precipitating Event Arrested

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of referred individuals who were arrested at the precipitating event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)

Known Precipitating Event

Precipitating Event Date

Precipitating Event Type

Arrested (At the Precipitating Event)

Date of Program Referral

$$\text{Precipitating Event (PE) Arrested} = \frac{\text{\# of Referrals Arrested at PE}}{\text{\# of Referrals at or Following PE}} \times 100$$

**Measurement Considerations:**

This measure should also be examined by the precipitating event type.

**Measurement Limitations:**

Information about arrests at the scene of a call for service may be difficult for all sites or agencies to report due to data sharing protocols or data collection systems. This challenge may result in underreporting.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Data

## 2.4 Precipitating Event Emergency Detention

**Performance Measure:** Among referrals who were referred to the program at or following a precipitating event, the percentage of individuals referred who were taken into custody pursuant to Wisconsin State Statutes 51.15 and 51.20 at the precipitating event.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)  
Known Precipitating Event  
Precipitating Event Date  
Precipitating Event Type  
Emergency Detention (At the Precipitating Event)  
Date of Program Referral

$$\text{Precipitating Event (PE) Emergency Detention} = \frac{\text{\# of Referrals Emergency Detention at PE}}{\text{\# of Referrals at or Following PE}} \times 100$$

**Measurement Considerations:**

The definition of emergency detention is specifically in accordance with WI State Statutes 51.15(1)(ar), which specifies that “a law enforcement officer [...] may take an individual into custody if the officer or person has cause to believe that the individual is mentally ill, is drug dependent, or is developmentally disabled, that taking the person into custody is the least restrictive alternative appropriate to the person’s needs [...]”, and the individual displays behaviors described in Wisconsin State Statute 51.15(1)(ar), subparagraphs (1), (2), (3), and (4).

This measure should also be examined by the precipitating event type.

**Measurement Limitations:**

Information about emergency detention at the scene of a call for service may be difficult for all sites or agencies to report due to data sharing protocols or data collection systems. This may result in underreporting.

**Potential Data Source(s):**

- Deflection Program Data
- EMS Data
- Law Enforcement Data
- Fire Department Data

### 3 Referral Context

**Performance Measure:** The percentage of referrals by each referral context (e.g., LE service call response, EMS service call response, LE CAD Review, etc.).

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Race, Gender, Sex, Age at Referral)

Date of Program Referral

Referral Context

$$\text{Referral Context} = \frac{\text{\# of Referrals by Referral Context}}{\text{\# of Referrals}} \times 100$$

**Measurement Considerations:**

Referral context is a checkbox field that provides more context about how (e.g., LE service call, self-referral at fire department, LE CAD review) the referral occurred than you might learn from simply knowing the pathway.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Data
- EMS Data
- Fire Department Data

## 4 Agency Referral Rate

**Performance Measure:** The percentage of referrals made by a first responder agency by each type of participating first responder agency (e.g., EMS, FD, LE). This measure may not be applicable if only one agency is participating in the deflection program, or first responder agencies are not participating in the program.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)

Date of Program Referral

Type of Referral Source

$$\text{Agency Referral Rate} = \frac{\# \text{ of Referrals by First Responder Agency Type}}{\# \text{ of All First Responder Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals per participating agency and then by sex, gender, age at referral, and race to evaluate if different groups have different outcomes. Differences in outcomes across groups may suggest disparities are present in some aspects of the program's referral process and such differences should be further analyzed to determine if changes to the program may need to be made to address disparities.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Data
- Emergency Medical Services Data
- Fire Department Data

## 5 Officer Referral Rate

**Performance Measure:** The percentage of referrals that each law enforcement officer is involved in based on all law enforcement officer referrals. This measure should only be calculated with the permission of participating law enforcement agencies.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)

Date of Program Referral

Type of Referral Source

Referral Law Enforcement Officer

$$\text{Officer Referral Rate} = \frac{\text{\# of Referrals by Law Enforcement Officer}}{\text{\# of Law Enforcement Officer Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all referrals by each officer and then by participant sex, gender, age at referral, and race to evaluate if different groups of individuals have different outcomes.

**Potential Data Source(s):**

- Deflection Program Data (referral form data)
- Law Enforcement Referral Data



## 6 Eligibility Rate

**Performance Measure:** The percentage of individuals who are referred to the deflection program who are found eligible for an outreach visit.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)  
Date of Program Referral  
Type of Referral Source  
Eligible for Program  
Reason(s) Ineligible  
Precipitating Event Type

$$\text{Eligibility Rate} = \frac{\text{\# of Referrals Found Eligible for the Deflection Program}}{\text{\# of Referrals}} \times 100$$

**Measurement Considerations:**

The calculation should be completed for all individuals who are referred to the deflection program in the cohort and then by sex, gender, age, and race to evaluate if different groups of individuals have different outcomes. Differences in outcomes across groups may suggest disparities are present in some aspects of the program's referral and eligibility process. These differences should be further analyzed to determine if changes to the program may need to be made to address disparities. Collecting additional information such as "Type of Referral Source", "Reason(s) Found Ineligible", and "Precipitating Event Type" may help to identify some of the driving factors behind the eligibility rate.

**Potential Data Source(s):**

- Deflection Program Data
- Law Enforcement Data
- EMS Data
- Fire Department Data

## 7 Outreach Visit Attempts

### 7.1 Average Outreach Attempts

**Performance Measure:** The average number of outreach visit attempts the deflection program staff or team make for all referrals who are eligible for the program.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals (Sex, Gender, Age at Referral, Race)  
Date of Program Referral  
Precipitating Event Type  
Eligible for Program  
Date of Outreach Visit  
Outreach Type  
Outcome of Outreach (contacted, unable to contact)

$$\text{Average \# of Outreach Attempts} = \frac{\text{\# of Outreach Attempts for All Referrals Eligible for Program}}{\text{\# of Referrals Eligible for Program}}$$

**Measurement Considerations:**

All referrals eligible for the program should be included in the calculation regardless of whether they had multiple outreach visit attempts or none.

The calculation should be completed by the outcome of the outreach to examine how the average number of outreach attempts varies between individuals who were contacted, and those staff were unable to contact. The measure can also be examined by outreach type and precipitating event type to examine whether outreach visit attempts vary by the precipitating event that prompted the referral.

It is recommended to specifically examine outreach attempts among those who were never contacted in addition to the overall average number of outreach attempts. This measure can be adjusted to calculate the average number of outreach attempts staff made prior to removing a referral from their contact list or closing their file.

**Potential Data Source(s):**

- Deflection Program Data

### 7.2 Travel to Outreach Visits

**Performance Measure:** The percentage of outreach visit attempts that require travel to multiple locations. A single outreach visit attempt may require travel to more than one

location to find the intended individual. For example, the outreach team or program staff may attempt to visit the individual's home, learn that they are now staying with a friend, and attempt to find the intended individual at the friend's address. Regardless of the outcome of the outreach visit attempt, the attempt required travel to multiple locations in an effort to conduct the outreach visit.

**Recommended Cohort:** Referral

**Data Elements:**

Demographics of Referrals (Sex, Gender, Age at Referral, Race)  
Date of Program Referral  
Eligible for Program  
Date of Outreach Visit  
Outreach Type  
Travel to Multiple Locations  
Outcome of Outreach (contacted, unable to contact)

$$\textit{Travel to Visits} = \frac{\textit{\# of Visits Required Travel to Multiple Locations}}{\textit{\# of Outreach Visit Attempts}} \times 100$$

**Measurement Considerations:**

This measure should include all outreach visit attempts regardless of whether the team or staff contacted the intended individual, only collateral contacts (e.g., friends or family, see Appendix B), or did not contact anyone.

This measure should be calculated by participant gender, sex, age at referral, and race to evaluate if different groups of individuals have different outcomes. This measure should also be calculated by the outcome of the outreach (i.e., unable to contact or contacted intended outreach recipients) to evaluate travel required for outreach visit attempts.

**Potential Data Source(s):**

- Deflection Program Data

## 8 Average Outreach Visits

**Performance Measure:** The average rate at which outreach visit attempts result in contact per referral. Contact refers to outreach visits where the deflection program staff or outreach team contacted the referred individual or the intended outreach recipient.

**Recommended Cohort:** Referral

**Data Elements:**

- Demographics of Referrals (Sex, Gender, Age at Referral, Race)
- Date of Program Referral
- Eligible for Program
- Date of Outreach Visit
- Outreach Type
- Outcome of Outreach (contacted, unable to contact)
- Reason(s) Unable to Contact/Locate
- Team Conducted Outreach
- Number of Outreach Staff or Team Members
- Collateral Contact
- Type of Collateral Contact
- Number of Collateral Contacts

Step 1: Calculate the percentage of visit attempts where the deflection program staff or outreach team contacted the intended outreach recipient for each individual in the cohort.

$$\text{Outreach Visit Rate} = \frac{\text{\# of Outreach Visits Where Contact Made with Individual}}{\text{\# of Outreach Visit Attempts}} \times 100$$

Step 2: Use the “Outreach Visit Rate” results from Step 1 for all individuals in the cohort to calculate the average rate at which outreach visit attempts result in contact.

$$\text{Average Outreach Visit Rate per Referral} = \frac{\text{Total \# of Outreach Visit Rate for All Individuals}}{\text{\# of Individuals}}$$

**Measurement Considerations:**

The measure should also be completed by participant sex, gender, age at referral, and race to evaluate if different groups of individuals have different outcomes. Collecting additional information such as Team Conducted Outreach, Number of Outreach Staff or Team Members, and Collateral Contacts Present may help to identify some driving factors behind outreach visits where contact was made with a participant.

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information)

## 8.1 Collateral Contacts

**Performance Measure:** The average rate at which outreach visit attempts result in contact with a collateral contact per referral.

**Recommended Cohort:** Referral

**Data Elements:**

- Date of Program Referral
- Eligible for Program
- Date of Outreach Visit
- Outcome of Outreach (contacted, unable to contact)
- Outreach Type
- Collateral Contact
- Type of Collateral Contact
- Number of Collateral Contacts

Step 1: Calculate the percentage of outreach visit attempts that result in contact with a collateral contact for each individual in the cohort.

$$\text{Collateral Contact Rate} = \frac{\text{\# of Outreach Attempts with Collateral Contact}}{\text{\# of Outreach Visit Attempts}} \times 100$$

Step 2: Use the “Collateral Contact Rate” results from Step 1 for all individuals in the cohort to calculate the average rate at which outreach visit attempts result in contact.

$$\begin{aligned} & \text{Average Collateral Contact Rate per Referral} \\ & = \frac{\text{Total \# of Collateral Contact Rate for All Individuals}}{\text{\# of Individuals}} \end{aligned}$$

**Measurement Considerations:**

Contact refers to outreach visits where the deflection program staff or outreach team contacted the intended individual and the outreach recipient or only a collateral contact. Collateral contacts are friends, family members, etc. of the intended outreach recipient.

**Potential Data Source(s):**

- Deflection Program Data (referral, outreach information)

## 9 Accepted Outreach Visits

**Performance Measure:** The average rate at which individuals accept the team or staff's assistance at an outreach visit. At an accepted outreach visit, an individual engages with the deflection staff or outreach team rather than declining to speak with them. Specifically, the individual speaks with deflection staff or the team long enough for the staff to provide basic needs or harm reduction supplies, or verbally make referrals to community-based services (e.g., recovery support, housing, etc.).

**Recommended Cohort:** Referral

**Data Elements:**

- Demographics of Referrals (Sex, Gender, Age at Outreach)
- Date of Program Referral
- Eligible for Program
- Date of Outreach Visit
- Outreach Type
- Outcome of Outreach (contacted, unable to contact)
- Declined Assistance
- Collateral Contact
- Type of Collateral Contact
- Number of Collateral Contacts
- Team Conducted Outreach
- Type of Outreach Team Members
- Number of Outreach Staff or Team Members
- Precipitating Event Type

Step 1: Calculate the percentage of outreach visits where the individual accepted the team or staff's assistance for each individual in the cohort.

$$\text{Accepted Visit Rate} = \frac{\text{\# of Visits Where Individual Accepted Staff or Team Assistance}}{\text{\# of Visits Where Contact Made With Individual}} \times 100$$

Step 2: Use the "Accepted Visit Rate" results from Step 1 to calculate the average rate at which individual's accept the team or staff's assistance at an outreach visit.

$$\begin{aligned} & \text{Average Accepted Visit Rate per Referral} \\ & = \frac{\text{Total \# of Accepted Visit Rate for All Individuals}}{\text{\# of Individuals}} \end{aligned}$$

### Measurement Considerations:

This measure should be calculated by participant gender, sex, age at referral, and race to evaluate if different groups have different outcomes. Collecting additional information such as Collateral Contacts Present, Team Conducted Outreach, Precipitating Event Type, and Number of Outreach Staff or Team Members may help to identify some of the driving factors behind an accepted outreach visit.

### Potential Data Source(s):

- Deflection Program Data

## 9.1 Average Number of Collateral Contacts

**Performance Measure:** The average number of collateral contacts present at an accepted outreach visit per referral.

**Recommended Cohort:** Referral

**Data Elements:**

- Demographics of Referrals (Sex, Gender, Age at Outreach, Race)
- Date of Program Referral
- Eligible for Program
- Date of Outreach Visit
- Outreach Type
- Outcome of Outreach (contacted, unable to contact)
- Declined Assistance
- Collateral Contact
- Number of Collateral Contacts

Step 1: Calculate the average number of collateral contacts at each accepted outreach visit for each individual in the cohort.

$$\text{Average \# of Collateral Contacts} = \frac{\text{\# of Collateral Contacts Present at all Accepted Visits}}{\text{\# of Accepted Outreach Visits}}$$

Step 2: Use the “Average # of Collateral Contacts” results from Step 1 to calculate the average number of collateral contacts.

$$\begin{aligned} & \text{Average Collateral Contacts per Referral} \\ & = \frac{\text{Total \# of Collateral Contacts for All Individuals}}{\text{\# of Individuals}} \end{aligned}$$

**Measurement Considerations:**

This measure should also be reported by the total number of collateral contacts the staff met with at all outreach visit attempts and accepted outreach visits.

**Potential Data Source(s):**

- Deflection Program Data



## 10 Outreach Staff or Team Characteristics

The following measures assess how team characteristics vary at each individual outreach visit.

### 10.1 Outreach Team on Visits

**Performance Measure:** The percentage of outreach visit attempts conducted by an outreach team. If it is program policy to send a team on every outreach visit, this measure may not be applicable.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Outreach Visit  
Outreach Type  
Team Conducted Outreach

$$\text{Outreach Team} = \frac{\# \text{ of Outreach Visit Attempts with a Team}}{\# \text{ of Outreach Visit Attempts}} \times 100$$

**Potential Data Source(s):**

- Deflection Program Data

## 10.2 Outreach Staff or Team Members

**Performance Measure:** Among outreach visit attempts made by an outreach team, the average number of outreach staff or team members at each outreach visit attempt.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Outreach Visit  
Outreach Type  
Number of Outreach Staff or Team Members  
Type of Outreach Team Members

$$\begin{aligned} & \textit{Average \# of Outreach Staff or Team Members} \\ & = \frac{\textit{\# of Staff or Team Members at Each Visit Attempt}}{\textit{\# of All Outreach Visit Attempts}} \end{aligned}$$

**Measurement Considerations:**

This measure should be completed by each staff or team member type to better understand the staff attending outreach visit attempts.

**Potential Data Source(s):**

- Deflection Program Data

### 10.3 Outreach Team Members with Lived Experience

**Performance Measure:** The percentage of outreach visit attempts that included an outreach team member or staff with lived experience at the outreach visit attempt.

**Recommended Cohort:** Referral

**Data Elements:**

Date of Outreach Visit  
Team Conducted Outreach  
Type of Outreach Team Members  
Outreach Team Members with Lived Experience

$$\begin{aligned} & \textit{Visit Attempts Included Staff or Team Members with Lived Experience} \\ & = \frac{\textit{Staff or Team Members with Lived Experience at Visit Attempt}}{\textit{\# of Outreach Visit Attempts}} \times 100 \end{aligned}$$

**Potential Data Source(s):**

- Deflection Program Data

## 11 Exit Type

**Performance Measure:** The percentage of participants who exited the program through the type of exit (e.g., completion, administrative exit, lost to follow up, etc.). In a Targeted Outreach context, the completion type of exit specifically refers to a mutual agreement between the participant and staff to end outreach visits.

**Recommended Cohort:** Exit

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Date of Program Exit  
Type of Program Exit

$$\text{Exit Type} = \frac{\text{\# of Participants Exit Program by Completion}}{\text{Total \# of Participants Exit Program}} \times 100$$

**Measurement Considerations:**

The above equation calculates the percentage of participants who completed the deflection program. This formula can also be calculated for each program exit type.

This calculation can also be completed by participant sex, gender, age, and race to evaluate different exit types among different groups of individuals.

**Potential Data Source(s):**

- Deflection Program Data

## 12 Average Time in Program

**Performance Measure:** The average length of time engaging with the deflection program measured in the number of days. This should be measured between the first outreach visit and exit of the program (ending engagement with the deflection outreach staff or team). If the program does not include additional outreach visits beyond the first visit, this measure may be excluded from reports.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Date of Program Exit  
Type of Program Exit

Step 1: Calculate the time in the program for each participant in the cohort.

$$\textit{Time in Program} = (\textit{Exit Date} - \textit{First Outreach Visit Date}) + 1$$

Step 2: Use the "Time in Program" result for all participants to calculate the average time in the program for all participants.

$$\textit{Average Time in Program} = \frac{\textit{Total Time in Program for All Participants}}{\textit{\# of Participants Exit Program}}$$

**Measurement Considerations:**

This calculation should also be completed by exit type as well as participant sex, gender, age, and race to examine different outcomes among different groups.

**Potential Data Source(s):**

- Deflection Program Data

### 13 Equity & Inclusion

**Performance Measure:** The percentage of individuals by race, sex, gender, age, and veteran status at referral and outreach visits. If possible, include the county estimates from the U.S. census estimates to compare.

**Recommended Cohort:** Referral, Entrance

**Data Elements:**

- Date of Program Referral
- Demographics of Referrals to the Deflection Program (Sex, Gender, Age at Referral, Race)
- Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)
- Date of Outreach Visit

Racial & Minority Representation:

$$\% \text{ Referrals by Race} = \frac{\# \text{ of Referrals by Race}}{\# \text{ of Referrals}} \times 100$$

Sex Representation:

$$\% \text{ of Referrals by Sex} = \frac{\# \text{ of Referrals by Sex}}{\# \text{ of Referrals}} \times 100$$

Gender Representation:

$$\% \text{ of Referrals by Gender} = \frac{\# \text{ of Referrals by Gender}}{\# \text{ of Referrals}} \times 100$$

Age Representation:

$$\% \text{ Referrals by Age Category} = \frac{\# \text{ of Referrals by Age Category}}{\# \text{ of Referrals}} \times 100$$

$$\text{Average Age} = \frac{\text{Age for all Referrals}}{\# \text{ of Referrals}}$$

Veteran Representation:

$$\% \text{ of Referrals by Veteran Status} = \frac{\# \text{ of Referrals by Veteran Status}}{\# \text{ of Referrals}} \times 100$$

**Measurement Considerations:**

If possible, examine how these different groups intersect (e.g., age and gender, race and gender).

The measures above show all calculations at referral. These equations can be adjusted to calculate race, gender, age, sex, and veteran status representation at the outreach visit. If a certain element is not collected at referral (e.g., veteran status is only collected at initial intake), exclude that calculation from your referral measures and report it for outreach visits.

#### Measurement Limitations:

Demographic variables may be collected in multiple different ways: individual self-report, license information, or deflection staff or referral source staff. Always specify how this information was collected in any published reports.

#### Potential Data Source(s):

- Participant Self-Report
- Deflection Program Data (staff observation, staff recording license information)

## Outreach Visit Details

### 1 Harm Reduction Supplies at Outreach

This measure examines the harm reduction supplies offered at outreach visits. The measures in this section should also be adjusted to calculate for harm reduction supplies offered at referral by replacing the language and data elements in this section related to outreach visits with referral.

#### 1.1 Naloxone at Outreach

**Performance Measure:** The percentage of individuals who were offered and accepted, offered and declined, or were not offered naloxone at accepted outreach visits.

**Recommended Cohort:** Entrance

#### Data Elements:

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Naloxone at Outreach (offered and accepted, offered and declined, not offered)  
Number of Doses of Naloxone at Outreach

$$\text{Naloxone at Outreach} = \frac{\# \text{ of Outreach Visits by Offered \& Accepted Naloxone at Visit}}{\# \text{ of Accepted Outreach Visits}} \times 100$$

#### Measurement Considerations:

The above equation calculates the percentage of individuals who were offered and accepted naloxone at an accepted outreach visit. This formula should also be calculated to determine

the percentage of individuals who were offered and declined naloxone and the percentage who were not offered naloxone at an accepted outreach visit.

Potential Data Source(s):

- Deflection Program Data



## 1.2 Average Naloxone Doses at Outreach

**Performance Measure:** The average number of naloxone doses given at accepted outreach visits among those who were offered and accepted naloxone.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Naloxone at Outreach (offered and accepted, offered and declined, not offered)  
Number of Doses of Naloxone at Outreach

*Average Naloxone Doses at Outreach*

$$= \frac{\text{\# of Doses Given at Outreach to All Outreach Recipients}}{\text{\# of Outreach Recipients Who Were Offered \& Accepted Naloxone}}$$

**Measurement Considerations:**

This calculation should also be reported with the total number of naloxone doses distributed at accepted outreach visits.

**Potential Data Source(s):**

- Deflection Program Data

### 1.3 Fentanyl Test Strips at Outreach

**Performance Measure:** The percentage of individuals who were offered and accepted, offered and declined, or were not offered Fentanyl Test Strips at accepted outreach visits.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Fentanyl Test Strips at Outreach (offered and accepted, offered and declined, not offered)

$$\begin{aligned} & \textit{Fentanyl Test Strips at Outreach} \\ &= \frac{\textit{\# of Outreach Visits by Offered \& Accepted Fentanyl Test Strips at Visit}}{\textit{\# of Accepted Outreach Visits}} \\ & \times 100 \end{aligned}$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted fentanyl test strips at an accepted outreach visit. This formula should also be calculated to determine the percentage of individuals who were offered and declined fentanyl test strips and the percentage who were not offered fentanyl test strips at an accepted outreach visit.

**Potential Data Source(s):**

- Deflection Program Data

## 1.4 Safer Use Supplies at Outreach

**Performance Measure:** The percentage of individuals who were offered and accepted, offered and declined, or were not offered Safer Use Supplies at accepted outreach visits.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Safer Use Supplies at Outreach (offered and accepted, offered and declined, not offered)

$$\begin{aligned} & \textit{Safer Use Supplies at Outreach} \\ &= \frac{\textit{\# of Outreach Visits by Offered \& Accepted Safer Use Supplies at Visit}}{\textit{\# of Accepted Outreach Visits}} \\ & \times 100 \end{aligned}$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted safer use supplies at an accepted outreach visit. This formula should also be calculated to determine the percentage of individuals who were offered and declined safer use supplies and the percentage who were not offered safer use supplies at an accepted outreach visit.

This measure captures information regarding the provision of other safer use supplies during accepted outreach visits, either in addition to or as an alternative to naloxone or fentanyl test strips. Safer use supplies are used to promote safer drug use and prevent overdose and infectious disease transmission. Safer use supplies may include safe injection kits, xylazine test strips, safe smoking kits, or a sharps container.

**Potential Data Source(s):**

- Deflection Program Data

## 1.5 Preventative Health Supplies at Outreach

**Performance Measure:** The percentage of individuals who were offered and accepted, offered and declined, or were not offered preventative health supplies at accepted outreach visits.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Preventative Health Supplies at Outreach (offered and accepted, offered and declined, not offered)

$$\begin{aligned} & \textit{Preventative Health Supplies at Outreach} \\ & = \frac{\textit{\# of Outreach Visits by Offered \& Accepted Health Supplies at Visit}}{\textit{\# of Accepted Outreach Visits}} \times 100 \end{aligned}$$

**Measurement Considerations:**

The above equation calculates the percentage of individuals who were offered and accepted preventative health supplies at an accepted outreach visit. This formula should also be calculated to determine the percentage of individuals who were offered and declined preventative health supplies and the percentage who were not offered preventative health supplies at an accepted outreach visit.

Preventative health supplies encompass a set of supplies intended to help detect or prevent serious disease, illness, or other health problems. Preventative health supplies may include safer sex kits, wound care supplies, or take home STI kits.

**Potential Data Source(s):**

- Deflection Program Data

## 2 Received Literature

**Performance Measure:** The percentage of participants who received literature about treatment and community-based resources at the accepted outreach visit by the type of literature.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Received Literature  
Outreach Type (e.g., in person, phone)

$$\text{Received Literature} = \frac{\text{\# of Outreach Participants Received Literature by Type}}{\text{\# of Accepted Outreach Visits}} \times 100$$

**Measurement Considerations:**

Literature refers to printed community resource materials distributed during accepted outreach visits, encompassing a wide range of community-specific resources. For the purposes of data collection, the types of literature are classified into broad categories, such as outpatient services, recovery support, medication-assisted treatment (MAT), employment or other resource types, indicating general classifications of printed materials.

Collecting additional information such as "Type of Outreach" may help in examining why certain assistance was or was not provided at the visit.

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information)
- Participant Self-Report (demographics)

### 3 Received Verbal Referrals

**Performance Measure:** The percentage of participants who received a verbal referral about treatment or community-based resources at the accepted outreach visit by the type of treatment or community-based resource.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Received Verbal Referral  
Outreach Type (e.g., in person, phone)

$$\text{Received Verbal Referral} = \frac{\text{\# of Outreach Participants Received Verbal Referral by Type}}{\text{\# of Accepted Outreach Visits}} \times 100$$

**Measurement Considerations:**

Collecting additional information such as "Type of Outreach" may help in examining why certain assistance was or was not provided at the visit.

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information)
- Participant Self-Report (demographics)

## 4 Appointment Made (Warm Handoff)

**Performance Measure:** The percentage of participants who made an appointment for treatment or community-based services (e.g., calling the service and scheduling) at the visit by the type of treatment or community-based service.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Made Community-Based Service Appointment(s)  
Outreach Type (e.g., in person, phone)  
Medical Insurance (Current at Outreach Visit)

$$\text{Made Appointment} = \frac{\text{\# of Outreach Participants Made Appointment by Type}}{\text{\# of Accepted Outreach Visits}} \times 100$$

**Measurement Considerations:**

This measure only refers to appointments made with assistance from the outreach staff or team.

Collecting additional information such as “Type of Outreach” and “Medical Insurance (Current at Outreach Visit)” may help in examining why certain assistance was or was not provided at the visit.

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information)
- Participant Self-Report (demographics)

## 4.1 Appointment Waiting Period

**Performance Measure:** Among participants who made an appointment during an accepted outreach visit, the percentage of participants who had a service waiting period greater than 14 days.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Made Community-Based Service Appointment  
Outpatient Treatment Services Appointment Waiting Period  
Inpatient/Residential Treatment Services Appointment Waiting Period  
Recovery Support Services Appointment Waiting Period

$$\text{Appointment Waiting Period per Service Type} = \frac{\text{\# of Participants with a Service Waiting Period (> 14 Days) by Service Type}}{\text{\# of Participants Made Appointment by Service Type}} \times 100$$

**Measurement Considerations:**

This measure should be calculated for each type of service. For example, it should be calculated specifically for participants that were referred to outpatient treatment services and had a service waiting period and so on.

**Potential Source(s):**

- Deflection Program Data (referrals and service waiting period)
- Participant Self-Report (service waiting period)
- Treatment Provider Data (waiting period, outpatient or inpatient/residential scheduling)
- Community-Based Services Data (waiting period, recovery support services scheduling)



## 4.2 Average Appointment Waiting Period:

**Performance Measure:** Among those who had a service waiting period, the average number of days for a service waiting period for each type of service.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach  
Outpatient Treatment Services Appointment Waiting Period  
Number of Outpatient Treatment Waiting Period Days  
Inpatient/Residential Treatment Services Appointment Waiting Period  
Number of Inpatient/Residential Treatment Waiting Period Days  
Recovery Support Services Appointment Waiting Period  
Number of Recovery Support Waiting Period Days

$$\text{Average Appointment Waiting Period} = \frac{\text{\# of Appointment Waiting Period Days Per Service Type for All Outreach Participants}}{\text{\# of Outreach Participants with a Waiting Period Per Service Type}}$$

**Measurement Considerations:**

This measure should be calculated for each type of service. For example, it should be calculated specifically for the average number of days for an outpatient waiting period and so on.

**Potential Data Source(s):**

- Deflection Program Data (referrals and service waiting period)
- Participant Self-Report (service waiting period)
- Treatment Provider Data (waiting period)
- Community-Based Services Data (waiting period)

## 5 Medically Insured

**Performance Measure:** The percentage of individuals who already have medical insurance at the time of the accepted outreach visit.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Medical Insurance (Current at Outreach Visit)

$$\text{Medically Insured} = \frac{\# \text{ of Participants Medically Insured at Visit}}{\# \text{ of Accepted Outreach Visits}} \times 100$$

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information)
- Participant Self-Report (insurance)

## 6 Medication-Assisted Treatment (MAT) for OUD or AUD

**Performance Measure:** The percentage of individuals that accepted an outreach visit who have had a diagnosis in the past year and an MAT prescription or administration in the past thirty days.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)

Date of Outreach Visit

Medication-Assisted Treatment (Current at Outreach Visit)

MAT Type at Outreach Visit

$$MAT = \frac{\# \text{ of Outreach Participants Currently Receiving MAT at Visit}}{\# \text{ Accepted Outreach Visits}} \times 100$$

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information)
- Participant Self-Report (MAT information, demographics)

## 7 MAT Field Administration

**Performance Measure:** The percentage of participants who were rapidly inducted on medication-assisted treatment at the accepted outreach visit by a licensed professional. If MAT field administration is not a routine practice of the program, this measure may not be applicable.

**Recommended Cohort:** Entrance

**Data Elements:**

Demographics of Participants (Sex, Gender, Age at Outreach, Race, Veteran's Status)  
Date of Outreach Visit  
Medical Insurance (Current at Outreach Visit)  
Medication-Assisted Treatment (Current at Outreach Visit)  
MAT Field Administration  
MAT Type at Outreach Visit

$$\begin{aligned} & \text{MAT Field Administration} \\ & = \frac{\text{\# of Participants Received MAT Field Administration at Visit}}{\text{\# of Accepted Outreach Visits}} \times 100 \end{aligned}$$

**Potential Data Source(s):**

- Deflection Program Data (outreach visit information, MAT induction)
- Participant Self-Report

## Appendix A: References

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## Appendix B: Data Element Definitions

### Demographics Data Elements

Demographic information collected at the individual level. It is recommended that anyone collecting demographic data document whether demographics are self-reported by the participant, observational, or collected from participant ID.

- Sex: Drop-down field to document participant sex.
- Gender: Checkbox field to document participant gender.
- Age at Referral: Individual's age at referral. If possible, calculate age at referral using the date of birth.
- Age at Admission: Individual's age at admission. If possible, calculate age at admission using the date of birth.
- Veteran Status: Yes/No field document whether the individual is a veteran.
- Race: Checkbox field to record participant race.
- Ethnicity: Drop-down field to record client ethnicity.
- Employment Status: Drop-down field to document the client's current employment status. It is recommended to collect this information at or prior to admission or the outreach visit and at program exit.
- Annual Pre-Tax Income: Drop-down field to document the client's current annual pre-tax income. It is recommended to collect this information at or prior to admission or the outreach visit and at program exit.
- Highest Education: Drop-down field to document the client's highest achieved education level. It is recommended to collect this information at or prior to admission or outreach visit and at program exit.
- Currently Enrolled in School: Drop-down field to indicate whether the client is currently enrolled in school. It is recommended to collect this information at or prior to admission or outreach visit and at program exit.
- Current Living Situation: Check-box field to document the client's current living situation (e.g., rent). It is recommended to collect this information at or prior to admission or outreach visit and at program exit.
- Marital Status: Drop-down field to document the client's marital status. It is recommended to collect this information at or prior to admission or outreach visit and at program exit.
- Has Children: Yes/No field to document whether the client has children.



- Number of Children: Numeric field to document the number of children. This number includes children living or deceased, biological, adopted, and stepchildren regardless of age.
- Participant Residence County: Drop-down field to document participant county of residence.
- Participant Residence City: Text field to document participant city of residence.
- Participant Residence State: Drop-down field to document participant state of residence.

## Referral Data Elements

Information collected at an individual level to document referrals to the deflection program staff to receive an initial intake or outreach visit.

- Program Pathway Type: A drop-down field to record the deflection pathway that characterized the referral. Program pathways are classified according to the six Police Treatment and Community Collaborative (PTACC) deflection pathways.
- Date of Program Referral: The date the person was referred to deflection program staff to receive an initial intake or outreach visit. This is the date the client is referred. If law enforcement contact or a precipitating event led to referral, the referral date must be the same or later than the date of law enforcement contact or precipitating event leading to the referral.
- Type of Referral Source: Checkbox question to record the type (e.g., law enforcement, self, EMS, etc.) of referral source.
- Referral Context: Checkbox field to provide more context about how and where (e.g., LE service call, self-referral at fire department, LE CAD review) the referral occurred than you might learn from simply knowing the pathway.
- Referral Law Enforcement Officer: Fields to document the referring law enforcement officer. This information should only be collected with the permission of the participating law enforcement agency.
  - Referral Officer First Name: Open text field to record the referring law enforcement officer's first name. This field only applies to law enforcement officers who make referrals.
  - Referral Officer Last Name: Open text field to record the referring law enforcement officer's last name. This field only applies to law enforcement officers who make referrals.
  - Referral Officer Agency: Drop-down field to record the referring officer's agency.
- Screened with Criminal Risk Pre-Screen Tool: Yes/No question to record if the individual was screened with a criminal risk pre-screen tool at referral.

- Risk Pre-Screen Tool Type: Drop-down field documenting the type of criminal risk pre-screen tool (e.g., Proxy) used at referral.
- Risk Pre-Screen Date: Date field to document the date of risk pre-screen tool administration.
- Risk Pre-Screen Risk Score: Numeric field to document the risk pre-screen score.
- Law Enforcement Contact Date: The date law enforcement made contact with the individual and the individual would have otherwise been arrested (charges held in abeyance or not referred to the District Attorney's office). This data element is only applicable to the Officer Intervention pathway.
- Primary Offense Date: The date of the offense associated with the referral. This data element is only applicable to the Officer Intervention pathway or referrals to the program in lieu of arrest charges (arrest charges held in abeyance).
- Category of Referral Offense: Drop-down field to document the offense category (e.g., drug possession, property/fraud) related to the referral. This field only applies to the officer intervention pathway, or referrals to the program in lieu of arrest charges (arrest charges held in abeyance). If possible, document the categories of all offenses associated with the referral.
- Type of Referral Offense: Drop-down menu to document the type of offense (e.g., misdemeanor, criminal traffic) related to the referral. This field only applies to the officer intervention pathway, or referrals to the program in lieu of arrest charges (arrest charges held in abeyance). If possible, document the offense types for all offenses associated with the referral.
- Primary Offense Statute No./Ordinance No.: The statute number or ordinance number of the primary offense related to the referral. If possible, collect information about all offenses related to the referral.
- Primary Offense Statute/Ordinance Description: An open text field to describe the primary offense statute (e.g., Possession Drug Paraphernalia). If possible, collect information about all offense statutes related to the referral.
- Re-Referral: Yes/No field to document whether the referral had been referred to the deflection program in the past.
- Re-Referral Program Type: Drop-down field to document the type of deflection program (e.g., officer intervention/pre-arrest diversion, self-referral, naloxone plus) the individual had been referred to.
- Known Precipitating Event: Yes/No field to record whether a precipitating event prompted the referral to the program. Precipitating event refers to a call for service event or contact with a first responder that preceded the referral. For example, a non-fatal overdose event prompted a referral to the outreach team, or an outreach visit on scene of the event.

- Precipitating Event Date: The date of the precipitating event (e.g., nonfatal overdose) that prompted a referral.
- Precipitating Event Type: Drop-down menu to record the type of precipitating event (e.g., nonfatal overdose, possession).
- Naloxone Administered (At the Precipitating Event): Yes/No question to document whether Naloxone was administered at the precipitating event. Recorded for both individuals who were referred to the program and arrest charges held in abeyance, or referred to the program and there were no arrest charges.
- Transported by EMS (From the Precipitating Event to Hospital): Yes/No question to document whether the individual was transported from the scene of the precipitating event to the hospital. Recorded for both individuals who were referred to the program and arrest charges held in abeyance, or referred to the program and there were no arrest charges.
- Arrested (At the Precipitating Event): Yes/No question to document whether the individual was arrested at the precipitating event.
- Involuntarily Committed (At the Precipitating Event): Yes/No question to document if the individual was involuntarily committed at the precipitating event. Recorded for both individuals who were referred to the program and arrest charges held in abeyance, or referred to the program and there were no arrest charges.
- Additional Optional Data Elements.
  - Location of Precipitating Event: Drop-down field to document the location (e.g., public park) of the precipitating event.
  - Case or Report #: The law enforcement case or report number associated with the referral.

## Outreach Visits Data Elements

Outreach visit information applies to programs designed to Targeted Outreach program designs which provide one or more outreach visits and link individuals to treatment or other community-based services.

- Total Interactions: Numeric field to document deflection staff or team interactions during fieldwork. These interactions typically occur during outreach at shelters, responses to call for service, or community outreach events, etc. The purpose of interactions is to attempt to engage individuals in an outreach visit to provide supplies (e.g., basic needs supplies, harm reduction supplies), verbal referrals to services, or make appointments at services.
- Date of Outreach Visit: The date of the outreach visit conducted by deflection program staff.
- Outreach Type: Drop-down field documenting the type (e.g., phone, public location) of outreach visit.

- Outcome of Outreach: Drop-down field documenting whether the intended outreach recipient was contacted or unable to locate/contact.
- Reason(s) Unable to Contact/Locate: Checkbox field to record the reason (e.g., faulty contact information) deflection program staff were unable to contact/locate the intended outreach recipient.
- Collateral Contact: Yes/No field to indicate whether the team only met with a collateral contact (e.g., family member, friend) or one was present. Collateral contacts are friends, family members, etc. of the intended outreach recipient.
- Number of Collateral Contacts: Numeric field to indicate the number of collateral contacts present at the outreach visit.
- Type of Collateral Contact: Drop-down field to document how the collateral contact is associated with the intended outreach recipient (e.g., friend, family member).
- Travel to Multiple Locations for the Outreach Visit: Yes/No field to indicate whether deflection program staff or team had to travel to multiple locations to find the intended outreach recipient. A single outreach visit attempt may require travel to more than one location to find the intended individual. For example, the outreach team or program staff may attempt to visit the individual's home, learn that they are now staying with a friend, and attempt to find the intended individual at the friend's address.
- Declined Assistance: Yes/No field documented whether the individual declined assistance from the deflection staff or outreach team.
- Past Outreach Visit Attempt: Yes/No field to indicate whether the team has attempted outreach with this person in the past. This field may lead to under or overreporting for some individuals because it is an estimate.
- Number of Past Outreach Visit Attempts: Numeric field to document the estimated number of times the outreach team has attempted a visit with an individual. This field may lead to under or overreporting for some individuals because it is an estimate.
- Past Accepted Outreach Visit: Yes/No field to document whether the individual has accepted a referral or successfully engaged with the outreach team at least once in the past.
- Team Conducted Outreach: Yes/No question to document whether the outreach visit was conducted by a team.
- Number of Outreach Staff or Team Members: Numeric field to document the total number of deflection outreach team members who attended the outreach visit.
- Type of Outreach Team Members: Checkbox field to document the type (e.g., law enforcement, EMS) of outreach team member.

- Outreach Team Members with Lived Experience: Yes/No field to document whether outreach staff at the visit had lived experience. Lived experience in this context refers to individuals who have lived experience with substance use and are currently in recovery.
- Harm Reductions Supplies: Fields to document harm reduction supplies at intake. These data elements can also be collected at referral.
  - Fentanyl Test Strips at Outreach: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if fentanyl test strips were offered to the individual at the outreach visit. This information should also be collected for collateral contacts.
  - Safer Use Supplies at Outreach: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if other safer use supplies (e.g., clean needle kit) were offered to the individual at the outreach visit. This information should also be collected for collateral contacts. Other safer use supplies are supplies used to promote safer drug use and prevent overdose and infectious disease transmission. Other safer use supplies may include safe injection kits, xylazine test strips, safe smoking kits, or a sharps container.
  - Preventative Health Supplies at Outreach: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if preventative health supplies were offered to the individual at the outreach team. This information should also be collected for collateral contacts. Preventative health supplies encompass a set of supplies intended to help detect or prevent serious disease, illness, or other health problems. Preventative health supplies may include safer sex kits, wound care supplies, or take home STI kits.
  - Naloxone at Outreach: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if naloxone (e.g., Narcan) was offered to the individual at the outreach visit. This information should also be collected for collateral contacts.
  - Number of Doses of Naloxone at Outreach: Numeric field to record the number of naloxone units given or left behind with the individual at the outreach visit. Counted by the number of naloxone doses. This information should also be collected for collateral contacts.
- Received Literature: Checkbox field to document whether the individual received literature by type of literature (e.g., recovery support, outpatient services) at the outreach visit. This information should also be collected for collateral contacts.
- Type of Literature: Drop-down field with general categories to document the type of literature (e.g., outpatient treatment, recovery support, MAT). Literature refers to printed community resource materials distributed during accepted outreach visits, encompassing a wide range of community-specific resources. For the purposes of data collection, the types of literature are classified into broad categories, such as outpatient services, recovery support, medication-assisted treatment (MAT), employment or other resource types, indicating general classifications of printed materials.

- Received Verbal Referral: Checkbox field to record whether the individual received verbal referrals to community-based services by type of services (e.g., recovery support, outpatient services) at the outreach visit. This information should also be collected for collateral contacts.
- Made Community-Based Service Appointment(s): Checkbox field to record whether the deflection program staff helped the individual make an appointment with community-based services by type of community-based services (e.g., recovery support, outpatient services) at the outreach visit. This information should also be collected for collateral contacts.
- Medical Insurance (Current at Outreach Visit): Yes/No field to document whether the individual has medical insurance at the time of the outreach visit.
- MAT Field Administration: Yes/No field to document whether a licensed professional inducted the individual on medication-assisted treatment at the time of outreach.
- Medication-Assisted Treatment (Current at Outreach Visit): Yes/No field to document whether the individual had a diagnosis in the past year and an MAT prescription or administration in the past thirty days.
- MAT Type at Outreach Visit: Drop-down field to record the type of medication-assisted treatment (e.g., Naltrexone, Buprenorphine) the individual currently receives or was inducted on at the outreach visit.
- Additional Optional Data Elements.
  - Incarcerated at Time of Outreach: Yes/No field to document whether the intended outreach recipient was incarcerated at the time of the outreach visit.
  - Outreach Visit Contextual Factors: Checkbox field to record contextual factors (e.g., recent eviction notice, warrants) associated with the intended recipient of the outreach visit.
  - Risk Factors: Checkbox field to record any observed or client self-reported risk factors (e.g., prior legal system involvement, substance use).

## Admission & Eligibility Data Elements

Information collected at admission to the program. The data elements in this section may not apply to all deflection programs. All the data elements in this section most often apply to Participant Recovery & Engagement Program designs which refer individuals through officer intervention, self-referral, and first responder or officer referral pathways. Naloxone plus, active outreach, and community response programs do typically have an eligibility component associated with whether the outreach team or deflection program staff will conduct outreach.

- Scheduled Initial Intake within X Days: Yes/No field to document whether the individual scheduled their initial intake within the time window specified in program policy.

- Officer Intervention Pathway Follow Up Data Elements: This follow up section includes data elements describing follow up after an individual is referred to the deflection program and prior to scheduling their initial intake appointment.
  - Received Deflection Staff Follow-Up within X Time Period: Yes/No field to document whether deflection staff followed-up with the referred individual within the time window specified in program policy.
  - Total Intake Follow-Up Attempts: If the deflection staff attempted to contact the client for follow-up, a numeric field to document the total number of follow-ups attempts staff made with the referral.
  - Optional Follow-Up Fields: Additional data elements to better understand staff follow-up.
    - Reason(s) No Follow-Up: Open text field to document reason(s) deflection staff did not follow up with the individual (e.g., client scheduled initial intake).
    - Date of First Attempt to Contact Client: If the deflection staff attempted to contact the client for follow-up, record each date that the deflection staff attempted to contact the client.
    - Mode of Contact: Drop-down field to indicate the mode of contact (e.g., in-person, phone call, email, etc.) for the first follow-up attempt.
    - Total Collateral Contacts (Other than Client) Met During Follow-Up Attempts: If the deflection staff attempted to contact the client for follow-up, enter the total number of collateral contacts met in the process of a follow-up attempt. Collateral contacts may be friends, family, etc. of the intended follow-up contact.
    - Type of Collateral Contact: If the deflection staff met with collateral contacts of the client, complete the check-box field to identify their relationship with the client (e.g., friend, immediate family, etc.)
    - Were Collateral Contacts Victims of the Client's Offense: If the deflection staff met with collateral contacts of the client, yes/no field to document whether the collateral contacts were victim(s) of the client's offense (e.g., via theft offense).
    - Narcan Doses Distributed During Follow-Up Attempts: If the deflection staff attempted to follow-up with the client, enter the total number of Narcan doses distributed during follow-up attempts. This may include Narcan distribution to the client or collateral contacts.
    - Person(s) Narcan Distributed to: If the deflection staff distributed Narcan doses at the follow-up, checkbox (e.g., client, collateral contact) to document who received the Narcan doses.

- Initial Intake Completed: Yes/No field to document whether the individual's initial intake was completed.
- Date of Initial Intake: The first date deflection program staff met with a potential participant to start the eligibility screening process.
- Harm Reduction Supplies: Fields to document harm reduction supplies. These data elements can also be collected at referral.
  - Fentanyl Test Strips at Initial Intake: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if fentanyl test strips were offered to the individual at initial intake.
  - Safer Use Supplies at Initial Intake: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if other safer use supplies (e.g., clean needle kit) were offered to the individual at initial intake. Other safer use supplies are supplies used to promote safer drug use and prevent overdose and infectious disease transmission. Other safer use supplies may include safe injection kits, xylazine test strips, safe smoking kits, or a sharps container.
  - Preventative Health Supplies at Initial Intake: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if preventative health supplies were offered to the individual at initial intake. Preventative health supplies encompass a set of supplies intended to help detect or prevent serious disease, illness, or other health problems. Preventative health supplies may include safer sex kits, wound care supplies, or take home STI kits.
  - Naloxone at Initial Intake: Drop-down field (not offered, offered & accepted, offered & not accepted, unknown) to record if naloxone (e.g., Narcan) was offered to the individual at initial intake.
  - Number of Doses of Naloxone at Initial Intake: Numeric field to record the number of naloxone units given or left behind with the individual at referral. Counted by the number of naloxone doses.
- Date of Eligibility Determination: The date an individual was found eligible or ineligible for the program.
- Eligible for Program: Drop-down field to document whether the individual was eligible for the deflection program.
- Reason(s) Ineligible: Checkbox field to record the reason(s) (e.g., current violent or weapon offense) an individual was ineligible.
- Date Charges were Referred to the Charging Entity: If the individual was not eligible for the deflection program, this is the date their charges were referred to the charging entity. This field only applies to the officer intervention pathway and should only be completed for ineligible individuals.
- Date Declined: The date an individual declined to participate in the program.



- Reason(s) Declined: Checkbox or open text field to document the reason(s) (e.g., financial) an individual declined program participation.
- Date of Program Admission: The date the individual was admitted to the program.
- Completed SUD Screening: Yes/No field to determine whether the participant received SUD screening with a validated screening tool to preliminarily identify whether the individual has a substance use disorder.
- Date of SUD Screening: The date the SUD screening was completed.
- SUD Screening Tool Type: Drop-down field to select the type of SUD screening tool used.
- Completed SUD Assessment: Yes/No field to document whether the individual received an SUD assessment.
- Type of SUD Assessment: Drop-down field to record the type of SUD assessment used.
- Date of SUD Assessment: The date the SUD assessment was completed.
- Primary AOD Diagnosis Code: Open text field to document the participant's AOD diagnosis.
- Recommended Level of Care: Drop-down field to indicate the recommended level of care for the participant based on SUD assessment results.
- Primary Drug of Choice: Drop-down menu to record the participant's primary drug of choice.
- Secondary Drug of Choice: Drop-down field to document the client's secondary drug of choice.
- Tertiary Drug of Choice: Drop-down menu to record the participant's tertiary drug of choice.
- Experienced Nonfatal Overdose (Ever): Yes/No field to document whether the client has ever experienced a nonfatal overdose.
- Total Number of Nonfatal Overdoses: Numeric field to document the total number of lifetime nonfatal overdoses. This is likely a self-reported estimate.
- Date of Most Recent Overdose: Date field to document the date of the most recent overdose. This is likely a self-reported estimate.
- Substance(s) Involved in Overdose: Text field to document the substance(s) involved. This is likely a self-reported estimate.
- AOD Treatment (Current): Yes/No field to document whether the client is currently in AOD treatment.

- Number of Prior AOD Treatment Episodes: Numeric field to record the number of times a client has participated in AOD treatment in the past.
- Completed MH Assessment: Yes/No field to document whether the individual received a mental health assessment.
- Date of MH Assessment: Date field to document the date of the mental health assessment.
- Type of MH Assessment: Drop-down field to document the type of MH assessment.
- Primary MH Diagnosis Description: Open text field to document the primary mental health diagnosis.
- Secondary MH Diagnosis Description: Open text field to document the secondary mental health diagnosis if the individual has more than one mental health diagnosis.
- Completed MH Screening: Yes/No field to document whether the client completed mental health screening.
- Date of MH Screening: Date field to document the date of the mental health screening.
- MH Screening Tool Type: Drop-down field to document the type of mental health screening tool.
- Medication-Assisted Treatment (Current at Admission): Yes/No field to document whether the individual had a diagnosis in the past year and an MAT prescription or administration in the past thirty days.
- Type of MAT (Current at Admission): Drop-down field to record the type of medication-assisted treatment (e.g., Naltrexone, Buprenorphine) the individual currently receives.
- Client Age at First Arrest: The age the client was when they were first arrested.
- Total Number of Lifetime Arrests: The total number of lifetime arrests for the client.
- Medical Insurance (Current at Admission): Yes/No field to document whether the individual has insurance at admission.
- Medical Insurance Type (Current at Admission): Drop-down field to indicate the type of insurance (e.g., private).

## Program Activities Data Elements

Information recorded about program activities after admission or the outreach visit. The types of program activities may vary depending on the type of deflection program, the needs of the participant, and the availability of services in the community.

- Transportation to First Appointment

- Transportation to First Outpatient Treatment Services Appointment: Drop-down field (not offered, offered & accepted, offered & declined) to record whether the participant received transportation to their first outpatient treatment appointment. Only applicable to individuals who were referred to and scheduled an outpatient treatment appointment.
- Transportation to Inpatient/Residential Treatment Start Date: Drop-down field (not offered, offered & accepted, offered & declined) to record whether the participant received transportation to their first inpatient/residential treatment appointment. Only applicable to individuals who were referred to and scheduled an inpatient/residential treatment appointment.
- Transportation to First Recovery Support Services Appointment: Drop-down field (not offered, offered & accepted, offered & declined) to record whether the participant received transportation to their first recovery support service appointment. Only applicable to individuals who were referred to and scheduled a recovery support services appointment.
- Transportation to First Ancillary Services Appointment: Drop-down field (not offered, offered & accepted, offered & declined) to record whether the participant received transportation to their first ancillary service appointment. Only applicable to individuals who were referred to and scheduled an ancillary services appointment.
- Appointment Waiting Period
  - Outpatient Treatment Services Appointment Waiting Period: Yes/No field to document whether there was an outpatient treatment appointment waiting period greater than 14 days when the appointment was made. Only applicable to individuals who were referred to and scheduled an outpatient treatment appointment.
  - Inpatient/Residential Treatment Services Appointment Waiting Period: Yes/No field to document whether there was an inpatient/residential treatment appointment waiting period greater than 14 days when the appointment was made. Only applicable to individuals who were referred to and scheduled an inpatient/residential treatment appointment.
  - Recovery Support Services Appointment Waiting Period: Yes/No field to document whether there was a recovery support service appointment waiting period was greater than 14 days when the appointment was made. Only applicable to individuals who were referred to and scheduled a recovery support services appointment.
  - Number of Outpatient Treatment Services Appointment Waiting Period Days: Numeric field documenting the number of outpatient treatment waiting period days.

- Number of Inpatient/Residential Treatment Services Appointment Waiting Period Days: Numeric field documenting the number of inpatient/residential treatment waiting period days.
- Number of Recovery Support Services Appointment Waiting Period Days: Numeric field documenting the number of recovery support appointment waiting period days.
- Outpatient Treatment Services
  - Referred to Outpatient Treatment Services: Yes/No field documenting whether the individual was referred to outpatient treatment services.
  - Date of Outpatient Treatment Services Referral: Date field to record each date the participant was referred to outpatient treatment services. If the program provides more than one referral, collect data on the date of each referral if possible.
  - Attended First Outpatient Treatment Service: Yes/No field to document whether the participant attended their first outpatient treatment appointment.
  - Scheduled First Outpatient Treatment Service: Yes/No field to document whether the participant's first outpatient treatment service appointment was scheduled.
  - Date of First Outpatient Treatment Services Appointment: The date of the first outpatient treatment appointment attended by the participant.
  - Month of Outpatient Treatment Services: Date field to record the month in which a participant attended a certain number of outpatient services.
  - Year of Outpatient Treatment Services: Date field to record the year in which a participant attended a certain number of outpatient services.
  - Type of Outpatient Treatment Services: Drop-down menu to document the type of outpatient treatment services attended monthly.
  - Number of Outpatient Treatment Sessions Attended: Numeric field to record the total number of outpatient treatment sessions a participant attended monthly for each type of service.
  - Number of Outpatient Treatment Sessions Missed: Numeric field to document the total number of missed outpatient treatment sessions per month per type of service.
  - Date Discharged from Outpatient Treatment Services: The date the participant was discharged from outpatient treatment services.
- Inpatient/Residential Treatment Services
  - Referred to Inpatient/Residential Treatment Services: Yes/No field documenting whether the individual was referred to inpatient/residential treatment services.

- Date of Inpatient/Residential Treatment Services Referral: Date field to record each date the participant was referred to inpatient/residential treatment services. If the program provides more than one referral, collect data on the date of each referral if possible.
- Scheduled First Residential/Inpatient Treatment Service: Yes/No field to document whether the participant's inpatient/residential treatment services were scheduled.
- Attended Inpatient/Residential Treatment Services Start Date: Yes/No field to document whether the participant attended their first inpatient/residential treatment appointment.
- Start Date of Residential/Inpatient Treatment Services: Date field to document the start date of inpatient/residential treatment services.
- End Date of Residential/Inpatient Treatment Service: Date field to document the end date of residential/inpatient treatment services.
- Type of Inpatient/Residential Treatment Service: Drop-down field to document the type of inpatient/residential treatment services.
- Number of Inpatient/Residential Treatment Services Days: Numeric field to document the number days a participant received inpatient/residential treatment services.
- Recovery Support Services: Recovery support services are non-clinical supports that assist individuals to initiate, stabilize, and maintain long-term recovery from a substance use disorder. Additionally, these services are intended to help prevent or minimize return to use.
  - Referred to Recovery Support Services: Yes/No field documenting whether the individual was referred to recovery support services.
  - Date of Recovery Support Services Referral: Date field to record each date the participant was referred to recovery support services. If the program provides more than one referral, collect data on the date of each referral if possible.
  - Scheduled First Recovery Support Service: Yes/No field to document whether the participant's first recovery support service appointment was scheduled.
  - Attended First Recovery Support Service: Yes/No field to document whether the participant attended their first recovery support appointment.
  - Date of First Recovery Support Services Appointment: The date of the first recovery support appointment attended by the participant.
  - Month of Recovery Support Services: Date field to record the month in which a participant attended a certain number of recovery support services.
  - Year of Recovery Support Services: Date field to record the year in which a participant attended a certain number of recovery support services.

- Type of Recovery Support Service: Drop-down field to record the type of recovery support services monthly per service type.
- Number of Recovery Support Service Sessions Attended: Numeric field to record the total number of recovery support services a participant attended monthly per service type.
- Number of Recovery Support Service Sessions Missed: Numeric field to document the total number of missed recovery support services per month per service type.
- Ancillary Services: Ancillary services include life skills classes, parenting classes, medical services, food resources (e.g., enroll in SNAP or FoodShare WI), or trauma support service or classes (e.g., Beyond Trauma).
  - Referred to Ancillary Services: Yes/No field documenting whether the individual was referred to ancillary services.
  - Date of Ancillary Services Referral: Date field to record each date the participant was referred to ancillary services. If the program provides more than one referral, collect data on the date of each referral if possible.
  - Scheduled First Ancillary Service: Yes/No field to document whether the participant's first ancillary service appointment was scheduled.
  - Attended First Ancillary Service: Yes/No field to document whether the participant attended their first ancillary appointment.
  - Date of First Ancillary Services Appointment: The date of the first ancillary services appointment attended by the participant.
  - Month of Ancillary Services: Date field to record the month in which a participant attended a certain number of ancillary services.
  - Year of Ancillary Services: Date field to record the year in which a participant attended a certain number of ancillary services.
  - Type of Ancillary Service: Drop-down field to record the type of ancillary services monthly per service type.
  - Number of Ancillary Service Sessions Attended: Numeric field to record the total number of ancillary service sessions a participant attended monthly per service type.
  - Number of Ancillary Service Sessions Missed: Numeric field to document the total number of missed ancillary service sessions per month per service.
- Number of Hours Attended: Numeric field to document the number of outpatient treatment, recovery support service, or ancillary service session hours attended.
- Date of Incentive: Date field to record the date the incentive was administered.
- Type of Incentive (any kind): The type of incentive (e.g., praise) administered.

- Type of Tangible Incentive: The type (e.g., letter of support) of tangible incentive administered. Tangible incentives refer to material incentives. Only record the use of tangible incentives if they were used as incentives not if they were handed out as routine practice in the program.
- Type of Intangible Incentive: The type (e.g., praise) of intangible incentives administered. Intangible incentives refer to immaterial incentives.
- Referred to MAT: Drop-down field to document whether the individual was referred to MAT services.
- Placed on MAT: Yes/No field to document whether a participant was placed on MAT with some assistance from the program.
- Date Placed on MAT: Date field to record the date the individual was inducted on MAT.
- Date Discontinued MAT: Date field to record the date the individual discontinued MAT.
- Type of MAT Placed On: Drop-down field to document the type of MAT the individual received.
- Date of Case Management Contact: The date of the case management contact with the participant.
- Type of Case Management Contact: Drop-down field to record the type of case management contact (Participant's Home, Phone, etc.) with the participant.
- Case Management Contact Person: Drop-down field to document the case management contact person (e.g., deflection program staff, probation officer).
- Case Management Contact Attended: Yes/No field to document whether the case management contact was attended.
- Date of Scheduled AOD Test: The date of the participant's scheduled alcohol and other drug (AOD) test.
- AOD Test Type: Drop-down field to document the AOD test type.
- Outcome of AOD Test: Drop-down field to document the outcome of the scheduled AOD test.
- Date of Last Positive Drug or Alcohol Test: The date of the participant's last positive drug or alcohol test.
- Education Status at Admission: Drop-down field to record the participant's education status at admission or initial intake.
- Employment Status at Admission: Drop-down field to document the participant's employment status at admission or initial intake.
- Residency Status at Admission: Drop-down field to document the participant's residency status at admission or initial intake.

## Program Exit Data Elements

Information collected at program exit. In the context of a Participant Recovery & Engagement Program (PREP), program exit denotes the formal conclusion of a client's participation in the program. This may encompass formal completion, termination, administrative exit (e.g., participant moved), and similar instances. Exiting from Targeted Outreach programs takes place when a client and deflection staff formally conclude engagement. This may include formal completion (i.e., mutual agreement to conclude outreach visits), lost to follow-up, and similar instances.

- Date of Program Exit: Date field to document the date the participant exited the program.
- Type of Program Exit: Drop-down field to document the type of program exit (e.g., completion/graduation, termination, administrative exit, closed file–no contact).
- Medication-Assisted Treatment (MAT) at Program Exit: Yes/No field to document whether the individual had a diagnosis in the past year and an MAT prescription or administration in the past thirty days.
- Type of MAT at Exit: Drop-down field to record the type of medication-assisted treatment (e.g., Buprenorphine, Naltrexone).
- Education Status at Program Exit: Drop-down field to document the participant's education status at program exit.
- Employment Status at Program Exit: Drop-down field to record the participant's employment status at program exit.
- Residency Status at Program Exit: Drop-down field to document the participant's residency status at program exit.

## Post-Program & In-Program Outcomes Data Elements

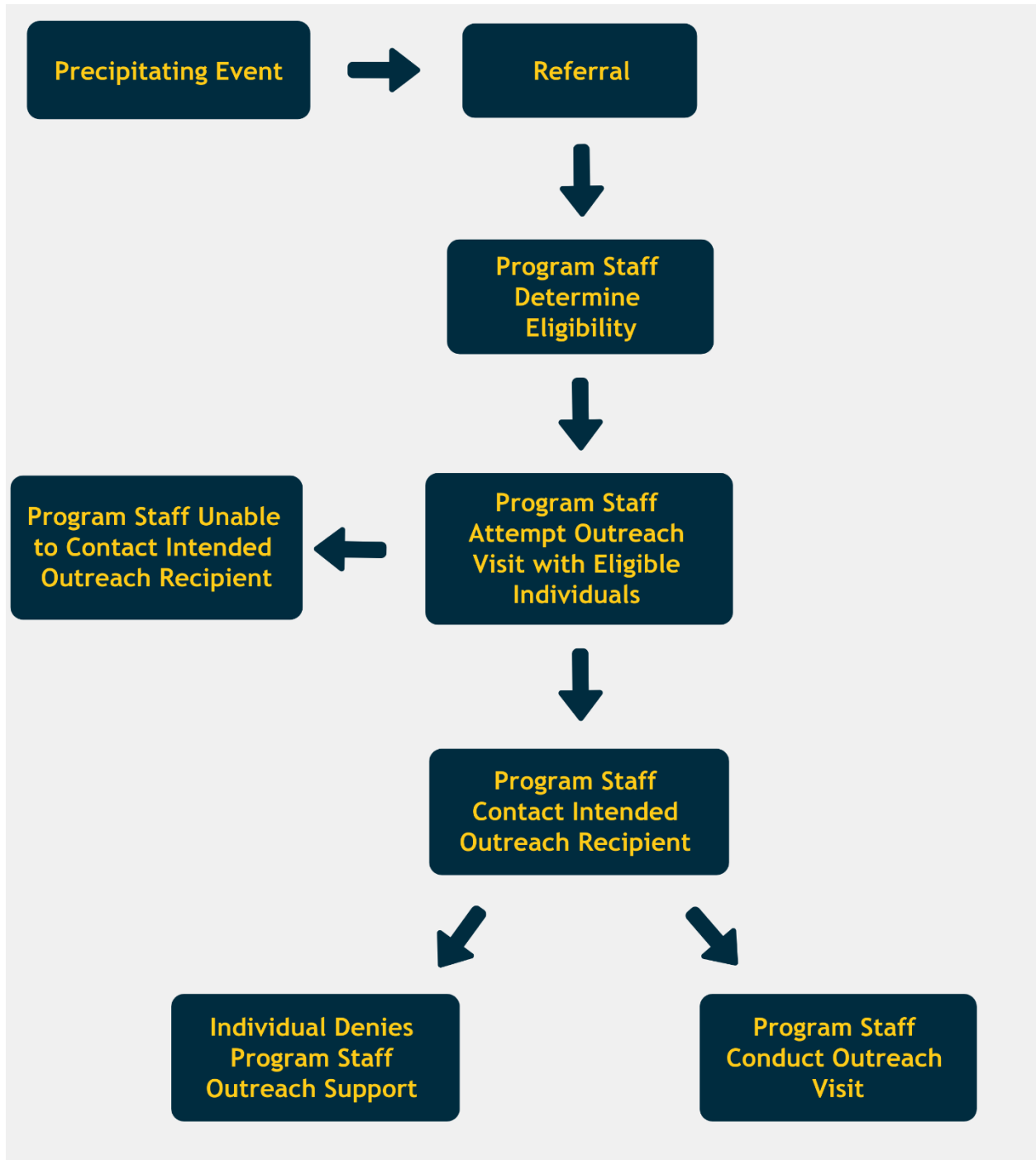
Information necessary to calculate post-program and in-program outcomes.

- Date of New Offense: The date of a new offense. If multiple offense dates are associated with an arrest, this date should be the date of the first offense.
- Type of New Offense: Drop-down menu to document the type of offense (e.g., misdemeanor, criminal traffic).
- Category of New Offense: Drop-down menu to record the category of the new offense (e.g., drug possession).

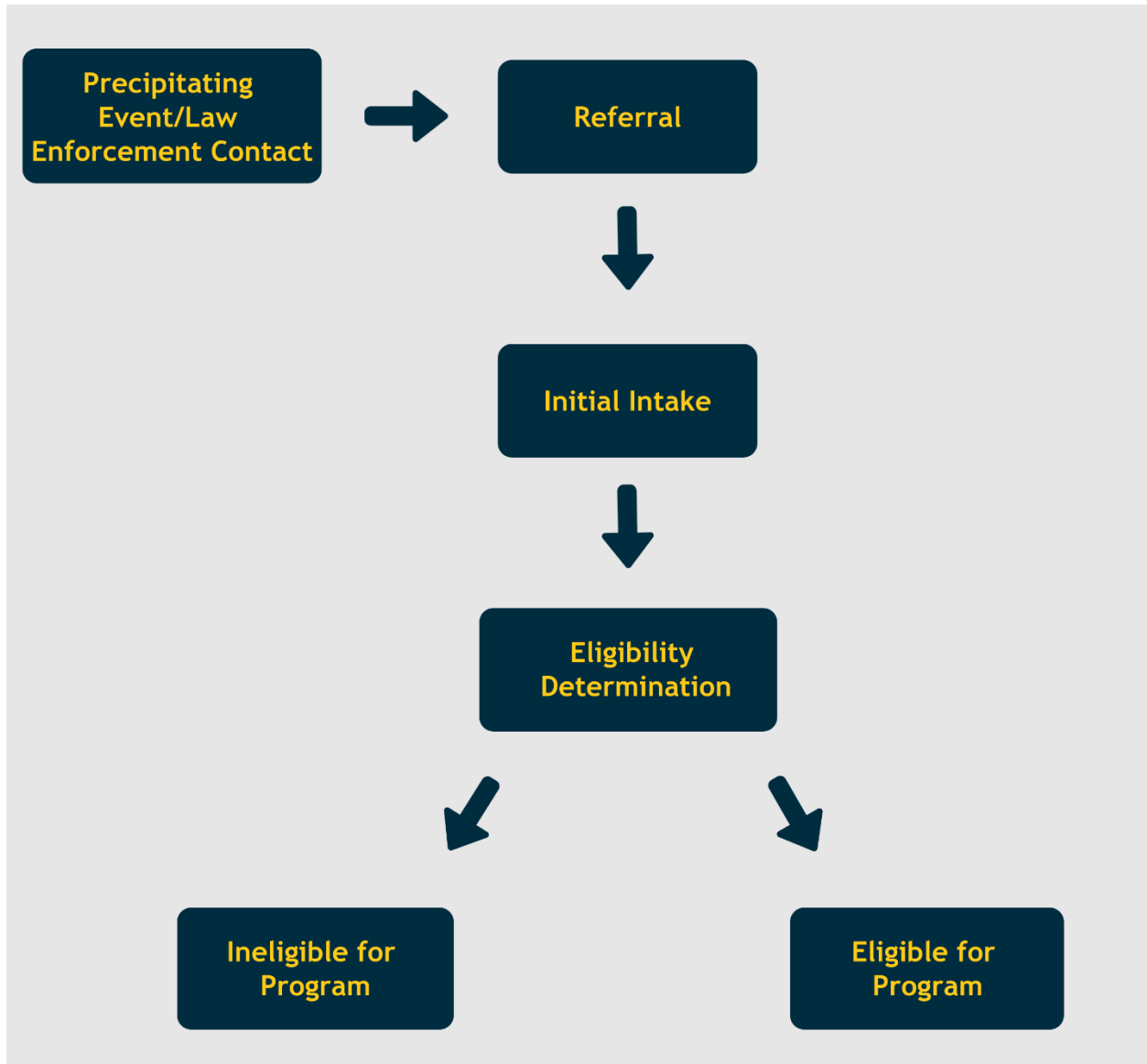


- **Date of New Arrest:** The date of the new arrest. The Bureau of Justice, Information, and Analysis defines an arrest event as follows: when a law enforcement agency takes a person into custody for a criminal offense (misdemeanor or felony/violation of state laws), and that person has their fingerprints taken. The source of arrest information may create limitations in how arrest events are counted, and these limitations should be clearly described in all reporting. Depending on the source of the data, the definition may be adjusted to include notification of charges and date and time to appear in court or for processing such as by summons or citation (when issued in person by an officer) for a criminal offense misdemeanor or felony).
- **Date of New Case Filing:** The date of the new case filing.
- **Type of New Charge:** Drop-down menu to record the type of new charge (e.g., misdemeanor).
- **Category of New Charge:** Drop-down menu to document the category of the new charge.
- **Date of New Conviction:** The date of the new conviction.
- **Type of New Conviction:** Drop-down menu to record the type of new conviction (e.g., misdemeanor).
- **Date of Fatal Overdose:** The date of fatal overdose recorded at the date of death on a certified death certificate or reported to the program staff by friends/family of the decedent. Any reporting that is not based on death certificate records from the Medical Examiner or Wisconsin Department of Health Vital Records should include that information in their limitations.
- **Type of Drug Involved in Fatal Overdose:** Drop-down menu to record the drug code recorded on the death certificate (e.g., all, multi-drug, all opioids, heroin, cocaine).
- **Type of Opioid:** Drop-down menu to record the type of opioid involved in the fatal overdose (e.g., all opioids, heroin, prescription opioids, synthetic opioids).
- **Manner of Fatal Overdose:** Drop-down menu to record the manner of drug-related death reported on the death certificate.

## Appendix C: Targeted Outreach Program Design Flow



## Appendix D: Participant Recovery & Engagement Program Design Flow



## Appendix E: Statute Offense Categorizations

1. Person Offenses: statutes that refer to offenses committed against a person
  - a. Murder/Non-Negligent Manslaughter: statutes that refer to the willful killing of one human by another (intentional homicide; felony murder)
  - b. Negligent Manslaughter/Reckless Homicide: statutes that refer to the gross negligence of a person that results in the death of another person (reckless homicide; homicide by negligent operation of a vehicle)
  - c. Sex Offense: statutes that involve an illegal sexual component (forcible intercourse; penetration with an object; internet sex crimes)
    - i. Contact: statutes that involve an illegal sexual component where physical contact between a perpetrator and a victim occurs (sexual assault; rape; sexual exploitation)
    - ii. Non-Contact: statutes that involve an illegal sexual component where physical contact between a perpetrator and victim does not occur (possession of child pornography; indecent exposure)
  - d. Assault: statutes that refer to a willful attempt by someone to inflict injury or harm on another person (aggravated assault, aggravated battery, assault with a deadly weapon, felony assault)
  - e. Robbery: statutes that refer to the unlawful taking of anything of value using force or threat of the use of force (armed robbery, unarmed robbery, aggravated robbery, carjacking, armed burglary)
  - f. Other Person Offense: statutes that refer to offenses committed against a person that are not included in one of the above categories (kidnapping, unlawful imprisonment, intimidation, extortion, neglect or abuse)
2. Property Offenses: statutes that refer to the taking of money or property and/or to the damage of property
  - a. Burglary: statutes that refer to any type of entry into a residence, business or industry with the intent to commit a felony or theft
  - b. Fraud/Forgery: statutes that refer to impersonating a person and/or the use or creation of documents in an illegal way, for financial gain (forging an official document, notes, money orders, credit cards; counterfeiting; possession of false documents; embezzlement; insurance fraud)
  - c. Larceny/Theft: statutes that refer to the unlawful taking, carrying, leading away property from another person (shoplifting, petty theft, grand theft)
  - d. Motor Vehicle Theft: statutes that refer to the unlawful taking or possession of a vehicle or the parts from a vehicle (auto theft, unauthorized use of a vehicle)

- e. Other Property Offense: statutes that involve the illegal taking of money or property that are not included in one of the above categories (receiving or buying stolen property; vandalism, arson, possession of burglary tools)
- 3. Drug Offenses: statutes that prohibit the production, distribution and/or use of specific controlled substances and the devices or equipment used in that process
  - a. Drug Trafficking: statutes that refer to the trafficking, sales, distribution, manufacture and smuggling of controlled substances
  - b. OWI: statutes that refer to the operation of a vehicle (car, boat, ATV, cycle) while under the influence of a controlled substance
  - c. Other Drug Offense: statutes that refer to other control substance violations not included in one of the above categories (possession of a controlled substance, prescription drug violations, possession of drug paraphernalia)
- 4. Public Order Offenses: statutes that refer any unreasonable interference to the rights that are common to all members of the public
  - a. Weapons: statutes that refer to the unlawful sale, distribution, manufacture, transportation, possession, alteration and/or use of a deadly weapon or accessory
  - b. Traffic/Vehicle Offense: statutes that refer to the illegal operation of a vehicle (driving with a suspended or revoked license; failure to register boat, driving an ATV on an unmarked trail) *does not include OWI*
  - c. Other Public Order Offense: statutes that refer to unreasonable interference in the rights of all members of the public that are not included in one of the above categories (obstruction of justice, flight/escape, illegal hunting, bribery, pandering, tax law violations, slander, campaign violations)
- 5. Technical Offenses: statutes that refer to the violation of official mandates or orders
  - a. Violation of Court Order: statutes that refer to the violation of a court order that results in a new charge (failure to register as a sex offender; failure to provide a DNA sample; probation/parole violation)
  - b. Other Technical Offense: statutes that refer to the violation of official mandates or orders that were not issued by the courts
- 6. Information (Definition, Penalty): statutes that are used for definition purposes or list out penalties for the violation of other statutes