



# Making Data-Driven Decisions to Enhance Your Diversion or Deflection Program

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# TASC's Center for Health and Justice

## COSSAP TTA Provider for First Responder Led Diversion Initiatives

<http://www.centerforhealthandjustice.org/>



*Shaping the Future of the Policing Profession®*

# Making Data-Driven Decisions to Enhance Your Diversion or Deflection Program



## Referenced Articles

### Using Law Enforcement to Improve Treatment Initiation and Recovery

Shannon Streisel, Christy Visher, Daniel J. O'Connell, Steven S. Martin

- Center for Drug and Health Studies  
Department of Sociology and Criminal Justice  
University of Delaware

### Final Report- CDC Data Analyst Position

Shannon Streisel

- Center for Drug and Health Studies  
Department of Sociology and Criminal Justice  
University of Delaware

## Using Law Enforcement to Improve Treatment Initiation and Recovery

- Proved the use of a dedicated individual increased program participation
  - Number of participants enrolled per month increased
  - Treatment completion rate improved
  - Number of treatment options increased
  - Acceptance to next level of care increased

### Lessons Learned

1. Hire a dedicated full-time coordinator position = Hard funded position
2. Provide informal support for individuals discharged = Ability to re-engage
3. Department investment in program goals = Top-down commitment  
Performance measures

# Final Report- CDC Data Analyst Position

**Police Engagement-** Measured through embedded Data Analyst and officer interviews to determine buy-in

- Again, the investment of upper management was seen as a positive
  - Interviews revealed that officers believed addiction assistance was a priority from the top
  - Hero Help participation has become a part of patrol squads' yearly goals and objectives
  
- **Takeaways-**
  - Mismatch of program perception vs. reality = Roll call trainings, email updates, performance measures
  - Amount of time and follow-up required = Streamlined directives, cheat sheets
  - Ideological resistance = Officer incentives, increased familiarization through outreach, contact with past participants, success stories

## By the Numbers

- **60% of participants experienced trauma**
  - Trauma-informed training
  - Pairing females with female unit member for case management
- **Transportation was found to be most common barrier**
  - Initial connection to care typically provided by Hero Help or NCCPD
  - Case management coordination with providers
  - Transportation through partnership with Christiana Care
- **Discharged individuals tended to be younger males**
  - Focused case management and re-engagement

# Case Management

Improved Treatment Participation = Efficient/dedicated communication between:

## Case Manager/Participant

- Weekly Contact
- Improved tracking of contact through new software
- Complete, accurate, timely case notes
- Matching Case Manager to participant personality/need
- Social Determinant Survey

## Case Manager/Treatment Staff

- Increased meetings and staff orientation
- Provider cheat sheet
- Online access to forms for provider
- Voiceover PowerPoint training
- Mutually assured value
- Increased partnerships



Thank you!

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**Lt. Allen Herring- Hero Help Executive Officer**

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# Longmont Department of Public Safety

Public Safety Diversion Programs

LEAD – Angel – CORE (Co-Responder) – Community Health



17 CF November 2025

# Data Planning – Make a Plan!



## What will you measure?

- What matters to your community and your stakeholders?
- What data do you need to inform decisions?
- What data will you need for your evaluation?
- Know your must haves vs. nice to haves
  - **Example Must Have:** treatment referrals data
  - **Nice to Have:** housing continuum data

# Data for Program Reporting



## What will you report?

- # of referrals to program
- # of referrals from police officers / firefighters
- # of referrals to treatment
- # of referrals to housing assistance
- # of referrals to community partners

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## How will you report it and to whom?

### Examples:

- Quarterly summary reports to City Council
- Monthly dashboards to partner groups
- 2x / year email with dashboard to all stakeholders

# Data Collection

## How will you capture the data?

- System selection and setup
  - Keep it simple!
  - Make it manageable
  - Easy to report from

The screenshot displays a web application interface for the 'Longmont LEAD/CORE Initiative'. The page title is 'Participants'. The navigation menu includes 'Home', 'Participants' (highlighted), 'Partner Organizations', 'Partner Org. Contacts', 'Survey', 'Admin Functions', 'Users', and 'Reports'. Below the navigation, there are several filter options: 'Full Name: Show All', 'Preferred Name: Show All', 'Participant Type: Show All', 'Most reliable phone number: Show All', 'Assigned Staff Member: Show All', 'Current Status: Show All', 'Date of Birth: All Time', and 'Address 1: Show All'. The page indicates 'Items per page: 25' and '1 - 25 of 2508 items' on page '1 of 101 pages'. The table header includes columns for 'First Name', 'Last Name', 'Participant Type', 'Current Status', 'Assigned Staff Member', 'Most Recent CORE Contact', and 'Most Recent Status Date'.

# Evaluation Data



**Who do you need to partner with to obtain data for the evaluation?**

Examples:

- Referrals to treatment – Case Management Team
- Recidivism / LE encounters – PD & Crime Information Center (CIC) sources
- ER visits and hospital stays – Fire / EMS / Hospitals
- Jail days – Jail / Sheriff's office
- Intervention plan goals achieved – Case Management Team

# What the Data Showed Us



## Program Data + Learning

Angel Initiative referrals increase notably Thanksgiving week through end of year.

## **Resulting Informed Action**

Capacity planning to prepare for the spike.

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## Evaluation Data + Learning

Tracking types of engagement: peer counseling led to a 25% reduction in ER visits.

## **Resulting Informed Action**

Ensure case managers focus on this type of engagement since it has such a high impact.

Served as validation of our program's peer-based approach.



# THANK YOU

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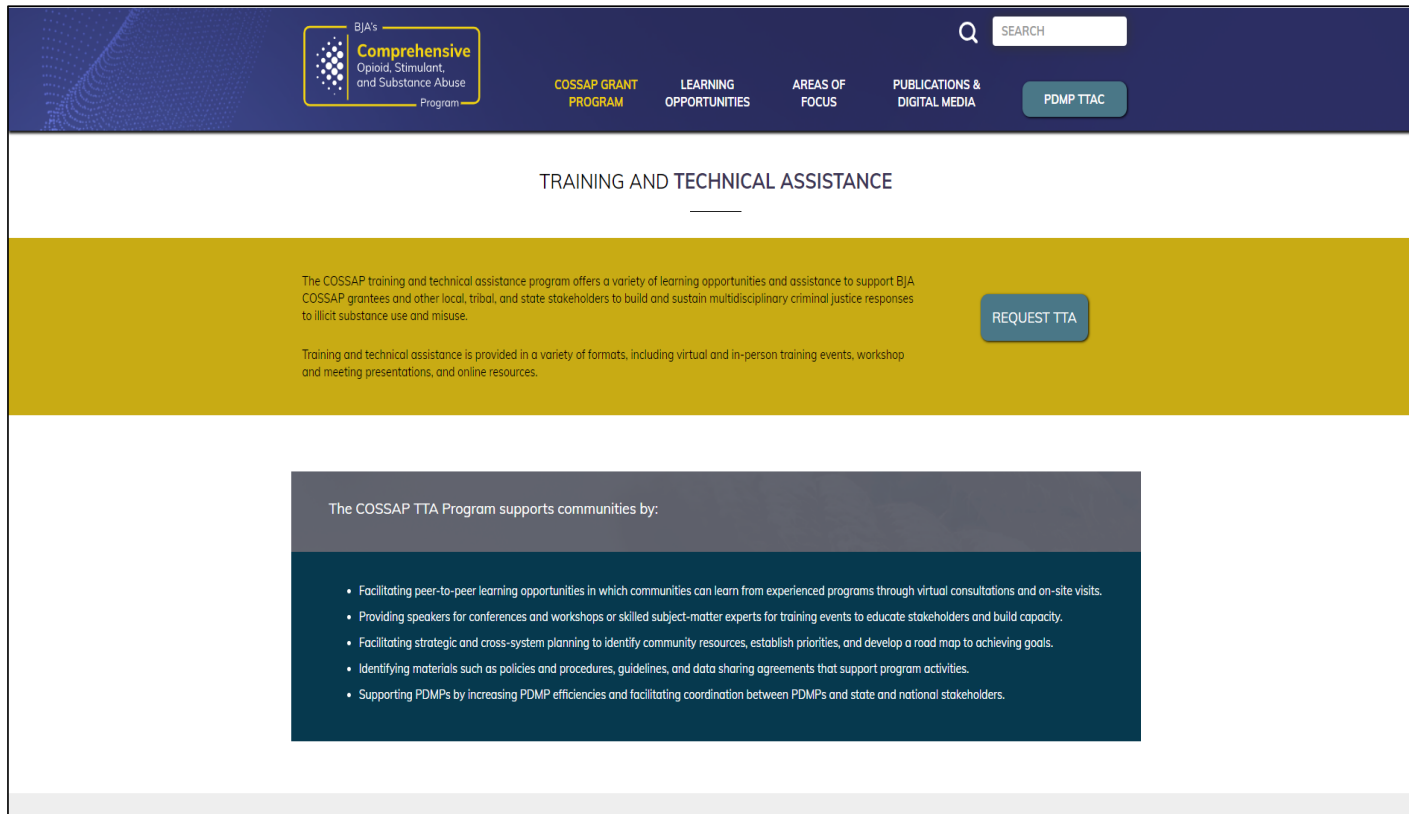
# Roundtable Discussion

Please enter comments or questions in the chat box at any time.

If we don't get to your questions during the roundtable, we will follow up!

Karen Maline: [maline@theIACP.org](mailto:maline@theIACP.org)

# <https://cossapresources.org/Program/TTA>



The screenshot shows the website's navigation bar with the logo on the left and a search bar on the right. The main menu includes links for 'COSSAP GRANT PROGRAM', 'LEARNING OPPORTUNITIES', 'AREAS OF FOCUS', 'PUBLICATIONS & DIGITAL MEDIA', and a 'PDMP TTAC' button. The page title is 'TRAINING AND TECHNICAL ASSISTANCE'. A yellow banner contains a paragraph about the program and a 'REQUEST TTA' button. Below this, a dark blue box lists the ways the program supports communities.

BJA's **Comprehensive**  
Opioid, Stimulant,  
and Substance Abuse  
Program

COSSAP GRANT PROGRAM    LEARNING OPPORTUNITIES    AREAS OF FOCUS    PUBLICATIONS & DIGITAL MEDIA    PDMP TTAC

## TRAINING AND TECHNICAL ASSISTANCE

The COSSAP training and technical assistance program offers a variety of learning opportunities and assistance to support BJA COSSAP grantees and other local, tribal, and state stakeholders to build and sustain multidisciplinary criminal justice responses to illicit substance use and misuse.

REQUEST TTA

Training and technical assistance is provided in a variety of formats, including virtual and in-person training events, workshop and meeting presentations, and online resources.

The COSSAP TTA Program supports communities by:

- Facilitating peer-to-peer learning opportunities in which communities can learn from experienced programs through virtual consultations and on-site visits.
- Providing speakers for conferences and workshops or skilled subject-matter experts for training events to educate stakeholders and build capacity.
- Facilitating strategic and cross-system planning to identify community resources, establish priorities, and develop a road map to achieving goals.
- Identifying materials such as policies and procedures, guidelines, and data sharing agreements that support program activities.
- Supporting PDMPs by increasing PDMP efficiencies and facilitating coordination between PDMPs and state and national stakeholders.