

Audio Teleconference Packet

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Managing Information and Evaluation in a Drug Testing Program

December 1, 1998
2:30 - 4:00 p.m. (EST)

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&
Eric Lee
Presenters

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Managing Information and Evaluation in a Drug Testing Program

Training Objectives

As a result of this teleconference, participants will be able to:

- Explain why program evaluation is needed;
- State behavioral program goals;
- Determine the program processes and outcomes that will be evaluated;
- List the types of program information that should be maintained;
- Select the best tools for managing program data;
- Develop data collection instruments and procedures;
- Interpret evaluation findings; and
- Use data for program decision-making.

About The Presenters

K. Jack Riley, Director
Arrestee Drug Abuse Monitoring Program
US Department of Justice
National Institute of Justice

Eric Lee, Deputy Director
Center for Court Innovation
State of New York

Dr. Jack Riley is Director of the National Institute of Justice, Department of Justice, Arrestee Drug Abuse Monitoring (ADAM) program. The Adam program is one of the key tools for estimating and monitoring national and local drug use trends. The program annually conducts more than 40,000 interviews and drug tests with recent arrestees. Dr. Riley has taught courses and been a guest lecturer at UCLA, Georgetown University, Air Command Staff College, the RAND Graduate School, and the University of Maryland.

Mr. Eric Lee is Deputy Director of the Center for Court Innovation in New York. The Center is a public/private partnership that serves as a research arm of the New York State court system and provides technical assistance to jurisdictions around the country. Mr. Lee directs the Center's national technical assistance programs and oversees technology development. Prior to working at the Center, he served as the Director of Operations at the Midtown Community Court where he led the development of an award-winning computer system.

Evaluation and Information
Management in a Drug Testing
Program

K. Jack Riley
National Institute of Justice

Eric Lee
Center for Court Improvement

Organization of Teleconference

- Overview of program evaluation
- Developing and managing an MIS
- Interpreting evaluation findings
- Using data for program decision-making

Overview of Program Evaluation

What is Program Evaluation?

- A tool for improving program operations
 - measure performance of program against desired goals
 - clarify need for program modifications
- A tool for allocating resources
 - identify which programs (or components) are most effective
 - prioritization

Process vs. Outcome Evaluation

- Process evaluations focus on system effects of drug testing
 - work slowing or speeding in response to new requirement
 - unexpected outcomes in processing
- Outcome evaluations focus on whether program is having an impact on individuals
 - which types of juveniles are reducing drug use?
 - for whom is recidivism declining?

Program Type and Evaluation

- Epidemiology (how wide spread is the problem)
 - representativeness
 - intake methods and capture points
 - plan for using information
- Screening & needs assessment
 - accuracy of diagnostics
 - links between diagnostics and development of service package
- Behavior modification (reduce drug use)
 - relationship between test results and response
 - who responds to intervention?

Epidemiology Example

- Process
 - who is lost at various intake stages?
 - are there personnel to do such testing at intake?
 - consider impact of testing without taking action
- Outcome
 - how representative is the sample?
 - is data of any practical use to policy makers?

Needs Assessment Example

- Process
 - voluntary or mandatory
 - # of youth agreeing to or being tested
- Outcome
 - were offenders matched with right services?
 - reduced drug use
 - reduced recidivism
 - really measuring impact of services provided in light of diagnosis from drug test results

Behavior Modification Example

- Process
 - did test results follow juveniles to appropriate parts of CJ system?
 - how were case processing and other factors affected?
 - did test results result in application of sanctions, etc
- Outcome
 - recidivism rates
 - measures of functioning
 - drug use
 - cost effectiveness

Evaluation is Best When...

- It is built into program design
- It begins simultaneously with the program
- It is conducted by an independent, external evaluator

Developing and Managing an MIS

Why are we Talking About MIS?

- Collecting data in a systematic way will strengthen program operations.
- Data can be collected successfully using paper or information technology.
- If you elect to use technology, understand why it is better than a paper records system.

Goals for Using MIS...

- Accountability
- Better Information
- Tracking
- Partnerships

Managing MIS Implementation

- What will the MIS achieve?
- How will technology be integrated into program operations?
- How will the MIS be implemented?
- Who will supervise the Implementation Process?

A Sample Application

Brooklyn Treatment Court

Sample Screen: Assessment, Demographics

Treatment Court - [Interview: Marta Case: 00206]

File Go To Window Help

Hospitalization Medication	HIV	AOD History	Drug Use	Treatment History	Treatment Barriers	Abuse	Service Needs	Criminal	Impressions	
Demographics	Residence	Second Contact	Identifications	Education	Family	Children	Family Court	Employment	Physical Health	Mental Health

Name: Last First MI

General Information:
 Referral Source: other court Does defendant require an interpreter? No
 where were you born? Croatia Interpreter Language:

Client Profile:
 Date of Birth: 09 - DEC, 1953 Age: 43 US citizen: Yes
 Ethnicity: Asian/Pacific Islander Social Security Number: 067-44-
 Client's gender: Female
 Which of these Hispanic groups best describe client's origin? Does client consider him/herself to be transsexual or transgender? No

Is client known by a different name?
 AKA Name: Last First MI:

Ready 9-10-97 10:14:25

Sample Screen: Assessment, Drug Use

Demographics	Residence	Second Contact	Identifications	Education	Family	Children	Family Court	Employment	Physical Health	Mental Health
Hospitalization Medication	HIV	AOD History	Drug Use	Treatment History	Treatment Barriers	Abuse	Service Needs	Criminal	Impressions	

Record the following information for all drugs client reports ever using. Current mode: Add

Drug Type: [] Route: []
 Length of Time Used: [] Last Used: []
 Frequency past 30 days: [] Ever Overdosed: []
 Money Spent/ Items Traded/ Value of drugs past 30 days: []

[New] [OK] [Cancel]

Score
 Compositive: SEVERE
 Category: 'A' Severe, 'B' Low, 'C' Low

All records

Drug Type	Time Used	Last Used	Frequency	Drug Route	Money Spent	Overdosed
Cocaine	1-6 months	w/in past 3 days	less than 1/wk	oral	more than \$100/wk	Yes
Speedball	7 mos-2 yrs	w/in past 3 days	Daily	snort/inhale	other items/sex bartered	Yes

[Add] [Edit] [Delete]

Sample Screen: Assessment, Employment

File Go To Window Help

Hospitalization Medication	HIV	AOD History	Drug Use	Treatment History	Treatment Barriers	Abuse	Service Needs	Criminal	Impressions	
Demographics	Residence	Second Contact	Identifications	Education	Family	Children	Family Court	Employment	Physical Health	Mental Health

Employment/Financial Status

What is your current employment status?

What is your primary financial support?

Score
Employment

Employer/Government Assistance Information

If you are employed, who is your current employer?

Name:

Address:

Telephone: () -

Supervisor:

Length of time at this job:

Employment verification:

What was the longest period for which you were employed at any job?

How much money did you earn last year, before taxes?

Are you currently receiving government assistance?

- Welfare, including AFDC, ADC
- SSI/SSD
- Medicaid
- Home relief
- Food stamps
- Division of AIDS Services (DAS)
- Unemployment compensation

Brooklyn Treatment Court

Previous Next

Close

Sample Screen: Treatment Attendance

Treatment Court - [Monitor] Susan I. Case: 000721

File Action Window Help

Drug Tests Attendance Recommendations Disposition

Attendance

Attendance Date	Tc Provider Id	Mandatory Attendance	Attendance Comment
08/01/96	Case MGT	Yes	Court Update
08/01/96	Case MGT	Yes	Court Update
08/09/96	Case MGT	Yes	Court - Greenhope Admissio
08/08/96	Case MGT	Yes	Remand Pending Admission
08/07/96	Case MGT	Yes	Remand Pending Admission
08/06/96	Case MGT	Yes	Remand Pending Admission
08/05/96	Case MGT	Yes	Greenhope Admission Pendi
08/04/96	Case MGT	Yes	Remand Pending Placement
08/03/96	Case MGT	Yes	Remand Pending Placement
08/02/96	Case MGT	Yes	Remand Pending Placement
08/01/96	Case MGT	Yes	BTC Assessment

New

Delete

BTC

Program

Save

Close

Ready

11/24/96 12:38:28

Sample Screen: Drug Testing

Test Date: 03/10/97

Not Collect: Neg N/A

THC (marijuana):

Heroin (opiates):

Cocaine:

Benzodiazepine:

PCP (phencyclidine):

Amphetamine:

Alcohol:

Methadone:

Barbituates:

Onsite:

Apparatus:

New Add >> Cancel

Display Delete

Drug Test History

Test Date	Not Collected	TH	He	Co	Be	Am	PC	Al	Me	Ba
Thu 03/06/97										
Tue 01/21/97										
Fri 01/17/97										
Fri 11/01/96										
Thu 10/31/96										
Wed 10/30/96										
Tue 10/29/96										
Mon 10/28/96										
Fri 10/25/96										
Wed 09/11/96										
Thu 08/29/96										

Key
 THC = THC He = Heroin Co = Cocaine Be = Benzodiazepine Am = Amphetamine
 PC = PCP Al = Alcohol Me = Methadone Ba = Barbituates

Sample Screen: Summary of Attendance

Compliance Summary

Date	Drug Test	BTC	Detox	Treatment	Jail	Attendance
3/17/97				<input type="radio"/>		
3/14/97				<input type="radio"/>		
3/13/97				<input type="radio"/>		
3/12/97				<input type="radio"/>		
3/10/97				<input type="radio"/>		
3/7/97				<input type="radio"/>		
3/6/97				<input type="radio"/>		
3/5/97				<input type="radio"/>		
3/4/97	<input checked="" type="checkbox"/>	<input type="radio"/>		<input type="radio"/>		
3/3/97				<input type="radio"/>		
3/1/97				<input type="radio"/>		

BTC

BTC Provider:
 Attendance: Mand/Vol:
 Comment:

Program

Program:
 Attendance:
 Modality:

Drug Test Results

THC (marijuana):	<input checked="" type="radio"/> Neg	<input type="radio"/> N/A	<input type="radio"/> Not Collected
Heroin (opiates):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cocaine:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benzodiazepine:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PCP (phencyclidine):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amphetamine:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Methadone:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barbituates:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Interpreting and Reporting Evaluation Findings

Reporting Findings

- Avoid generalizing from national findings to your specific program
 - too much local variation
 - see how their process maps to yours
- Process findings most useful to:
 - people and organizations affected by testing program
 - people responsible for organizational structure, allocation of resources
- Outcome findings most useful to:
 - individuals directly providing services
 - people responsible for program operations

Reporting Findings, cont'd

- Have someone externally review your evaluation
 - mistakes can get made
 - once findings are released they can't be called back
- Preview evaluation findings with program personnel, stakeholders and funding organizations
 - logic and process checks
 - avoid blindsiding
- ✓ Disseminate widely
 - look for opportunities to apply findings to your specific program

Using Findings for Making Decisions

- Use Evaluation to Make Decisions
- Are program goals appropriate?
 - Are processes adequate?
 - Are outcomes desired or acceptable
 - any unintended outcomes
 - Is cost proportionate to impact
 - Are data collected under program adequate for evaluation and decision making?

- Examples from BTC
- Need to reform bail process
 - Need for regular communication among program participants
 - Early on, clear evidence that paper and pencil information would not be adequate
 - focus on developing MIS

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Participant Evaluation of Teleconference

Please give brief reactions/comments indicating your thoughts about the following.

- Through this teleconference I learned the following new content, or different ways of looking at things:

- What will you take from this teleconference to apply in your work?

- The best aspects of this teleconference were:

- The teleconference could be improved by:

- What additional help or training do you need related to this topic?

- Suggestions or comments:

Please evaluate the presenter of this teleconference by placing a mark (X) in the column that corresponds with your rating of each area.

Jack Riley & Eric Lee	Outstanding	Above Average	Average	Below Average	Poor
Knowledge and organization of content					
Presentation methods					
Responsiveness to participants					

Please rate the following aspects of this teleconference by placing a mark (X) in the column that corresponds with your rating of each area.

	Outstanding	Above Average	Average	Below Average	Poor
Organization of the teleconference session					
Quality of the teleconference (overall rating)					
Content (current, relevant, and useful information)					
Effectiveness of instruction (Presenter's skills and organization)					
Opportunities to ask questions					
Handout materials (outline, visual aids)					
Supplemental materials (workbook, reference books)					

Please mail or fax this form to:

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The length of the teleconference in relation to the content covered was:

- about right too long too short